

# TENANT SATISFACTION MEASURES

2024/25





# Foreword

**We marked our 100-year anniversary at Midland Heart by continuing to work closely with tenants to improve the quality of their homes across the Midlands. Actively listening in order to meet their expectations, tackling their concerns and focusing on their priorities.**

During 2024/25, we were assessed by the Regulator for Social Housing (RSH) and achieved their highest ratings on Consumer (C1), Viability (V1) and Governance standards (G1). We also achieved record levels of performance on many fronts, including building new homes, our largest ever component replacement programme e.g. new roofs, kitchens, bathrooms and windows, lowest ever rent arrears and we are well on the way to moving all of our homes to EPC Band C (energy efficiency) by 2030.

Alongside this, we have co-produced our new corporate plan with tenants, colleagues and stakeholders, 'Tenants at Heart', which will take us to 2030. Our entire focus will be on putting our tenants at the heart of everything we do.

**TENANTS AT  
HEART**

To further sharpen our purpose, our new vision is to:

**PROVIDE QUALITY AFFORDABLE HOMES ACROSS THE MIDLANDS**

**Our legacy since 1925 has always been to provide safe, well maintained and affordable homes and this continues to be the essence of who we are and what we do. Without question, investing in our existing homes is the number one priority for our tenants.**

This is the second year we are reporting on the 22 'Tenant Satisfaction Measures', which were introduced by the Regulator of Social Housing in 2023/24. 12 of these relate to tenant perceptions and 10 relate to management information. This further enriches the tenant insight work we have been undertaking.

**Overall satisfaction  
among our Low Cost  
Rented Accommodation  
tenants was**

**78.7%**

Up from 76.6% last year.  
This represents c27,000 homes.

**Overall satisfaction  
among our low-cost  
homeowners was**

**53.5%**

Up from 52.4% last year.  
This represents c2,100 homes.

These surveys strictly follow the regulatory guidance and sampling criteria. They are undertaken independently by our external research company via telephone surveys throughout the year.

We continue to use tenant feedback to shape and improve our services, this will be central to delivering 'Tenants at Heart'.



**Glenn Harris MBE**  
Chief Executive, Midland Heart

# Introduction

**The Tenancy Satisfaction Measures (TSMs) are a set of metrics that were introduced by the Regulator for Social Housing (RSH) in April 2023 to evaluate landlord services.**

This document explains the methodology we used to collect responses for the 12 TSM Tenant Perception Survey measures and details our 2024/25 results, along with our results for the accompanying Management Information metrics. You can find our 2023/24 results [here](#).

For the purposes of the Tenant Perception Survey, 'tenant' refers to the lead tenant in Low-Cost Rental Accommodation (LCRA) or homeowner in Low-Cost Home Ownership (LCHO).

The Perception Survey asks respondents to offer broad feedback on our services, in contrast to our 'post-transactional' surveys which focus on a specific transaction, such as a repair.

Tenant Perception Measures	LCRA	Change (on 2023/24)	LCHO	Change (on 2023/24)
Satisfaction with the overall service provided by Midland Heart [TP01]	<b>78.7%</b>	<b>+2.1</b>	<b>53.5%</b>	<b>+1.1</b>
Satisfaction with repairs	<b>80.3%</b>	<b>+1.7</b>	-	-
Satisfaction with the time taken to complete most recent repair	<b>78.7%</b>	<b>+2.9</b>	-	-
Satisfaction that the home is well maintained	<b>77.9%</b>	<b>+1.4</b>	-	-
Satisfaction that the home is safe	<b>82.7%</b>	<b>+1.9</b>	<b>76.5%</b>	<b>-0.6</b>
Satisfaction that Midland Heart listens to tenant views and acts upon them	<b>68.9%</b>	<b>+1.8</b>	<b>44.3%</b>	<b>+6.9</b>
Satisfaction that Midland Heart keeps tenants informed about things that matter to them	<b>76.6%</b>	<b>+2.6</b>	<b>54.9%</b>	<b>+3.6</b>
Agreement that the landlord treats tenants fairly and with respect	<b>83.0%</b>	<b>+1.7</b>	<b>63.1%</b>	<b>+6.0</b>
Satisfaction with Midland Heart's approach to complaints handling	<b>37.7%</b>	<b>+2.6</b>	<b>21.3%</b>	<b>+11.9</b>
Satisfaction that Midland Heart keeps communal areas clean and well maintained	<b>76.3%</b>	<b>+4.0</b>	<b>53.0%</b>	<b>+12.5</b>
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	<b>68.1%</b>	<b>-1.8</b>	<b>39.4%</b>	<b>-2.4</b>
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	<b>64.5%</b>	<b>-3.2</b>	<b>32.8%</b>	<b>-10.1</b>

