

# CONTRACTORS PUTTING OUR TENANTS AT HEART

CASE STUDIES 2025/26







# OVERVIEW

**Following a review of complaints trends, through My Voice Framework, our tenants expressed a wish to engage directly with our contractors to influence service improvement based on lived experience.**

In November 2025 we assembled tenants, contractors and Midland Heart colleagues at our first Contractors: Putting our Tenants at Heart Event, attended by nine of our key contractors and 13 tenants' representative of diverse demographics.

Contractors engaged directly with tenants attuning to their concerns and repair challenges, then committed to specific pledges aligned to tenants' priorities and improved service delivery.

## Key themes in pledges included;



Improved communication channels



Increased opportunities for tenants to feedback via different avenues, and;



Strengthened approach to appointments including narrowing down time slots and implementing a 15-minute wait before access is deemed unsuccessful.

**Following this, a second event was organised for April 2026 to review progress and hold contractors to account.**







# APPROACH AND DELIVERY

## On April 14th 2026, we held our second event.

The event was attended by eight senior representatives from contractors and 15 tenants, including newly recruited 'My Voice' involved tenants with recent experience of contractor repairs.

We ensured tenants represented a broad range of demographics including gender (27% male and 73% female) and ethnically diverse backgrounds (47%).

Contractors were able to share challenges and improvements with our tenants. We saw SMS or WhatsApp services implemented to provide updates, follow up calls and feedback channels. Several contractors have now enhanced internal processes including strengthened auditing, involving director level oversight of works completed and a robust training standard internally.

There has already been an increase in performance metrics with a 14% increase in Tenant Satisfaction with jobs being completed first time and a 12% reduction in complaints upheld rate.

While there is huge progress, there are still areas for improvement, and we will continue to work in partnership with our Tenants and Contractors to deliver further improvements.

**"It was really useful in my group. There were a lot of interesting subjects, and it was nice to be able to quiz the contractors about what they have done and how it has affected their customer service"**





# NEXT STEPS WITH OUR CONTRACTORS

We have agreed the following five next steps:



## Clear and consistent communication

We will provide timely, transparent communication before, during, and after every appointment, including clear timeframes, updates, and follow-ups.



## Putting the tenant experience first

We will improve how we engage with tenants, ensuring reassurance, respect in their homes, and clear explanations of the work carried out.



## Acting on tenant insight

We will strengthen how we capture, review, and act on tenant feedback to drive continuous service improvement.



## Stronger oversight and accountability

We will enhance performance monitoring, including post-inspections and leadership-level review, to ensure consistent service quality.



## Better systems and ways of working

We will introduce improved processes, technology, and training to support more efficient delivery and better outcomes for tenants.



Our tenants are the most important stakeholders for our business and their satisfaction is the key to our long-term success. This is why the MH Mindset is the most important thing we will work on, and my priority for the next few years.

## #MHMINDSET

Our tenants come first, second and third. We come to work to do the best we can for our tenants and each other. We are honest, empathetic, we ask questions, you can rely on us and we put our tenants at the centre of every decision we make.

**We are one team working together for our tenants.**



[www.midlandheart.org.uk](http://www.midlandheart.org.uk)



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