

**TENANT  
SATISFACTION  
MEASURES**

**2025  
2026**



# CONTENTS

CLICK TO NAVIGATE THE CHAPTERS



FOREWORD  
AND  
INTRODUCTION



OUR  
RESULTS



OUR SURVEY  
APPROACH



UNDERSTANDING  
WHAT'S  
IMPORTANT  
TO YOU



TENANTS AT  
HEART



FURTHER  
RESULTS  
ANALYSIS

# FOREWORD

We have completed the first year of our new corporate plan 'Tenants at Heart' and I'm delighted to report across the board improvements on our Tenant Satisfaction Measures. This cements Midland Heart very much in the top quartile within the sector.

Satisfaction with our overall service increased to **81.3%** (78.7%, 2024/25) for Low Cost Rented Accommodation (LCRA); and

A significant 8.2 points increase to **61.7%** (53.5%, 2024/25) for Low Cost Home Ownership (LCHO).

These positive results have been delivered in the context of a demanding external operating environment as well as a number of specific structural challenges:



One-third of our homes are c100 years old (c10,000 homes), we have a higher proportion of pre-war properties than other large housing associations.



41% of our properties are in the most deprived 10% of areas in England.



Birmingham has six of the poorest wards in England based on affordability.



Given Local Authority nominations, we have above average vulnerable tenants.



More than half of tenants pay all or part of their rent themselves (cost of living).



Given our geography, our homes are inherently of relative low value.



Our homes are in neighbourhoods where there are high concentrations of HMOs.

As our operating environment changes, we continue to actively listen to tenants to anchor how we can shape, plan and deliver against their priorities. Investing in existing homes is paramount, improving energy efficiency (tackling fuel poverty) and more simplified, visible and responsive service standards are clear priorities whilst ensuring we remain a financially secure landlord. We also know we need to build more new homes as a sector. All of these priorities are underpinned by the need for colleagues to have the right skills, professionalism and the Midland Heart mindset.



We can see the impact of our work on the increase in the number of tenants who are very satisfied with our overall services up from 43.5% last year to 48.8% in 2025/26 (LCRA).



There are few organisations that have a G1, V1, C1 and A1 rating from the Regulator (Governance, Viability and Consumer standards) and Moody's credit rating agency. In August 2025, following a thorough external assessment, we were also proud to be awarded an accreditation in Tenant Engagement by the Tenant Participation Advisory Service (Tpas). This is a very real strength which also sits alongside our Customer Service Excellence accreditation. This is a nationally recognised standard that provides independent assurance of customer-focused service delivery. We have consistently held this accreditation since 2015.

We know there is more to do, and we're certainly looking forward to delivering year two (2026/27) of our ambitious [Tenants at Heart corporate plan](#).

**Glenn Harris MBE**

Chief Executive, Midland Heart

# FOREWORD

**As an involved tenant, I'm pleased to introduce Midland Heart's Tenant Satisfaction Measures (TSMs) report for 2025–26 as part of the Regulator for Social Housing (RSH) requirements for overseeing the performance of social housing landlords.**

There are 12 TSM perception survey measures, using tenant input collected from perception surveys. The report enables the RSH to see how landlords are delivering the services tenants rely on. It also enables tenants to see how well their landlord is performing, giving us the opportunity to challenge services that are underperforming and to help shape improvements to service delivery.

This year's results show that satisfaction increased in 10 of the measures, with the biggest increase in complaints handling, up 8.1%. That suggests progress in how concerns are being listened to and acted on. At the same time, two measures fell, with the largest decrease seen in communal areas being kept clean and well maintained, which is down 2.9%. This is a clear reminder that everyday services still have a direct impact on how we feel about our homes and neighbourhoods.

New contracts have just been put in place to improve these services. Once these have bedded in, we hope to see an improvement in service performance and in turn an increase in satisfaction levels.

Over the last few years, the MY VOICE tenant involvement framework has been increased by adding more focus groups, such as Damp and Mould, Complaints and Procurement, ensuring the tenant voice helps shape procedures and policies.

For me, one of the biggest steps forward this year is that, for the first time, the tenant voice helped to shape the new corporate plan, Tenants at Heart, helping Midland Heart plan for the future—not only building new homes, but ensuring older properties are maintained to a safe and comfortable standard.

Thank you to every tenant who took the time to share their views. Please continue to complete tenant surveys, as this helps involved tenants ensure your views are listened to when shaping the future.

