

A woman with long blonde hair is sitting on the floor, smiling as she plays with two children. The children, a young girl with red hair and a young boy with blonde hair, are also sitting on the floor. They are playing with various toys, including a yellow toy truck, a yellow toy giraffe, and a blue toy car, on a colorful play mat. The play mat features a winding road, a blue pond, and several buildings. The woman is wearing a pink top, and the children are wearing blue and striped shirts. The background shows a white door and a grey wall.

Customer Annual Report 2022-23

Welcome to our report



Introduction

Each year in this report we show you an overview of how we've performed over the past year. Last year we asked you to tell us more about the areas of our performance you'd like to hear more about.

You told us that information around satisfaction with our services, complaints, safety checks and call times were the most important, so we've shared these here for you.

You've also told us you'd be most likely to review how we are performing on our website. To make it easier to find, we've created a brand-new [performance page](#) where we'll keep our most up to date performance information.

It's clear to me that effective engagement with you, our tenants, is key to delivering high quality services and throughout this report we've shared examples of how your feedback has helped influence the way we deliver to you.

Glenn Harris MBE
Chief Executive



Our performance

Building Safety:



100%
Building Safety
Compliance

How we've performed over the past year.

Customer Satisfaction:



91.8%
Overall
Satisfaction



92.7%
Repairs
Satisfaction



853
Number of
complaints

Contents

- Welcome 2
- Our performance 3
- Your voice and influence 6
- Learning from your feedback 9
- Keeping you safe 12
- Looking after your home 15
- Neighbourhoods & communities 19
- Supporting you 22
- Holding us to account 25



Contacting us:



217,592
Calls answered



194
Letters received



116
Face-to-face
visits to us



69,325
Emails



2,378
Text messages



72,013
Phone calls



How we can improve:

You told us that you'd like to see more about our performance but mainly when it's relevant to the service you're contacting us about. We're working on developing push notifications in our tenant app so that you can keep up to date on our performance when you interact with us.



Your voice and influence

Without your feedback on our services, we'd find it really difficult to keep improving the things that matter most to you.

Thank you to every one of you who completed a survey, attended a meeting or took the time to feedback to us. Your feedback has helped make sure we can improve on the services we deliver to you.

It's important to us that we offer a range of ways for you to challenge us and hold us to account. Our My Voice framework has a number of ways you can get more involved in scrutinising our services and performance. Take a look at our My Voice pages to find a group to suit you.

[Become an involved customer](#)



