



Tenant Satisfaction Measures 2023/2024

Foreword

Since 1925, nearly 100 years on, we have been working closely with tenants to improve the quality of our homes across the Midlands. Actively listening in order to meet their expectations, tackling their concerns and focusing on their priorities.

We work in some of the most challenging, deprived urban neighbourhoods with some of the most diverse communities in England. We also know our homes are aging with one-third around 100 years old.

During 2023/24 we spent much time speaking with tenants to help shape and co-produce our next corporate plan (2025-30) with c1,500 tenants providing feedback, 650 through face to face visits.

Specifically, in 2023/24 we have:

- Held more than 80 tenant meetings;
- Undertaken 141 estate inspections with tenants;
- Carried out c11,000 post transaction surveys with tenants e.g. after completing a repair or delivering communal services.
- Obtained c6,000 pieces of insight through bespoke surveys; and
- Have 89 tenants who are actively engaged through our 'My Voice' tenant framework.

This is the first time we are reporting on twenty two new 'Tenant Satisfaction Measures' that have been introduced by the Regulator of Social Housing in 2023/34. 12 of these relate to tenant perceptions and 10 relate to management information. This further enriches the tenant insight work we have been undertaking.

Overall satisfaction among our Low Cost Rented Accommodation tenants was 77%. This represents c27,500 homes.

Overall satisfaction among our low-cost homeowners was 52%. This represents c2,200 homes.

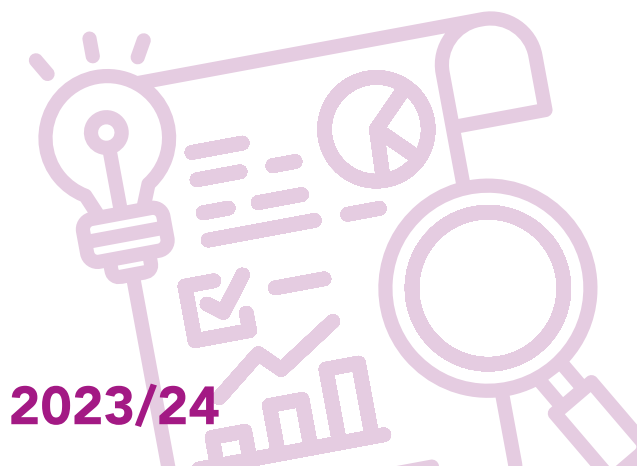
These surveys strictly follow the regulatory guidance and sampling criteria. They are undertaken independently by our external research company via telephone surveys throughout the year.

We continue to use the feedback to shape and improve our services. These include:

- Tackling ASB through engaging with tenants on improving security arrangements across 74 schemes (CCTV).
- During the year we went live with repairs online. More than c6,000 repairs have now been raised via the tenant app (c10% of jobs raised). This has been a major milestone in helping tenants to access our services on a 24-7 basis. It builds on our broader tenant offer which includes our letting portal and rent app. Some more targeted communications are being carried out to promote further usage.
- As part of our work on delivering balanced & sustainable communities, we have now completed works to 150 general needs schemes as well as 30 Retirement Living schemes. The aim being to improve the overall quality of communal areas, including in relation to security.

We know there is more work to be done, especially as we finalise and develop key priorities for the next corporate plan. Feedback from tenants within this first report will certainly be used to help shape that.

Glenn Harris MBE
Chief Executive, Midland Heart



Tenant Perception Measures 2023/24

Code	Measure	Low Cost rented accommodation	Low Cost home Ownership	Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	76.6%	52.4%	73.5%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	78.6%	-	78.6%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	75.8%	-	75.8%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	76.5%	-	76.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	80.8%	77.1%	80.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	67.1%	37.4%	63.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74.0%	51.3%	71.1%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	81.3%	57.1%	78.1%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	35.1%	9.4%	32.2%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	72.3%	40.5%	69.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	69.9%	41.8%	66.4%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	67.7%	42.9%	65.1%



Results

Management Information Measures

Code	Measure	LCRA	LCHO	Combined
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0	-	-
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	82.2	-	-
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale.	96.4	-	-
BS01	Proportion of homes for which all required gas safety checks have been carried out.	-	-	100.0%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	-	-	100.0%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	-	-	100.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	-	-	100.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	-	-	100.0%
CH01	Stage one complaints relative to the size of the landlord	34/1000	12/1000	32/1000
CH01	Stage two complaints relative to the size of the landlord	6/1000	5/1000	6/1000
CH02	Stage one complaints responded to within target timescale.	95.2%	96.7%	95.2%
CH02	Stage two complaints responded to within target timescale.	96.2%	100.0%	96.5%
NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	-	-	22
NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	-	-	1



Introduction

The Tenancy Satisfaction Measures (TSMs) are 22 metrics introduced by the Regulator for Social Housing (RSH) from 2023/24 to evaluate landlord services.

