



Here to Help

Summer 2023

You are receiving this update as you are a valued MTVH resident and customer. For over 70 years we have been providing affordable, safe and well-maintained homes.

MTVH provides a variety of housing including social housing, shared ownership and housing for key workers such as doctors and nurses.

We want to make it easy for you to contact us, see the guide below on how you can do this.

We are constantly listening to better understand your needs. You can read below what you have been telling us and how we are working hard to make improvements to the service we provide.

We hope you find the information in this update useful and would love to hear your feedback about this update and what you would like to see in future editions. You can share your thoughts by scanning the QR code enclosed or e-mailing yourvoice@mtvh.co.uk.

Ways of getting in touch

ONLINE

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

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

Visit www.mtvh.co.uk/contact-us

CALL US

From 8am – 6pm, Monday to Friday our phone lines are open with support for emergencies available 24 hours a day.

A free call back feature is available so you don't have to hold on too long waiting for an answer. Call us on **0203 535 3535** and choose the call back option when you phone – let us call you and keep your place in the queue.

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. 1 in 3 MTVH residents use MTVH online.

Visit www.mtvh.online

WRITE TO US

Our address for letters is:

MTVH
Waterfront House
Technology Drive
Beeston
NG9 1LA

We're here to help

**Tenant update:
working to ensure
the homes we
provide are safe,
warm, and dry**

We have recently taken a number of steps to help reduce the risks of damp and mould in MTVH properties.

These include a new £1.5M fund to specifically address damp and mould, a 12-month check-up on all cases and additional training for colleagues. You can read more at www.mtvh.co.uk/news

Having listened to residents, your feedback has been used to produce a new leaflet to support those impacted by damp or mould while we get things fixed. The final version can be found on our website.

We are also rolling out a programme to insulate walls and lofts in over a 1,000 homes in South London and the East Midlands, with the support of the government's Social Housing Decarbonisation Fund.

What we have been hearing from you

Every time you complete one of our surveys, after you give us a call, or when you fill out a form on the website, we take a close look at what you are telling us. Themes are identified and shared with colleagues to help them make improvements.

One area you have been telling us that it is particularly important to you is to keep you more regularly informed when dealing with your requests, especially those made online. In response there is a new dedicated team whose role it is to keep you updated with requests like these.

Please keep in touch to let us know how we're doing. One way you can do this is by participating in our regular resident surveys. New questions have recently been added to these so we can receive even more feedback from you about how to improve the service we provide.

We know things sometimes go wrong with our service, and when they do, we want to know about it so we can put it right. We want to also make it as easy as possible to make a complaint. Search "make a complaint" at www.mtvh.co.uk to complete a simple form to register your complaint.



To mark the contribution of those in the community who passed away from Covid, we partnered with a local artist to produce this memory wall at one of our community centres.

Leaseholder update: protecting you from building safety remediation costs

We know that in recent years the potential costs of building safety work has been a worry for some leaseholders. We are pleased to confirm we have decided that no cost for building safety remediation works will be passed to our leaseholders in buildings above 11 metres or five storeys in height.

Our number one priority is safety so our programme of inspections and remediation works will continue.

Helping you tackle the cost of living

We give free confidential advice on issues including benefits, applying for relevant support funds, help with energy bills and how to maximise your income.

Email communitysupport@mtvh.co.uk or you can call **0203 535 3535** and ask for the Empowering Futures team.

We have also partnered with local organisations in communities we serve to provide access to healthy, low-cost food.

For residents such as Sam, projects like the Good Grub Social Café in Nottingham are making a very real difference.

Sam started volunteering at the project and comments, “We have an amazing chef and together serve the local community a delicious two-course meal for free. We can have up to fifty people at a time in the Café and the vibe is always incredible.

“Volunteering has helped me get to know lots more people in my local area, which is great because I’m a mother and have caring responsibilities at home and sometimes feel quite isolated. I really love walking down the street and being able to stop and chat to people. It has had a positive impact on my confidence, self-esteem and has really changed my life.”



The Good Grub Social Café provides a weekly lunch and a warm place for local people to meet.

Working together to complete repairs

We know that you want repairs to be completed as quickly as possible and that is what we want too. Emergency repairs will always take priority. For routine repairs, some jobs are larger and more complex than others and that can affect timescales.

There is also a national shortage of tradespeople which can impact how quickly we get to your home – MTVH can always benefit from a few more electricians and plumbers (see our vacancies below). In addition, getting hold of specific parts and supplies is sometimes difficult. For example, just a handful of companies provide parts for lifts which can restrict their availability.

If you have booked an appointment and aren't going to be at home on the date and time

arranged, please give us as much notice as you can. We will book another appointment but please bear with us as it can take time to get everything lined up.

When you have booked a repair, here are some ways in which you can help us to complete the job as quickly as possible:

- We'll text you the day before an appointment, so keep an eye out and tell us if you can't make it.
- It helps us when you move furniture and other belongings out of the way before we arrive, this way we can get straight to work.
- Let us know in advance if parking is tricky.

MTVH jobs board

Being an MTVH customer makes you especially well-placed to be a great member of staff. We are looking for talented residents to join our team. There are a range of roles and at the moment we are recruiting particularly for plumbers, electricians and care & support workers.

Please check out our current vacancies at www.mtvh.co.uk/about-us/careers/

We offer a competitive salary, a welcoming working environment and good opportunities for career development.





Have you thought of becoming an involved resident?

Involved residents are MTVH customers who volunteer to participate more in the running of the organisation. We operate Regional Panels, each made up of 12 residents in the three regions we cover / operate in.

They meet quarterly with the senior teams in these areas to review how we are delivering our services and agree on improvements MTVH can make.

The Chair of each Regional Panel also sits on a Customer Council, which helps MTVH senior colleagues to understand the needs of residents and influence important decisions.

To find out more about how you can be more involved visit <https://yourvoice.mtvh.co.uk/>

Share your feedback

We hope you found this update useful. We would love to hear your feedback 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 email us at yourvoice@mtvh.co.uk