17,000
surveys on our core services



100+
Over 100 meetings



5,600
pieces of feedback given through My Voice



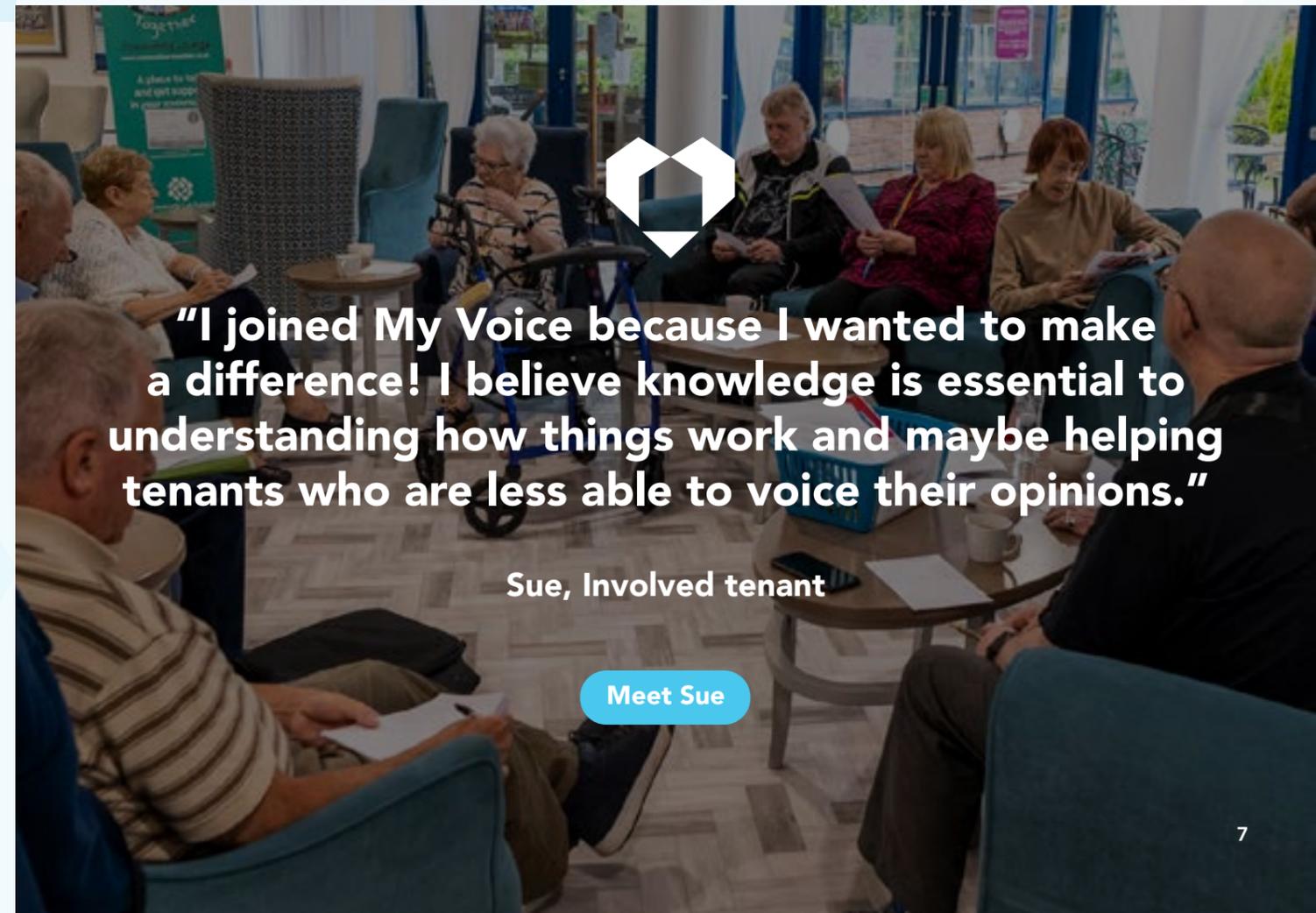
Meet the Customer Scrutiny Team

Our friendly Customer Scrutiny team are made up of six officers and our Head of Tenant Insight. We're here to listen to your feedback

and make sure your voices are heard by everyone at Midland Heart.

We're more than happy to have a chat with you, answer any questions and share your feedback.

[Find out more](#)



"I joined My Voice because I wanted to make a difference! I believe knowledge is essential to understanding how things work and maybe helping tenants who are less able to voice their opinions."

Sue, Involved tenant

[Meet Sue](#)



69.3%
felt we listen and
acted on your views

Last year our Tenant Scrutiny Group used over 5600 pieces of insight gained from your feedback to make recommendations to us on how we can improve.

We shared these with our Board, and now have action plans in place, overseen by tenants, to make sure we carry out the actions we have committed to do.

These include implanting further training with our staff to ensure we listen and understand your needs and leave you feeling treated fairly and with respect, as well as reviewing how we support tenants who are digitally excluded to access our services.



How we can improve:

We appreciate the time and effort you give when sharing your views with us. We know we could be better at sharing with you what we do with the feedback you give us. We are developing more frequent updates on our website and social media channels so you can keep up to date with the changes we have made as a result of the feedback you give us. We will also be launching a new bi annual Tenant Insight report where you can keep up to date with how we've used the feedback you gave us.



Learning from your feedback

We understand that we don't always get things right first time and our complaints process is an important way for you to tell us when something doesn't quite go to plan.

Last year the feedback you gave us made it clear that you thought we could do more to keep you informed about actions we were taking after you had spoken with us. As a result we've changed the way we communicate with you at each stage of our processes.

We are now much better at making sure each of our communications are clear, sent using a platform that suits your needs and leaves you feeling informed about what to expect from our services.



Meet Dylan

Hi! I'm Dylan and I'm new to the Customer Scrutiny Team. The Scrutiny team are here to make sure your voice is heard, and that you have a say in how Midland Heart develops.

Find out more about Dylan by clicking the button below.

[Read more](#)



72.6%
feel we keep you informed of the
things that matter



853
Total Complaints



695
(86%) upheld



25
Complaints per 1000 properties

Last year the key reasons you told us you weren't happy with our services were linked to:



173
Repair delayed or not completed – (21.76%)



152
Communication – (19.12%)



122
Dissatisfaction with action taken – (15.35%)



How we can improve:

When things go wrong, it's important that we work hard to put it right. It's even more important that we learn from it to prevent it from happening again. We know that we can do more to learn from the complaints we get, so when we identify a common cause for complaints we'll be putting action plans together. We'll also be doing more to share with you what we've done, to reassure you that we have understood how we can learn from the experience you had.