This document explains the methodology we used to collect responses for the 12 Tenant Perception Measures as well as detailing our 2023/24 results.

For the purposes of the Tenant Perception Survey, "tenant" refers to the lead tenant or homeowner of the household. Results for Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) are reported separately.

The perception survey asks respondents to offer broad feedback on our services, rather than post-transactional feedback that focuses on a specific recent transaction, such as a repair.



Summary of our findings

Low Cost Rented Accommodation (LCRA)


Overall satisfaction
76.6%

This represents
27,502
tenants

Our highest satisfaction rates were seen in

Treating our tenants with 'fairness and respect'

81.3%

Providing a home that is safe

80.8%

Delivering repairs

78.6%

Areas for improvement include

Satisfaction with our handling of complaints

35.1%

Satisfaction with our approach to handling anti-social behaviour

67.7%

Satisfaction that we 'listen to' and 'act upon' our tenants views was

67.1%

Low Cost Rented Accommodation (LCRA)

- Comments gathered during the survey showed that effective communication was one of the most important factors influencing overall satisfaction, including responding to requests in a timely manner.
- Tenants who receive additional support in our Supported Housing and Housing for Older Persons homes reported higher satisfaction than those in general needs.
- Respondents aged over 65 reported higher satisfaction than those in younger age groups. Male tenants reported higher satisfaction than female tenants, including in our general needs homes. In both cases, the gap in overall satisfaction was accompanied by similar gaps in key measures related to repairs, maintenance, and communication.
- On average, female respondents were younger than male respondents with a greater share of male respondents being aged 65 or over. The share of female respondents aged between 26 and 64 was higher than for male respondents, and this group also reported lower satisfaction than male respondents in the same age banding.
- We did not find that ethnicity had an influence on overall satisfaction, mirroring findings from our transactional research.
- Additionally, we found that the type of home (flat, house etc) or age of the home had no significant impact on overall satisfaction.

Low Cost Home Ownership (LCHO)

Overall satisfaction
52.4%
 This represents
2,181
homeowners

The highest satisfaction rate we recorded was for

Providing a home that is safe
77.1%

We found that

Satisfaction that we 'listen to' and 'act upon' our tenants views was
37.4%

Satisfaction tenants feel they were kept informed was
51.3%

- Comments made by respondents frequently made communication the central topic. Respondents felt we need to communicate with them more effectively by providing clearer, up-to-date information and responding in a timelier manner.
- Satisfaction with complaints handling (9.4%) was the lowest scoring measure.
- We will need to gather more survey responses before meaningful conclusions can be drawn about satisfaction rates split by characteristic in our LCHO homes.



Listening to our tenants and acting on feedback



A partnership approach to building balanced and sustainable neighbourhoods

Located near Leicester city centre, West Street is in an area of the city that's been associated with crime and anti-social behaviour, vandalism, drug dealing, fly tipping and prostitution. Through our teams, we received a multitude of complaints from our tenants who were finding the situation intolerable and meant a robust action plan was put in place to effectively deal with the issues.

Various initiatives were taken through Leicestershire Police's Operation Levitate, which focused on targeted patrols and arrest warrants, together with the Government-led Operation Gizmo, set up to tackle county line drug dealing.

Our role was working alongside the authorities to establish working groups and resident meetings that could provide assurances these issues were being tackled.

The multi-agency approach had a significant impact with Closure Orders obtained on three specific problem properties, with possession applications against four properties, and two tenants were successfully evicted. This was alongside five individuals receiving injunction orders, stopping them from returning to the area.

With the problem tackled, and left with a variety of empty properties, these were fully refurbished and re-let to suitable tenants through the Local Lettings Plan.

The outcome is a street that's now a much safer, quieter and calmer place to live, and our colleagues being able to visit without fear of intimidation. We are, however, not being complacent and our Tenancy Services team is continuing their door-knocking initiative, whilst a local newsletter provides key updates on local events and other community news.