TSM Management Information Measure	LCRA	LCHO	Combined	Change (on 2023/24)
Proportion of homes that do not meet the Decent Homes Standard	<b>0.0 (6 properties)</b>			-
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	<b>88.1%</b>			<b>+5.9%</b>
Proportion of emergency responsive repairs completed within the landlord's target timescale	<b>94.5%</b>			<b>-1.9%</b>
Proportion of homes for which all required gas safety checks have been carried out			<b>100%</b>	-
Proportion of homes for which all required fire risk assessments have been carried out			<b>100%</b>	-
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out			<b>100%</b>	-
Proportion of homes for which all required legionella risk assessments have been carried out			<b>100%</b>	-
Proportion of homes for which all required communal passenger lift safety checks have been carried out			<b>100%</b>	-
Number of stage one complaints received per 1,000 homes	<b>59.8</b>	<b>14.1</b>		<b>+25.8 LCRA +2.1 LCHO</b>
Number of stage two complaints received per 1,000 homes	<b>9.4</b>	<b>2.8</b>		<b>+3.4 LCRA +2.2 LCHO</b>
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>95.0%</b>	<b>85.7%</b>		<b>-0.2% LCRA -11.0% LCHO</b>
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>83.7%</b>	<b>100%</b>		<b>-12.5% LCRA - LCHO</b>
Number of Anti-Social Behaviour cases opened per 1,000 homes			<b>15</b>	<b>-7</b>
Number of Anti-Social Behaviour cases that involve hate incidents opened per 1,000 homes			<b>1</b>	-





## WE LISTENED AND RESPONDED...

# MARKING 100 YEARS WITH OUR TENANTS

**In November 2024, we were joined by more than 150 tenants, partners, peers, investors and stakeholders to celebrate our centenary at Birmingham Town Hall.**

We were also joined by a range of guest speakers, who reflected on the housing challenges faced, and how the sector can rise to those challenges to provide more decent, affordable and safe homes for tenants across our region.

As part of this celebration of our history, we created a large exhibition. Modelled on one of our homes, it gave tenants and other guests, the opportunity to take a walk down memory lane and see our evolution brought to life.



# LOCAL COMMUNICATIONS AROUND ISSUES THAT MATTER THE MOST

**Delivering communications to our tenants at a local level is pivotal to improving our tenants' overall experience and enabling us to deliver more proactive landlord services. As part of this vision, we ran a five-month pilot programme, which involved us sending in the region of 5,700 texts to tenants living in 672 homes across six pilot areas.**

During the pilot, tenants received an average of one proactive text a week per area about issues, including communal repairs, graffiti and fly-tipping. Web pages were also created for each of the pilot schemes.

Over the course of the pilot, phone calls coming into our Hub increased 7.6% to 58,046 in Q1 2024/25. During the same period, phone calls to our Hub from tenants in our pilot areas decreased by 27.7% to less than 600 calls in Q1 2024/25. We intend to build upon the success of this pilot activity by rolling out localised communications across the rest of our operating areas via a phased approach.



# TENANTS AT HEART (2026-30)

We have spent the last two years engaging with thousands of tenants and homeowners across the Midlands – which includes via our Tenant Perception survey – to co-produce our new plan, 'Tenants at Heart', and actively listen to meet our tenants' expectations, tackle their concerns and focus on their priorities.

Our new corporate plan puts tenants at the heart of all we do. It will be delivered through four key pillars:

**Homes that enable modern living, Quality services and local impact, Financial resilience and sustainable growth** and **One team working together for tenants.**

## Homes that enable modern living:

- We will make record investment in our most challenging homes (c6,000 over the corporate plan). We know more than 75% of these are: pre-war properties (c4,500); our least energy efficient and in our most deprived wards. We will make these homes more affordable for tenants to maintain, improve the thermal comfort and help alleviate some of the challenges with fuel poverty. We will focus on moving these homes to at least EPC Band C and improve the overall condition to meet tenants' expectations and enable modern living. That's c£300m investment in our existing homes.
- Dealing with repairs is overwhelmingly the key driver of overall tenant satisfaction. We want to deliver a faster and more responsive repairs services for our tenants, halving our target time for completions from 28 to 14 days.

## One team working together for tenants:

- The current national labour shortages will be amplified through the governments housing programme e.g. more new homes, Awaabs' law and Decent Homes two. More colleagues, e.g. surveyors, will be needed on the frontline. To tackle this skills shortage, we will work with like-minded HAs, partners and the best regional education providers to develop the first housing regional skills academy in the Midlands. To position housing as a career for the brightest talent across our geography.

## Financial resilience and sustainable growth:

- To celebrate 100 years of Midland Heart and following the success of Project 80 (our new build eco homes, the first provider to meet the futures homes standard 2025), we will extend the concept to deliver Project 100, a net zero affordable housing community scheme of scale in the Midlands.
- We will seek to deliver 2,250 homes to 2030 and will remain agile to the prevailing economic and political circumstances. We will have to build 6,000 new homes within a decade as part of this vision.

## Quality services and local impact:

- Remaining focussed on providing high quality and tenant-centric services, while strengthening our approach to local neighbourhood management by having greater frontline presence and impact in the local areas where we work. Working with tenants, partners and statutory agencies to invest in local areas and work collaboratively to tackle tenant priorities.
- Enhance our digital offer and providing a greater breadth of digital services to tenants. Improving ease of access, convenience and transparency throughout the life of a tenancy.

