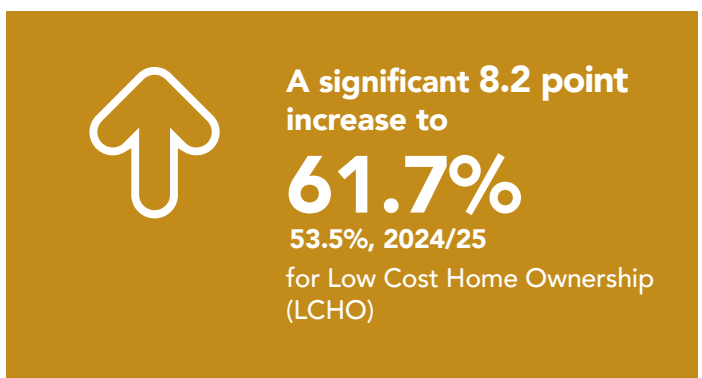


**TENANT  
SATISFACTION  
MEASURES**

**2025  
2026**

# FOREWORD

We have completed the first year of our new corporate plan, 'Tenants at Heart', and can report a strong set of overall results on our Tenant Satisfaction Measures. This cements Midland Heart very much in the top quartile within the sector.



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 association.



Given Local Authority nominations, the number of vulnerable tenants we have is above average.



41% of our properties are in the most deprived 10% of areas in England<sup>1</sup>.



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



Birmingham has six of the poorest wards in England based on affordability<sup>2</sup>.



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



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

<sup>1</sup> Source: MHCLG October 2025 data release - Index of Multiple Deprivation – Local Super Output Areas

<sup>2</sup> ONS data release 2025



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.**

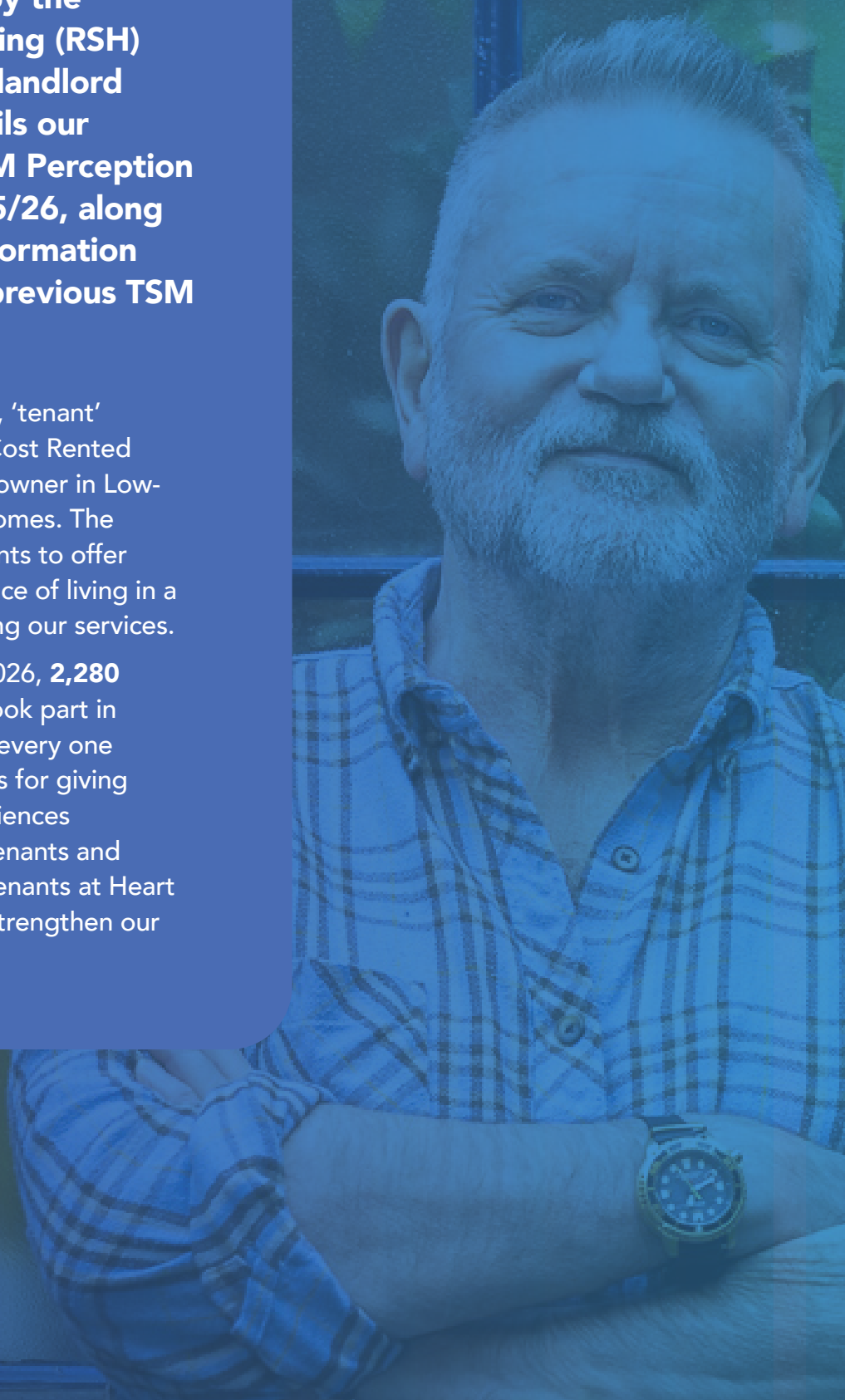
**Glenn Harris MBE**  
Chief Executive, Midland Heart

# 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.



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

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



**4**  
hours

Gas emergency repairs



**24**  
hours

Emergency responsive repairs & Gas Urgent Repairs



# SUMMARY OF THIS YEAR'S RESULTS

## Low-Cost Rented Accommodation

### Overall satisfaction with Midland Heart's landlord services

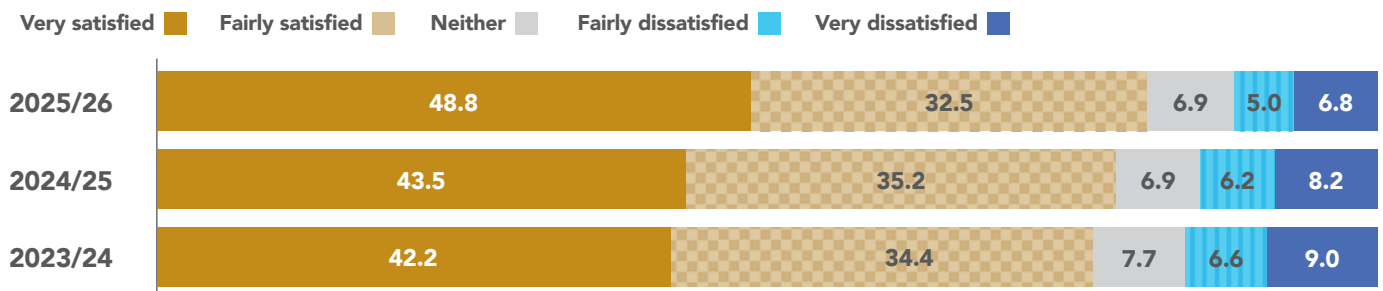


Figure 1: Overall satisfaction with Midland Heart (LCRA) by Financial Year

Across more than 6,500 TSM surveys with LCRA tenants since 2023, the condition of our homes, our repairs service, and the effectiveness of how we communicate, have all come through clearly as the key things we need to get right.