Independent and Externally Assured Methodology

We worked with IFF Research, an independent housing research specialist and Market Research Society (MRS) member, to develop our approach, sampling and survey methodology.

We were also given positive assurance on our TSMs, our Internal Auditors, that our approach satisfied the requirements within the RSH guidance.

In summary, our procedure includes the following key steps:



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



We do not link our sampling approach to any transaction between tenant and landlord.



Sufficient responses are gathered to meet the required statistical accuracy level for 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 taking part.



Our samples are segmented according to stock type and the key characteristics of age and ethnic group so they are representative of our tenant population. This means our samples are not biased.



Our samples are impartially gathered in line with the MRS Code of Conduct by a third-party research agency who offer a range of accessible response options.

Questionnaire design

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

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

Sampling approach

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

To give IFF Research adequate time to calculate our required sample sizes for 2023/24, we provided them with a snapshot of our relevant tenant population as at March 2023.

¹ General Needs, Supported Housing and Housing for Older People, and Intermediate Market Rent within our LCRA stock.

Relevant tenant population

As at March 2023, our relevant tenant population was:

Tenure type	Relevant tenant population
LCRA	27,502
LCHO	2,181

We use the formula detailed in the guidance to determine the sample sizes we need to meet the required statistical accuracy levels. For 2023/24, we established that we would need to gather valid responses to the question 'Overall satisfaction' from 2,208 LCRA tenants (2% confidence interval) and 327 from LCHO homeowners (5% confidence interval).

A 2% confidence interval at 95% confidence for an illustrative satisfaction score of 50% would mean we would be 95% confident that the true satisfaction rate lay between 48% and 52%.

Following IFF Research's recommendation, we chose to divide our samples according to stock type and the age of the lead tenant. We also segmented our samples by the ethnic group of the lead tenant to ensure fair representation.

For instance, we established a target of 42% (921) of our LCRA survey participants to be from Black or Minority Ethnic (BME) backgrounds, mirroring the composition of our LCRA households, where 42% (11,466 out of 27,502) had a Black or Minority Ethnic lead tenant as of March 2023.

Sample targets were 'inter-locked' to avoid bias within segments. As an example, the proportion of our BME tenants living in General Needs stock who were aged 65 or older was represented fairly in our sample. This meant that we avoided biasing our General Needs BME sample with over 65s who tend to report higher satisfaction than those in younger age groups.

Data collection

To guarantee our results are impartial we use a research partner to carry out our interviews. This year, our research partner, IFF Research, gathered all TSM responses on our behalf.

In addition to collecting telephone responses, IFF Research offered alternative response options to those unable to take part over the telephone, ensuring that they were not excluded.

We collected data quarterly and no incentive to take part was offered.



²1. 'Very satisfied', 2. 'Fairly satisfied', 3. 'Neither satisfied nor dissatisfied', 4. 'Fairly dissatisfied' or 5. 'Very dissatisfied'.

³Given as (Count of respondents selecting response options 1 or 2) / Count of all valid responses (1 to 5).



Response rate

The number of survey responses we gathered meets the confidence levels needed across both our LCRA and LCHO populations. All tenant responses were gathered by telephone, except for one that was received via email.

Tenure type	Population	Sample achieved	Margin of error
LCRA	27,502	2,218	2%
LCHO	2,181	332	5%

LCRA segmentation

Tenure	Stock type	Population	Sample	Difference		
LCRA	General Needs	24,129	87.7%	1,951	88.0%	0.3
LCRA	Supported Housing & Housing For Older Persons	3,115	11.3%	247	11.1%	-0.2
LCRA	Intermediate Market Rent	258	0.9%	20	0.9%	0.0

Tenure	Age band	Population	Sample	Difference		
LCRA	16 – 25	1,431	5.2%	122	5.5%	0.3
LCRA	26 – 40	8,014	29.1%	656	29.6%	0.5
LCRA	41 – 64	12,505	45.5%	1,010	45.5%	0.0
LCRA	65+	5,248	19.1%	430	19.4%	0.3
LCRA	Unknown	304	1.1%	0	0.0%	-1.1

Tenure	Ethnic group	Population	Sample	Difference		
LCRA	Black or Minority Ethnic (BME)	11,466	41.7%	935	42.2%	0.5
LCRA	Non BME	11,679	42.5%	948	42.7%	0.3
LCRA	Undisclosed	4,357	15.8%	335	15.1%	-0.7

