



# Service standards

MTVH was founded on a simple mission – to provide people with a safe, secure, and affordable place to call home. That remains as true today as it was in the 1950s when Molly Huggins, our founder, established our organisation to offer homes for Windrush migrants.

We firmly believe that everyone deserves a decent home and the chance to live well. We understand that achieving this goal requires hard work, especially in delivering services that meet your needs.

We believe in listening and taking action to continually improve our services, ensuring we get the basics right, following through on our promises, and are accountable for the quality of service we provide.

These standards conform with all regulatory requirements and serve as your guide to the service you can expect from us.



**I have a social housing tenancy with MTVH and pay an affordable or low-cost rent**

**I live in a MTVH home where additional support is provided, or where there may be additional design features**

**I have a tenancy with MTVH and pay market rate rents. This includes schemes like Rent to Buy**

**I have a freehold, leasehold, or shared ownership home with MTVH**

## I have a social housing tenancy with MTVH and pay an affordable or low-cost rent

### Getting in touch with us – Our teams are here to help you and can be contacted in the following ways:

On our website: [www.mtvh.co.uk/contact-us/](http://www.mtvh.co.uk/contact-us/)

Through your online self-service account: [www.mtvh.online](http://www.mtvh.online)

Telephone: **0203 535 3535**

By post: Metropolitan Thames Valley, PO Box 11026, Nottingham NG9 9JR

Our Customer Hub and Property Desk advisers can also tell you who your Local Housing Manager is and put you in touch with our Service Charge, Assessment and Support, Empowering Futures and Customer Voice teams.

Visit the MTVH website [mtvh.co.uk/contact-us/](http://mtvh.co.uk/contact-us/) to contact us about a range of queries including:

- Book or change a repair appointment
- Report graffiti in your neighbourhood
- Request permission to alter your home
- Report damp or mould in your home
- Make a rent or service charge payment
- Access support with rent and service charge arrears
- Update your information
- Report anti-social behaviour
- Request parking permits
- Request permission to keep a pet in your home

If you are not able to access the internet or need to speak to someone about an ongoing query, you can contact our Customer Hub or Property Desk teams between 8am and 6pm, Monday to Friday. If you need to report an emergency repair, you can do this 24 hours a day by calling our Property Desk team.

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## Our commitment to you

Our Customer Hub and Property Desk will be available for your general enquiries and repair requests

We'll be around to take your emergency repairs by telephone 24 hours a day, seven days a week

We'll respond to your general enquiries by letter, phone, email or online

We'll provide an easy to access online service

We'll support you if you would like another person to deal with MTVH for you

## Our service standard

Open from 8am to 6pm, Monday to Friday (excluding bank holidays).

24 hours a day, 7 days a week.

Within 5 working days.

You can report a repair and update your details at any time on our online portal, MTVH Online .

Our easy-to-use webforms are available on our website and MTVH online for a range of enquiries.

Our teams can register someone else on your account so that they can act on your behalf. We can also support you to appoint a representative of an organisation to help you if you prefer.

To do this we will need you to complete a form telling us who we can speak to and what we can speak to them about. The form can be completed online or a colleague can send you a form in the post.

We will contact you within 5 working days of receiving your completed form to update your records.

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We work hard to provide a quality responsive service in all those areas where we are responsible for completing your repairs. If you need to report a repair, you can do this online or over the phone.

## Our commitment to you

We'll provide you with an emergency repairs service

We'll attend your non-emergency repair appointments

We'll agree an appointment to complete your repair (except for emergency repairs)

We'll give you clear information about what our repair responsibilities are

## Our service standard

24 hours a day, 7 days a week.

We will respond to emergency repairs within 24 hours.

Within 28 days wherever possible. Some repairs may take up to 90 days due to complexity, materials needed or considerations for safety.

If further visits are needed to complete your repair, the time will be agreed with you. If the work takes longer, we will keep you up to date on how your repair is going.