**Trevor Stanley**  
Chair of My Impact



# INTRODUCTION

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator for Social Housing (RSH) in April 2023 to evaluate landlord services. This report details our feedback from the 12 TSM Perception Survey measures for 2025/26, along with our Management Information results. You can find our previous TSM publications [here](#).

For the Tenant Perception Survey, 'tenant' refers to the lead tenant in Low-Cost Rented Accommodation (LCRA) or homeowner in Low-Cost Home Ownership (LCHO) homes. The Perception Survey asks respondents to offer broad feedback on their experience of living in a Midland Heart home and accessing our services.

Between April 2025 and March 2026, **2,280 tenants and 358 homeowners** took part in a TSM survey. We'd like to thank every one of those tenants and homeowners for giving up their time to share their experiences and feedback. The views of our tenants and homeowners form the basis for Tenants at Heart and all feedback is used to help strengthen our plans for improvement.



# OUR RESULTS

Tenant Perception Measures 2025/26	LCRA	Change (on 2024/25)	LCHO	Change (on 2024/25)
Satisfaction with the overall service provided by Midland Heart	81.3%	+2.6	61.7%	+8.2
Satisfaction with our repairs service	83.7	+3.4	-	-
Satisfaction with the timeliness of our repairs service	81.3	+2.6	-	-
Satisfaction that homes are well maintained	80.3	+2.4	-	-
Satisfaction that homes are safe	82.5	-0.2	84.0	+7.5
Satisfaction that Midland Heart listens to and acts upon tenants' views	72.4	+3.5	52.9	+8.6
Satisfaction that Midland Heart keeps tenants informed about things that matter to them	78.5	+1.9	72.1	+17.2
Agreement that Midland Heart treats tenants fairly and with respect	85.4	+2.4	75.3	+12.2
Satisfaction with Midland Heart's approach to complaints handling	45.8	+8.1	31.3	+10.0
Satisfaction that communal areas are kept clean and well maintained	73.4	-2.9	55.9	+2.9
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	69.5	+1.4	51.5	+12.1
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	67.1	+2.6	50.4	+17.6

TSM Management Information Measure	LCRA	Change (on 2024/25)	LCHO	Change (on 2024/25)
Proportion of homes that do not meet the Decent Homes Standard	0.0%	<b>No change</b>	-	-
Proportion of non-emergency responsive repairs completed within target timescale	88.4%	<b>-0.3</b>	-	-
Proportion of emergency repairs completed within target timescale	87.4%	<b>-7.1</b>	-	-
Number of stage one complaints received per 1,000 homes	58.3	<b>-1.5</b>	20.4	<b>+6.3</b>
Number of stage two complaints received per 1,000 homes	14.7	<b>+5.3</b>	5.9	<b>+3.1</b>
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	84.5%	<b>-10.5</b>	88.5%	<b>+2.8</b>
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	82.0%	<b>-1.7</b>	66.7%	<b>-33.3<sup>3</sup></b>

TSM Management Information Measure	Combined LCRA & LCHO	Change (on 2024/25)
Proportion of homes for which all required gas safety checks have been carried out	100.0%	<b>No change</b>
Proportion of homes for which all required fire risk assessments have been carried out	100.0%	<b>No change</b>
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	<b>No change</b>
Proportion of homes for which all required legionella risk assessments have been carried out	100.0%	<b>No change</b>
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%	<b>No change</b>
Number of Anti-Social Behaviour cases opened per 1,000 homes	14.8	<b>-0.6</b>
Number of Anti-Social Behaviour cases that involved hate incidents opened per 1,000 homes	0.7	<b>-0.1</b>

## 2025/26 Non-Emergency Repairs target timescales



Gas repairs and Damp & Mould category 1



Routine, urgent repairs and Damp & Mould works stage 1



Major Works and Damp & Mould works stage 2

## 2025/26 Emergency Repairs target timescales



Gas emergency repairs



Emergency responsive repairs & Gas Urgent Repairs



# SUMMARY OF OUR APPROACH

We worked with MEL Research, an independent local housing research specialist and Market Research Society member, to develop our approach, sampling and survey methodology for 2025/26.



We match our question wording and response options exactly to the RSH's requirements.



We use random sampling, ensure that no household takes part more than once per financial year, and that all households have an equal chance of having their say.



We do not link our sampling approach to any 'transaction' between tenant and landlord, like a repair.