LCHO segmentation

Tenure	Age band	Population	Sample	Difference		
LCHO	16 – 25	97	4.4%	16	4.8%	0.4
LCHO	26 – 40	661	30.3%	102	30.7%	0.4
LCHO	41 – 64	844	38.7%	133	40.1%	1.4
LCHO	65+	352	16.1%	54	16.3%	0.2
LCHO	Unknown	227	10.4%	27	8.1%	-2.3

Tenure	Ethnic group	Population	Sample	Difference		
LCHO	Black or Minority Ethnic (BME)	380	17.4%	59	17.8%	0.4
LCHO	Non BME	1,294	59.3%	202	60.8%	1.5
LCHO	Undisclosed	507	23.2%	71	21.4%	-1.8

Having exhausted all viable contacts within our population offering a range of response options, we are confident that our sample is as representative of our population as is practicably possible.

Due to the very small differences between each segment as a proportion of the population and of the sample, weighting our scores makes no practical difference to our results.



LCRA results by characteristic

Stock type	General Needs	Supported Housing and Housing For Older Persons	Intermediate market rent
Interviews	1,963	250	21
Valid responses to TP01	1,951	247	20
Overall satisfaction	76.0%	82.2%	75.0%
Reported a repair in last 12 months	71.4%	60.0%	81.0%
Repairs satisfaction	77.8%	87.2%	64.7%
Timeliness of repairs	75.0%	84.1%	70.6%
Home is well maintained	75.3%	85.5%	76.2%
Providing a safe home	79.7%	88.8%	90.5%
Views listened to / acted on	66.2%	75.9%	50.0%
Kept informed	72.9%	83.9%	52.6%
Treated fairly and with respect	80.4%	88.9%	73.7%
Reported a complaint in last 12 months	31.9%	26.0%	19.0%
Complaints handling	33.9%	46.8%	33.3%
Communal areas well kept	68.6%	87.6%	66.7%
Neighbourhood contribution	67.8%	86.9%	53.8%
ASB handling	65.9%	79.2%	55.6%

Ethnic Group	BME	Non-BME	Undisclosed
Interviews	938	957	339
Valid responses to TP01	935	948	335
Overall satisfaction	77.1%	76.8%	74.9%
Reported a repair in last 12 months	73.5%	67.3%	69.6%
Repairs satisfaction	79.2%	78.2%	77.8%
Timeliness of repairs	76.8%	75.8%	73.0%
Home is well maintained	76.6%	76.9%	75.0%
Providing a safe home	80.1%	81.4%	80.9%
Views listened to / acted on	68.4%	66.4%	65.5%
Kept informed	77.1%	71.9%	71.4%
Treated fairly and with respect	81.5%	81.0%	81.4%
Reported a complaint in last 12 months	31.0%	29.6%	35.7%
Complaints handling	42.1%	28.2%	34.2%
Communal areas well kept	71.8%	74.7%	66.5%
Neighbourhood contribution	73.1%	68.3%	65.6%
ASB handling	72.6%	64.7%	63.1%

Age group	16 - 25	26 - 40	41 - 64	65+
Interviews	122	659	1,016	437
Valid responses to TP01	122	656	1,010	430
Overall satisfaction	73.8%	74.7%	74.4%	85.8%
Reported a repair in last 12 months	70.5%	72.1%	73.3%	60.2%
Repairs satisfaction	72.9%	75.5%	77.7%	88.5%
Timeliness of repairs	72.9%	74.0%	73.9%	85.4%
Home is well maintained	69.2%	75.3%	73.0%	88.5%
Providing a safe home	76.3%	76.9%	79.5%	90.9%
Views listened to / acted on	64.0%	64.8%	63.5%	80.3%
Kept informed	68.2%	72.9%	70.9%	84.4%
Treated fairly and with respect	81.7%	80.6%	77.5%	90.9%
Reported a complaint in last 12 months	35.2%	33.5%	32.9%	22.2%
Complaints handling	15.0%	33.3%	35.3%	46.9%
Communal areas well kept	68.0%	70.1%	70.6%	78.9%
Neighbourhood contribution	70.4%	69.1%	65.5%	81.1%
ASB handling	67.1%	65.0%	63.9%	80.1%