Holding us to account:

If you don't feel like we've been able to resolve your concerns using our complaints process, the Independent Housing Ombudsman can look into your case. Last year the Ombudsman visited our tenants to answer questions about **how the service works**.

The Independent Housing Ombudsman, have a Complaints Handling Code, that sets out how all landlords should manage complaints they receive.

To make sure we met the standards set by the Ombudsman, we asked a group of tenants who had experience with our complaints process to review our performance. We're really pleased to report that Tenants found us fully compliant with the code. You can read our self assessment on our **website**.



Keeping you safe

You've told us that having a safe and well maintained home helps you spend less time worrying and more time enjoying your home. Making sure your home is safe has and always will be our main priority. Each year we carry out a number of safety checks in your home and communal areas. This includes checking any emergency lighting, servicing equipment and making sure communal spaces are free of any fire hazards.



229
Legionella
Maintenance visits



7807
TMV checks



22,997
gas servicing checks



258
lifts serviced



451
Fire Risk Assessments

Extra peace of mind:

Last year, following the introduction of new safety measures, we carried out a programme to ensure all homes that needed a smoke or carbon monoxide detector had one. We hope you never experience a fire in your home but if you do a working smoke and carbon monoxide alarm gives you an early warning of danger and helps you to take action to stay safe.



28,579
homes with a smoke
detector



21,877
homes with a carbon
monoxide detector

IMPORTANT:
If you notice that your smoke or carbon monoxide detector is faulty or missing it's important to let us know straight away. We'll make sure we fix or replace it to give you peace of mind should an emergency happen.



76.9%
satisfaction that we
provide a home that is
well maintained



81.6%
feel your home is safe

In our annual building safety survey over 400 of you fed back to us about how safe you feel in your home.

It was reassuring to see that in key areas of building safety (Fire, Gas, Electrical and Water) you felt safer in your home this year. You did tell us that you felt we could do more to explain the actions we have taken after you report a building safety concern to us.

Over the next year, we'll be piloting sending text message alerts so you're better updated about what we're doing to help keep you safe.



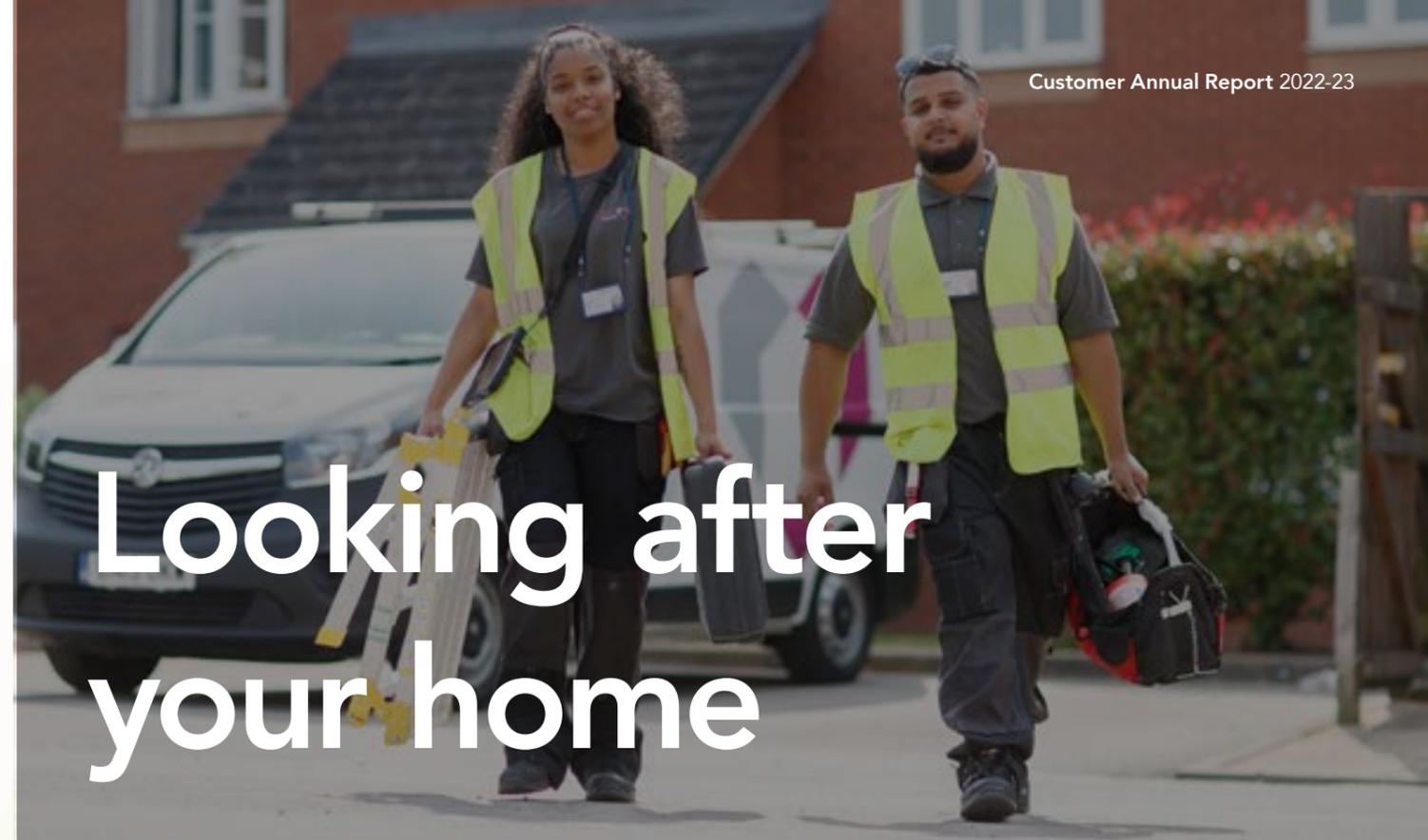
How we can improve:

We know that for many of you, the security of your home and communal areas impacts on how safe you feel. You've told us that having good quality CCTV is important to you in both preventing crime and anti-social behaviour, and to ensure we can take action if it does occur. As a result of your feedback we're upgrading the CCTV in many of our schemes.



Help us to keep you safe:

Whilst we will play a key part in keeping you safe in your home, we can only do this if you help us out. We'll always give you notice of any safety checks and visits we need to do in your home, and its important you allow us in for these appointments or let us know if you need to reschedule.



Looking after your home

You may have seen a lot in the media about poor quality housing having a severe impact on the lives of tenants. As a result there have been and will continue to be a number of changes happening across all Landlords to ensure that our focus remains on providing safe, warm and well maintained homes. Over the last year we have been working with a group of our tenants to review how our current approach is working and to implement changes to your services.

Priority Repairs:

We know that experiencing damp and mould can cause concern and worry and as your landlord we take a zero tolerance to damp and mould in our homes. Last year we listened to your feedback that sometimes it took longer than you would have liked to resolve reports of damp and mould and introduced a brand new Priority Repairs Team.

Their role is to tackle and prevent damp and mould, quickly and effectively. They're also on hand to give you advice about what can cause damp and mould. We have two Customer Liaison Managers in the team who are there to make sure you feel listened to, supported and kept informed with any actions we're taking.

Find out more about how we can support you if you are experiencing damp and mould



A repairs service that works for you:

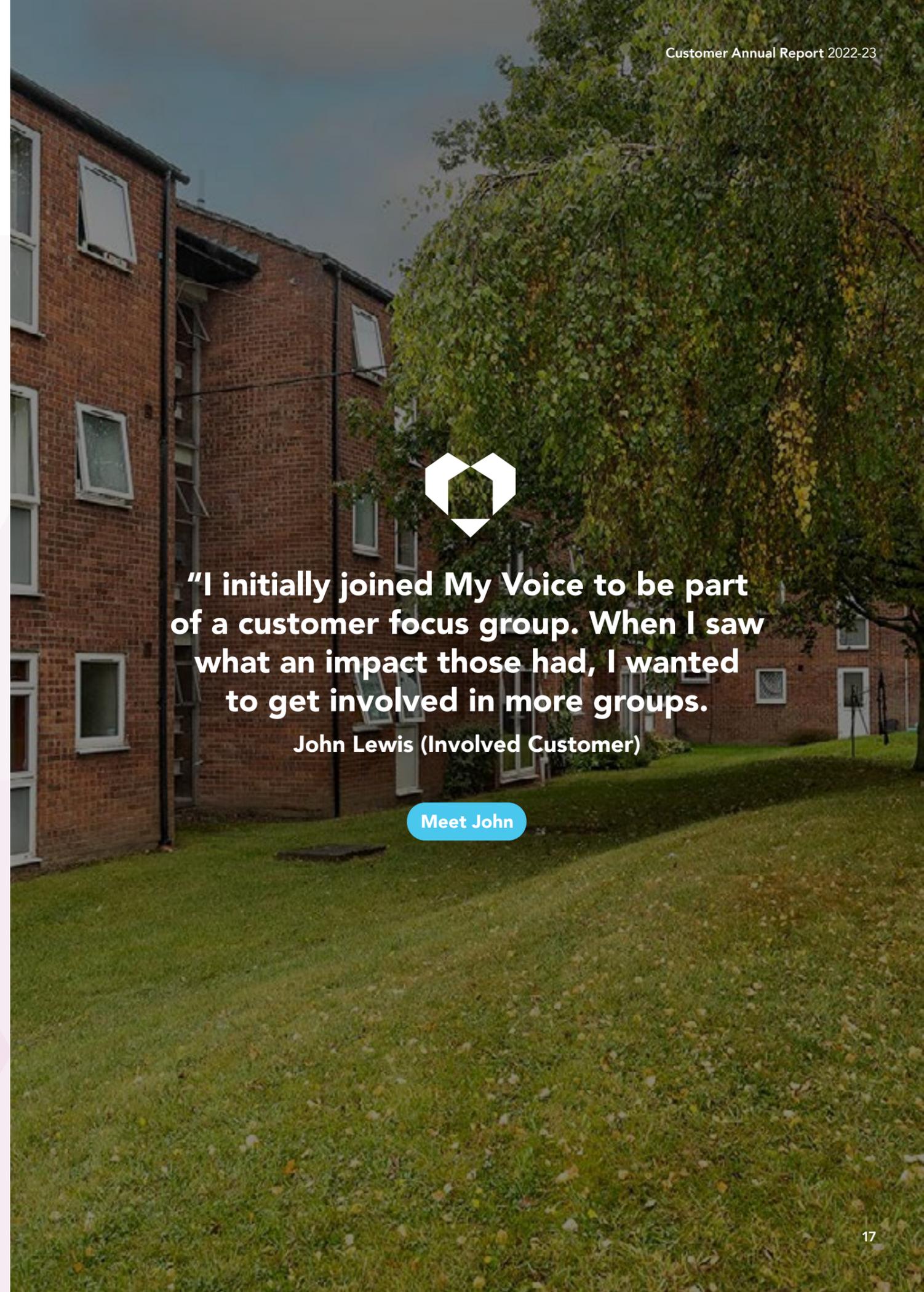
We know that a quality repairs service is one of - if not the most important service we deliver to you. Making sure we respond quickly and effectively when you report something to us, is an area we have been working hard to improve. Last year we increased the number of Multi-

Trade Operatives in our In-House Maintenance Team to respond more quickly to your repairs. We also invested over £20.7m on improving the comfort and safety of your homes by fitting new kitchens, bathrooms and windows.

751
Bathrooms

973
Kitchens

568
Windows



"I initially joined My Voice to be part of a customer focus group. When I saw what an impact those had, I wanted to get involved in more groups.

John Lewis (Involved Customer)

[Meet John](#)

Keeping you warm:

Last year over 800 tenants (52%) who completed our annual rent increase consultation survey told us they were more worried about the cost of energy than anything else. We know an energy efficient home is more likely to keep you warmer and help you spend less on your energy bills. Over the last year we've been working on a number of projects to increase

the energy efficiency of our homes. We're also working hard to make energy efficiency a key part of our home improvements for example where possible, we now install triple glazing in new windows to help prevent heat loss. If you're looking to save money on your energy bills, we have some really useful advice on our [website](#).



68%

of our homes are EPC C or above



98%

of our homes are now EPC D or above

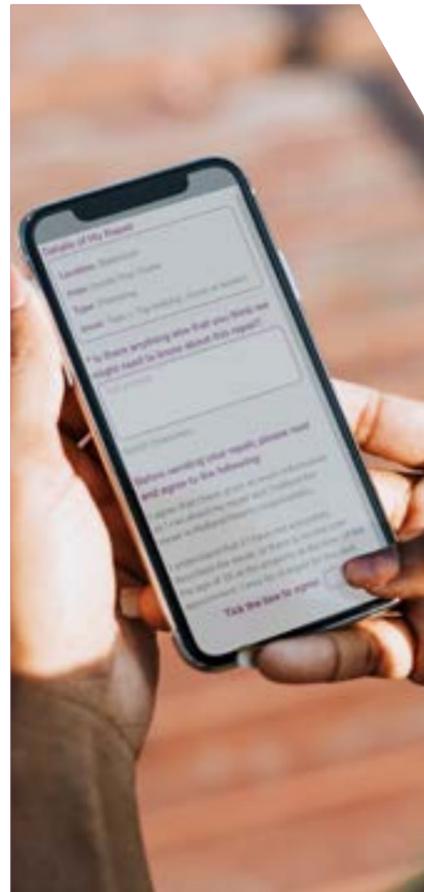


How we can improve:

You've told us that it's important to be able to access our services in a way that suits your needs. We know many of you use our Customer Hub to call and report repairs to us, but we also know that for many of our tenants, this isn't the most convenient way to get in touch. This year we have piloted being able to report repairs on our tenant app. This will allow you to book a repair 24 hours a day seven days a week and choose an appointment time and date to suit you.

[Learn more](#)

Downloading the app



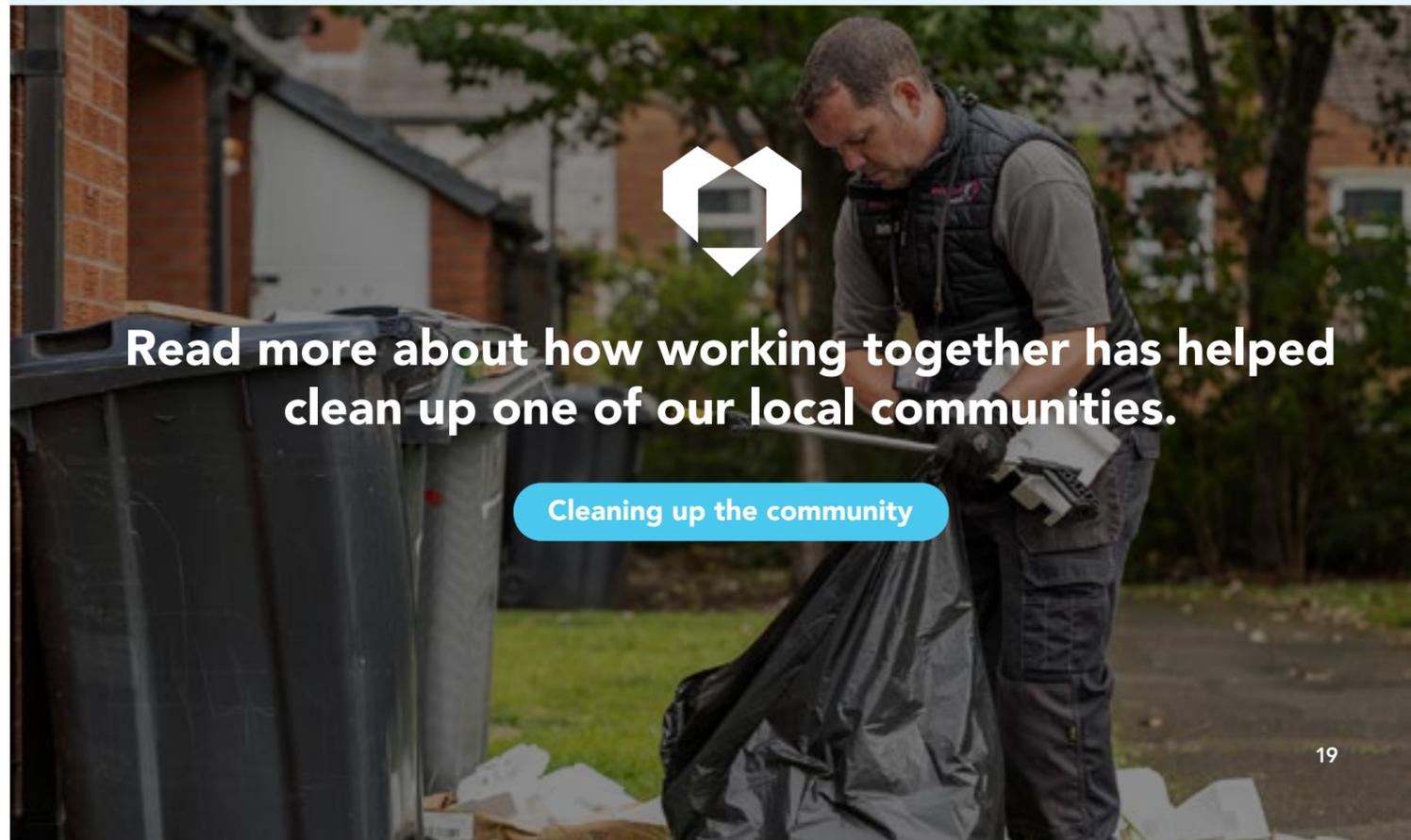
Neighbourhoods & communities

Living in a clean and tidy neighbourhood is a big factor in the enjoyment of your home. In many of our estates keeping shared areas and spaces clear doesn't just involve us, but requires working in partnership with local councils and organisations. Our Estates Team play a key role in building the partnerships that can make a real impact on our communities.