- Whilst overall satisfaction has improved, we have seen strong gains in tenants who are very satisfied, as well a reduction in those who have been very dissatisfied.
- For the second year in a row, satisfaction with our repairs service has increased, up from 80.3% in 2024/25 to 83.7% this year. As part of Tenants at Heart, we're seeking to reduce the time it takes us to attend repairs, with satisfaction with the timeliness of our service improving, up to 81.3% this year from 78.7% in 2024/25.
- Tenants at Heart includes c£300m of investment in modernising our existing homes between 2025 and 2030. This year, 80.3% of tenants told us that their home was well maintained, up on 77.9% last year.
- On communication, we saw increased satisfaction across several areas: the handling of complaints; how we listen to, and act upon, tenant feedback; and how well we keep tenants informed about things that matter to them. Satisfaction with the way we **treat tenants with 'fairness and respect' was 85.4%, making it our highest performing measure.**
- Satisfaction with keeping communal areas clean and well maintained fell by 2.9 points this year to 73.4%. Separately, feedback on our grounds maintenance, cleaning and window cleaning services, measured through post-transactional surveys, remained broadly consistent with 2024/25. In the final quarter of 2025/26, new communal services contractors were introduced in several areas and are now settling in. We'll continue to use tenant feedback to improve our communal services, including tackling long-standing issues at buildings and sites where tenants have historically reported lower satisfaction.

## Low-Cost Home Ownership

### Overall satisfaction with Midland Heart’s landlord services

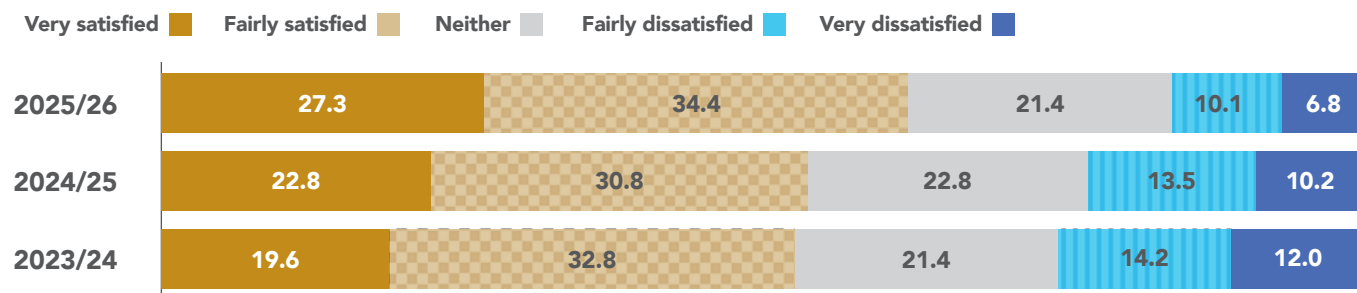


Figure 2: Overall satisfaction with Midland Heart (LCHO) by Financial Year

Our homeowners have consistently told us that we need to focus on improving communication during more than 1,000 TSM interviews over the last three years.

While there’s more to do, we’re delighted to have seen improved feedback on communication from homeowners this year, resulting from some of the changes we’ve made to the service (see next section).

- Again, we have seen strong gains in tenants who are very satisfied, as well a reduction in those who have been very dissatisfied.
- This year, 75.3% of our homeowners said that we treat them with fairness and respect, up on 63.1% in 2024/25, **72.1% said that we keep them informed about things that matter to them (54.9% last year)**, while 52.9% said that we listen to and act upon their views (44.3% last year).
- Although still much lower than we’d like, satisfaction with complaints handling also increased to 31.3% (21.3% last year).
- As well as continuing to focus on communication and handling complaints, satisfaction with how effectively we handle Anti-Social Behaviour (50.4%) and with the cleanliness and maintenance of communal areas (55.9%) are also clear areas for improvement in 2026/27.
- Through projects, such as Localities, we will continue to seek to improve satisfaction with our neighbourhood contribution (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%.

Our work was praised in a variety of areas, all of which contributed to the accreditation. The Tpas team specifically commented on our:



Governance and transparency.



Responsive approach to tenant feedback.



Tenant involvement in recruitment and induction days.



Tenant scrutiny model and high quality reviews.



Demonstratable outcomes and impact.



Intervention schemes and locality work.



Community engagement and interaction.

“Before Midland Heart had to, now they do it because they care.”

“Seeing a real shift in the last five years, the change is earth shattering.”

“Working together with, not for, Midland Heart. The framework is working perfectly.”

“I love being involved. We can challenge them; they listen and act.”

**YOU CAN FIND OUT MORE ABOUT OUR MY VOICE TENANT INVOLVEMENT PROGRAMME HERE.**



## 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.

The assessment included site visits to Bath Row and schemes in Coventry, providing first-hand insight into both strategic leadership and service delivery on the ground.

Following the assessment, we are pleased and proud to have retained full compliance and increase the number of Compliant Plus awards to 30 out of a possible 57, representing 52.6% of all elements and an improvement on the previous year. The assessor highlighted our strong use of tenant insight, effective consultation and clear communication with tenants as key strengths. They also noted in their review how customer feedback informs policy, service improvement and performance reporting was a standout success.

## FOCUSING ON IMPROVING OUR SERVICES TO HOMEOWNERS (LCHO)

**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 1: 774 responses (13.3%)**
- **Phase 2: 1,327 responses (14.7%)**
- **Phase 3: 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.

# INDEPENDENT AND EXTERNALLY ASSURED METHODOLOGY



**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.**

## Summary of approach

- We match our question wording and response options exactly to the RSH's requirements.
- We do not link our sampling approach to any 'transaction' between tenant and landlord, like a repair.
- Sufficient responses are gathered to meet the required statistical accuracy level for our LCRA and LCHO populations.
- 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.
- 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 Market Research Society 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 Regulator's guidance. We avoided adding any additional wording or questions that could bias participants by applying 'leading' or 'priming' effects.

The only change we made was to include 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 RSH guidelines, we define our 'relevant tenant population' as all households living in our LCRA or LCHO properties.



## Relevant tenant population

In March 2025, our relevant tenant population was 27,400 for Low-Cost Rented Accommodation tenants and 2,258 Low-Cost Homeowners.

We used the formula required by the Regulator to determine the sample sizes we needed to meet the required statistical accuracy for both our LCRA and LCHO populations. For 2025/26, 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 2,203 LCRA tenants and 328 LCHO homeowners.

Following MEL Research's recommendation, we chose to continue our approach from 2023/24 and 2024/25 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. Results by demographic are shown in the final section of this report.