When you report your repair, we will let you know what times we have available and agree the best time for you.

This will be given to you when you sign up to your home.

This is also on our website and a paper copy can be provided if you would like this.

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We are committed to providing secure, well-maintained homes that our residents enjoy living in.

## Our commitment to you

We'll make sure your home meets regulatory, decency, safety and quality standards

We will complete necessary safety checks at your home

We'll work with you to resolve damp and mould in your home

## Our service standard

When you move into your home we'll make sure it's clean, tidy and safe.

We'll keep records on the condition of your home and use this data to carry out planned maintenance works at your home at the right time .

We will complete surveys to assess the condition of your home as required.

If your home has a gas boiler or appliances, we will inspect these every year.

We will complete electrical safety checks on your household mains wiring every 5 years.

If your home is located in a block with communal areas and facilities, we'll inspect these as required and complete checks to keep these areas safe.

We'll respond to reports of damp and mould in your home within 5 working days and work with you to identify the causes.

Resolving damp and mould can be complex and sometimes multiple fixes are needed. We will be clear on timescales and keep in contact with you throughout the process.

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We will provide accurate information about charges on your account and communicate clearly with you if these change.

### Our commitment to you

We'll give you easy access to information about our services

We'll provide clear and accessible information about your home, the services we'll provide, and how much they cost you when you move in

We'll keep you informed about what your service charges include, and if we need to make any changes

### Our service standard

Up to date advice and information about our services will be available on our website with paper copies available on request.

We'll always try to meet you in-person when you sign the agreement for your new home. When we sign you up, we will explain how much your rent is, and if any service charges are payable.

We'll also provide you with a copy of your tenancy agreement and information about our services.

If we need to make changes to the amount of rent or service charge you pay, we will tell you in writing and explain why we are making these changes.

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges.

If we need to make changes to the amount you pay, we will tell you in writing and explain why we are making these changes.

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## Our commitment to you

We'll accept your payments for rent and service charges in a number of ways

We will respond to enquiries about your service charges

We'll keep our records up to date to make sure we can provide the best possible services to you

We will keep your data safe and provide access to this when requested by you

We will measure the performance of our services and share a summary

## Our service standard

You can use any of the following methods to make a payment:

- Direct Debit
- Online banking
- Using MTVH Online self-service portal
- Telephone call to our Customer Hub
- In person at a Paypoint

We will acknowledge your query within 5 working days and respond within 20 working days.

Some queries may require more time to investigate, but we will let you know and keep you informed.

We will ask you to share information about yourself and your household when you sign up.

We may also ask you to update your information from time to time.

We will comply with all relevant data protection regulations to make sure that your data is safe.

Our colleagues will complete data protection checks with you when necessary and will support you to access your data if requested.

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We want to make sure that we know what you need from us to support you to live well in your home.

## Our commitment to you

We'll adapt our services to meet your needs where we can

We'll keep our records up to date to make sure we can provide the best possible services to you

We'll use the information we know about our residents to help us make decisions

We'll support you if you have financial difficulties

We'll support you to live well for example through employment or financial support

## Our service standard

Please let us know if you need us to tailor how we deliver our services to you.

We can arrange minor adaptations to your home and support you to make requests for major adaptations to your local authority.

We will ask you to share information about yourself and your household when you sign up.

We may also ask you to update your information from time to time.

As well as listening to your feedback, we will also use resident information to make decisions that will ensure equal access to our services and equal outcomes for residents.

We will work with you to understand how we can best support you if you can't pay your rent or service charges. Information is also available on our website.

Our Empowering Futures team offer a range of support based on need. You can find out more on the MTVH website or by calling the Customer Hub.



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We will collaborate with you, your community and local partners to build strong, thriving communities.