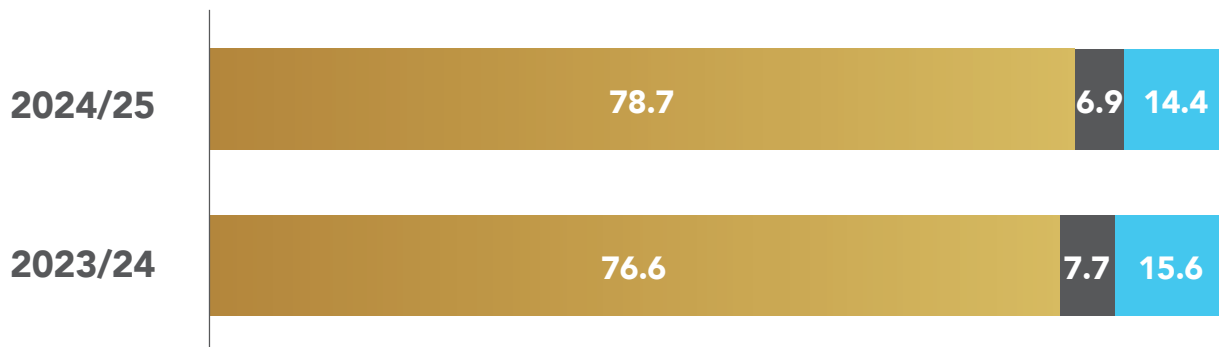
# TENANTS AT HEART



# Summary of this year's results

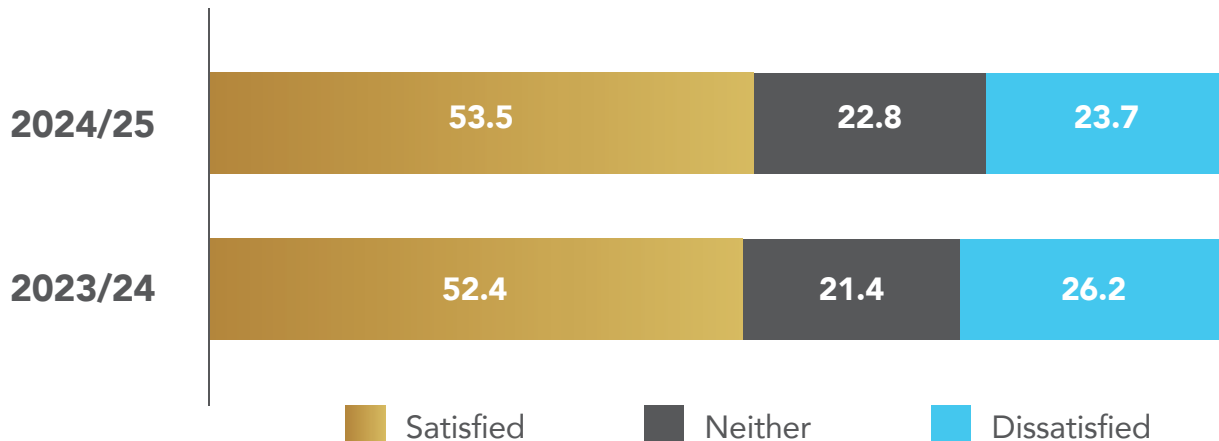
## Low-Cost Rented Accommodation

### TP01: Overall satisfaction



## Low-Cost Home Ownership

### TP01: Overall satisfaction



**There was a 2.1-point increase in overall satisfaction among our LCRA tenants. There was a drop of 2.5 points in the share of LCHO homeowners, who were dissatisfied, with satisfaction increasing by 1.1 points to 53.5%.**

Communication was one of the key themes to emerge from 2023/24's Tenant Perception Survey, and we've been making improvements to make sure we communicate more effectively with our tenants and homeowners.

We've seen better results this year for listening to and acting upon tenant and homeowner views, keeping tenants and homeowners informed about things that matter to them, and treating tenants and homeowners with fairness and respect.

Satisfaction with our repairs service overall and timeliness of repairs increased this year, ahead of our plans to halve repair response times over the course of 'Tenants at Heart.' We also saw significant increases in satisfaction among both tenants and homeowners in relation to how we maintain communal areas at our buildings.

In all, we found that 10 of the 12 Perception Survey measures for LCRA and six of the nine for LCHO received improved feedback this year compared to 2023/24. We know there's more work to do – satisfaction with our contribution to neighbourhoods and our Anti-Social Behaviour-handling fell this year across both areas. Plans for improvement are detailed in our new five-year corporate plan.

**WE LISTENED AND RESPONDED...**

## **SAFER COMMUNITIES AND NEIGHBOURHOODS**

**To support and help protect our tenants, we have been proactively mapping cases of Anti-Social Behaviour (ASB) to identify the most high-risk areas and prioritise our support accordingly. This activity forms part of our wider efforts to create balanced and sustainable communities by working closely with key partners, including the police and councils, to make a positive impact on local neighbourhoods.**

Our work so far has generated numerous positive outcomes. This includes upgrading our CCTV systems; tackling 150 of our most challenging general needs schemes; conducting HomeChecker assessments; appointing a specialist team to handle ASB cases; making our ASB services easier to access and working in partnership with local organisations to tackle ASB, domestic abuse and hate crime.