## Data collection

All interviews were carried out independently by MEL Research over the telephone. We chose to collect surveys by telephone for the following reasons:

- Telephone surveys can reduce the self-selection bias, which is commonly associated with email, SMS and postal surveys. Self-selection bias can lead to only people who feel very strongly – either positively or negatively – choosing to take part.
- Interviewers can clarify questions and probe for detailed, verbatim responses.
- 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.

MEL Research offered an interpretation service for those whose first language was not English. We collected data quarterly and no incentive to take part was offered.

# HOW OUR RESULTS COMPARE – BENCHMARKING

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.

## All LCRA providers

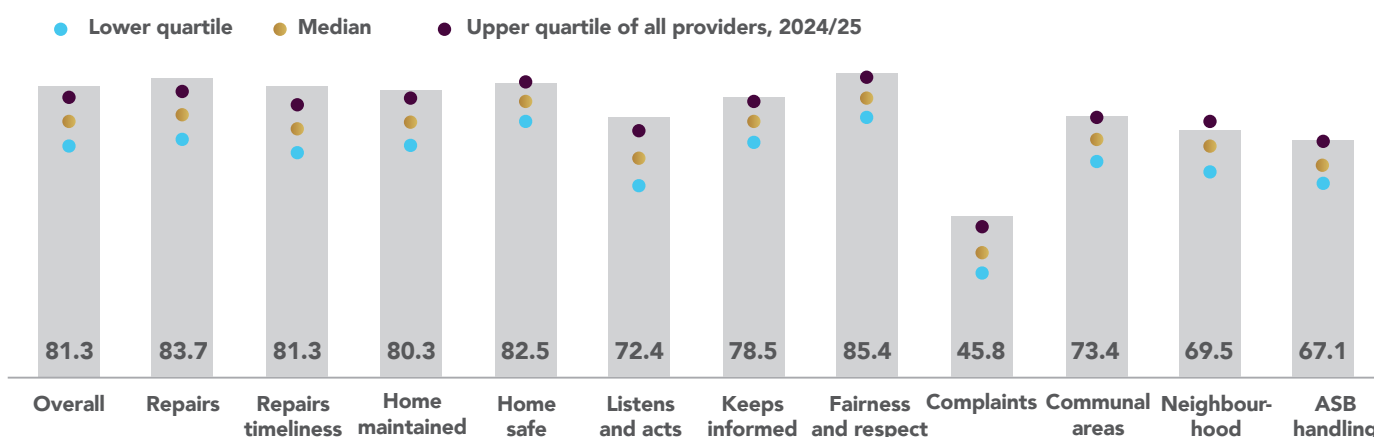


Figure 3: Sector lower quartile, median and upper quartile results (2024/25, LCRA) compared to Midland Heart results (2025/26) per question

## All LCHO providers

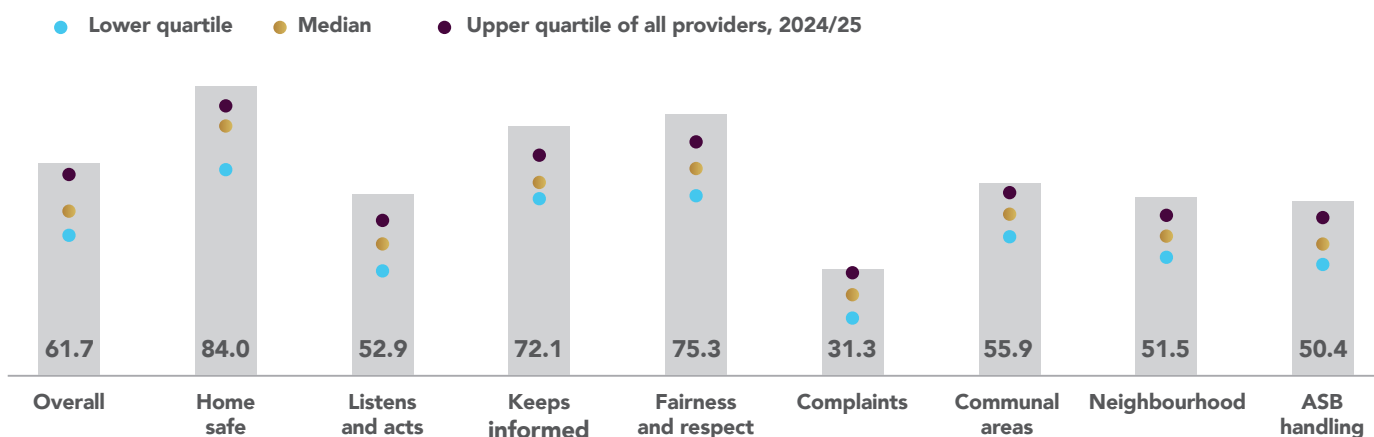


Figure 4: Sector lower quartile, median and upper quartile results (2024/25, LCHO) compared to Midland Heart results (2025/26) per question

## Repairs satisfaction and satisfaction with the timeliness of repairs (All LCRA providers)

● Midland Heart (83.7% repairs satisfaction, 81.3% timeliness of repairs)

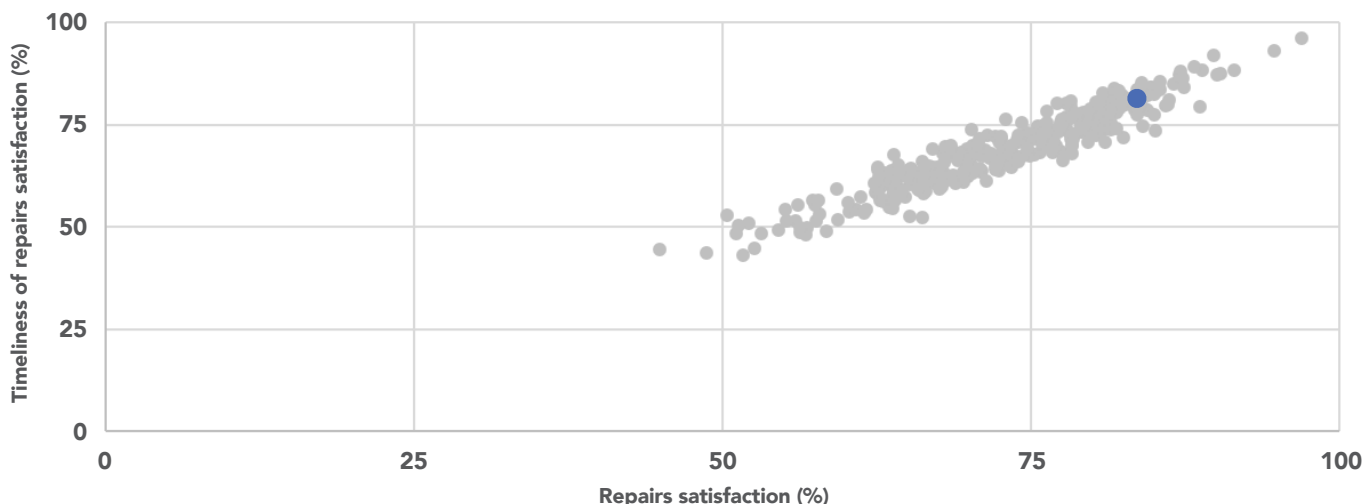


Figure 5: Repairs satisfaction v timeliness of repairs satisfaction (2024/25 LCRA) with Midland Heart 2025/26 results