Read more about how working together has helped clean up one of our local communities.

[Cleaning up the community](#)



Creating a place you are proud to call home:

Tenants at Charnwood House told us that non residents from the local area were entering the scheme causing nuisance and distress. Find out how our investment in CCTV, additional security features and a new secure garden area has helped deter criminal activity and create a home our residents are proud of.



Investing in our communities:
Charnwood House



70.5%
satisfaction that Midland Heart makes a positive contribution to your neighbourhood



68.1%
satisfaction with our approach to handling anti-social behaviour

Tackling crime and Anti-Social Behaviour:

You have told us that you want more to be done to stop ASB in your neighbourhoods and that those responsible need to be held to account more quickly. As a result last year we became the first Housing Association to launch its own All-Party Parliamentary Group (APPG) focused on Anti-Social Behaviour. The group, with the support of tenants from across the Midlands, over 20 Police and Crime Commissioners, several large regional housing associations and leading victims' charities, has called for the Government to trial a problem-solving housing court in the West Midlands. Our Chief Executive Glenn and Rebecca Bryant, CEO of Resolve, have teamed up to talk about the important role these could play in resolving ASB efficiently.



"I love that I'm able to build relationships with our Tenants. They'll come and have a chat with me, give me updates about their area, point out issues they've noticed and give me feedback about their services. I've got to know all the home on my patch really well, so after reporting an issue or clearing something away it's always really rewarding to see the positive impact I've made."

Mark, Ranger



How we can improve:

Many of you have told us that you'd like us to be more visible in your communities and would like the chance to see us in your local area more often. To help with this, we're planning to hold more neighbourhood events where you can talk to us about any concerns you have about your local area and meet members of the team who can help.





Supporting you

It's really important to us that our residents are safe and comfortable in their homes. We want everyone to feel like they can be themselves, no matter their background or life experience.

That's why we've been working to make sure our schemes are inclusive and welcoming for everyone. Our tenants highlighted to us that some of our Retirement Living Schemes didn't appeal to some of our more diverse communities.

We put a number of actions in place to change the look and feel of our schemes, with local action plans aimed at diversifying some of our services. We're really pleased to see that as a result of these changes, 92% of Retirement Living Plus residents agreed their scheme is inclusive and welcoming in a recent survey. An increase from 85% in 2021.



How we can improve:

We've heard a lot from our tenants this year about the use of technology. Some of you have told us that you don't use the internet because you worry about security, or because you're not sure how to use it. You've asked that we offer more support when communicating with those who aren't online to make sure nobody misses out on anything important. We know this doesn't necessarily mean sending you lots of information in the post and so we'll be holding some focus groups with tenants over the next year to help understand what we can do to get our communication right.



New affordable Retirement Living homes

In May 2022, we opened a brand-new Retirement Living scheme. We worked in partnership with Lichfield District Council to make sure local people were prioritised for these new homes. One year on we revisited Bluebell Court to ask how residents had settled in and 92% said they were proud to call Bluebell Court their home, and felt that they were treated with fairness and respect.



[Read case study](#)



"no complaints at all, every single MH staff member is great and very supportive"



How we can improve:

Help through challenging times: We know that for many of our tenants the rising cost of living has had a big impact. In September last year, we asked for your thoughts on how we could support you with proposed increases to your rents, alongside your concerns over the rising cost of fuel, food and energy. In the survey 74% of you told us you didn't know we had an in-house money advice service who could offer free, confidential support with your finances. Over the last year we have done more to promote this service, including through our leaflets, website, social media and in person meetings in our schemes. We've also increased the size of our team so that you can get the support you need without having to wait.

