



TENANT INSIGHT REPORT

2025



Jess Woodley
Head of Tenant Insight

Throughout the last year our tenants, through our 'My Voice' engagement framework have continued to shape the way Midland Heart delivers services, and we're proud be able to showcase the progress we've made together through this report. Over the past year, we've strengthened how we listen, respond, and act on what matters most to you.

A major milestone has been the development of our revised Engagement Framework, launched in April 2025, which gives tenants more choice in how to get involved and influence decisions. New engagement groups are already helping us hear a wider range of experiences and perspectives, ensuring that our services reflect the needs of our diverse communities.

We're also incredibly proud to have achieved TPAS accreditation, recognising our commitment to meaningful tenant involvement and transparent communication.

Alongside this, our C1 rating from the Regulator demonstrates our culture of putting tenants first, second and third, providing reassurance that we are managing your homes and services with you at the Heart.

Most importantly, we've delivered real service improvements driven by your feedback. From improved communication to learning from complaints, we've taken your insights and turned them into action.

Thank you to every tenant who has shared their views, joined a group, completed a survey, or simply taken the time to tell us what's working and what isn't. Your involvement makes a genuine difference, and we look forward to building on this progress together.

FOREWORD

TENANT VOICE

This report brings together what we've learned from your feedback over the past year and shows how it has shaped the services you receive. It highlights the themes, trends, and experiences you've shared with us, and explains the steps we've taken in response.

A key focus this year has been strengthening how we engage with tenants. Our revised Engagement Framework, My Voice, introduced new ways for you to get involved, including dedicated engagement groups (My Assurance, My Team and Neighbourhood Contribution) that give tenants more influence over specific service areas. These groups are already helping us understand issues in greater depth and work with tenants to find practical solutions.

Find out more about the framework here: [Relaunching My Voice - Midland Heart](#) and find out about the great achievements of these groups further in the report.

Throughout the report, you'll see examples of how tenant insight has led to real change.

Whether it's improving communication, strengthening repairs processes, or enhancing neighbourhood services, your feedback has guided our decisions.



This report is for you, to show how your voice is shaping the organisation and to demonstrate our commitment to listening, learning, and continually improving.

THE MY VOICE FRAMEWORK

My Feedback

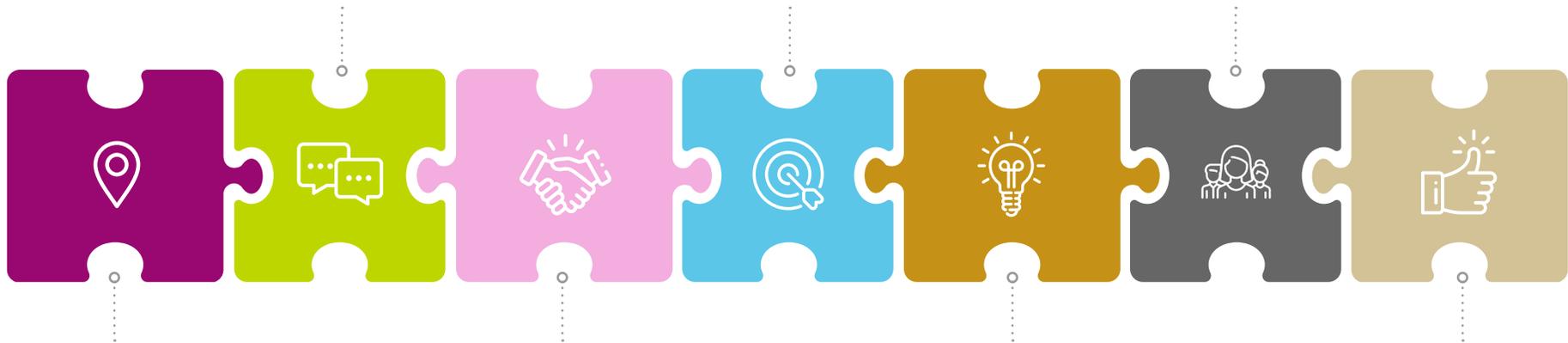
Complete surveys and give us your feedback on different topics to tell us how we're doing

My Impact

Oversee what we do to make sure we are doing what we say we are and hold us to account

My Team

Get involved in our internal processes through interviews, assessments, staff inductions, training and staff performance



My Area

Become an Estate Champion and let us know what's happening in the area you live in

My Scrutiny

Work with a wider group to help influence and improve the services you receive

My Ideas

Help us understand your experience and give us your ideas on how we can improve through policy review and special interest groups

My Assurance

Take part in our audits and reviews to make sure we're performing as we should be

**INTERESTED
IN GETTING
INVOLVED?**

Take a look at our My Voice pages to find a group to suit you:
midlandheart.org.uk/my-home/my-voice/ ✨

SCRUTINY & ENGAGEMENT A YEAR IN NUMBERS

We're really pleased to have 78 tenants getting involved across our My Ideas, My Assurance, My Impact, My Scrutiny, My Team and My Area groups. On top of that, another 2067 tenants have signed up to share their views through our surveys throughout the year.

Your feedback has helped us to make some significant and positive changes this year, such as:

- Improvements to our approach to building safety
- Improved grounds maintenance contract based on your feedback
- A review of our sub-contractor service delivery

 **474** Hours of engagement

21

Filled out 21 surveys

71

Took part in 71 meetings

12

Shaped 12 policies



10 contracts improved with feedback

“

As a Scrutiny officer, our role is about being an advocate for our tenants where decisions are being made about them, their tenancies and ultimately, their homes. ”

Hear from Matti, one of our tenant engagement and scrutiny officers to find out more about the work we do: [Meet Matti \(Tenant Scrutiny Officer\)](#)

MY SCRUTINY



Scrutiny continues to be a powerful tool for accountability, transparency, and positive change and we remain committed to supporting tenants to lead this work.