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.



Sufficient responses are gathered to meet the required statistical accuracy level for our LCRA and LCHO populations.



Our samples are impartially gathered in line with the Market Research Society Code of Contact. We quality check interview recordings to make sure surveys are being conducted to the highest standard.

# SUMMARY OF THIS YEARS RESULTS

## Low Cost Rented Accommodation (LCRA)



Overall satisfaction

**81.3%**



Based on interviews with

**2,280** tenants

Our highest satisfaction rates were seen in:



Treating our tenants with "fairness and respect"

**85.4%**



Providing a home that is "safe"

**82.5%**



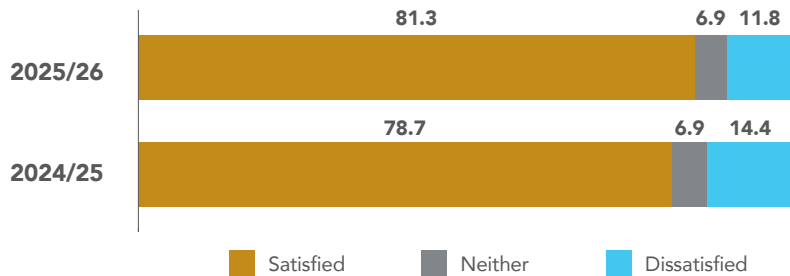
Satisfaction with our repairs service

**83.7%**


## Result comparison to last year

### Low-Cost Rented Accommodation

TP01: Overall satisfaction



Areas for improvement include:



How "effectively" we handle complaints

**45.8%**



How we handle anti-social behaviour

**67.1%**



Our positive contribution to neighbourhoods

**69.5%**

# SUMMARY OF THIS YEARS RESULTS

## Low Cost Home Ownership (LCHO)



Overall satisfaction

**61.7%**



Based on interviews with

**358**

homeowners

Our highest satisfaction rates were seen in:



Treating our tenants with "fairness and respect"

**75.3%**



Providing a home that is "safe"

**84.0%**



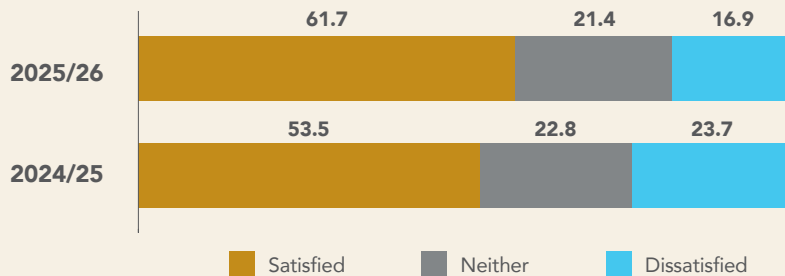
Keeping home owners informed

**72.1%**

## Result comparison to last year

### Low-Cost Home Ownership

TP01: Overall satisfaction



Areas for improvement include:



How "effectively" we handle complaints

**31.3%**



How we handle anti-social behaviour

**50.4%**



Our positive contribution to neighbourhoods

**51.5%**

# TENANT PARTICIPATION ADVISORY SERVICE (Tpas) ACCREDITATION

In August 2025, following a thorough external assessment, we were proud to be awarded an accreditation in Tenant Engagement by the Tenant Participation Advisory Service (Tpas). As England's leading tenant engagement experts, Tpas promote, support and champion tenant involvement and empowerment in social housing and their membership base that covers around three million homes.

Our accreditation in Tenant Engagement, which lasts for a period of three years, means that Tpas have thoroughly assessed how we engage and involve our tenants and found that we're doing the right things to meet their standards. The pass rate for accreditation is 80%. We scored a proud 97%.



# CUSTOMER SERVICE EXCELLENCE ACCREDITATION

In February 2026, we successfully completed our annual Customer Service Excellence (CSE) accreditation. CSE is a nationally recognised, government-backed standard that provides independent assurance of customer-focused service delivery.

We have consistently held this accreditation since 2015, and the annual reassessment continues to provide external validation that our services remain tenant-focused, equitable and are continuously improving.

The assessment reviews performance across five core themes: customer insight, organisational culture, access to information, service delivery and quality of service. As part of the review, the independent assessor spoke with colleagues and tenants across the organisation, including directors, managers, frontline officers, involved tenants from our My Voice programme and external partners.