We are also leading the national policy agenda and have set up an all-Party ASB Parliamentary Group with Shaun Bailey MP. The group's final report foreword received cross-party MP support and we will continue to work with Revolve to promote the report.



## **INVESTING IN OUR CCTV NETWORK**



**To deter and detect crime and Anti-Social Behaviour, our CCTV network and system upgrade was completed at the end of 2024 following a consultation with almost 3,500 of our tenants.**

This £1.8m investment covers over 70 of our sites. It has significantly modernised our CCTV offering, with a move to fully integrated digital systems and live monitoring being managed by a dedicated team based at our East Midlands Hub facility in Hinckley.

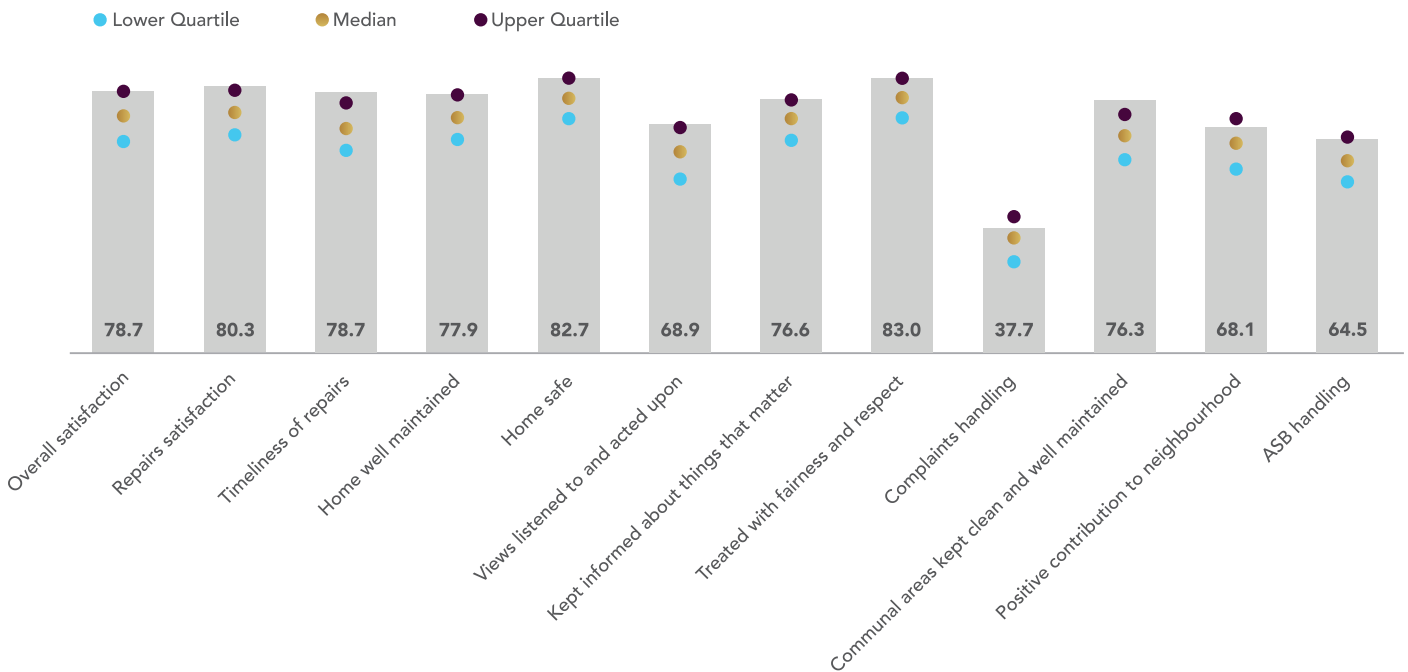
Throughout the past year, our CCTV network has played a key role in supporting with the investigation of various incidents, including fly-tipping, unusual behaviour and vehicle nuisance. We have also been promoting our work through a variety of case studies on our website that allow our tenants to see the actions being taken and the results that have been achieved.