Sex	Male	Female
Interviews	738	1,496
Valid responses to TP01	735	1,483
Overall satisfaction	80.0%	75.0%
Reported a repair in last 12 months	64.4%	73.1%
Repairs satisfaction	83.7%	76.4%
Timeliness of repairs	76.8%	75.4%
Home is well maintained	80.9%	74.3%
Providing a safe home	83.7%	79.4%
Views listened to / acted on	70.9%	65.2%
Kept informed	78.8%	71.6%
Treated fairly and with respect	83.6%	80.1%
Reported a complaint in last 12 months	29.7%	31.8%
Complaints handling	38.0%	33.8%
Communal areas well kept	77.1%	69.0%
Neighbourhood contribution	76.1%	66.7%
ASB handling	70.1%	66.4%

Listening to tenants and responding to their feedback



Tenant digital services: Repairs online went live

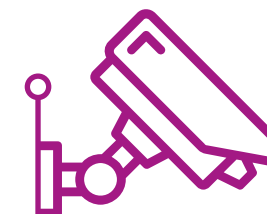
A new repairs feature within our Tenant App launched in September 2023 to all our tenants.

The overwhelming view of tenants is to ensure we deliver high quality repairs service. Repairs online allows tenants to report, amend and track repairs 24-7. Significantly improving our digital offer and ease of access to our services.

In 2023/24 more than c6,000 repairs have been raised via the app (c10% of jobs raised). New features and improvements will continue to be added, including making it easier to report anti-social behaviour.

When asked about the app, our tenant said:

“It’s easy and I love it. It’s better than calling the office.... You can just type what you want, it’s easy”.



Creating safer communities with CCTV

Following extensive tenant engagement, our CCTV upgrade project has driven a variety of significant improvements in our equipment, systems and functionality across over 74 sites, including in our general needs and retirement living schemes

The project aimed to:

- Standardise and modernise our CCTV systems, whilst moving away from older analogue equipment:
- Improve tenant safety by providing a live monitored surveillance system - enabling us to respond in real time to deter and detect crime
- Deter fly-tipping and anti-social behaviour across our schemes

As part of our investment, we have also created a new CCTV Control Room at our East Midlands Hub office in Hinckley. This is staffed by an experienced CCTV operative team who both manage and monitor our systems.



LCHO results by characteristic

Ethnic group	BME	Non-BME	Undisclosed
Interviews	59	213	75
Valid responses to TP01	59	202	71
Overall satisfaction	50.8%	53.0%	52.1%
Providing a safe home	79.2%	75.7%	80.0%
Views listened to / acted on	49.0%	32.4%	42.9%
Kept informed	55.8%	47.8%	57.8%
Treated fairly and with respect	62.5%	53.6%	63.3%
Reported a complaint in last 12 months	22.0%	27.7%	18.7%
Complaints handling	8.3%	8.5%	14.3%
Communal areas well kept	41.2%	39.0%	47.1%
Neighbourhood contribution	42.2%	41.3%	43.2%
ASB handling	50.0%	39.4%	48.1%