# IMPROVING OUR SERVICES TO HOMEOWNERS

**Over the last 12 months, we've taken several steps towards continuing to implement and improve our Low-Cost Home Ownership service.**

We've introduced changes in response to Focus Group feedback; a Welcome Pack to make it easier for homeowners to find the information they need, and Stairpay, a staircasing platform that enables individuals to see if they can afford to buy more shares in their home, plus more.

We forged ahead with improving the self-service information on our website and proactively engaging with homeowners - particularly those in shared ownership over the age of 70. We continued to produce our quarterly newsletter too, making sure we covered the topics homeowners told us they most want to read about.

For 2026/27, we will continue to deliver on our Homeownership Engagement plan. We will create a new digital welcome meeting for new homeowners, as well as webinars aimed at providing them with even more information about the topics that matter to them. Improving our localised communications by talking to homeowners in their neighbourhood, as well as our sales process, are also key priorities.



# TENANT CENSUS

We launched our first ever tenant census in the summer of 2025 to help us learn more about our tenants' needs. We initially invited a small number of tenants, mainly those who have completed a mutual exchange, homeowners and residents in Handsworth, to update their personal details as part of the pilot.

Progress with the census remains positive, having been sent to 22,949 households so far.

There is a total of 31,288 properties included in scope, with phase 4 due to be rolled out imminently to the final 8,339 households.

3,702 completed surveys have been received to date, representing a response rate of 16.1% (target 10%).

Responses for phase 3 were stronger than anticipated, with completions broken down as follows:

PHASE ONE

774 responses (13.3%)

PHASE TWO

1,327 responses (14.7%)

PHASE THREE

1,601 responses (18.9%)

We have used these new details to improve our records and make sure we provide better services to the residents who took the time to respond. For example, we received new mobile phone numbers, which means these tenants will now receive our updates when we are doing work in their area or when we are planning to complete repair work.

We also received new pieces of vulnerability data. This invaluable information has enabled us to further tailor our services to support people's individual needs and circumstances and make the necessary adjustments that may be needed when working in their home.

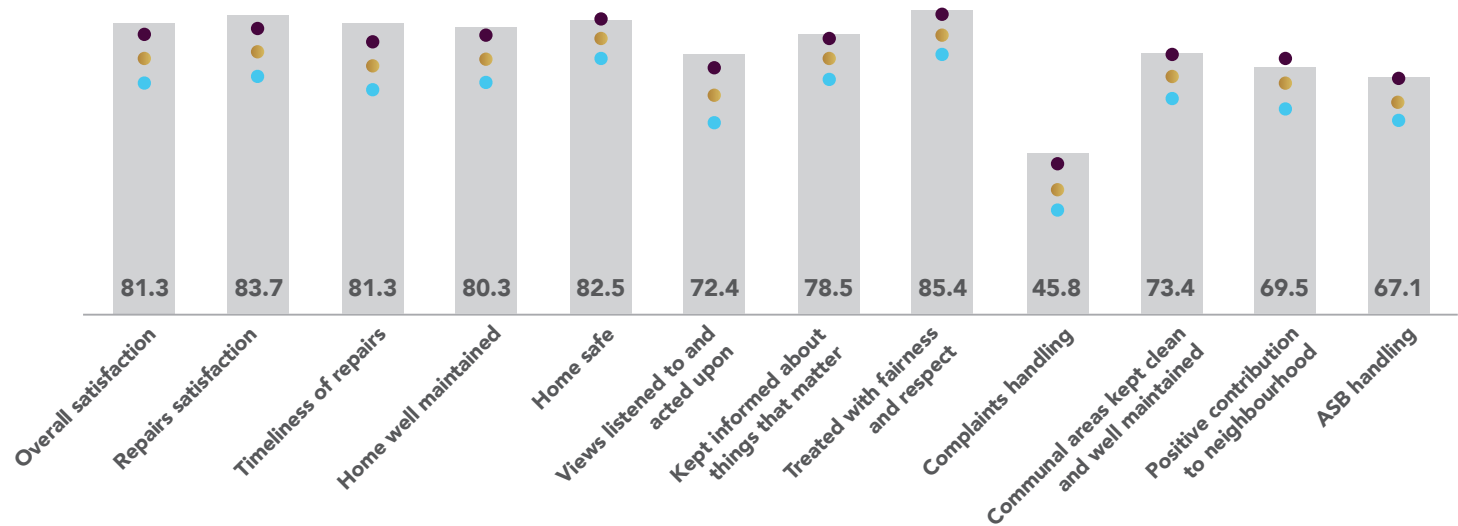
# HOW OUR RESULTS COMPARE

We've compared our 2025/26 results against the most recent data published by the RSH for all housing associations and local authorities providing LCRA and/or LCHO services (2024/25).