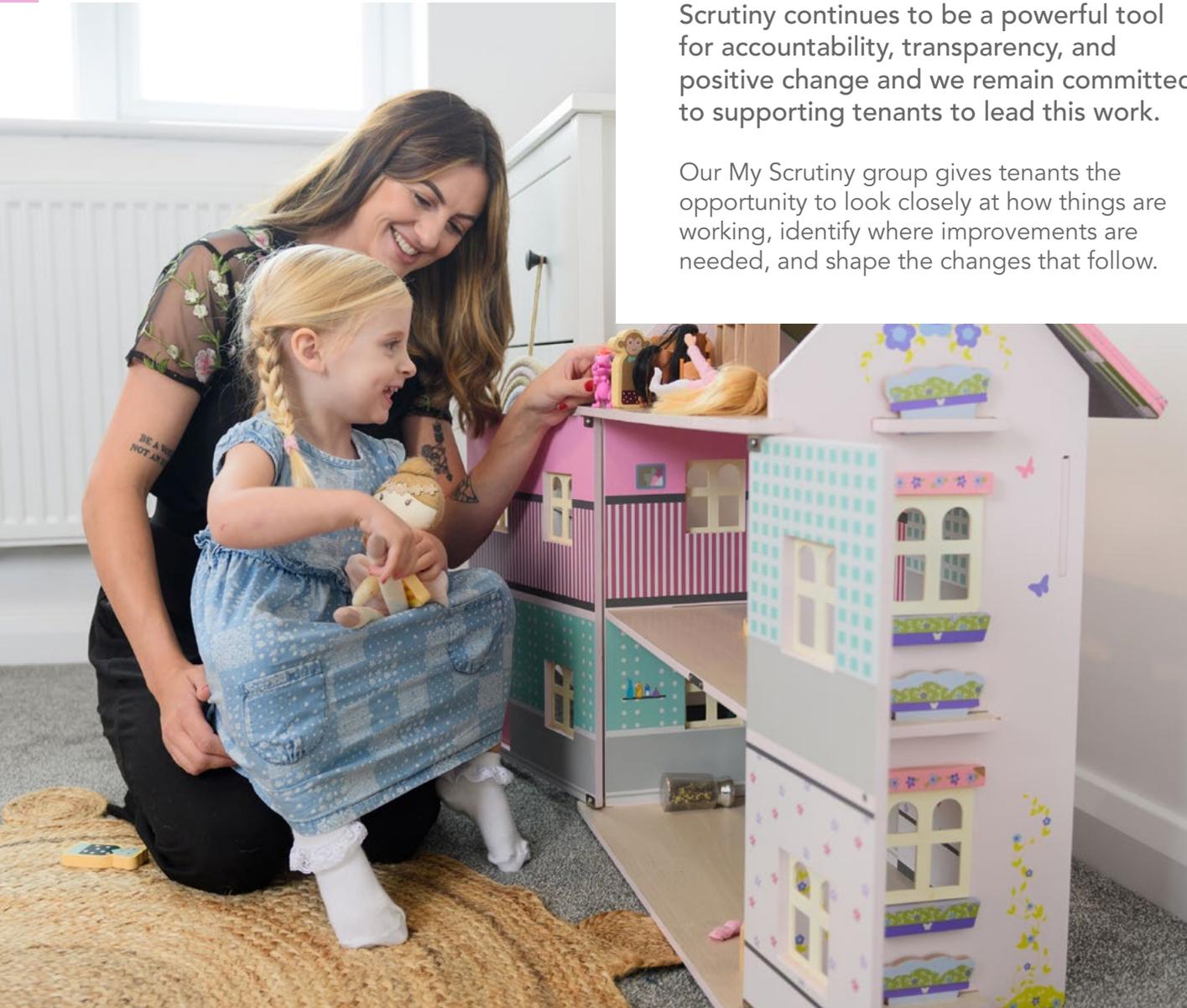
Our My Scrutiny group gives tenants the opportunity to look closely at how things are working, identify where improvements are needed, and shape the changes that follow.

How it works

Tenants examine real service issues, gather evidence, and work alongside us to understand what needs to change. Their recommendations then form clear, practical action plans that drive improvements across the organisation. This ensures that change is not only informed by tenant experience but led by it.

The impact

The impact of this work has been significant. Scrutiny groups have helped us strengthen communication, improve service standards, and redesign processes to make them more responsive and easier to use. Each recommendation has been carefully considered, and where adopted, has led to meaningful improvements for tenants across our communities.



MY SCRUTINY IN ACTION MUTUAL EXCHANGE



As part of Tenants at Heart, My Scrutiny looked at how well the mutual exchange process is working and where improvements are needed.

Key findings



- Mutual exchanges are being well used, with **855 swaps in five years**, but many tenants **don't complete their House Exchange profiles**, making matching harder.
- We can make improvement to the **property condition when you move-in** which will reduce the number of repairs mutual exchange tenants have to make.
- Complaints commonly referenced **lack of updates and repair delays**.

Tenant experience



- Tenants who have completed a mutual exchange feel just as, if not more satisfied with our services than tenants who joined us through other channels.
- My Scrutiny carried out a survey with tenants who had recently completed a mutual exchange. Most tenants told us they were **happy with the process**, but many felt it could be quicker, so there's **room to improve** the time it takes to **complete an exchange**.
- Tenants who completed the survey were invited to a **focus group** so we could better **understand their experiences**.

What's happening next



The tenant panel made 4 recommendations which were approved by our Operations Committee:

Panel recommendations

- 01** Support tenants to complete full House Exchange profiles.
- 02** Introduce pre exchange property inspections.
- 03** Improve tracking of exchange progress and delays.
- 04** Deliver the wider mutual exchange improvement plan.

These recommendations will now be put into an action plan which will be monitored by our My Impact group.