## Selected associations (LCRA)

● Overall satisfaction (LCRA, %)



Figure 6: Overall satisfaction (LCRA, %) for selected associations (2024/25) v Midland Heart (2025/26)

## Selected associations (LCHO)

● Overall satisfaction (LCHO, %)



Figure 7: Overall satisfaction (LCHO, %) for selected associations (2024/25) v Midland Heart (2025/26)

## Additional comparisons

The RSH TSM Headline report 2024/25<sup>4</sup> contains overall satisfaction figures split by various factors for LCRA respondents. The most relevant comparison sub-groups by three key factors for Midland Heart were:

		Overall satisfaction (2024/25, LCRA)	Midland Heart (2025/26, LCRA)
Predominant region	Midlands	75.8	81.3
Number of homes owned and managed	5,000 – 40,000	71.1	
Survey collection method	Telephone	71.3	

<sup>4</sup> [https://assets.publishing.service.gov.uk/media/690366b8e2ebc0fb39a51ff9/20250814\\_TSM\\_Headline\\_Pub\\_2024-25\\_FINAL.pdf](https://assets.publishing.service.gov.uk/media/690366b8e2ebc0fb39a51ff9/20250814_TSM_Headline_Pub_2024-25_FINAL.pdf)

# VALUE FOR MONEY AND THE TSMS

## Overall satisfaction and operating margin (LCRA)

● Midland Heart (81.3% overall satisfaction (2025/26), 27.9% operating margin (SHL, 2024/25))

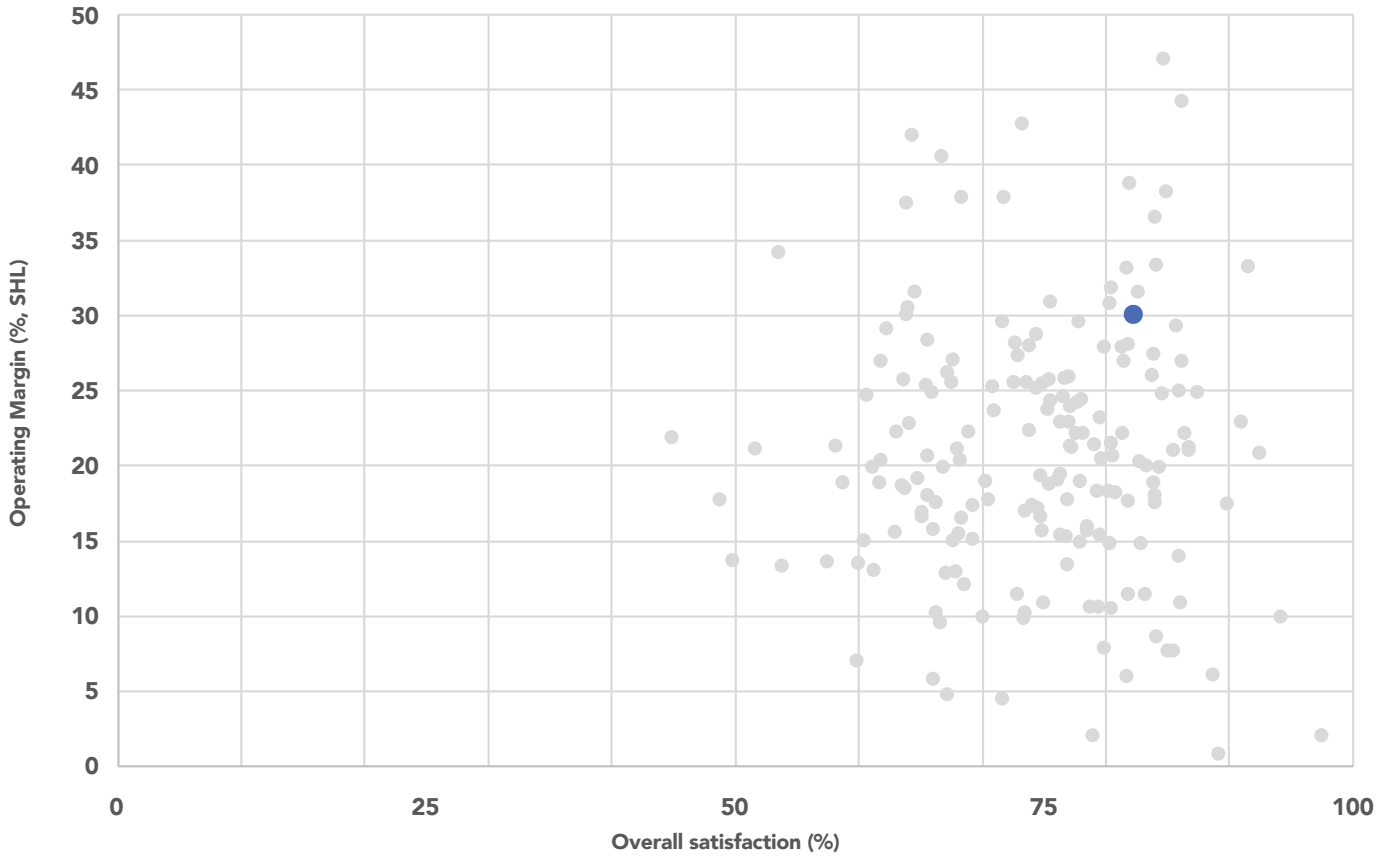


Figure 8: overall satisfaction (LCRA) for all providers (2024/25) and Midland Heart (2025/26) compared to operating margin (% 2024/25 for all)

## Repairs satisfaction (LCRA) and cost per unit

● Midland Heart (83.7% repairs satisfaction (2025/26), £5,000 headline social housing cost per unit (2024/25))