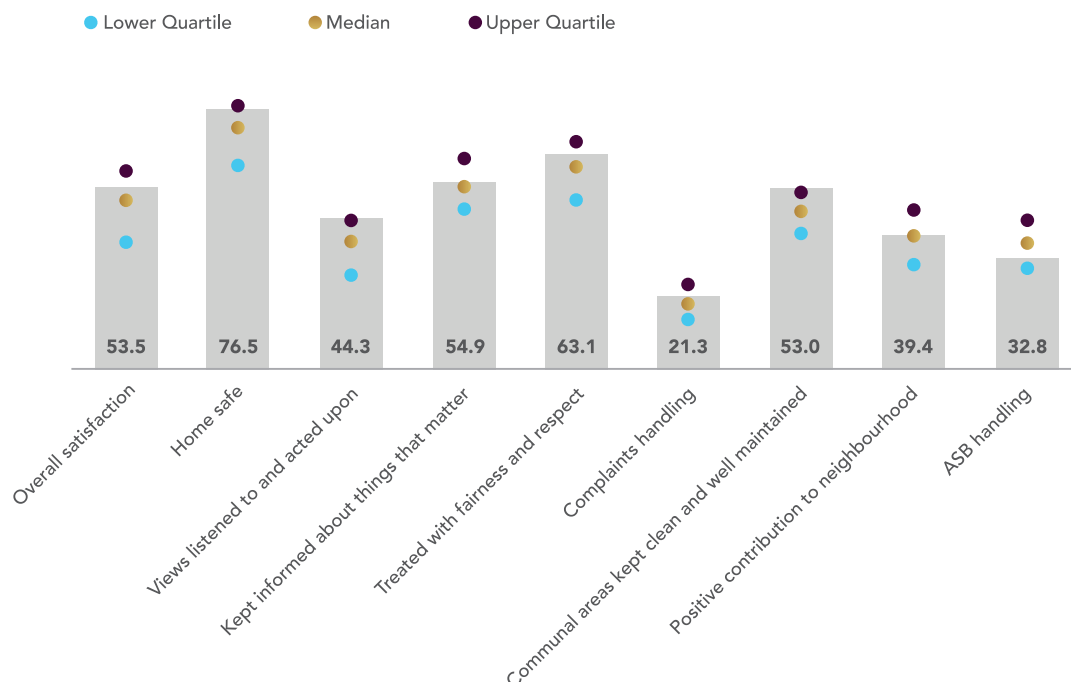
# How our results compare

We've compared our 2024/25 results for each measure to the lower, median and upper quartiles of the 2023/24 results as published by the Regulator. This included 355 LCRA providers and 56 LCHO providers. Overall, our results compare favourably:

## Low-Cost Rented Accommodation



## Low-Cost Home Ownership



**WE LISTENED AND RESPONDED...**

## **PROVIDING TENANTS WITH WARM, SAFE HOMES**

**We are committed to providing our tenants with safe and affordable homes, and prioritising properties that are the least energy efficient, as well as tenants who are in fuel poverty.**

As part of this vision, we are substantially increasing investment in our homes to over £300m between now and 2030. This is in addition to the £134m we have already invested over the last five years. We have also set our sights on improving the EPC rating of around 6,000 of our homes from Band D to Band C by 2030.

We are one of the first housing associations to establish a specialist team to deal with damp and mould. And we are proactively using data and preventative measures, such as sensors, and engaging with tenants to deliver on our objectives from a long-term perspective.

Consistently engaging with our tenants is central to us proactively dealing with damp and mould issues. It has resulted in us developing detailed action plans and conducting an Equality Impact Assessment on our damp and mould policy to make sure all tenants are being treated fairly. At the same time, we are continuously training our staff involved in managing damp and mould and maintaining a zero-tolerance approach that has been recognised as industry-leading.





# Independent and externally assured methodology

We worked with IFF Research, an independent housing research specialist and Market Research Society (MRS) member, to develop our approach, sampling and survey methodology for both 2023/24 and 2024/25. We were given positive assurance from our internal auditors that our approach to TSMs meets the RSH's requirements.

## Summary of our approach

- We match our question wording and the response options to the requirements.
- We do not link our sampling approach to any 'transaction' between tenant and landlord, e.g. a repair.
- Sufficient responses are gathered to meet the required statistical accuracy for our LCRA and LCHO populations.
- We use random sampling to ensure that no household takes part more than once per financial year and that all households have an equal chance of having their say.
- Our samples are segmented according to tenure type, as well as the key characteristics, age and ethnic group, to ensure they are representative of our tenant population.
- Our samples are impartially gathered in line with the MRS Code of Contact. We quality check interview recordings to make sure surveys are being conducted to the highest standard.

## Questionnaire design

Our survey uses the question phrasing and sequence specified by the RSH guidance. We avoided adding any additional wording or questions that could bias participants by applying 'leading' or 'priming' effects.

Our only amendment is the inclusion of three open-ended questions that give participants the opportunity to express their overall satisfaction with Midland Heart, talk about any safety concerns they have about their home and offer additional feedback on how we can improve our services.

## Sampling approach

Consistent with the guidelines, we define our 'relevant tenant population' as all households residing in our LCRA or LCHO properties.

To give us adequate time to calculate our required sample sizes for 2024/25, we used a snapshot of our relevant tenant population as of March 2024.

## Relevant tenant population

As of March 2024, our relevant tenant population was 26,754 for Low-Cost Rental Accommodation tenants and 2,110 for Low-Cost Home Ownership.

We used the formula required by the RSH to determine the sample sizes we needed to meet the required statistical accuracy for both our LCRA and LCHO populations. For 2024/25, we established that we would need to gather valid responses to TP01 'Tenant satisfaction with the overall landlord service provided by Midland Heart' from a minimum of 2,208 LCRA tenants and 324 LCHO homeowners.

Following IFF Research's recommendation, we chose to continue our approach from 2023/24 of dividing our samples by tenure type, age band and ethnic group, to ensure that our samples were representative of our tenant and homeowner populations.

As an example, on the 31 March 2025 we found that 12,765 (47.7%) of all LCRA tenants were aged between 41 – 64. We received 1,050 responses to question TP01 from that group, making up a representative 47.5% of our LCRA sample.