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about mutual exchange [here](#). ✨



Meet one of our My Scrutiny Members

Juliet is a member of My Scrutiny, and brings a passion and drive for ensuring our services meet tenant needs, she's great at looking at situations from others perspectives, as well as providing honest and solution focussed feedback.

“

What I'm passionate about is a good quality of shelter, as in my home. Receiving a good service for living in my home. Respect is also something I'm passionate about. Being kind to others and treating them as I'd like to be treated. Having a remedy for when things go wrong. Being able to communicate effectively with people at all levels of society.

Why I became involved with Customer Scrutiny, came on the back of a service that was badly flawed. I didn't feel confident enough to begin with, but after attending a few meetings, it started to make sense. I started to communicate more in meetings, as my confidence grew. There's always a niggling doubt that I'm making any sense at all but being asked to speak from the heart, about a lived experience, seems to have struck a chord with the staff, at all levels, at Midland Heart. I've been involved in staff and Board interviewing, videos, away days and the newsletter. In November 2025, I had the privilege of presenting at the Staff Awards. This and the Big Get Together were the highlights of the year. We're effecting change. We're working together. We're breaking down the "Them and Us" culture through honest dialogue, respect of our similarities and differences, having collaborative relationship. ”

MY IMPACT



The My Impact group's role is to hold us to account through tracking and monitoring all of the scrutiny activity. They keep informed of what's going on across the business and make sure tenants are involved in what's important.

Over the year they have met with the Chair of Operations Committee, Head of Sustainability, Head of Property Modernisation, Head of Maintenance, Contract Managers, Executive Director of Tenancy Services, and our CEO.

They have overseen all of the action plans that My Scrutiny have developed, and are impactful in holding us to account. We share the findings and progress made against each action on our website for you to see how their feedback directly shapes the services we provide.

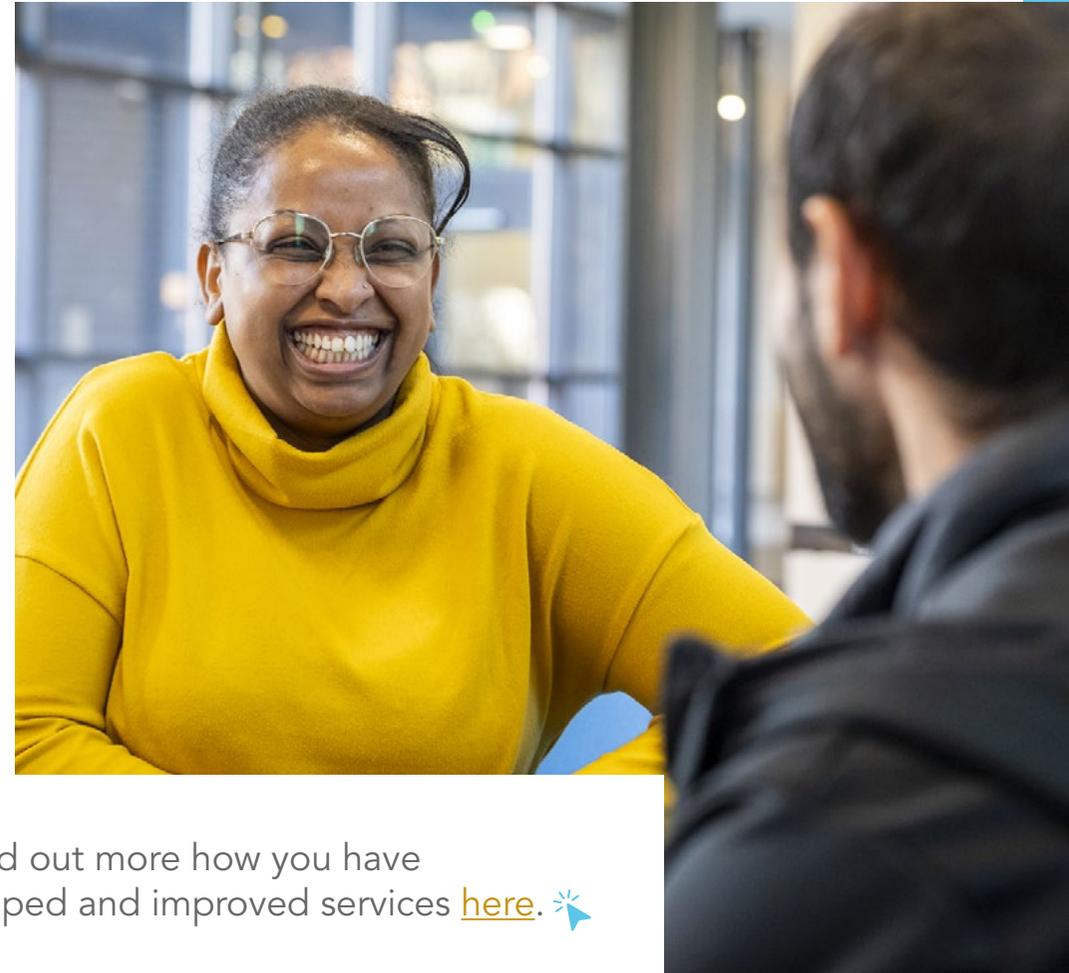
Here are some highlights from the scrutiny projects completed over the past year, the recommendations tenants put forward, and the action plans we developed in response.

 **6**
new action plans
implemented

 **33**
individual actions
completed

 **5**
action plans
completed

**INTERESTED
IN FINDING
OUT MORE?**



Find out more how you have shaped and improved services [here](#). ✨



Tenant led scrutiny activity



Meetings



Insight looked at



Outcomes

How does your experience of a mutual exchange compare to our lettings process?	4	3,431	Mutual Exchange - Midland Heart
How effectively do we recognise and support your additional needs?	4	4,805	Additional needs - Midland Heart
How we keep you informed on building safety?	3	3,523	Tenant safety - Midland Heart
How can we improve the services our shared owners receive?	4	2,642	Shared ownership - Midland Heart



Meet one of our My Impact Members

Trevor has been involved in My Voice for over 10 years, and in that time has seen the My Voice framework go from strength to strength.