## Our commitment to you

We'll keep your communal areas clean and safe

We'll remove graffiti and deal with vandalism in your communal areas

We'll respond to your reports of harassment, abuse or other anti-social behaviour (ASB)

We'll work with you to find ways to improve your community

## Our service standard

We will visit and inspect communal areas regularly. Your Local Housing Manager can confirm timescales for your area.

You can also report any concerns you have on the MTVH website or to our Customer Hub team.

When found in an area we are responsible for, we will arrange for the removal of graffiti causing significant offence within 24 hours.

Other graffiti and vandalism will be removed or addressed within our usual repairs timescales.

Our website has information about what counts as ASB and how we will respond.

We'll respond to high priority ASB reports within one working day.

We'll respond to all other ASB reports within 5 working days.

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue.

We'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed.

Our Empowering Futures team are here to help your community thrive. If you have an idea about how we can work with you to improve your community, get in touch and let us know.

**We know that things will sometimes go wrong with the way we provide our services. We need to know when this happens so we can put things right and learn how we can improve.**

Our Customer Care Team will respond to formal complaints about:

- Standards of service
- Actions taken by MTVH
- A lack of action by MTVH or people acting on our behalf

If we are unable to resolve your complaint, we will refer you to the appropriate ombudsman or authority for your issue.

There are some complaints which will be handled outside of the timescales below. Your Complaint Coordinator will advise you if different timescales apply. Further information can be found in our Complaints Policy which is available to view on our website; a paper copy can be provided on request.

### Our commitment to you

We will acknowledge your complaint

We'll respond to stage 1 complaints

If we haven't addressed a complaint or there is evidence we haven't considered, you can ask us to review your stage 1 complaint

We'll respond to stage 2 complaints

### Our service standard

Within 5 working days of when we receive it. We will also give you the name and contact details of a dedicated Complaint Coordinator.

Within 10 working days.

If we cannot offer a solution within this time, we may extend by a further 10 working days.

Within 12 months.

Within 20 working days.

If we cannot respond within this timeframe, we'll let you know and get in touch to agree a new response time.

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We are committed to listening to the feedback of our customers and using this to influence the decisions made in relation to our policies, strategies and services.

### Our commitment to you

We will complete regular satisfaction surveys with our customers and publish the results of these

We'll use the information we know about our residents to help us make decisions

We will offer a variety of ways for you to share your views with us and to influence our policies, strategies and services

### Our service standard

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As well as listening to your feedback, we will also use resident information to make decisions that will ensure equal access to our services and equal outcomes for residents.

You can find out more about influencing opportunities on the MTVH Website or get in touch with us for more information.

Your tenancy agreement contains important information about your rights and responsibilities and those of MTVH. It is your responsibility to make sure you keep to the terms of your tenancy – and by signing it you legally agree you will do this. Please contact us if you would like a copy of your tenancy agreement.

Below are some of your main responsibilities as part of your tenancy:

### Looking after your home:

- You must look after your home by keeping it clean and reporting repairs to us when they are required.
- There are some repairs that are always your responsibility, and a full list of these can be found on our website or by contacting our Property Desk team.
- You must let MTVH staff and contractors into your home to do repairs and safety checks when they are needed.
- When a repair or safety check appointment has been booked, please make sure:
  - there is an appropriate adult (aged 18 or over) at home to let us in
  - the area affected is clean and clear of furniture and other obstructions
  - your children and pets are kept at a safe distance
  - you give us reasonable notice if you need to change or cancel your appointment
- You cannot make alterations to your home without our consent. You can request consent by contacting our Property Desk team.
- You must comply with fire safety regulations and make sure you reduce risks of causing or spreading fire in your building.

### Working together:

- You must pay your rent regularly and on time. You should tell us if your personal circumstances change as this will help us to help you.
- Please let us know if your contact details change, or if the number of people living in your home changes.
- Be a good neighbour to others – keep noise to reasonable levels and at reasonable times.
- Treat your neighbours, our staff and our contractors with respect and do not abuse or threaten them.
- Please remember you are responsible for the actions and conduct of those living in or visiting your home.

