



# Here to Help

Autumn 2022

We've heard from you that you'd like to receive more regular updates from us. This bulletin focuses on our key teams who are here to help you in your homes every day.

We hope you find this information useful. To share your thoughts or feedback about the newsletter, please complete our survey by scanning the QR code on the final page.



## Ways of getting in touch

### ONLINE

Our easy access forms are a quick and simple way to send us a message about:

- Repairs
- Neighbourhood concerns
- Estate maintenance issues
- Payments
- Complaints
- General enquiries

Visit [www.mtvh.co.uk/contact-us](http://www.mtvh.co.uk/contact-us)

### MTVH ONLINE

Request and track your repairs, make a payment or check your balance through your personal MTVH Online account 24 hours a day, 7 days a week.

Visit [www.mtvh.online](http://www.mtvh.online)

### CALL US

Our call centre operates between 8am-6pm, Mon – Fri. For any emergencies, our phonelines are available 24hrs a day.

We offer a call back feature so you don't have to hold too long waiting for an answer. Choose the call back option when you phone and keep your place in the queue – let us call you. However, if you are not there when we call back you will need to ring us again.

Call us on 0203 535 3535

### WRITE TO US

Our address for letters is:  
Metropolitan Thames Valley  
Waterfront House  
Technology Drive  
Beeston NG9 1LA



# We're here to help



## Hi, I'm Lynne a Local Housing Manager in South London.



I am the local MTVH representative in the area and my role is to help all MTVH residents, whether you are a shared owner, leaseholder or tenant, with any queries you might have. I visit homes and estates in my patch and check that we are getting the basics right with our estate services and property maintenance.

To find out who your Local Housing Manager is, get in touch with our Customer Hub either online or over the phone.

## Hello, I'm Jenny a Housing Advisor working in our Customer Hub.

I am part of the team that responds to your online or phone contacts when you get in touch with us. I mainly support with housing related queries like anti-social behaviour, updating tenancy information and helping Local Housing Managers with queries.

No two queries are ever the same but we do our best in this team to resolve things as quickly as we can.



## Hi, I work as a Service Charge Officer and my name is Molar.

One of the most important things I do is to make sure the service charge is fair and reasonable for tenants and for leaseholders. So I have to be transparent and accountable with all the charges we pass on to residents.

When we work out service charges we make sure we review all the charges that are quoted and if anything seems unreasonable then we question it, and we certainly challenge costs that are presented to us. Nothing is passed on automatically, as all costs are scrutinised.

One of my key roles is to explain what makes up the service charge. Often people are unsure of the full range of services that we provide so I have to give an account of the breakdown of the service charge and account for the services.



## Hello, my name is Lee and I'm a team leader in the MTVH Property Desk.

My team and I are here to support you with any repair or maintenance needs. We can be contacted over the phone, via email or through MTVH online.

The phonelines can be busy at certain times in the week such as during lunchtimes or first thing in the morning. To save you time, you can select the call back option when you phone us and we will call you back by 5pm that day.

The Property Desk operates between 8am-6pm from Monday to Friday. However, to make sure that we are there for residents when they need us, we are available for emergencies 24 hours a day on **0203 535 3535**.





## Hi, I'm Sue a Customer Accounts Advisor also working in our Customer Hub.

My role within the Customer Hub is to help residents who have queries with their rent or payments. My team and I are here to help if you need support or just want to talk through your rent account or payment plan with us. We will always listen to you and try to find a way we can support you so please get in touch if you need us.



## Hello, I'm Martin and I'm a member of the Pinnacle Group.



Our staff are responsible for the cleaning and general maintenance of MTVH estates. We help residents mainly with issues outside their houses – in the communal areas, such as grass cutting; shrub and general gardening; cleaning around the estate and bin areas and removing fly tipping.

We have a fixed schedule of cleaning around the estates, but if a resident contacts us direct and complains about fly tipping we will arrange and guarantee the removal of that rubbish as quickly as possible.

Along with my 3 contract managers, between us we look after over 100 staff on various estates. Some of these staff are mobile units responsible for cleaning and maintenance; others are jet washers. And our staff do take pride in helping to keep resident areas as neat and tidy as possible.







**Hi, I'm Steve and I'm an operative in the Networks repairs and operative team.**

You may have seen me around in my van from time to time. I may have even visited your home at some point.

At Networks we are here to keep your home in good shape. If you need a repair, you can report this to the Property Desk team over the phone, via email or through the MTVH online.

If you aren't sure about what repairs we can complete at your home take a look at the MTVH website where you can find more information about our service. Across the industry there are some supply issues which can delay parts. We will do what we can to ensure repairs are completed quickly.

After a long period of a gas boiler being idle your radiators may take time to reheat quickly. Visit the 'Manage Your Home' section of our website and then under the 'Repairs' section, see "Fixing common home repairs yourself" for easy tips to resolve problems before calling for a repair.



**Refurbishment of Chalkhill community growers' allotment in North London has progressed with a new shed and poly tunnel, and more facilities to come.**





# When you need a bit more support

The Empowering Futures team are available to give confidential advice on issues such as benefits and how to maximise your income. We can offer extra support through our Tenant Welfare Fund for residents in extreme financial need.

To get in touch with the Empowering Futures team you can contact our Customer Hub on **0203 535 3535** or email the team directly **communitysupport@mtvh.co.uk**.

If you are in financial difficulty or wish to speak to us about any problems you are facing, then please call us. We are here to help and support you as much as we can.



The Nottingham mobile supermarket is selling groceries to families at a reduced price to help them with the cost of living crisis.

## Share your feedback

We hope you found this bulletin useful. We would love to hear your feedback and we will use this to improve future updates.

To send us your feedback, scan the QR code and complete the survey online.

If you would like to take part in focus groups or get involved in resident panels then please let us know. You can contact us by email at **yourvoice@mtvh.co.uk** or by calling the MTVH Customer Hub.