[Money Advice Service](#)



960
customer referrals
to our Money
Advice team



£1,440
worth of shopping
vouchers issued



£18k
worth of fuel
vouchers issued



165
food bank vouchers
issued



£424k
awarded in
Universal Credit



£34k
in Discretionary
Housing Payment



£764k
in housing benefit



£85k
in attendance
allowance



£76k
was secured from
charities, trust funds
and tenant hardship
funds

Supporting our customers



Learn more

Meet our Rent Payment Officer, Sunil



Learn more

Holding us to account

It's much easier for you to hold us to account for the quality of the services you receive if you know what to expect from us and when.

In August last year, we asked for your views on whether we provide you with the right information, to be able to hold us to account.

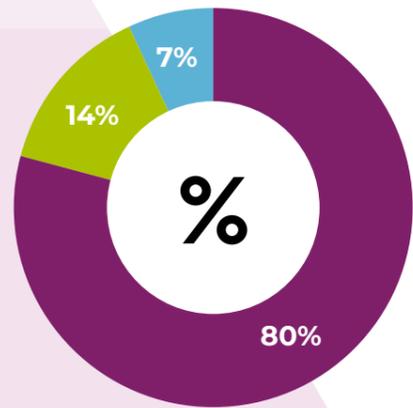
We shared your thoughts with one of our tenant groups, My Scrutiny, who told us:

- It's important for us to communicate gaps in performance, so you can hold us to account for how we've performed in line with our service standards
- You view other organisations' performance information when it's relevant to you, or when you have a service dissatisfaction. In the same way, you want to be able to view our performance information

- There are mechanisms to hold us to account however, you feel we make it harder to do this than other organisations

In response to this we have launched a brand new **performance page on our website**. We're also trialling new approaches to sharing updates with you and are being much more transparent about our performance than ever before.

Value for Money

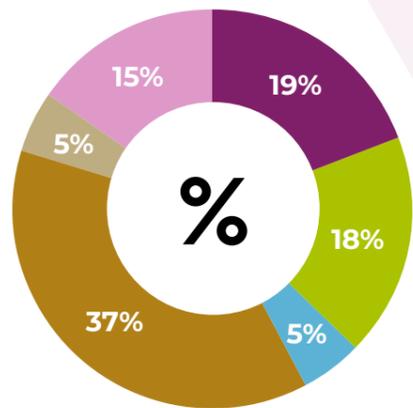


Income

2022/23
£000s

- Rent
- Service charge
- Supporting people

Rent	154,144
Service charge	26,178
Supporting people	12,955
Total	193,277



Cost

2022/23
£000s

- Managing your home
- Looking after your scheme and neighbourhood
- Supporting people
- Repairs and planned investment
- Major repairs
- Loan costs for new developments

Managing your home	31,717
Looking after your scheme and neighbourhood	28,956
Supporting people	9,035
Repairs and planned investment	60,709
Major repairs	8,819
Loan costs for new developments	25,505
Total	164,738



How we can improve:

Our Tenant Scrutiny Group told us there is uncertainty about where to go to find information to hold us to account. We'll be working on a new accountability framework to make it clearer on how you can hold us accountable for the services we deliver.



Carrying out our commitments:

In last years report we outlined a number of things we'd be doing to improve our services to you.

Contacting us



We said we were reviewing our telephone service to make it easier for you when you contact us. Our new telephony system has now gone live.

[Contact us](#)

Communication



We told you we were changing the way we communicate with you at each stage of our process. We now have much clearer expectations of our colleagues on how they should be keeping you informed of the next steps.

Reporting repairs



We outlined our plans to add the ability to report your repairs to us on our app. We successfully launched our app to all tenants in September 2023.

[Book a repair](#)

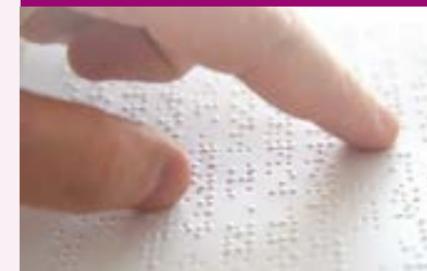
Our performance



We said we'd create a new performance information page on our website. You can click the link below, we also have included relevant information on our performance across the rest of our website and on our app.

[Read more](#)

Accessibility



We said we'd make important documents about your tenancy accessible to all customers. We've created easy read tenancy and license agreements and they've been translated into 5 top languages. We can also provide them in large print and braille.

Going green



We said we'd be launching 'green' awareness sessions for all customers – we now hold these meetings throughout the year – get in touch with us below if you'd like to join our next session.

[Email us](#)

Let us know what you think
of this years annual report

[Tell us here](#)

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