## I live in a MTVH home where additional support is provided, or where there may be additional design features

**Getting in touch with us – Our teams are here to help you and can be contacted in the following ways:**

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- Request permission to alter your home
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- Access support with rent and service charge arrears
- Update your information
- Report anti-social behaviour
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- Request permission to keep a pet in your home

If you are not able to access the internet or need to speak to someone about an ongoing query, you can contact our Customer Hub or Property Desk teams between 8am and 6pm, Monday to Friday. If you need to report an emergency repair, you can do this 24 hours a day by calling our Property Desk team.

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## Our service standard

Open from 8am to 6pm, Monday to Friday (excluding bank holidays).

You can also speak to an MTVH colleague who will be at your service.

24 hours a day, 7 days a week.

Within 5 working days.

You can report a repair and update your details at any time on our online portal, MTVH Online.

Our easy-to-use webforms are available on our website and MTVH online for a range of enquiries.

Our teams can register someone else on your account so that they can act on your behalf. We can also support you to appoint a representative of an organisation to help you if you prefer.

To do this we will need you to complete a form telling us who we can speak to and what we can speak to them about. The form can be completed online or a colleague can send you a form in the post.

We will contact you within 5 working days of receiving your completed form to update your records.

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We work hard to provide a quality responsive service in all those areas where we are responsible for completing your repairs. If you need to report a repair, you can do this online or over the phone.

## Our commitment to you

We'll provide you with an emergency repairs service

We'll attend your non-emergency repair appointments

We'll agree an appointment to complete your repair (except for emergency repairs)

We'll give you clear information about what our repair responsibilities are

## Our service standard

24 hours a day, 7 days a week.

We will respond to emergency repairs within 24 hours.

Within 28 days wherever possible. Some repairs may take up to 90 days due to complexity, materials needed or considerations for safety.

If further visits are needed to complete your repair, the time will be agreed with you. If the work takes longer, we will keep you up to date on how your repair is going.

When you report your repair, we will let you know what times we have available and agree the best time for you.

This will be given to you when you sign up to your home.

This is also on our website and a paper copy can be provided if you would like this.

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## Our service standard

When you move into your home we'll make sure it's clean, tidy and safe.

We'll keep records on the condition of your home and use this data to carry out planned maintenance works at your home at the right time.

We will complete surveys to assess the condition of your home as required.

If your home has a gas boiler or appliances, we will inspect these every year.

We will complete electrical safety checks on your household mains wiring every 5 years.

If your home is located in a block with communal areas and facilities, we'll inspect these as required and complete checks to keep these areas safe.

We'll respond to reports of damp and mould in your home within 5 working days and work with you to identify the causes.

Resolving damp and mould can be complex and sometimes multiple fixes are needed. We will be clear on timescales and keep in contact with you throughout the process.



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We will provide accurate information about charges on your account and communicate clearly with you if these change.

### Our commitment to you

We'll give you easy access to information about our services

We'll provide clear and accessible information about your home, the services we'll provide, and how much they cost you when you move in

We'll keep you informed about what your service charges include, and if we need to make any changes

### Our service standard

Up to date advice and information about our services will be available on our website with paper copies available on request

We'll always try to meet you in-person when you sign the agreement for your new home. When we sign you up, we will explain how much your rent is, and if any service charges are payable.

We'll also provide you with a copy of your tenancy agreement and information about our services.

If we need to make changes to the amount of rent or service charge you pay, we will tell you in writing and explain why we are making these changes.

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges.

If we need to make changes to the amount you pay, we will tell you in writing and explain why we are making these changes.

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## Our commitment to you

We'll accept your payments for rent and service charges in a number of ways

We will respond to enquiries about your service charges

We'll keep our records up to date to make sure we can provide the best possible services to you

We will keep your data safe and provide access to this when requested by you.