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## Data collection

To guarantee our results are impartial, we use a research partner to carry out our interviews. This year, our former research partner, IFF Research, gathered TSM responses on our behalf during quarters 1 and 2 of the financial year. Our new partners MEL Research – who replaced IFF after a competitive tender process during the financial year - gathered the reminder across quarters 3 and 4.

We chose to collect surveys by telephone for the following reasons:

- Telephone surveys can reduce the self-selection bias commonly associated with email, SMS and postal surveys while allowing us to use an independent third party to conduct interviews. Self-selection bias can lead to only those who feel strongly – either positively or negatively - choosing to take part in a survey.
- Interviewers can clarify questions and probe for detailed, verbatim responses, leading to richer analysis.
- We have more flexibility to adjust interview targets throughout the year, ensuring our samples remain representative and no over-sampling takes place.
- By reviewing call recordings from our contractors, we can quality check TSM interviews to uphold high interviewing standards.
- Our monthly transactional satisfaction surveys are also conducted by telephone, giving us a consistent approach across the transactional programme and the TSMs.

According to the RSH, "While landlords typically use more than one collection method in order to reach a range of tenants, the majority (65%) used telephone surveys as their main collection method."

IFF Research and MEL Research offered an interpretation service for those whose first language was not English. They also provided alternative response options for individuals who were unable to take part over the telephone, ensuring that no potential respondent was excluded. We collected data quarterly and no incentive to take part was offered.



# Comment analysis

**During 2023/24, we asked all respondents for comments about their response to TP01: 'Overall satisfaction' and at the end of the survey asked respondents about anything else they felt Midland Heart could improve upon. We also asked all of those less than satisfied at question TP04: 'Satisfaction that the home is safe' what steps we could take to make them feel safer in their homes.**

We found the comments from those open-ended questions were very useful in terms of helping us understand our tenants and homeowners better, so we retained them for 2024/25. Like last year, we read and coded comments. We also used MEL Research's automated comment analysis tool to help us understand the themes.

All comments containing a cause for concern that related to the home or tenant or homeowner's welfare was immediately highlighted to us by IFF Research and MEL Research, and recorded and dealt with by our repairs or housing teams.

## What our tenants told us

**'We continued to find that the following key topics were the most important to our tenants and homeowners:**

- Effective and timely communication, including listening to and acting on concerns, treating tenants and homeowners as individuals with unique needs and keeping them informed.
- Making sure our tenants and homeowners can easily and quickly access help and advice from us, whenever they need it.
- Providing a high quality and quick repairs service, making sure repairs are fixed first time and making sure it is simple to get defects fixed in our new build homes.
- The long-term maintenance of our homes, including our planned maintenance programme in which we upgrade windows, doors, kitchens, bathrooms and more.
- Keeping our homes safe and secure, effectively dealing with ASB issues and being visible within our neighbourhoods.
- Providing effective grounds maintenance, window cleaning and cleaning services.





Many of the comments illustrate just how much of a positive impact we can have on the experience of tenants living in our homes when we get our services right:



"I've been here a very long time and the things that they do have been **amazing**. I've had a new bathroom and kitchen. They are very **helpful**."

"Since moving to Midland Heart, it's **completely different**, they answer phones quickly, they always call back, and they've been very helpful."

"[I've] got a **home** now; I've got a place of safety. Yes, it is a **very nice place to live**. [It is a] Safe place for me too, it is home and family come and see me, which means [the] world to me."





## WE LISTENED AND RESPONDED...

# MANAGING OUR HOMES

**Our online HomeChecker form is our single most important frontline risk assessment, providing ongoing assurance that our properties are safe, secure and well maintained when colleagues visit a property.**

HomeChecker scores properties from 1 to 4 and has continued to play a key role in proactively spotting any concerns as we continue to better support our tenants and deploy appropriate resources, especially where high risk issues are uncovered, including around safeguarding and wellbeing.

During the past year, our colleagues completed 93,887 HomeChecker forms. Since the launch in August 2022, the total number of completed forms now stands at 239,953.



# DELIVERING BALANCED AND SUSTAINABLE COMMUNITIES



**Improving the homes and neighbourhoods our tenants call home by supporting balanced and sustainable communities formed a central part of our Making What Matters Brilliant corporate plan. We identified 150 locations where crime, ASB and tenancy turnover were higher than the baseline for our schemes.**

We proactively tackled these core behavioural problems through tenancy enforcement action. This involved investing in the security and appearance of communal areas and implementing local lettings plans to make sure communities were balanced in line with tenants' needs. A wide range of work, including CCTV, improved security doors and gates, landscaping and internal flooring and decorating, was also carried out.

A total of 1,250 tenants were positively impacted by this work. Other notable results include: safeguarding/wellbeing concerns reducing by 66% and £5.8million being invested, and more than £500,000 being saved through reduced communal repairs and reductions in void loss. We also reported several positive Tenant Satisfaction Measure results, which include an 8% gain in the number of tenants who believe we are making a positive contribution to their neighbourhood.