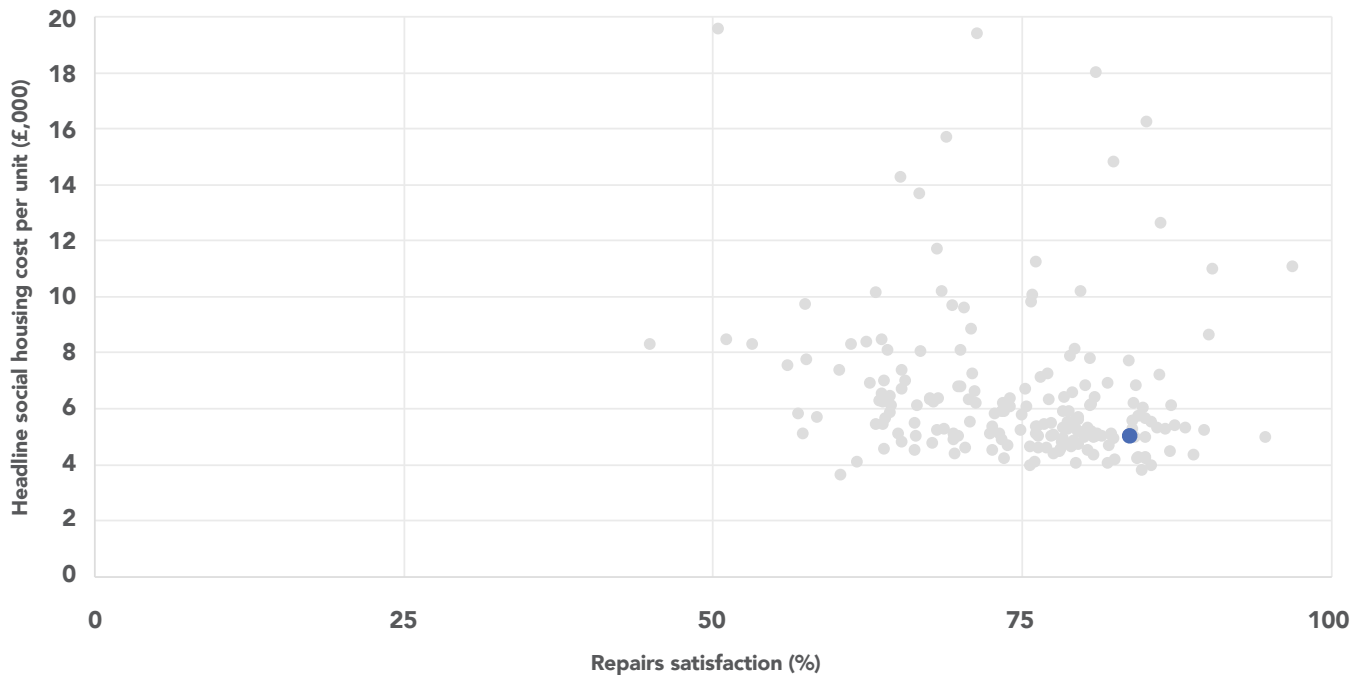


Figure 9: repairs satisfaction (LCRA) for all providers (2024/25) and Midland Heart (2025/26) compared to social housing cost per unit (£,000, 2024/25)

# #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.



# ANALYSING OUR TENANT AND HOMEOWNER COMMENTS

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.

Theme	What we need to get right
<b>Repairs</b>	Attending to repairs in individual homes and for communal areas quickly, carrying out work to a high standard, and fixing the problem the first time it is reported to avoid repeated visits.
<b>Communication</b>	Being easy to get in touch with. Responding to queries quickly, ensuring tenants and homeowners are listened to and kept up to date. Maintaining accurate records that are shared effectively across teams, and being professional, fair and respectful.
<b>Condition of home</b>	Keeping homes up to date and comfortable to live in, for example, by replacing kitchens and bathrooms or adapting homes to suit tenants' needs. Ensuring communal maintenance is carried out on time and to a high standard, and that services, such as grounds maintenance, cleaning and window cleaning are delivered effectively and provide value-for-money.
<b>Safety and security</b>	Making sure our buildings and homes are secure, for example, ensuring doors and windows are secure and installing CCTV. Dealing with damp and mould, providing homes that are warm, and dealing with any hazards, like leaks or pests and vermin, quickly and effectively.
<b>Neighbourhoods</b>	Making sure Midland Heart has a clear presence in the neighbourhood. Tackling Anti-Social Behaviour and helping solve local issues, like fly tipping, parking issues and pests and vermin, wherever we can.



**Many comments we receive from our tenants and homeowners illustrate that when we get our services right, we can have a very positive impact:**

"I have no complaints. Anything that I have reported, they've done in a couple of days. They've put a brand-new kitchen in for me and it's brilliant. Anything I report gets done. Nothing [to improve] really, they listen and if I report, they come out and fix."

"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."

# UNDERSTANDING POTENTIAL DRIVERS OF SATISFACTION



**We've looked at the last three years of feedback from tenants in LCRA and split overall satisfaction by several factors. We chose to concentrate on LCRA because of the large volume of interviews gathered over that period, compared to a much smaller number of LCHO responses.**

When analysing levels of satisfaction overall, the Regulators' National Tenant Survey (NTS)<sup>5</sup> findings showed that tenants aged 65 or over were significantly more satisfied than tenants of all other age groups, and that female tenants were less satisfied than male tenants. Both of these findings match our own results.

We also find that White British and Ethnically Diverse tenants report very similar overall satisfaction.

Overall satisfaction split by gender, age and ethnic group for the last three years can be found in the Appendix of this report.

Focusing on the homes our tenants live in, we find that:

- Overall satisfaction is higher for those living in bungalows than in other types of home, this is most likely to be because 60% of respondents were over 65, a group reporting higher satisfaction.
- Those living in homes built between 2011-2020 or after 2020 are more satisfied than tenants living in older homes overall. Tenants in those newer homes are also more satisfied that their homes were safe and well maintained.
- Satisfaction is higher among tenants living in Leicester compared to the other main Local Authority areas we operate in, but this is likely to be related to that area having a higher share of newer homes than the other areas we considered.

### Overall satisfaction by type of home (2023/24 – 2025/26, LCRA)

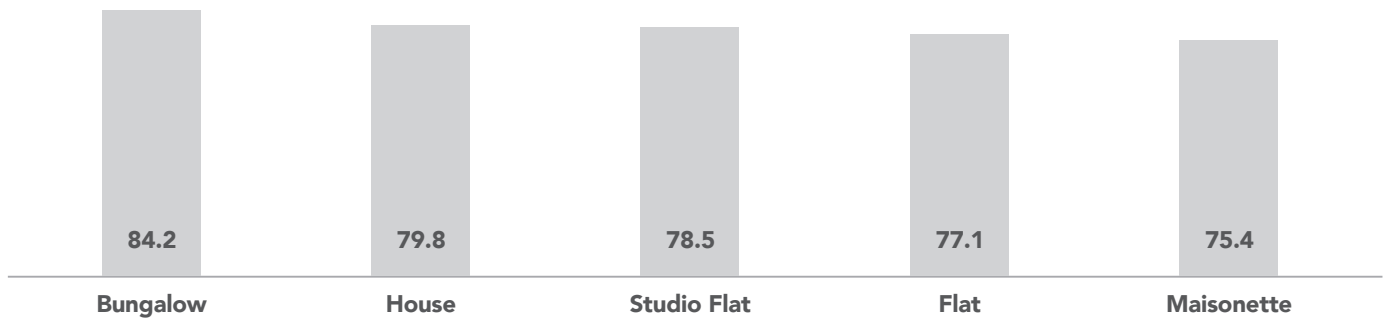


Figure 10: Overall satisfaction (LCRA) over the period 2023/24 to 2024/25 split by type of home