We will measure the performance of our services and share a summary

## Our service standard

You can use any of the following methods to make a payment:

- Direct Debit
- Online banking
- Using MTVH Online self-service portal
- Telephone call to our Customer Hub
- In person at a Paypoint

We will acknowledge your query within 5 working days and respond within 20 working days.

Some queries may require more time to investigate, but we will let you know and keep you informed.

We will ask you to share information about yourself and your household when you sign up.

We may also ask you to update your information from time to time.

We will comply with all relevant data protection regulations to make sure that your data is safe.

Our colleagues will complete data protection checks with you when necessary and will support you to access your data if requested.

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We'll adapt our services to meet your needs where we can

We'll support you if you have financial difficulties

We'll support you to live well for example through employment or financial support

## Our service standard

Please let us know if you need us to tailor how we deliver our services to you.

We can arrange minor adaptations to your home and support you to make requests for major adaptations to your local authority.

We will work with you to understand how we can best support you if you can't pay your rent or service charges. Information is also available on our website.

Our Empowering Futures team offer a range of support based on need. You can find out more on the MTVH website or by calling the Customer Hub.

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## Our commitment to you

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We'll remove graffiti and deal with vandalism in your communal areas

We'll respond to your reports of harassment, abuse or other anti-social behaviour (ASB)

We'll work with you to find ways to improve your community

## Our service standard

We will regularly inspect communal areas and will report any concerns. MTVH colleagues can confirm timescales for your area.

You can also report any concerns you have on the MTVH website to our Customer Hub team.

When found in an area we are responsible for, we will arrange for the removal of offensive graffiti causing significant offence within 24 hours.

Other graffiti and vandalism will be removed or addressed within our usual repairs timescales.

Our website contains full information about what counts as ASB and how we will respond.

We'll respond to high priority ASB reports within one working day.

We'll respond to all other ASB reports within 5 working days.

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue.

We'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed.

Our Empowering Futures team are here to help our communities to thrive. If you have an idea about how we can work with you to improve your community, get in touch and let us know.

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### Our commitment to you

We will acknowledge your complaint

We'll respond to stage 1 complaints

If we haven't addressed a complaint or there is evidence we haven't considered, you can ask us to review your stage 1 complaint

We'll respond to stage 2 complaints

### Our service standard

Within 5 working days of when we receive it. We will also give you the name and contact details of a dedicated Complaint Coordinator.

Within 10 working days.

If we cannot offer a solution within this time, we may extend by a further 10 working days.

Within 6 months.

Within 20 working days.

If we cannot respond within this timeframe, we'll let you know and get in touch to agree a new response time.

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As well as listening to your feedback, we will also use resident information to make decisions that will ensure equal access to our services and equal outcomes for residents.

You can find out more about influencing opportunities on the MTVH Website or get in touch with us for more information.

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Below are some of your main responsibilities as part of your tenancy:

### Looking after your home:

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  - there is an appropriate adult (aged 18 or over) at home to let us in
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- You cannot make alterations to your home without our consent. You can request consent by contacting our Property Desk team.
- You must comply with fire safety regulations and make sure you reduce risks of causing or spreading fire in your building.

### Working together:

- You must pay your rent regularly and on time. You should tell us if your personal circumstances change as this will help us to help you.
- Please let us know if your contact details change, or if the number of people living in your home changes.
- Be a good neighbour to others – keep noise to reasonable levels and at reasonable times.
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## Our commitment to you

Our Customer Hub and Property Desk will be available for your general enquiries and repair requests

We'll be around to take your emergency repairs by telephone 24 hours a day, seven days a week

We'll respond to your general enquiries by letter, phone, email or online

We'll provide an easy to access online service

We'll support you if you would like another person to deal with MTVH for you

## Our service standard

Open from 8am to 6pm, Monday to Friday (excluding bank holidays).

24 hours a day, 7 days a week.

Within 5 working days.