# Response Rate

## Low-Cost Rental Accommodation

Tenure Type	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
General Needs	24,679	92.2%	2,022	91.5%
Supported Housing and Housing for Older People	1,812	6.8%	165	7.5%
Intermediate Market Rent	263	1.0%	23	1.0%
<b>Total</b>	<b>26,754</b>	<b>100.0%</b>	<b>2,210</b>	<b>100.0%</b>

Age Band	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
16 – 25	1,314	4.9%	90	4.1%
26 – 40	8,334	31.2%	664	30.0%
41 – 64	12,765	47.7%	1,050	47.5%
65+	4,303	16.1%	406	18.4%
Unknown	38	0.1%	0	0.0%
<b>Total</b>	<b>26,754</b>	<b>100.0%</b>	<b>2,210</b>	<b>100.0%</b>

Ethnic Group	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
BME	11,750	43.9%	941	42.6%
Non-BME	10,956	41.0%	943	42.7%
Undisclosed	4,048	15.1%	326	14.8%
<b>Total</b>	<b>26,754</b>	<b>100.0%</b>	<b>2,210</b>	<b>100.0%</b>

## Low-Cost Home Ownership

Age Band	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
16 – 25	95	4.5%	18	5.5%
26 – 40	687	32.6%	113	34.8%
41 – 64	873	41.4%	137	42.2%
65+	257	12.2%	51	15.7%
Unknown	198	9.4%	6	1.8%
<b>Total</b>	<b>2,110</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>

Ethnic Group	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
BME	360	17.1%	56	17.2%
Non-BME	1,135	53.8%	169	52.0%
Unknown	615	29.1%	100	30.8%
<b>Total</b>	<b>2,110</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>



# Results by characteristic

## Low-Cost Rental Accommodation

Tenure type	LCRA overall	General Needs	Supported Housing and Housing for Older People	Intermediate Market Rent
Interviews	2,219	2,031	165	23
Valid responses to TP01	2,210	2,022	165	23
Satisfaction with the overall service provided by Midland Heart (TP01)	78.7%	78.2%	84.8%	78.3%
Satisfaction with repairs (TP02)	80.3	80.2	84.3	69.6
Satisfaction with the time taken to complete most recent repair (TP03)	78.7	78.6	82.6	69.6
Satisfaction that the home is well maintained (TP04)	77.9	77.0	87.9	82.6
Satisfaction that the home is safe (TP05)	82.7	82.1	91.1	82.6
Satisfaction that Midland Heart listens to tenants' views and acts upon them (TP06)	68.9	68.2	79.9	57.9
Satisfaction that Midland Heart keeps tenants informed about things that matter to them (TP07)	76.6	75.9	85.3	73.9
Agreement that the landlord treats tenants fairly and with respect (TP08)	83.0	82.5	87.4	87.0
Satisfaction with Midland Heart's approach to complaints handling (TP09)	37.7	37.6	40.5	36.4
Satisfaction that Midland Heart keeps communal areas clean and well maintained (TP10)	76.3	73.8	91.5	88.2
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods (TP11)	68.1	66.7	86.0	41.2
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour (TP12)	64.5	63.5	76.2	46.2

Age band	LCRA overall	16-25	26-40	41-64	65+
Interviews	2,219	90	667	1,056	406
Valid responses to TP01	2,210	90	664	1,050	406
Satisfaction with the overall service provided by Midland Heart (TP01)	78.7%	84.4%	74.5%	78.5%	84.7%
Satisfaction with repairs (TP02)	80.3	78.5	76.9	80.1	87.5
Satisfaction with the time taken to complete most recent repair (TP03)	78.7	75.4	76.3	78.2	85.1
Satisfaction that the home is well maintained (TP04)	77.9	84.4	74.2	76.2	86.8
Satisfaction that the home is safe (TP05)	82.7	84.9	77.1	83.1	90.6
Satisfaction that Midland Heart listens to tenants' views and acts upon them (TP06)	68.9	73.7	65.5	67.5	77.4
Satisfaction that Midland Heart keeps tenants informed about things that matter to them (TP07)	76.6	85.9	78.0	73.4	80.9
Agreement that the landlord treats tenants fairly and with respect (TP08)	83.0	87.4	83.1	81.2	86.2
Satisfaction with Midland Heart's approach to complaints handling (TP09)	37.7	30.8	36.1	37.7	42.9
Satisfaction that Midland Heart keeps communal areas clean and well maintained (TP10)	76.3	84.3	72.1	74.8	83.8
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods (TP11)	68.1	80.0	64.6	65.0	78.0
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour (TP12)	64.5	65.5	64.1	62.1	71.0