“

The My Impact group has a brief to oversee that Midland Heart actually do what they say they will and we hold them to account. We oversee the implementation of the My Voice strategy, ensuring that tenants are involved at all stages and that their voice is heard and listened to.

I enjoy being involved as it gives me the opportunity to work with tenants from across Midland Heart. I also enjoy the opportunity to work alongside the staff of Midland Heart with helping to make our tenants life a little better. ”

MY ASSURANCE



This group helps make sure we're meeting the standards expected of us, including those set by The Regulator of Social Housing. They hold us to account by:

- **Tenant led reviews:**
Checking how we're performing against key standards and meeting every quarter to highlight where we can do better.
- **Policy reviews:**
Making sure any changes to our policies are shaped by tenant insight and reflect what matters to you.



We're excited to launch a new mystery shopping opportunity where tenants can share their experience of calling our Customer Hub. Your feedback will help us check that we're delivering the quality of service and behaviours you expect and improve how well we listen and respond to what matters to you.

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about
My Assurance [here](#). 



1

Consumer standards

- Full compliance with all 4 of the Consumer Standards
- Golden Hearts Awarded for (where tenants feel we go above and beyond):
 - Our approach and commitment to how we communicate the mutual exchange process with tenants
 - 100% tenancy sustainment due to timely advice and the assistance we provide
 - Improvement to communication through the introductions of WhatsApp and Live Chat
 - The range of opportunities for tenants to feedback
 - Continuous improvement and development of our domestic abuse services



2

The Temporary Move Process

- We offer a prompt response when we recognise a Temporary move is needed
- We provide suitable support to vulnerable tenants
- Improvements required to information sharing and communication

3

Service Charges

- We have a fair approach
- Recognition of the localised pages to share information for services like grounds maintenance

4

Complaints Handling Code

- Found compliant with all parts of the Complaint Handling Code

MY IDEAS



Damp & Mould

A key theme raised by this group has been the need to strengthen and improve the service provided by our contractors. Tenants told us they wanted the chance to speak with contractors directly, share their concerns, and work together to shape a better service.

In response, we launched 'Contractors: Putting our Tenants at Heart', bringing together nine of our contractors and a group of tenants. Contractors heard first hand about tenants' experiences and outlined the changes they will make to drive improvements.



One tenant who attended said:



These meetings have filled me with optimism for the future of tenant involvement at Midland Heart. Please pass on my appreciation to the whole team for making these events constructive and successful. I'm really looking forward to continuing what feels like a positive journey. ”

In April we will be hosting a follow up event so tenants can hold contractors to account on the pledges they've made and continue shaping the service going forward.



Repairs

The Repairs Group was launched in the Autumn of 2025 to give tenants a stronger voice in how our Repairs Service is delivered. Members receive regular updates from our Head of Service on performance and future plans, and they play an active role in holding us to account.



When discussing the new 14 day response time for repairs, an involved tenant said:



It's wonderful that Midland Heart are doing this, and that you have us as ambassadors to make sure it happens. ”

Although the group is still new, members are already keen to develop a tenant led "Toolbox Talk" to help improve the information we provide about repairs. This will be created in early 2026/27, with tenants helping shape the content that appears on our website.



Planned Maintenance

Planned Maintenance is a major part of Midland Heart's investment in our homes, covering everything from roof replacements to Retrofit and the Homes for Modern Living project. Until recently, there wasn't a dedicated tenant group focusing on this area, so we created one in response to tenant feedback.