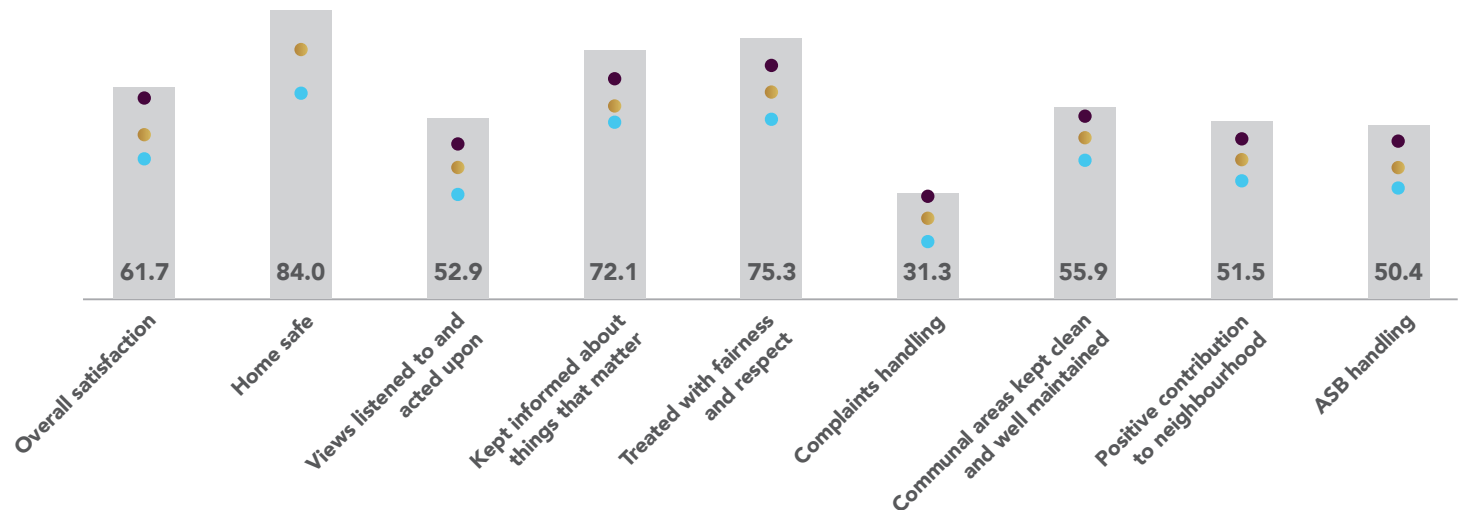
We've also chosen a group of eight associations to compare our results against based on their size, predominant areas of operation and consumer gradings. They are Bromford Flagship, Citizen, GreenSquareAccord, Orbit, Platform, East Midlands Homes, Thirteen Housing Group and Walsall Housing Group.

- Lower quartile
- Median
- Upper quartile of all providers, 2024/25

## Low-Cost Rented Accommodation



## Low-Cost Home Ownership



# #MHONPOINT

This is a colleague-led, organisation-wide transformation programme aimed at:

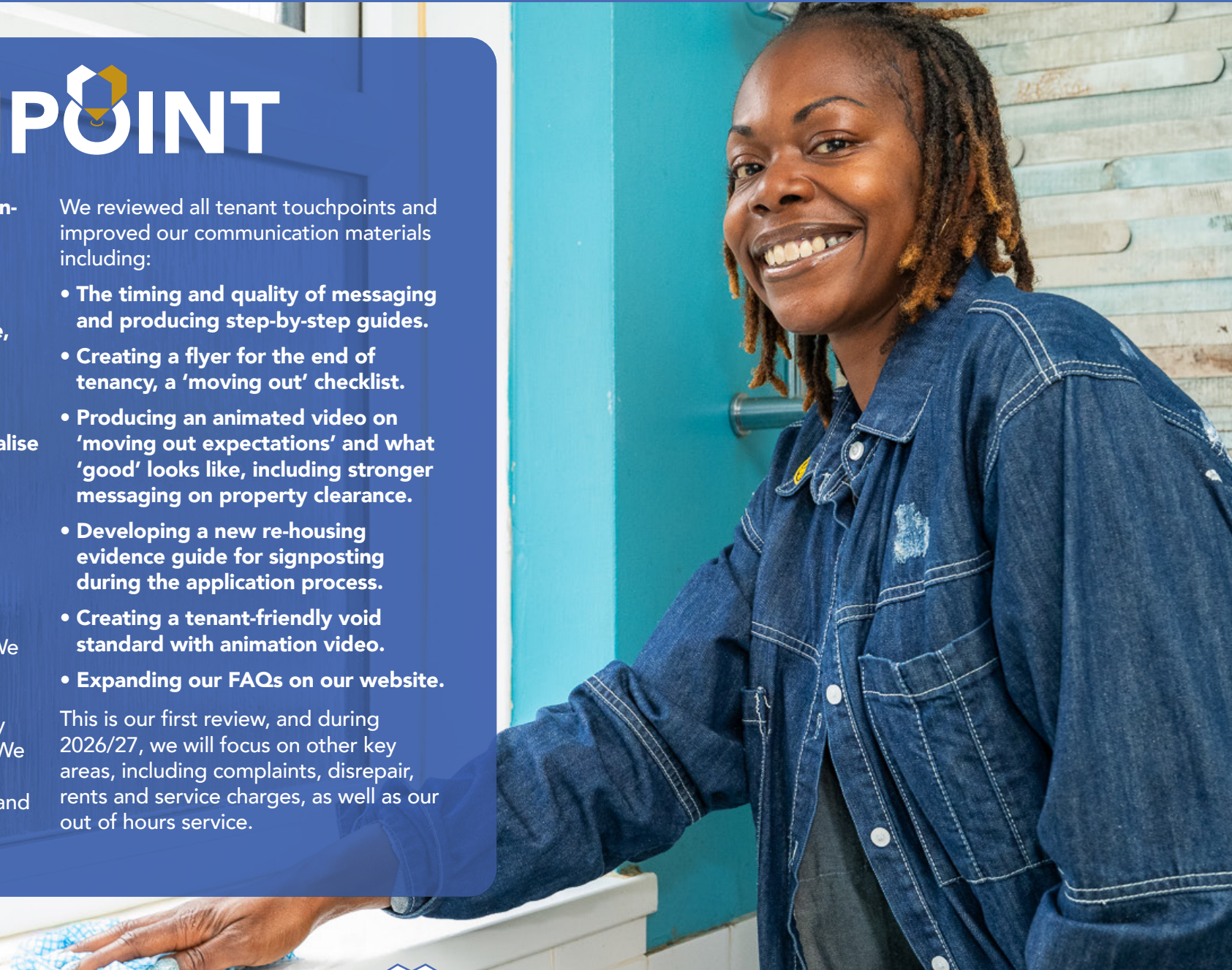
- Simplifying key processes.
- Improving the tenant experience, reducing colleague frustration and delivering value for money improvements.
- Prioritising opportunities and realise early benefits.
- Focusing on performance management, leadership and management development.

We kicked off the programme in January 2025, focusing on the end-to-end lettings and voids process. We received positive engagement from our My Impact Tenant Group and engaged tenants, who have recently been through the lettings process. We also engaged with tenants who did not secure a property through Midland Heart Homes.

We reviewed all tenant touchpoints and improved our communication materials including:

- The timing and quality of messaging and producing step-by-step guides.
- Creating a flyer for the end of tenancy, a 'moving out' checklist.
- Producing an animated video on 'moving out expectations' and what 'good' looks like, including stronger messaging on property clearance.
- Developing a new re-housing evidence guide for signposting during the application process.
- Creating a tenant-friendly void standard with animation video.
- Expanding our FAQs on our website.

This is our first review, and during 2026/27, we will focus on other key areas, including complaints, disrepair, rents and service charges, as well as our out of hours service.



# UNDERSTANDING YOUR COMMENTS

## and where we need to make improvements

All tenants and homeowners responding to our survey were asked for comments after providing their rating of our overall service. At the end of the survey, they were asked if there were any additional ways in which they felt we could improve. All respondents less than satisfied with the safety of their home were also asked to tell us what steps we could take to make them feel safer. Every comment has been read and classified.