<b>Ethnic group</b>	<b>LCRA overall</b>	<b>BME</b>	<b>Non-BME</b>	<b>Undisclosed</b>	<b>65+</b>
Interviews	<b>2,219</b>	<b>945</b>	<b>947</b>	<b>327</b>	<b>406</b>
Valid responses to TP01	<b>2,210</b>	<b>941</b>	<b>943</b>	<b>326</b>	<b>406</b>
Satisfaction with the overall service provided by Midland Heart (TP01)	<b>78.7%</b>	<b>80.3%</b>	<b>78.6%</b>	<b>74.2%</b>	<b>84.7%</b>
Satisfaction with repairs (TP02)	<b>80.3</b>	<b>81.2</b>	<b>79.2</b>	<b>80.7</b>	<b>87.5</b>
Satisfaction with the time taken to complete most recent repair (TP03)	<b>78.7</b>	<b>79.1</b>	<b>77.7</b>	<b>80.3</b>	<b>85.1</b>
Satisfaction that the home is well maintained (TP04)	<b>77.9</b>	<b>77.8</b>	<b>79.2</b>	<b>74.2</b>	<b>86.8</b>
Satisfaction that the home is safe (TP05)	<b>82.7</b>	<b>81.2</b>	<b>84.4</b>	<b>82.1</b>	<b>90.6</b>
Satisfaction that Midland Heart listens to tenants' views and acts upon them (TP06)	<b>68.9</b>	<b>71.8</b>	<b>66.3</b>	<b>68.0</b>	<b>77.4</b>
Satisfaction that Midland Heart keeps tenants' informed about things that matter to them (TP07)	<b>76.6</b>	<b>79.0</b>	<b>74.6</b>	<b>75.5</b>	<b>80.9</b>
Agreement that the landlord treats tenants fairly and with respect (TP08)	<b>83.0</b>	<b>83.7</b>	<b>82.7</b>	<b>81.5</b>	<b>86.2</b>
Satisfaction with Midland Heart's approach to complaints handling (TP09)	<b>37.7</b>	<b>42.9</b>	<b>34.2</b>	<b>29.5</b>	<b>42.9</b>
Satisfaction that Midland Heart keeps communal areas clean and well maintained (TP10)	<b>76.3</b>	<b>78.1</b>	<b>74.4</b>	<b>75.9</b>	<b>83.8</b>
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods (TP11)	<b>68.1</b>	<b>69.9</b>	<b>66.7</b>	<b>67.0</b>	<b>78.0</b>
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour (TP12)	<b>64.5</b>	<b>67.1</b>	<b>62.0</b>	<b>63.9</b>	<b>71.0</b>



## Low-Cost Home Ownership

Age band	LCHO overall	16-25	26-40	41-64	65+	Unknown
Interviews	<b>336</b>	<b>18</b>	<b>116</b>	<b>139</b>	<b>56</b>	<b>7</b>
Valid responses to TP01	<b>325</b>	<b>18</b>	<b>113</b>	<b>137</b>	<b>51</b>	<b>6</b>
Satisfaction with the overall service provided by Midland Heart (TP01)	<b>53.5%</b>	<b>44.4%</b>	<b>52.2%</b>	<b>51.1%</b>	<b>70.6%</b>	<b>16.7%</b> (6 responses)
Satisfaction that the home is safe (TP05)	<b>76.5</b>	<b>77.8</b>	<b>77.3</b>	<b>71.8</b>	<b>86.7</b>	<b>66.7</b>
Satisfaction that Midland Heart listens to tenants' views and acts upon them (TP06)	<b>44.3</b>	<b>55.6</b>	<b>42.0</b>	<b>39.8</b>	<b>57.9</b>	<b>33.3</b>
Satisfaction that Midland Heart keeps tenants informed about things that matter to them (TP07)	<b>54.9</b>	<b>41.2</b>	<b>58.6</b>	<b>52.5</b>	<b>61.4</b>	<b>25.0</b>
Agreement that the landlord treats tenants fairly and with respect (TP08)	<b>63.1</b>	<b>64.7</b>	<b>65.3</b>	<b>59.3</b>	<b>70.2</b>	<b>40.0</b>
Satisfaction with Midland Heart's approach to complaints handling (TP09)	<b>21.3</b>	<b>0.0</b> (6 responses)	<b>12.1</b>	<b>33.3</b>	<b>25.0</b>	<b>100.0</b>
Satisfaction that Midland Heart keeps communal areas clean and well maintained (TP10)	<b>53.0</b>	<b>50.0</b>	<b>37.8</b>	<b>59.0</b>	<b>73.3</b>	<b>100.0</b>
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods (TP11)	<b>39.4</b>	<b>53.8</b>	<b>41.8</b>	<b>35.7</b>	<b>36.7</b>	<b>50.0</b>
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour (TP12)	<b>32.8</b>	<b>60.0</b>	<b>28.3</b>	<b>21.3</b>	<b>55.0</b>	<b>50.0</b>

Ethnic group	LCHO overall	BME	Non-BME	Undisclosed
Interviews	336	56	177	103
Valid responses to TP01	325	56	169	100
Satisfaction with the overall service provided by Midland Heart (TP01)	53.5%	39.3%	54.4%	60.0%
Satisfaction that the home is safe (TP05)	76.5	64.0	77.8	81.1
Satisfaction that Midland Heart listens to tenants' views and acts upon them (TP06)	44.3	42.2	44.4	45.5
Satisfaction that Midland Heart keeps tenants informed about things that matter to them (TP07)	54.9	58.7	53.7	54.9
Agreement that the landlord treats tenants fairly and with respect (TP08)	63.1	57.4	59.6	71.6
Satisfaction with Midland Heart's approach to complaints handling (TP09)	21.3	20.0	20.6	23.1
Satisfaction that Midland Heart keeps communal areas clean and well maintained (TP10)	53.0	42.1	54.7	57.1
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods (TP11)	39.4	33.3	37.5	45.6
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour (TP12)	32.8	23.1	33.8	34.1







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



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