1



tenant meeting

10



tenants involved

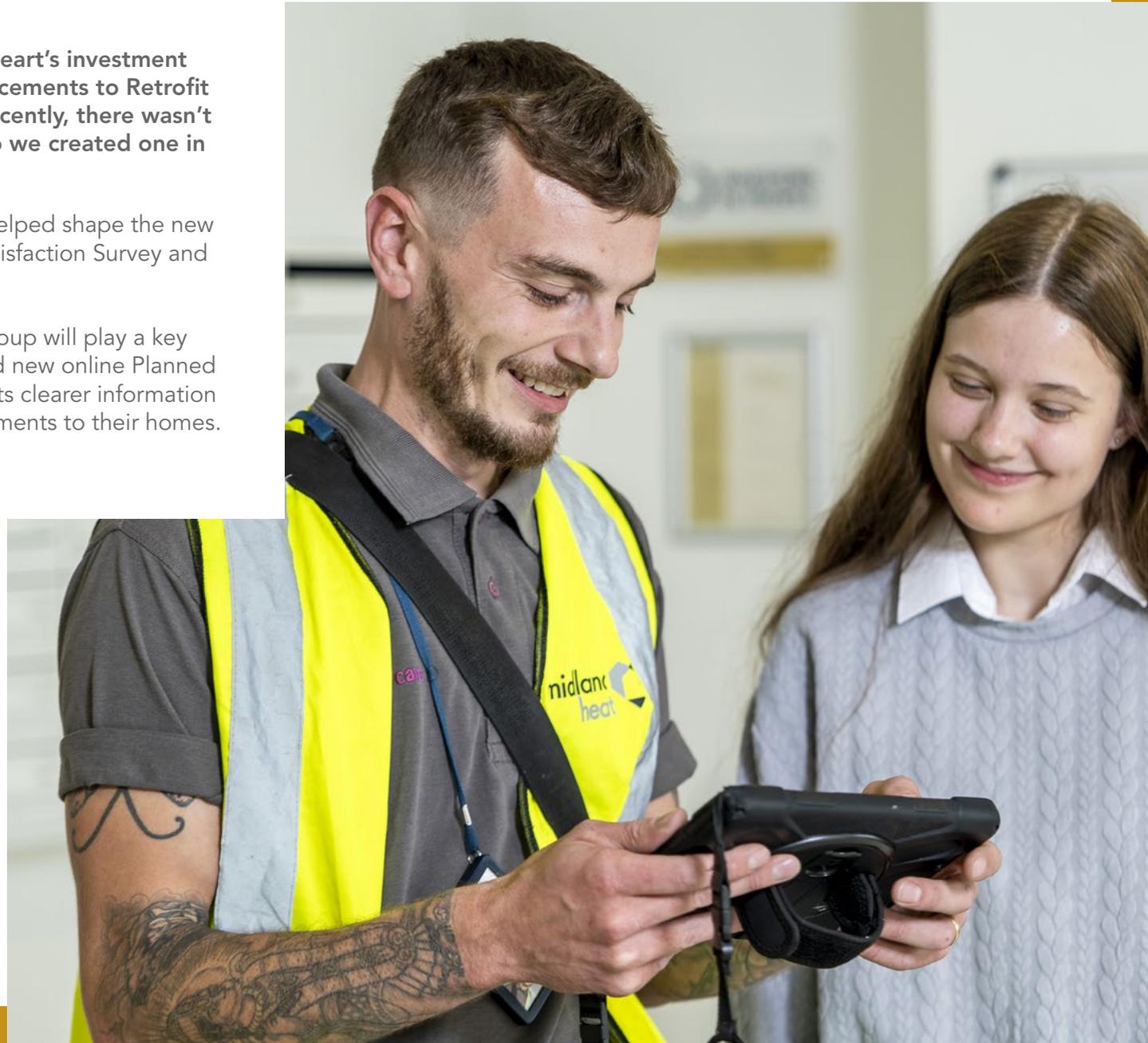
25



total group hours

The group have already helped shape the new Planned Works Tenant Satisfaction Survey and how it will be delivered.

Over the next year, the group will play a key role in developing a brand new online Planned Works page, giving tenants clearer information about upcoming improvements to their homes.





Complaints Learning Group

We launched the Complaint Learning Group to give tenants a stronger voice in shaping how we handle complaints. It's already helping us learn, improve and deliver a better experience for everyone.

Why this matters?

- Across the UK, only 35% of tenants are happy with complaint handling.
- Last year brought a big rise in complaints, which showed us just how important it is to improve the way we work.

What tenants have helped us uncover?

- Missed appointments were a key issue:
 - 55% linked to communication or delays
 - 26% where contractors didn't attend
 - 11% where follow on work wasn't booked
- 1 in 10 calls to our Customer Hub were tenants chasing missed appointments.
- Outdated property records caused repeated visits and frustration for tenants.



Positive changes already underway:

- We're reviewing internal repair processes and updating property records.
- Tenants have asked for better communication, including text updates and appointment reminders and this is now being developed.
- Insights from the group are shaping improvements across the business, helping us reduce avoidable issues and strengthen our service.

5
tenant meetings



8
tenants involved



8.5
total group hours



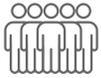
Looking ahead

The group will continue to drive tenant led change, helping us improve complaint handling, reduce delays and deliver on our Tenants at Heart commitments.

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about our complaints learning report [here](#).

MY TEAM



Shaping the People Behind Our Services

Launched in 2025, this group makes sure we recruit, train and support staff who treat tenants with fairness, respect and the right behaviours. Over the past year, tenants have worked closely with our People Services team and made a real impact.

What tenants have helped shape:

- **Staff STAR Awards:** Tenants helped design the awards, sat on the scoring panel and joined the celebration and recognition event.
- **Recruitment:** Tenant involvement has grown into a more meaningful role, with tenants helping design assessments, sit on interview panels and shape our new Midland Heart Mindset questions.
- **Our leadership programme:** Tenants reviewed the programme to ensure it builds a strong tenant-centred culture. They welcomed the mix of mentoring and coaching for future leaders.

The Impact:

- Supported over 35 recruitment campaigns, helping us hire people with the right values.
- Taken part in 18 induction events, sharing their unique experiences and what it's like to live in one of our properties.



I saw staff had confidence to do better than what was done before, some had ideas on how to improve things going forward, would love to do more, not just about me as a tenant, they are there to learn, and I am learning from them, lot of eager faces at the end, was enlightening on both ends. ”

Tenant Quote



It was great to meet tenants on the first day, it gave a unique insight into their experiences, and made it feel more real.”

Staff Quote

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about Introducing My Team [here](#). ✨



MY AREA



Over 70% of tenants feel we make a positive contribution to your neighbourhoods, we want where you live to feel safe, clean and somewhere you're proud to call home.

Over the last year, we have launched an initiative to improve the tenancy and neighbourhood services you receive at a local level. This new initiative will help by:

- Improving shared spaces and the maintenance of them.
- Being visible and accessible through walkabouts and housing surgeries.
- Offering tailored support such as money advice and tenancy help
- Investing in our homes and dealing with overcrowding.
- Tackling ASB with partners and reducing the fear of crime.
- Managing tenancies proactively to reduce costs and improve conditions.
- Communicating clearly and locally with our tenants on topics that matter.

Highlights

- Held a 'Tidy & Talk' event, as 91% of Handsworth tenants told us rubbish was an issue. We collected 25 bags of litter from local streets in Handsworth
- Extended walkabouts to include local policing teams & local authority community safety officers to identify where environmental or security improvements can be made.
- Through our Estate Champions, tenants have completed 49 feedback forms relating to communal services, fly tipping and anti-social behaviour. We are currently improving our Estate Champions role and are excited to re-launch this soon.