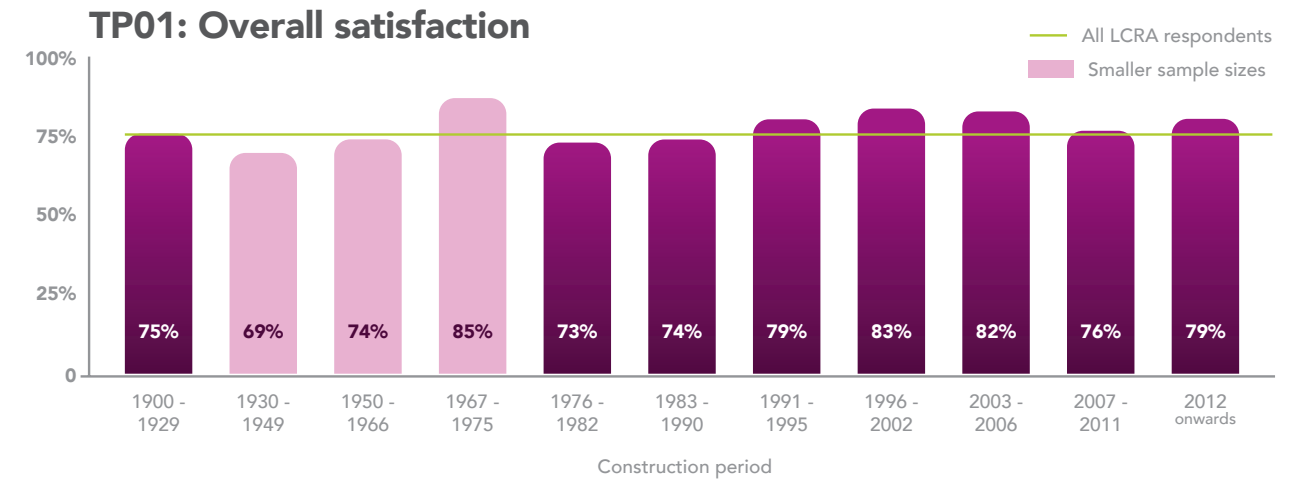
Age group	16 - 25	26 - 40	41 - 64	65+	Unk.
Interviews	17	104	138	58	30
Valid responses to TP01	16	102	133	54	27
Overall satisfaction	68.8%	47.1%	53.4%	55.6%	51.9%
Providing a safe home	82.4%	75.3%	77.5%	79.2%	72.2%
Views listened to / acted on	35.7%	31.8%	35.5%	45.7%	50.0%
Kept informed	62.5%	43.5%	50.8%	57.1%	66.7%
Treated fairly and with respect	75.0%	54.1%	54.0%	58.7%	70.8%
Reported a complaint in last 12 months	23.5%	31.7%	26.1%	15.5%	13.3%
Complaints handling	0.0%	12.5%	2.8%	22.2%	25.0%
Communal areas well kept	100.0%	27.6%	25.5%	67.9%	66.7%
Neighbourhood contribution	55.6%	39.7%	37.6%	50.0%	53.8%
ASB handling	50.0%	32.6%	33.3%	65.5%	88.9%

Sex	Male	Female
Interviews	153	192
Valid responses to TP01	145	185
Overall satisfaction	53.8%	51.4%
Providing a safe home	83.6%	71.8%
Views listened to / acted on	38.3%	36.4%
Kept informed	55.0%	48.2%
Treated fairly and with respect	59.0%	55.6%
Reported a complaint in last 12 months	25.5%	24.0%
Complaints handling	15.8%	4.3%
Communal areas well kept	42.9%	38.7%
Neighbourhood contribution	45.9%	37.6%
ASB handling	44.9%	41.4%



LCRA further analysis

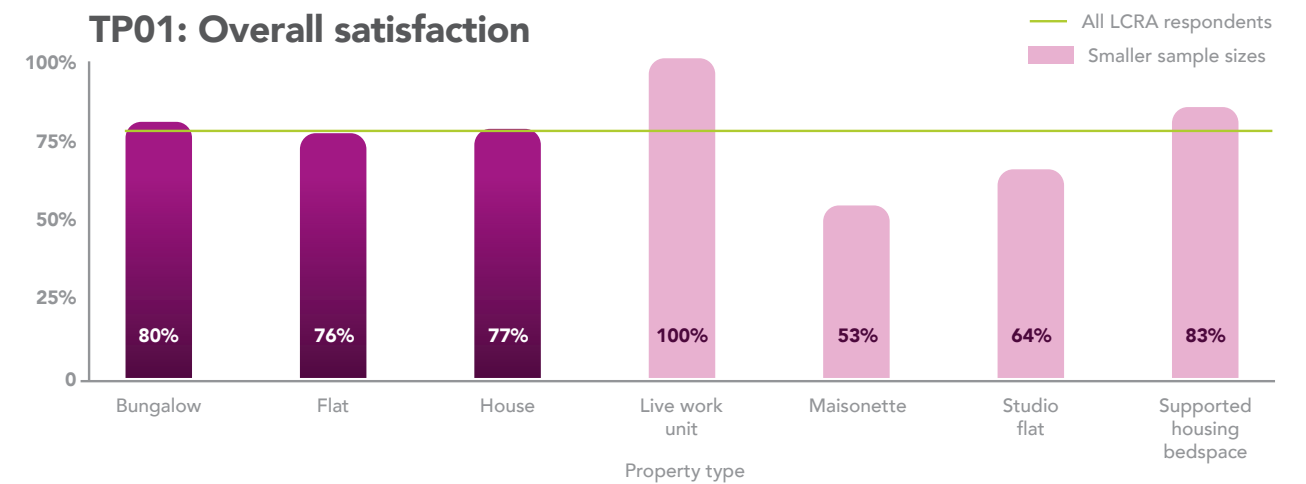
Age of homes



Respondents living in homes built between 1930 – 1975 represent a small number of valid responses should be treated with caution.

