

# TENANT SATISFACTION MEASURES

2024/25





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# Foreword

**This year I mark 12 years as an involved tenant at Midland Heart, and 8 years as a member of the organisation's My Impact group which is there to play a role in overseeing and scrutinising Midland Heart's performance for its tenants across the Midlands.**

This is the second formal report from Midland Heart on its Tenant Satisfaction Measures (TSMs) and follows the Regulator for Social Housing's move in 2024 to ensure that all social housing landlords report and publish their results on an annual basis. It's a regulatory requirement which essentially allows the regulator to hold social housing landlords accountable and ensure compliance with strict regulations.

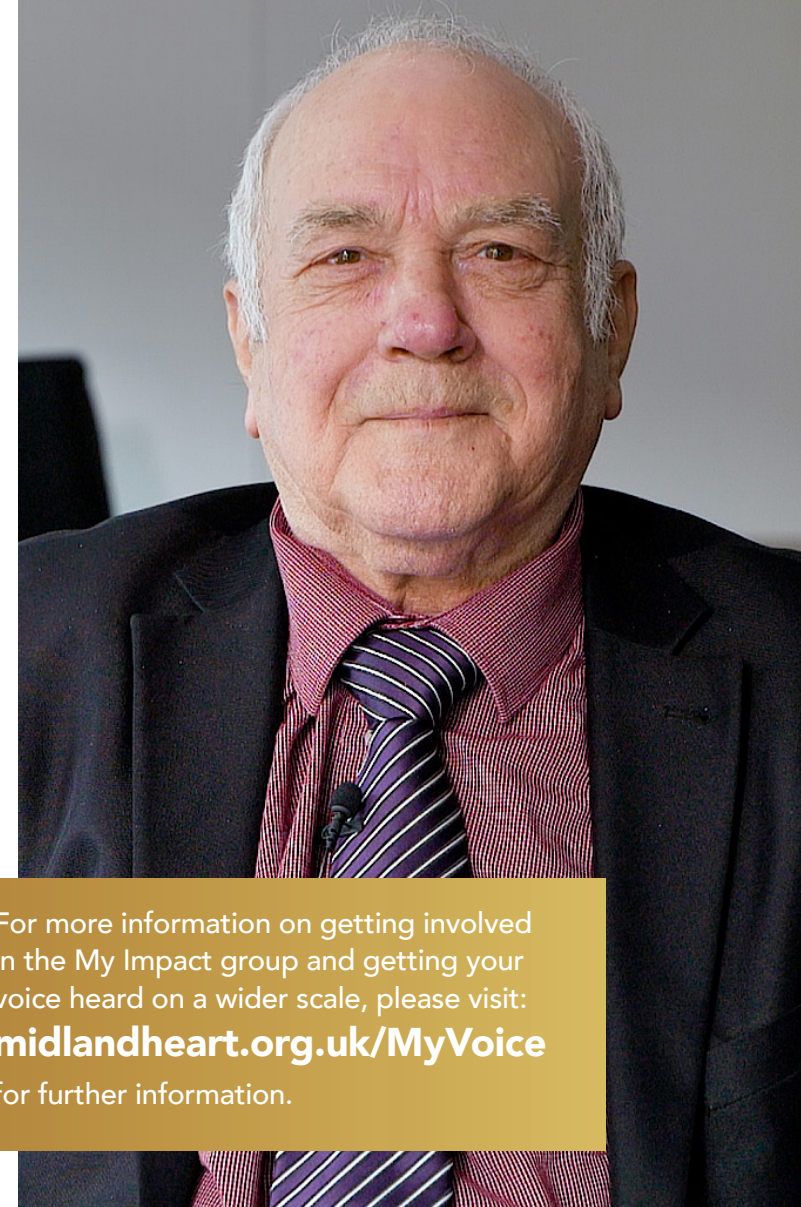
As a tenant, and as highlighted in this report, there have been multiple changes and improvements to Midland Heart's offering over the years. April saw the launch of its new Corporate Plan, Tenants at Heart, and more than ever this has put tenants right at the forefront of decision making. It's a refreshing approach and I know Midland Heart is fully committed to the many objectives and outcomes it has set out in its ambitious new plan.