Neighbourhood Contribution Group

To support this work, we are excited to have launched the Neighbourhood Contribution Group, which brings together tenants and our neighbourhood services team to discuss the matters important to you: ASB, Hate Crime, Parking, Rangers Service and Communal Services.

Pride in Place

We are keen to support those tenants who want to take the time to keep their neighbourhoods well-maintained so have launched Pride in Place. A voucher scheme where tenants can nominate their community or scheme to win up to £250 of gardening vouchers. Applications are assessed with our Neighbourhood Contribution group members; we can't wait to share the improvements that have been made over the coming year.

“

Great meeting, especially with Pride in Place, absolutely brilliant, really pleased with this work. ”

Tenant Quote

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about Pride in Place [here](#). ✨

Spotlight on Your involvement in new communal services contracts

Re-procured Communal Cleaning and Ground Maintenance Service.

Communal Cleaning



919 pieces of tenant feedback helped shape the new contract, which resulted in:

- Improved communication of cleaning duties
- Ensuring the specification is followed to improve tenant satisfaction
- Introducing 2 new contractors to provide this service

Grounds Maintenance



1,888 pieces of tenant feedback helped shape the new contract, which resulted in:

- Revision of drop cut service
- Revision of the number of seasonal visits for Summer / Winter
- Improved contractor oversight to ensure standards are met.



You're listening, trying your best and that's all we can all do, work together in harmony and try our best, that's what Heart of the Matter is getting to. ”

Tenant Quote



DIVERSITY & REPRESENTATION

Equality, Diversity and Inclusion sit at the heart of Midland Heart's commitment to delivering fair, accessible and responsive services. Understanding the diverse make up of our tenants helps us identify where experiences differ and where barriers may still exist.

This section summarises key insights about our tenant population and highlights areas where focused action can strengthen inclusion and ensure every tenant is treated with dignity and respect.

Our tenant census is an ongoing programme designed to build a clearer, more detailed picture of who our tenants are and how well services meet their needs. It aims to strengthen service delivery, improve accessibility, and ensure that every tenant can engage with the organisation in a way that works for them.

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about our tenant census [here](#).*

Highlights

- Responses from over 2,000 tenants
- Received over 8,000 new pieces of tenant information
- From this we have been able to learn more about tenant vulnerabilities and demographics which means we can make sure our services are inclusive and meet your needs.

**INTERESTED
IN FINDING
OUT MORE?**

Find out more about this year's TDI report [here](#).*



MY VOICE

Involved Tenants Demographics 2025

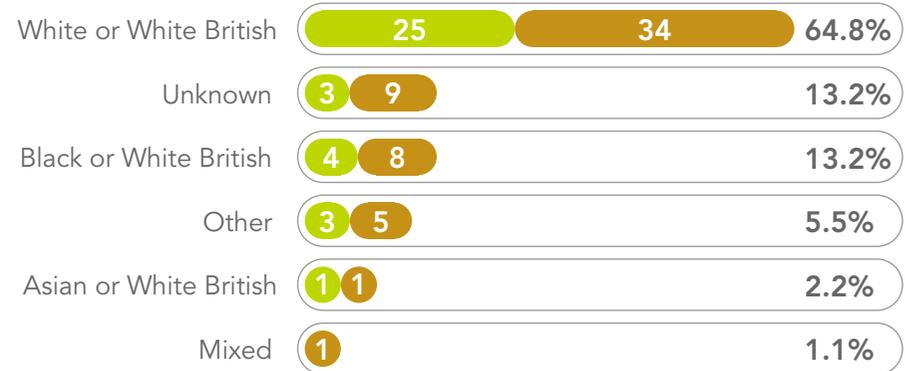


For us we want My Voice to be a place where every tenant, regardless of who they are or where they live, has the opportunity to be heard.

Over the last year we've seen some younger faces getting involved and for us its great that we can break the stereotype of who gets involved. But we know there is more work to do.



Ethnicity



Additional needs



Key ■ Post April 2025 ■ Pre 2025

MY VOICE

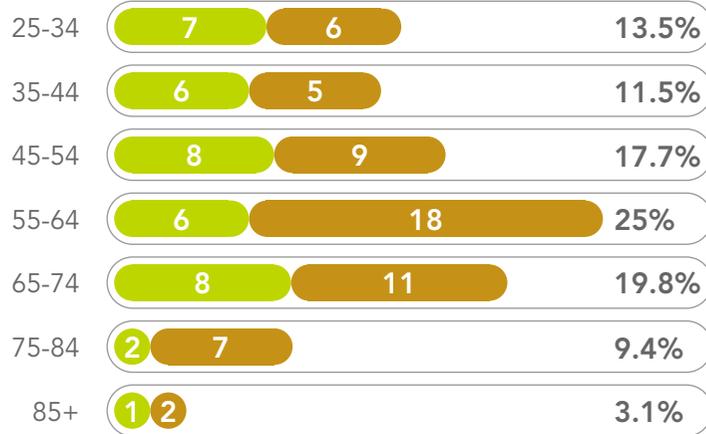
Involved Tenants Demographics 2025



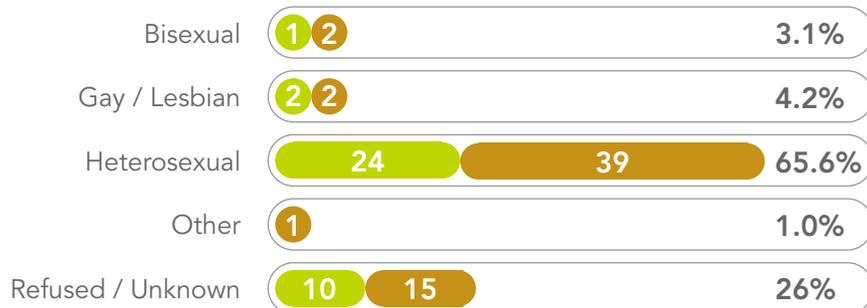
We work hard to recruit new tenants to be part of our engagement offer, and we are confident My Voice has something for everyone to share your feedback.