More data is required to thoroughly investigate a link between the construction year of the home and satisfaction rate.

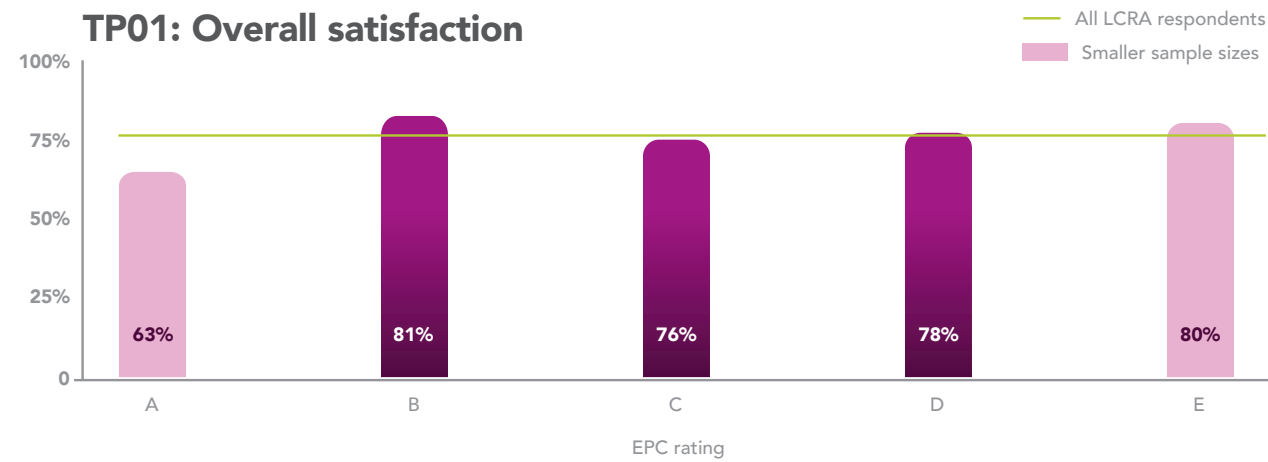
Property type



There were small numbers of respondents living in Studio Flats, Live Work Units, Maisonettes and Supported Housing Bedspaces.

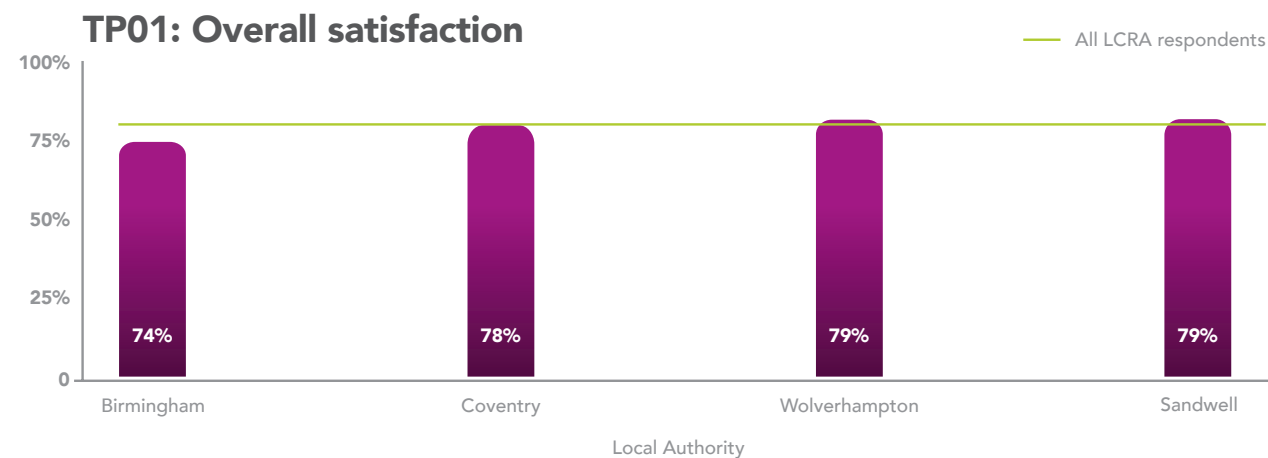
There was no clear link between property type and overall satisfaction. More than 2,000 of our respondents lived in either a flat or house and there was no difference in satisfaction rate overall.