You can report a repair and update your details at any time on our online portal, MTVH Online.

Our easy-to-use webforms are available on our website and MTVH online for a range of enquiries.

Our teams can register someone else on your account so that they can act on your behalf. We can also support you to appoint a representative of an organisation to help you if you prefer.

To do this we will need you to complete a form telling us who we can speak to and what we can speak to them about. The form can be completed online or a colleague can send you a form in the post.

We will contact you within 5 working days of receiving your completed form to update your records.

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We work hard to provide a quality responsive service in all those areas where we are responsible for completing your repairs. If you need to report a repair, you can do this online or over the phone.

### Our commitment to you

We'll provide you with an emergency repairs service

We'll attend your non-emergency repair appointments

We'll agree an appointment to complete your repair (except for emergency repairs)

We'll give you clear information about what our repair responsibilities are

### Our service standard

24 hours a day, 7 days a week

We will respond to emergency repairs within 24 hours.

Within 28 days wherever possible. Some repairs may take up to 90 days due to complexity, materials needed or considerations for safety.

If further visits are needed to complete your repair, the time will be agreed with you. If the work will take longer, we will keep you up to date on how your repair is going.

When you report your repair, we will let you know what times we have available and agree the best time for you.

This will be given to you when you sign up to your home.

This is also on our website and a paper copy can be provided if you would like this.

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We are committed to providing secure, well-maintained homes that our residents enjoy living in.

## Our commitment to you

We'll make sure your home meets regulatory, decency, safety and quality standards

We will complete necessary safety checks at your home

We'll work with you to resolve damp and mould in your home

## Our service standard

When you move into your home we'll make sure it's clean, tidy and safe.

We'll keep records on the condition of your home and use this data to carry out planned maintenance works at your home at the right time .

We will complete surveys to assess the condition of your home as required.

If your home has a gas boiler or appliances, we will inspect these every year.

We will complete electrical safety checks on your household mains wiring every 5 years.

If your home is located in a block with communal areas and facilities, we'll inspect these as required and complete checks to keep these areas safe.

We'll respond to reports of damp and mould in your home within 5 working days and work with you to identify the causes.

Resolving damp and mould can be complex and sometimes multiple fixes are needed. We will be clear on timescales and keep in contact with you throughout the process.

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We will provide accurate information about charges on your account and communicate clearly with you if these change.

### Our commitment to you

We'll give you easy access to information about our services

We'll provide clear and accessible information about your home, the services we'll provide, and how much they cost you when you move in

We'll keep you informed about what your service charges include, and if we need to make any changes

### Our service standard

Up to date advice and information about our services will be available on our website with paper copies available on request.

When you move in we'll provide clear information about the services we provide in relation to your new home and how much they'll cost.

If we need to make changes to the amount of rent or service charge you pay, we will inform you in writing and explain why we are making these changes.

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges.

If we need to make changes to the amount you pay, we will tell you in writing and explain why we are making these changes.

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## Our commitment to you

We'll accept your payments for rent and service charges in a number of ways

We will respond to enquiries about your service charges

We'll keep our records up to date to make sure we can provide the best possible services to you

We will keep your data safe and provide access to this when requested by you

## Our service standard

You can use any of the following methods to make a payment:

- Direct Debit
- Online banking
- Using MTVH Online self-service portal
- Telephone call to our Customer Hub

There may be an administration charge for using certain methods of payment.

We will acknowledge your query within 5 working days and respond within 20 working days.

Some queries may require more time to investigate, but we will let you know and keep you informed.

We will ask you to share information about yourself and your household when you sign up.

We may also ask you to update your information from time to time.

We will comply with all relevant data protection regulations to make sure that your data is safe. Our colleagues will complete data protection checks with you when necessary and will support you to access your data if requested.

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We want to make sure that we know what you need from us to support you to live well in your home.