### Overall satisfaction by construction period of home (2023/24 – 2025/26, LCRA)

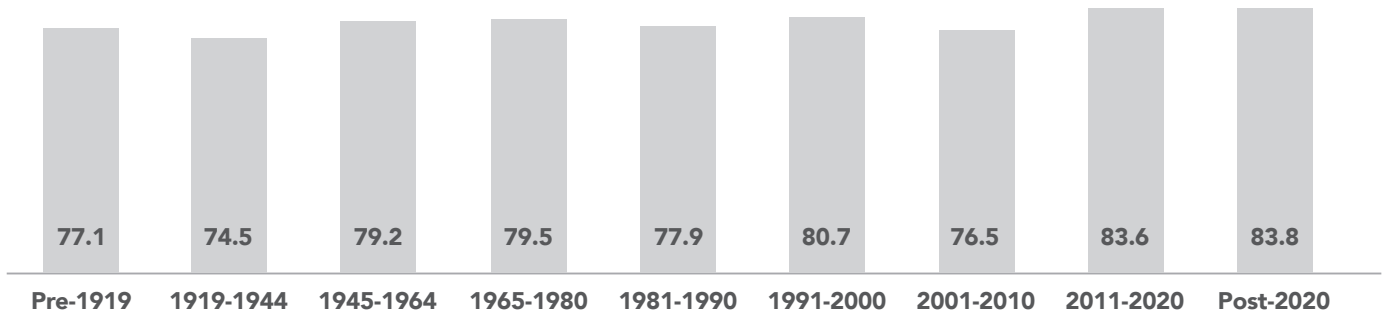


Figure 11: Overall satisfaction (LCRA) over the period from 2023/24 to 2024/25 split by construction period of home

### Overall satisfaction by our main Local Authority areas (2023/24 – 2025/26, LCRA)

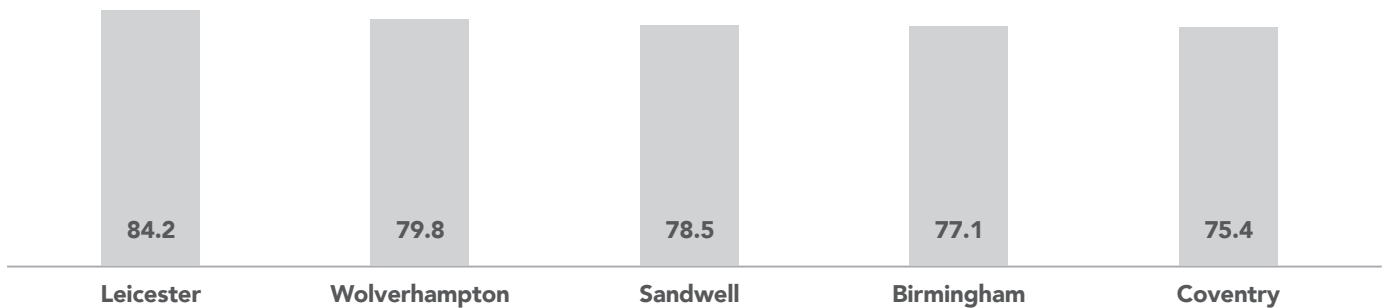


Figure 12: Overall satisfaction (LCRA) over the period from 2023/24 to 2024/25 split by local authority area of home

### Overall satisfaction by EPC band (2023/24 – 2025/26, LCRA)



Figure 13: Overall satisfaction (LCRA) over the period from 2023/24 to 2024/25 split by the current EPC band of the property



# 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.

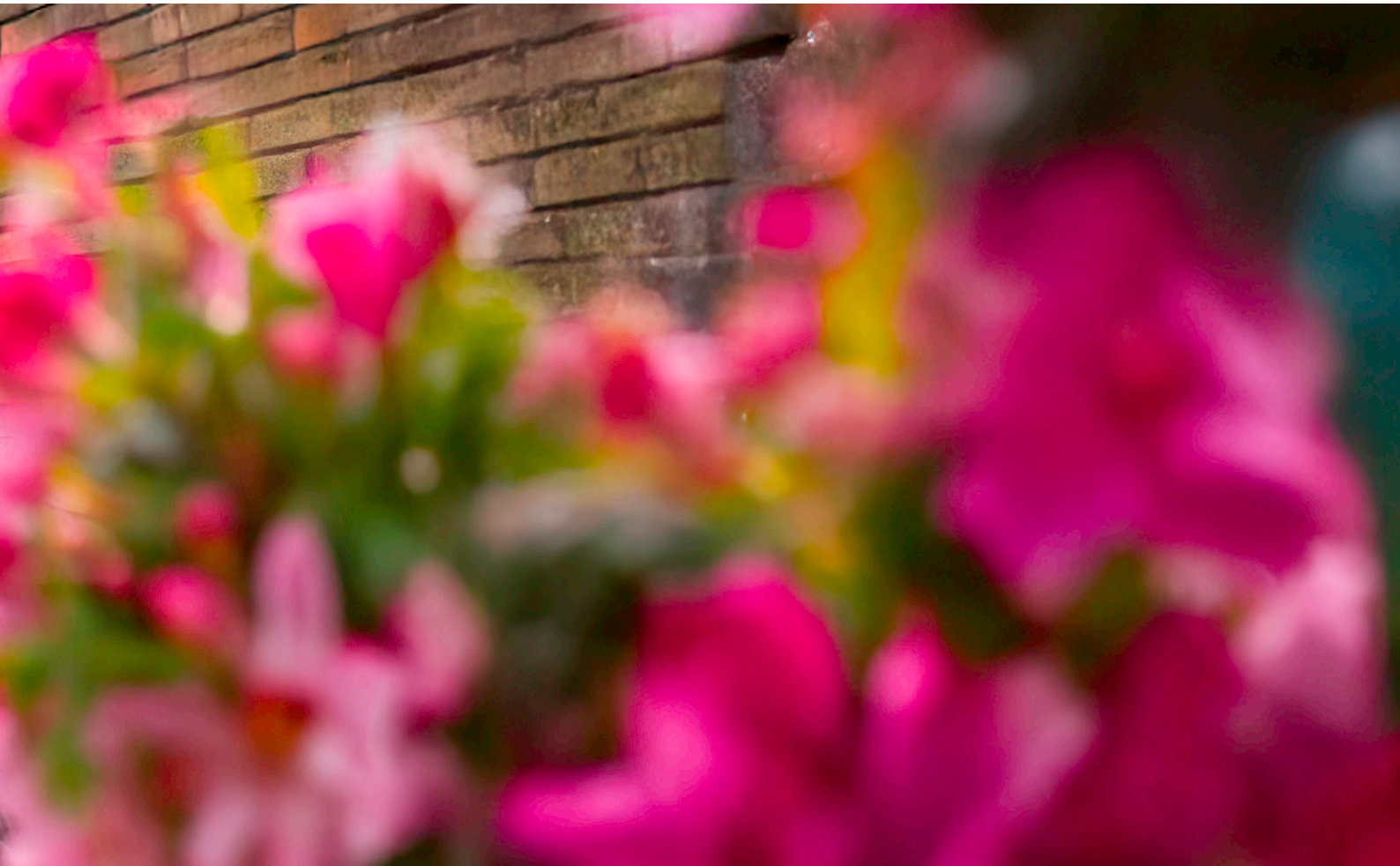
The Handsworth Ward pilot launched in July 2025, with Drakelow in Derbyshire as the second area, beginning six months later in December.