Registered Energy Performance Certificate (EPC) ratings



EPC rating had no clear link with overall satisfaction. There were low response rates for A and E rated homes because we have fewer homes in these bandings than between B – D.

Local authority



Birmingham (871 respondents), Coventry (286), Wolverhampton (184) and Sandwell (113) are our four Local Authority operating areas with more than 100 LCRA respondents each.

The average age of the homes Birmingham respondents lived in (77 years) was higher than that for respondents in other areas (48) and 75.5% of respondents said we'd carried out a repair to their home in the last 12 months, compared to 66.8% in other areas. Repairs satisfaction in Birmingham (78.6%) was in line with that for all LCRA respondents.





Comment analysis

All survey respondents were asked for comments about their response to question TP01: 'Overall satisfaction' and about anything else they felt that Midland Heart could improve.

Respondents who were less than satisfied at question TP04: 'Satisfaction that the home is safe' were also asked what steps we could take to make them more satisfied.

About a quarter of comments were randomly sampled and coded.

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

Common topics



'Long term maintenance' refers to the long-term upkeep of the home, for instance our planned maintenance service. Most commonly, we received generalised comments about our services.

Around four in five of these general comments were **Positive**

Examples include:

"Everything they say they do they do. I've had people in and they're very professional."

"Just carry on doing what they're doing, they look after me, they're good to me, they treat me well."

"I have a disability and they've always been there for me through thick and thin and helped."

Communication, our repairs service and specifically the timeliness of the repairs service were the most common themes. This was unsurprising: tenants have consistently told us that repairs are the service they consider to be most important. Comments around communication were often linked to the repairs service e.g., being kept informed about an appointment date.

Communication

Two of our lower scoring measures were 'Satisfaction that the landlord listens to tenant views and acts upon them' and 'Satisfaction that the landlord keeps tenants informed about things that matter to them'.

Those scores were reflected in comments about communication. Most commonly, areas for improvement for LCRA included:

- ✓ **Listening to concerns and acting upon them.**
- ✓ **Getting back to tenants about ongoing issues.**
- ✓ **Keeping tenants informed.**
- ✓ **Improving the response time.**
- ✓ **Making it easier to get in touch.**
- ✓ **Understanding the tenant as an individual with unique needs.**

LCHO respondents were more challenging and lower satisfaction has been related to a view that:

- ✓ **We could be more responsiveness in dealing with queries (timeliness).**
- ✓ **Better at delivering repairs for new build properties (i.e. defects and snagging).**
- ✓ **We could improve upon our general communication with tenants.**

As a result of the feedback we received, we've conducted specific tenant focus groups for LCHO to talk about the key themes arising. Key actions underway:



Enquiry Responsiveness - Housing Advice Team

Currently residents tend to liaise directly with their Leasehold Officer, who is not always readily available given other duties they have to perform. This can lead to delays in our response to service enquires and handing of complaints. We have therefore been developing the skills and knowledge of our newly formed Housing Advice Team to receive calls directly from LCHO residents and resolve issues at first point of contact for many day to day enquires.



Delivery of Repairs (Defect and snagging)

We recognised there was more we could do to improve our responsiveness to new build snagging concerns, with some developers being slow to act when issues arise. In October 2023, we increased the capacity of our Development team to support, investigate and respond to dissatisfaction sooner. Part of these changes mean that our new Customer After Care Coordinator can meet with residents to discuss satisfaction with the condition of their property and resolve issues related to defects as well as take the opportunity to ensure repair obligations are understood.

In addition, where a contractor fails to make good on a defect, we are working with our In house Maintenance team to complete any outstanding repairs.



Improved Communication – creating a new LCHO Web Page on our Website

Our review of the existing website found that information is often challenging to find. For example, Shared Owners do not access via 'My Home' but under 'Find a home' and information on the website could also be more up to date and all-encompassing.

We asked for resident feedback on the current webpages, analysed website traffic on the Shared Ownership area and using this insight have drafted new articles and support material. Our Communications team is now building new web pages to host this.

The aim is to ensure everyone can access relevant information, including self-help videos, for their tenure type by making this easier to locate on our main website and simpler to navigate. As well as enabling our residents to self-help, it will also help manage expectations of Shared Ownership with relevant and updated contact details for teams/ services that matter most to tenants including rent, service charges, ASB and safety and defects. This will help to grow the understanding of both their tenant obligations and our role as their landlord.



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