Being part of the My Impact group, I have been involved with other tenants, not only in helping to shape the new Corporate Plan, but also in

reviewing and commenting on a variety of other initiatives – such as Procurement, Damp and Mould and the Homes for Modern Living pilot. Engaging with tenants around these improvements has been key as it allows us to be heard, and lets the team at Midland Heart hear and feel the tenant voice.

As always, TSMs are only another tool through which to measure performance, but they do provide an excellent indicator on a whole host of areas which matter most to tenants such as safety, modern living and work in local neighbourhoods. Changes in these types of areas are what really counts for us as tenants. We care about where we live, so to help shape Midland Heart's services really is a wonderful opportunity to make a difference.

**Trevor Stanley**  
Chair of My Impact



For more information on getting involved in the My Impact group and getting your voice heard on a wider scale, please visit:  
**[midlandheart.org.uk/MyVoice](https://midlandheart.org.uk/MyVoice)**  
for further information.



# Introduction

**The Tenancy Satisfaction Measures (TSMs) are a set of 22 metrics that were introduced by the Regulator for Social Housing (RSH) in April 2023 to evaluate landlord services. This is the second year we've published this report, it explains how we collected responses and details our 2024/25 results.**

This time round 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 gathered the remainder across quarters 3 and 4. Altogether they have collected responses from over 2555 tenants and leaseholders.

Everyone taking part in the Perception Survey is asked to offer broad feedback on our services rather than 'post-transactional' surveys which focus on a specific recent service such as a repair. These responses make up the twelve Tenant Perception Measures detailed in this document. We've also included our results for the ten accompanying Management Information metrics.

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).





# Our Results - Tenant Perception Measures 2024/25

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 Midland Heart 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>

**YOU CAN FIND OUR 2023/24 RESULTS HERE.**





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>	-

**YOU CAN FIND OUR 2023/24 RESULTS HERE.**







# Our survey approach

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.



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.



# Summary of this years results -

## Low Cost Rented Accommodation (LCRA)



Overall satisfaction  
was  
**78.7%**



This represents  
**26,754**  
tenants

### Our highest satisfaction rates were seen in:



Treating our  
tenants with  
"fairness and respect"  
**83%**



Providing a home  
that is "safe"  
**82.7%**

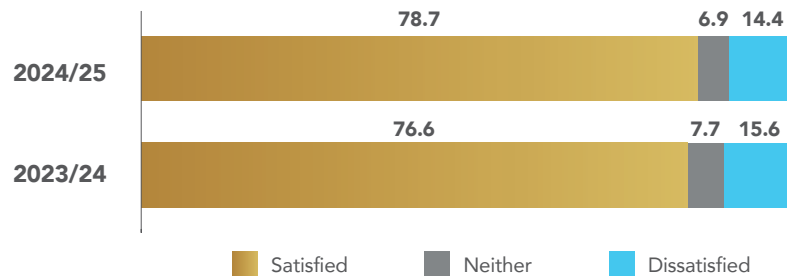


Satisfaction with  
our repairs service  
**80.3%**

## Result comparison to last year

### Low-Cost Rented Accommodation

TP01: Overall satisfaction



There was a 2.1-point increase in overall satisfaction among our LCRA tenants.

### Areas for improvement include:



How "effectively"  
we handle complaints  
**37.7%**



How we handle  
anti-social behaviour  
**64.5%**



Our positive  
contribution to  
neighbourhoods  
**68.1%**





WE LISTENED AND RESPONDED...

# LOCAL COMMUNICATIONS AROUND ISSUES THAT MATTER THE MOST

**Delivering communications to you at a local level is essential to improving your overall experience and enabling us to deliver more proactive services. We ran a five month pilot programme, which involved us sending around 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 schemes in the pilot.

Over the course of the pilot, phone calls coming into our Hub increased by 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 use a phased approach to roll out localised communications across the rest of our operating areas to build upon the success of this pilot.







## WE LISTENED AND RESPONDED...

# PROVIDING TENANTS WITH WARM, SAFE HOMES

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

We are making a record investment of over £300m between now and 2030. This is in addition to the £134m we 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 EPC Band D to EPC Band C by 2030.

We are one of the first housing associations to form a specialist team to deal with damp and mould. We use data and preventative measures such as sensors and consistently engage with our tenants to deliver on our objectives.

This 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 all staff involved in managing damp and mould and maintaining a zero-tolerance approach that has been recognised as industry-leading.