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.

Increasing our presence within these neighbourhoods has uncovered issues that would have remained unmanaged, such as, 17 waste concerns, 2 subletting cases, 1 abandoned property, 10 guttering repairs and 7 mutual exchange opportunities.

Through 5,000+ text messages, we also kept tenants informed about community walkabouts and other events, as well as the locations of mobile waste centres and distribution of Winter Warm Packs. We have also improved partnerships across both localities through:

- Joint walkabouts in Drakelow with Derbyshire Police and the Local Councillor, responding to tenants concerns about safety, and ensuring they are signed up to Derbyshire alerts.
- Close working practices with Birmingham City Council's Community Safety Team, a point of contact to escalate issues around rough sleeping, disruptive behaviour and sex work.
- Working closely with South Derbyshire District Council to refresh the local lettings plan to rebalance the community, tackle Anti-Social Behaviour and create community cohesion.
- Improved links to voluntary sector organisations in Handsworth to support tenants e.g. early intervention and prevention service for adult social care, Perry Barr Neighbourhood Network Scheme.

# APPENDIX

## PERCEPTION SURVEY RESPONSE RATES BY DEMOGRAPHIC

### Low-Cost Rented Accommodation

Tenure type	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
General Needs	25,432	93%	2,170	95%
Supported Housing and Housing for Older People	1,968	7%	109	5%
<b>Total</b>	<b>27,400</b>	<b>-</b>	<b>2,279</b>	<b>-</b>

Age band	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
16-25	1,207	4%	93	4%
26-40	8,345	30%	692	30%
41-64	13,115	48%	1,093	48%
65+	4,690	17%	400	18%
Unknown	43	<1%	1	<1%
<b>Total</b>	<b>27,400</b>	<b>-</b>	<b>2,279</b>	<b>-</b>

Ethnic group	Population size	Share of population	Valid responses to TP01	Percentage of sample
White British	11,747	43%	964	42%
Ethnically Diverse	11,914	43%	1,017	45%
Undisclosed	3,739	14%	298	13%
<b>Total</b>	<b>27,400</b>	<b>-</b>	<b>2,279</b>	<b>-</b>



## Low-Cost Homeownership

Age band	Population size	Percentage of population	Valid responses to TP01	Percentage of sample
16-25	86	4%	15	4%
26-40	750	33%	123	35%
41-64	991	44%	147	41%
65+	317	14%	58	16%
Unknown	114	5%	12	3%
<b>Total</b>	<b>2,258</b>	<b>-</b>	<b>355</b>	<b>-</b>

Ethnic group	Population size	Share of population <sup>6</sup>	Valid responses to TP01	Percentage of sample
White British	1,121	50%	167	47%
Ethnically Diverse	353	16%	59	17%
Undisclosed	784	35%	129	36%
<b>Total</b>	<b>2,258</b>	<b>-</b>	<b>355</b>	<b>-</b>

<sup>6</sup> Totals round to 100%.

## PERCEPTION SURVEY RESULTS BY DEMOGRAPHIC

### Low-Cost Rented Accommodation

TSM Perception Survey Measure	LCRA overall	General needs	Housing for older people and supported housing
Satisfaction with the overall service provided by Midland Heart	81.3%	81.0%	88.1%
Satisfaction with our repairs service	83.7	83.2	95.4
Satisfaction with the timeliness of our repairs service	81.3	81.1	86.2
Satisfaction that homes are well maintained	80.3	79.5	96.3
Satisfaction that homes are safe	82.5	81.9	94.3
Satisfaction that Midland Heart listens to and acts upon tenants' views	72.4	72.0	81.7
Satisfaction that Midland Heart keeps tenants informed about things that matter to them	78.5	78.1	85.7
Agreement that Midland Heart treats tenants fairly and with respect	85.4	85.2	89.1
Satisfaction with Midland Heart's approach to complaints handling	45.8	45.4	57.7
Satisfaction that communal areas are kept clean and well maintained	73.4	71.9	88.5
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	69.5	68.8	81.5
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	67.1	66.6	73.8



## PERCEPTION SURVEY RESULTS BY DEMOGRAPHIC

### Low-Cost Rented Accommodation

TSM Perception Survey Measure	LCRA overall	16-25	26-40	41-64	65+	Unknown
Satisfaction with the overall service provided by Midland Heart	81.3%	82.8%	79.8%	81.3%	83.5%	100.0% (1 response)
Satisfaction with our repairs service	83.7	80.3	80.8	84.6	86.8	100.0
Satisfaction with the timeliness of our repairs service	81.3	78.8	78.2	82.5	83.8	100.0
Satisfaction that homes are well maintained	80.3	81.7	75.5	81.0	86.5	100.0
Satisfaction that homes are safe	82.5	81.4	75.2	84.3	90.5	100.0
Satisfaction that Midland Heart listens to and acts upon tenant views	72.4	75.9	66.8	73.5	78.8	100.0
Satisfaction that Midland Heart keeps tenants' informed about things that matter to them	78.5	82.7	76.3	79.0	80.0	100.0
Agreement that Midland Heart treats tenants fairly and with respect	85.4	90.9	83.6	85.3	87.5	100.0
Satisfaction with Midland Heart's approach to complaints handling	45.8	33.3	44.8	47.7	45.0	No responses
Satisfaction that communal areas are kept clean and well maintained	73.4	68.3	67.9	73.8	81.5	No responses
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	69.5	78.0	66.2	70.4	71.0	No responses
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	67.1	63.3	60.8	68.7	74.8	No responses





TSM Perception Survey Measure	LCRA overall	White British	Ethnically diverse	Undisclosed
Satisfaction with the overall service provided by Midland Heart	81.3%	81.7%	82.6%	75.5%
Satisfaction with our repairs service	83.7	83.4	85.4	78.2
Satisfaction with the timeliness of our repairs service	81.3	80.1	84.3	74.1
Satisfaction that homes are well maintained	80.3	81.8	80.8	74.2
Satisfaction that homes are safe	82.5	84.8	81.8	77.5
Satisfaction that Midland Heart listens to and acts upon tenant views	72.4	71.0	74.8	69.1
Satisfaction that Midland Heart keeps tenants' informed about things that matter to them	78.5	76.2	81.3	76.4
Agreement that Midland Heart treats tenants fairly and with respect	85.4	86.3	86.5	79.0
Satisfaction with Midland Heart's approach to complaints handling	45.8	41.4	50.6	42.3
Satisfaction that communal areas are kept clean and well maintained	73.4	78.4	70.5	66.2
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	69.5	68.9	71.0	66.3
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	67.1	65.1	71.7	56.8