## Our commitment to you

We'll adapt our services to meet your needs where we can

We'll support you if you have financial difficulties

We'll support you to live well for example through employment or financial support

## Our service standard

Please let us know if you need us to tailor how we deliver our services to you.

We can arrange minor adaptations to your home and support you to make requests for major adaptations to your local authority.

We will work with you to understand how we can best support you if you can't pay your rent or service charges. Information is also available on our website.

Our Empowering Futures team offer a range of support based on need. You can find out more on the MTVH website or by calling the Customer Hub.

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We will collaborate with you, your community and local partners to build strong, thriving communities.

## Our commitment to you

We'll keep your communal areas clean and safe

We'll remove graffiti and deal with vandalism in your communal areas

We'll respond to your reports of harassment, abuse or other anti-social behaviour (ASB)

We'll work with you to find ways to improve your community

## Our service standard

We will visit and inspect communal areas regularly . Your Local Housing Manager can confirm timescales for your area.

You can also report any concerns you have on the MTVH website or to our Customer Hub team.

When found in in an area we are responsible for, we will arrange for the removal of graffiti causing significant offence within 24 hours.

Other graffiti and vandalism will be removed or addressed within our usual repairs timescales.

Our website has information about what counts as ASB and how we will respond.

We'll respond to high priority ASB reports within one working day.

We'll respond to all other ASB reports within 5 working days.

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue.

We'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed.

Our Empowering Futures team are here to help your community thrive. If you have an idea about how we can work with you to improve your community, get in touch and let us know.

**We know that things will sometimes go wrong with the way we provide our services. We need to know when this happens so we can put things right and learn how we can improve.**

Our Customer Care Team will respond to formal complaints about:

- Standards of service
- Actions taken by MTVH
- A lack of action by MTVH or people acting on our behalf

If we are unable to resolve your complaint, we will refer you to the appropriate ombudsman or authority for your issue.

There are some complaints which will be handled outside of the timescales below. Your Complaint Coordinator will advise you if different timescales apply. Further information can be found in our Complaints Policy which is available to view on our website; a paper copy can be provided on request.

### Our commitment to you

We will acknowledge your complaint

We'll respond to stage 1 complaints

If we haven't addressed a complaint or there is evidence we haven't considered, you can ask us to review your stage 1 complaint

We'll respond to stage 2 complaints

### Our service standard

Within 5 working days of when we receive it. We will also give you the name and contact details of a dedicated Complaint Coordinator.

Within 10 working days.

If we cannot offer a solution within this time, we may extend by a further 10 working days.

Within 6 months.

Within 20 working days.

If we cannot respond within this timeframe, we'll let you know and get in touch to agree a new response time.



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We are committed to listening to the feedback of our customers and using this to influence the decisions made in relation to our policies, strategies and services.

### Our commitment to you

We will complete regular satisfaction surveys with our customers and publish the results of these

We'll use the information we know about our residents to help us make decisions

We will offer a variety of ways for you to share your views with us and to influence our policies, strategies and services

### Our service standard

Annually.

As well as listening to your feedback, we will also use resident information to make decisions that will ensure equal access to our services and equal outcomes for residents.

You can find out more about influencing opportunities on the MTVH Website or get in touch with us for more information.

Your tenancy agreement contains important information about your rights and responsibilities and those of MTVH. It is your responsibility to make sure you keep to the terms of your tenancy – and by signing it you legally agree you will do this. Please contact us if you would like a copy of your tenancy agreement.

Below are some of your main responsibilities as part of your tenancy:

### Looking after your home:

- You must look after your home by keeping it clean and reporting repairs to us when they are required.
- There are some repairs that are always your responsibility, and a full list of these can be found on our website or by contacting our Property Desk team.
- You must let MTVH staff and contractors into your home to do repairs and safety checks when they are needed.
- When a repair or safety check appointment has been booked, please make sure:
  - there is an appropriate adult (aged 18 or over) at home to let us in
  - the area affected is clean and clear of furniture and other obstructions
  - your children and pets are kept at a safe distance
  - you give us reasonable notice if you need to change or cancel your appointment
- You cannot make alterations to your home without our consent. You can request consent by contacting our Property Desk team.
- You must comply with fire safety regulations and make sure you reduce risks of causing or spreading fire in your building.