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



# What you told us

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



Communication



Maintenance / Upgrades



Help and advice



Safety & Security



Repairs Service



Communal 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:



The process of me given a home and the help I've been given with it has been absolutely amazing. I think they do everything they're supposed to do, they're fast, reliable and friendly.

Well because I was offered fantastic flat, and I like it a lot, and I also am disabled at the moment, they provided a washing machine, and they bought a carpet for me, so I'm very satisfied with the service Midland Heart provided.



# LOCALITIES

Locality working and tailored, localised communications, are central elements of our corporate plan, Tenants at Heart. The first pilot, which operated in Birmingham's Handsworth, was designed to test three strategic objectives:

- Embedding the Midland Heart Mindset through proactive and joined up ways of working
- Strengthening neighbourhood management, and;
- Introducing more localised, consistent and transparent communication.

The localised approach is structured around a core offer, which provides consistent practices across all localities, and a locality plus element, that is tailored to tenant insight gathered through surveys and community engagement.

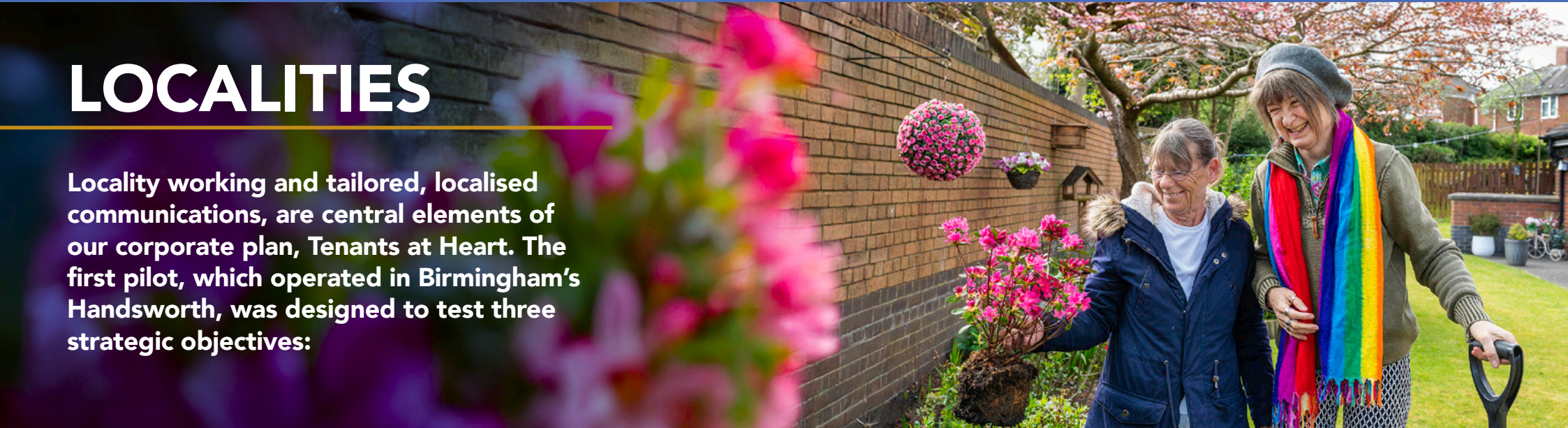
The Handsworth Ward pilot launched in July 2025, with Drakelow in Derbyshire as the second area, beginning six months later in December.

Walkabouts have covered 29 roads containing 608 tenants' homes between Handsworth and Drakelow.

They have highlighted missed refuse collections at 3 main sites in Handsworth – Copper Beech Gardens, Pike Close and Grove Lane, with Birmingham City Council clearing excess waste and providing additional bins at no extra charge.

38 additional HomeChecker surveys have been completed as part of walkabouts and door knocking.

Walkabouts including door knocking and targeting areas with higher case loads, has proven more successful in meeting tenants needs and in helping to look after their homes. We have had more than 150 additional face-to-face interactions with tenants in their community, increasing our visibility through meaningful engagement. The feedback we've received from tenants has been positive, with key themes relating to unreported repairs and untidy gardens.



# FURTHER RESULTS ANALYSIS

You can view the full report on our Tenant Satisfaction Measures here to learn more about our results. This includes segmentation of our results by different characteristic including age, ethnicity, sex and type of property. As well as further analysis regarding the age of homes, energy ratings and local geography.

Click here to read the full Tenant Satisfaction Measures Report