Age

We are keen to get more younger tenants involved to be more representative of our wider tenant base. This will be a focus over the next year.



Sexual orientation

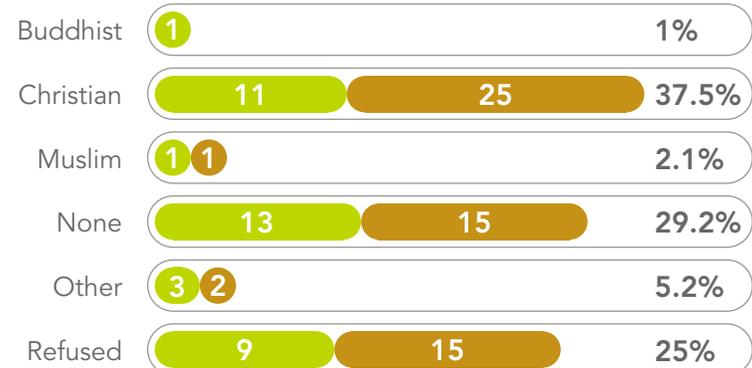


Marital status



Religion

We know that this figure isn't as representative of our wider demographic so we are working on this.



MY VOICE IN ACTION BUILDING SAFETY



The Building Safety Act 2022 places a strong emphasis on ensuring tenants can influence safety decisions, raise concerns and access clear, transparent information about their building. Our approach is centred on understanding tenants' lived experiences and perceptions of safety so we can identify issues early, tailor communication and remove barriers to engagement.

Tenant Engagement & Insight

Over the past 12 months, we have carried out extensive engagement to understand how safe tenants feel in their homes and what drives those perceptions.

Tenant Satisfaction Measures (TSMs)



More than 1,500 tenants have provided feedback since April 2023. This year, 80% feel their home is well maintained and safe (up from 78%), and overall feelings of safety remain consistently high at 82–83%.

Annual Building Safety Survey



We received 559 responses in 2025/26. Findings show that younger tenants feel less positive about our approach, and that perceptions of safety are often shaped by wider neighbourhood issues—such as door entry systems, lighting and ASB—rather than building safety compliance alone.

MY VOICE IN ACTION BUILDING SAFETY



Tenant Scrutiny



A tenant led scrutiny review confirmed strong practice in how we engage tenants on building safety, particularly in our in scope buildings. Recommendations focused on improving local engagement tracking, strengthening understanding of the Building Safety Team's role and exploring digital noticeboards. All actions will be completed by May 2026 and monitored by our My Impact group.

In Scope Buildings



Each high risk building has a bespoke resident engagement strategy. Quarterly on site sessions have engaged over 167 tenants so far this year, with 30 providing direct feedback. Many concerns raised relate to ASB, parking and repairs, highlighting the need for cross team collaboration to improve overall feelings of safety.

Regulatory Assurance



A tenant led review in 2025 confirmed compliance with the Transparency, Influence and Accountability Standard in relation to building safety communication. A further audit focusing on safety and quality will take place in early 2026.

Consultations on Major Works



We continue to hold drop in sessions where significant works are planned. Recent examples include Crocodile Court, where 28 tenants engaged and raised issues that enabled us to quickly address alarm faults, and Crowngate, where strong engagement supported smooth delivery of major works.



RETIREMENT LIVING



 **84.4%**
overall satisfaction

 **81.6%**
feel safe

 **87.8%**
feel kept informed about things that matter to them

Our Retirement Living communities are all about helping people enjoy later life with comfort, independence and a real sense of belonging. We know that feeling safe, connected and supported makes a huge difference to everyday life, and our schemes are designed to offer just that.

Residents' feedback helps us understand what's working well and where we can make things even better, so every resident can feel at home, stay independent and enjoy the things that matter most to them.

Over the past year, residents have been involved in:

- General resident meetings
 - Annual satisfaction survey
 - Warden call feedback
 - Scheme Staff Interviews
-

This has helped improve the services received and satisfaction.

Annual Satisfaction Survey

Our annual satisfaction survey told us:

- 86.6% feel their Retirement Living officer listens to their views and acts on them
- 95.9% feel their Retirement Living Officer treats them fairly and with respect

Recommendations

- To increase staff presence at schemes, to build on the relationship between scheme staff and residents
- Following on from CCTV works and resident feedback we are upgrading CCTV for 3 schemes to help with local issues raised
- Greater involvement in scheme staff interviews





Meet one of our Retirement Living Tenants

Sue lives in one of our Retirement Living schemes, and is keen to work with us on a variety of groups including Complaints Learning Group, Repairs and My Team.

“

Retirement living is a place where you feel safe and secure in your own home! With people of a similar age, you can keep to yourself or see a friendly face next door.

I love being involved as it enables me to try and help others who are less able than I. My understanding of Midland Heart and their aims, plus the involvement with recruitment gives me a valuable insight into helping Midland Heart move forward.”

COMMUNICATIONS

Good communication is at the heart of a positive tenant experience, and it plays a major role in how tenants feel about their home and their relationship with us. Whether it's getting updates about repairs, understanding planned works, or simply knowing who to contact when something goes wrong, clear and timely communication helps tenants feel informed, respected and confident in the services they receive.

6
tenant meetings



22
tenants involved



860
total group hours



A review of tenant communication needs found that:

- We have clear options for recording adaptations for written communication, and we support tenants who speak to us in a different language.
- 9513 (12.3%) of you told us you have a vulnerability, and we need to ensure we are meeting your needs.
- Improvements can be made for those of you who are aurally impaired, for emergency repairs, or when written translations are needed.