# Summary of this years results -

## Low Cost Home Ownership (LCHO)



Overall satisfaction  
was  
**53.5%**



This represents  
**2110**  
tenants

### Our highest satisfaction rates were seen in:



Providing a home  
that is "safe"  
**76.5%**



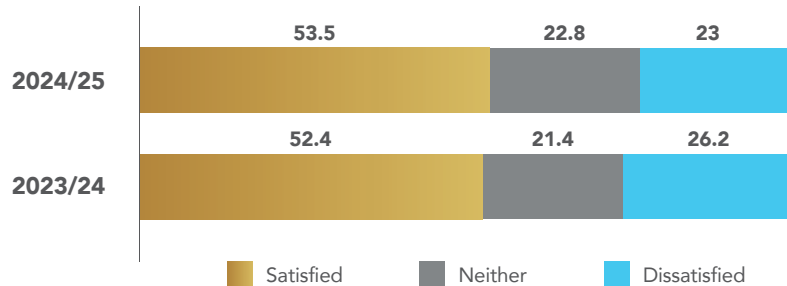
Treating our  
tenants with  
"fairness and respect"  
**63.1%**



Keeping  
homeowners  
informed  
**54.9%**

## Result comparison to last year

Low-Cost Home Ownership  
TP01: Overall satisfaction



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%.

### Areas for improvement include:



How "effectively" we  
handle complaints  
**21.3%**



How we handle anti-  
social behaviour  
**32.8%**



Our positive  
contribution to  
neighbourhoods  
**32.8%**



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. We are also working closely with key partners, including the police and councils, to make a positive impact on local neighbourhoods.**

Our work so far has generated lots of 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.







WE LISTENED AND RESPONDED...

# 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.

Over 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.