## Low-Cost Homeownership

TSM Perception Survey Measure	LCRA overall	16-25	26-40	41-64	65+	Unknown
Satisfaction with the overall service provided by Midland Heart	61.7%	60.0%	64.2%	57.8%	65.5%	66.7%
Satisfaction that homes are safe	84.0	100.0	87.2	80.5	84.8	62.5
Satisfaction that Midland Heart listens to and acts upon tenants' views	52.9	41.7	57.1	50.0	57.8	33.3
Satisfaction that Midland Heart keeps tenants informed about things that matter to them	72.1	61.5	76.6	70.0	71.2	66.7
Agreement that Midland Heart treats tenants fairly and with respect	75.3	73.3	78.5	75.8	68.6	72.7
Satisfaction with Midland Heart's approach to complaints handling	31.3	0.0 (5 responses)	35.5	31.0	35.7	0.0 (1 response)
Satisfaction that communal areas are kept clean and well maintained	55.9	42.9	45.5	58.3	76.9	100.0 (1 response)
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	51.5	72.7	47.9	52.4	51.9	42.9
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	50.4	83.3	50.0	44.8	58.3	0.0 (1 response)

TSM Perception Survey Measure	LCRA overall	White British	Ethnically diverse	Undisclosed
Satisfaction with the overall service provided by Midland Heart	61.7%	56.9%	57.6%	69.8%
Satisfaction that homes are safe	84.0	82.7	70.2	90.8
Satisfaction that Midland Heart listens to and acts upon tenants' views	52.9	46.2	54.3	60.2
Satisfaction that Midland Heart keeps tenants informed about things that matter to them	72.1	72.5	72.0	71.7
Agreement that Midland Heart treats tenants fairly and with respect	75.3	73.6	72.5	78.8
Satisfaction with Midland Heart's approach to complaints handling	31.3	20.7	25.0	41.0
Satisfaction that communal areas are kept clean and well maintained	55.9	57.1	52.9	55.8
Satisfaction that Midland Heart makes a positive contribution to neighbourhoods	51.5	44.8	45.7	61.8
Satisfaction with Midland Heart's approach to handling Anti-Social Behaviour	50.4	44.1	54.8	55.3

## Low-Cost Rented responses 2023/24 – 2025/26

### Overall satisfaction by lead tenant age band (2023/24 – 2025/26, LCRA)

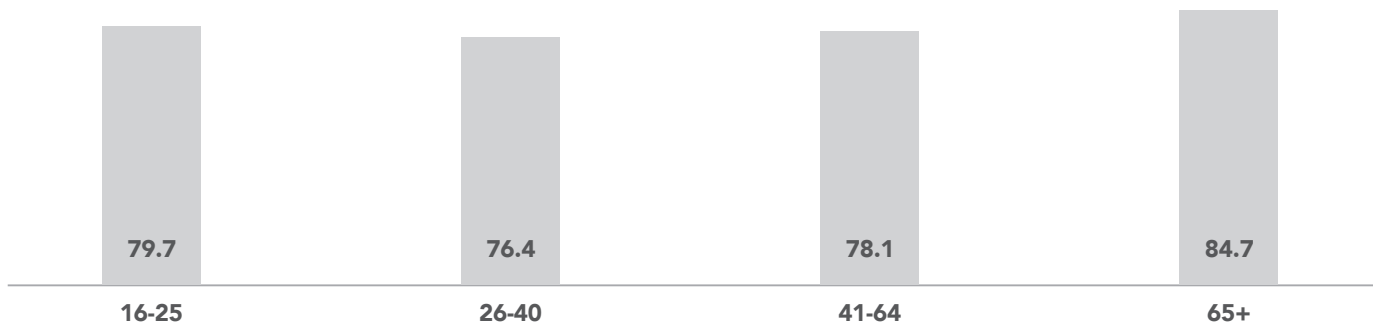


Figure 14: Overall satisfaction over the period between 2023/24 and 2025/26 split by the age band of the lead tenant at the time the survey was conducted

### Overall satisfaction by lead tenant ethnic group (2023/24 – 2025/26, LCRA)

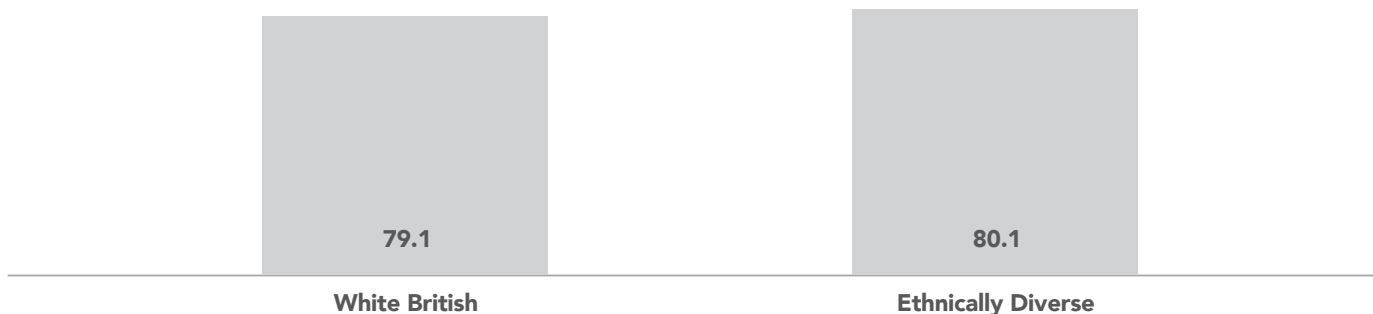


Figure 15: Overall satisfaction (LCRA) over the period 2023/24 to 2025/26 split by lead tenant ethnic group

### Overall satisfaction by lead tenant gender (2023/24 – 2025/26, LCRA)

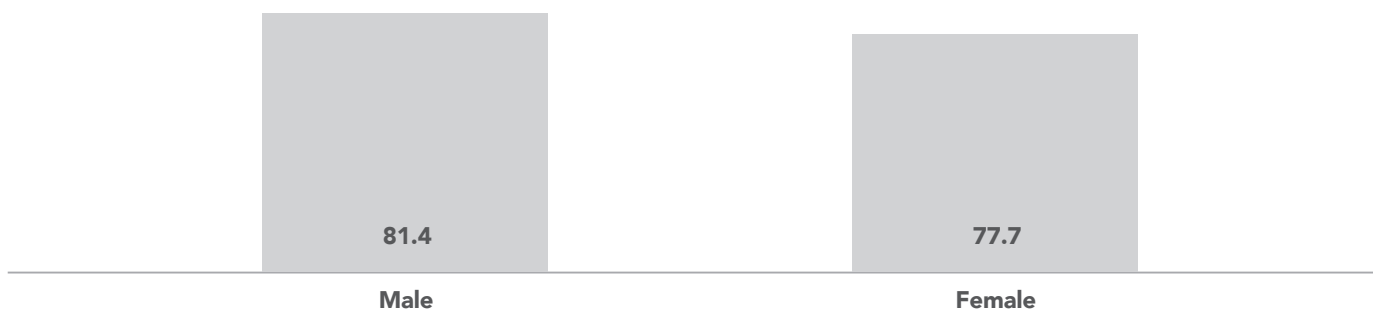


Figure 16: Overall satisfaction (LCRA) over the period 2023/24 to 2025/26 split by gender





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