Next steps

To improve how we support your communication needs, we identified the need to:

- Explore the use of British Sign Language to improve the experience for tenants reporting emergency repairs who have a hearing impairment.
- Look to expand our translation services for some forms of written communication.
- Ensure our communication (including contractor communication) is clear and easy to understand.

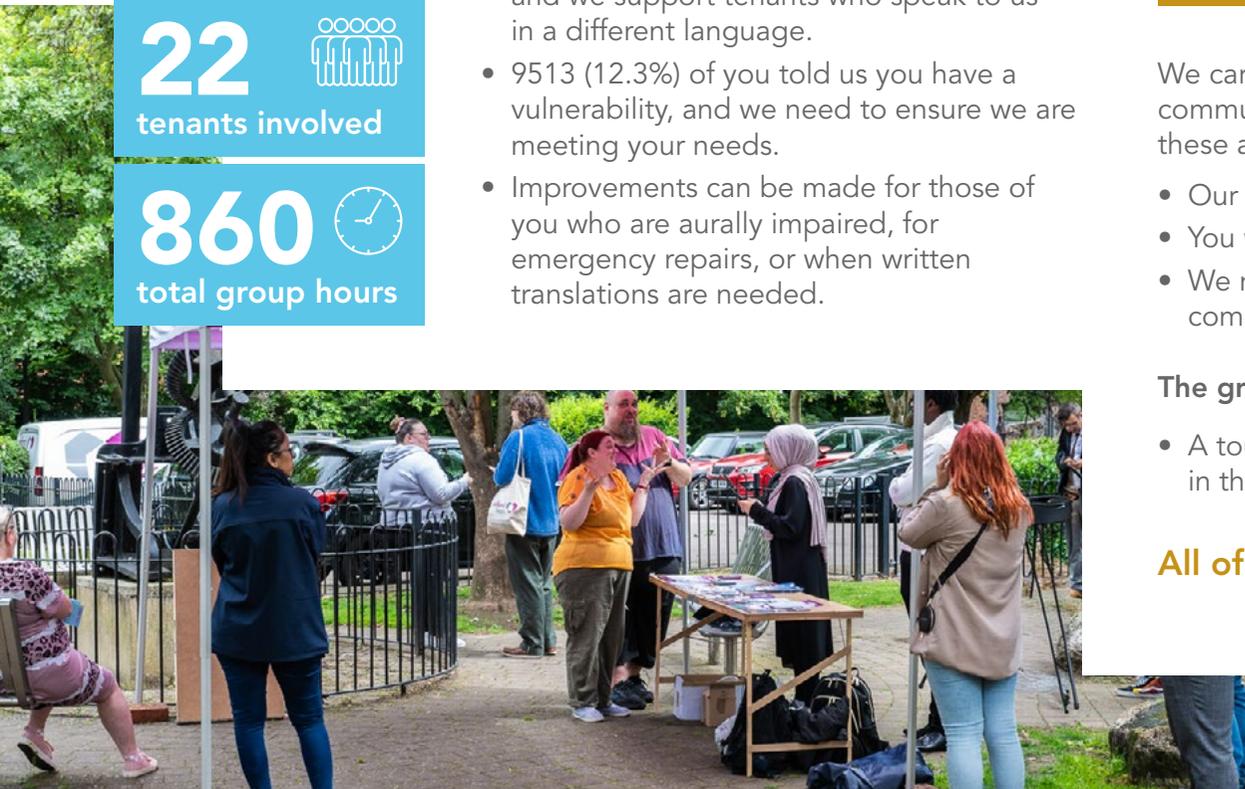
We carried out an in-depth review with My Scrutiny on our communication touchpoints, to help us better understand how these are meeting your needs. The group found:

- Our touchpoints don't keep you meaningfully informed
- You want to see an improvement to the way we communicate
- We need to ask the right questions to know how best to communicate with you

The group have recommended:

- A touchpoint review to ensure we are sending you information in the right way at the right time

All of this work will be monitored by our My Impact group.



RECOGNITION & SUCCESSES

In recognition of our engagement opportunities, we are delighted to have been awarded a C1 rating following on from an inspection by the Regulator of Social Housing. This gives us all the assurance that we are delivering effective services to you and are committed to keeping you safe in your home.

It provided a great opportunity for tenants to meet with the Regulator to get a better understanding of the quality of service you receive.

Find out more here: [We've been awarded C1 by RSH - Midland Heart.](#)

We're proud to be championing tenant involvement as members of the Tenant Participation Advisory Service (TPAS), who promote and champion tenant involvement and empowerment in social housing. This means that any tenant can use our membership to become a TPAS member for free.

Find out more information and receive free training here: [We've renewed our TPAS membership - Midland Heart!](#)



Some of the highlights include:

- We keep you safe in your homes
- We have a good understanding of the condition of our homes
- Our repairs service is efficient and effective
- We work with local partners to improve communities and tackle antisocial behaviour
- We help you to sustain your tenancies
- We allocate homes fairly
- We give you lots of opportunities to get involved and scrutinise what we do and take on board your feedback.



This year we are delighted to share that we have been awarded an accreditation in Tenant Engagement by TPAS. We scored a staggering 97% in our assessment which provides us with the assurance that we provide excellence in our tenant engagement outcomes. A host of good practice was highlighted alongside recognition for the tenant-centric culture and passion staff have towards working with our tenants to improve the services you receive.

Find out more here: [We've gained TPAS accreditation! - Midland Heart.](#)

Some of the highlights include:

- My Team approach is clearly responsive to what residents have said. Tenants involved in recruitment and induction days and Corporate Induction days.
- MH Mindset as part of Tenants at Heart Corporate Plan, is about one team working together to deliver the MH values and measures for success.
- Organisation wide meaningful influence opportunities with demonstrable outcomes and impact reported.
- Intervention schemes as part of developing locality work

WANT TO GET INVOLVED BUT DON'T KNOW WHERE TO START?

Why not give us some feedback on this report?
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