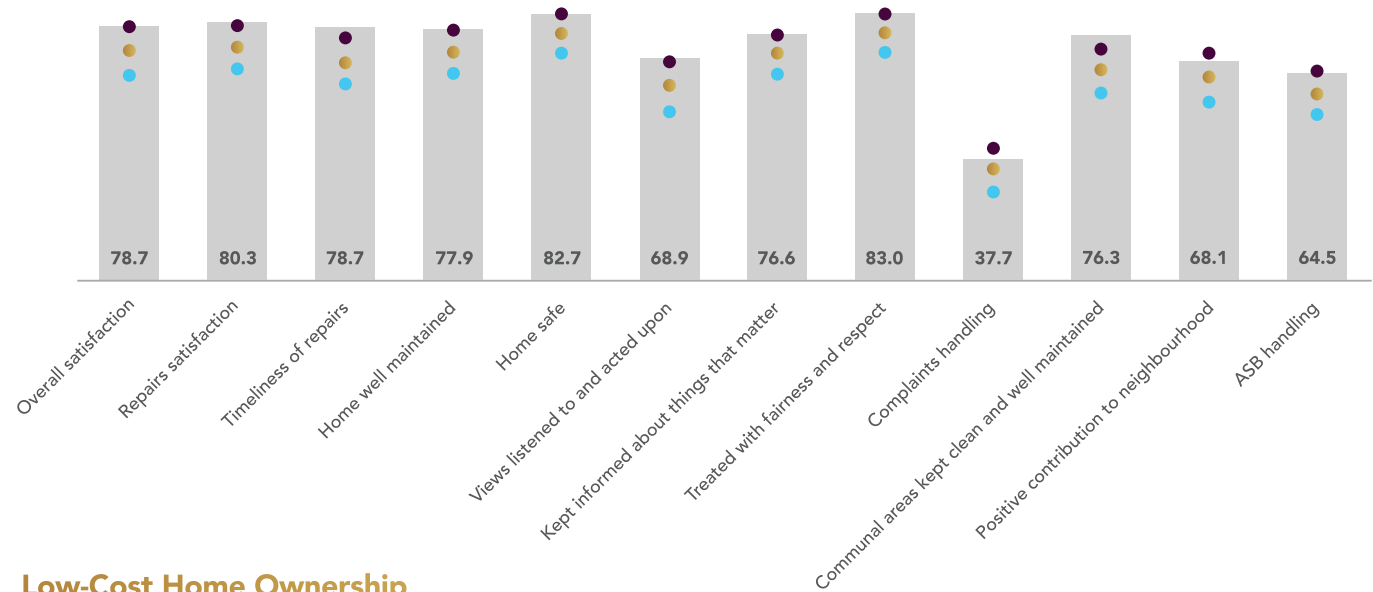


## HOW OUR RESULTS COMPARE

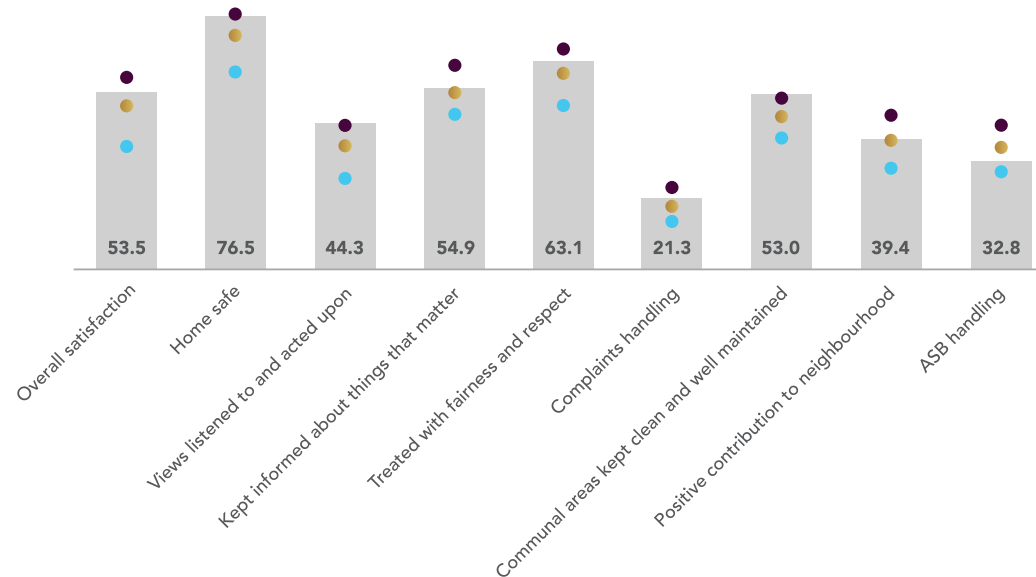
We've compared our 2024/25 results for each measure to the lower, median and upper quartiles of the 2023/24 results as published by the Regulator. This included 355 LCRA providers and 56 LCHO providers. Overall, our results compare favourably:



### Low-Cost Rented Accommodation



### Low-Cost Home Ownership



● Lower Quartile  
● Median  
● Upper Quartile





# Understanding what's important to you

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 we 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 kept 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 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:



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.





# TENANTS AT HEART

We've spent the last two years speaking and listening to thousands of our tenants to co-create our new corporate plan 'Tenants at Heart'. All of the valuable insight we've gathered from you, including the feedback we collected from Tenant Perception Surveys, has gone into this plan. It's our commitment to meeting your expectations, tackling your concerns and focusing on your priorities.

The plan will be delivered through four key pillars:



## Homes that enable modern living

We know that improving the quality of existing homes is really important to tenants, which is why it sits at the heart of our new corporate plan.

**This includes:** Providing a quality and responsive day-to-day repairs services, tackling ageing stock and growing our replacement and retrofit work plans.



## Quality services and local impact

We'll focus on providing high quality, tenant-focused services. We want to strengthen our approach to local neighbourhood management by having a bigger frontline presence and a greater impact in the local areas where we work.

**This involves:** Continuing to work with tenants, partners and statutory agencies to invest in these areas and collaborate to deliver progress in line with tenants' needs.



## Financial resilience and sustainable growth

We will provide new social, affordable and shared ownership homes, and continue to operate sustainably.

**This includes:** Building new homes, expanding our net zero affordable housing community scheme, developing regional partnerships and making sure we have the financial capabilities to deliver this five-year plan.



## One team working together for our tenants

Our colleagues will work together as a team with a refreshed, tenant-focused mindset, to deliver this corporate plan.

**This involves:** Being empathetic, honest, reliable and professional as we work to provide you with the best homes and services. This also includes safeguarding our business by making sure we hire the right colleagues with the best skills and knowledge to stay ahead of the latest industry changes.

For more information about Tenants at Heart please [click here](#)







# 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](#)