### Working together:

- You must pay your rent regularly and on time. You should tell us if your personal circumstances change as this will help us to help you.
- Please let us know if your contact details change, or if the number of people living in your home changes.
- Be a good neighbour to others – keep noise to reasonable levels and at reasonable times.
- Treat your neighbours, our staff and our contractors with respect and do not abuse or threaten them.
- Please remember you are responsible for the actions and conduct of those living in or visiting your home.

## I have a freehold, leasehold, or shared ownership home with MTVH

### Getting in touch with us – Our teams are here to help you and can be contacted in the following ways:

On our website: [www.mtvh.co.uk/contact-us/](http://www.mtvh.co.uk/contact-us/)

Through your online self-service account: [www.mtvh.online](http://www.mtvh.online)

Telephone: **0203 535 3535**

By post: Metropolitan Thames Valley, PO Box 11026, Nottingham NG9 9JR

Our Customer Hub and Property Desk advisers can also tell you who your Local Housing Manager is and put you in touch with our Service Charge, Assessment and Support, Empowering Futures and Customer Voice teams.

Visit the MTVH website [mtvh.co.uk/contact-us/](http://mtvh.co.uk/contact-us/) to contact us about a range of queries including:

- Book or change a repair appointment
- Report graffiti in your neighbourhood
- Request permission to alter your home
- Report damp or mould in your home
- Make a rent or service charge payment
- Access support with rent and service charge arrears
- Update your information
- Report anti-social behaviour
- Request parking permits
- Request permission to keep a pet in your home

If you are not able to access the internet or need to speak to someone about an ongoing query, you can contact our Customer Hub or Property Desk teams between 8am and 6pm, Monday to Friday. If you need to report an emergency repair, you can do this 24 hours a day by calling our Property Desk team.

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## Our commitment to you

Our Customer Hub and Property Desk will be available for your general enquiries and repair requests

We'll be around to take your emergency repairs by telephone 24 hours a day, seven days a week

We'll respond to your general enquiries by letter, phone, email or online

We'll provide an easy to access online service

We'll support you if you would like another person to deal with MTVH for you

## Our service standard

Open from 8am to 6pm, Monday to Friday (excluding bank holidays).

24 hours a day, 7 days a week.

Within 5 working days.

You can report a repair and update your details at any time on our online portal, MTVH Online.

Our easy-to-use webforms are available on our website and MTVH online for a range of enquiries.

Our teams can register someone else on your account so that they can act on your behalf. We can also support you to appoint a representative of an organisation to help you if you prefer.

To do this we will need you to complete a form telling us who we can speak to and what we can speak to them about. The form can be completed online or a colleague can send you a form in the post.

We will contact you within 5 working days of receiving your completed form to update your records.

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We work hard to provide a quality responsive service in all those areas where we are responsible for completing your repairs. If you need to report a repair, you can do this online or over the phone.

### Our commitment to you

We'll provide you with an emergency repairs service

We'll attend your non-emergency repair appointments

We'll agree an appointment to complete your repair (except for emergency repairs)

We'll give you clear information about what our repair responsibilities are

### Our service standard

24 hours a day, 7 days a week (for emergencies in communal areas only)

We will respond to emergency repairs within 24 hours.

Usually within 28 days for communal area repairs only.

Some communal repairs may take up to 90 days due to complexity, materials needed or considerations for safety.

Refer to your lease for more information.

We usually only provide repairs services for communal areas of buildings.

Refer to your lease and the MTVH website for more information.

We are committed to providing secure, well-maintained homes that our residents enjoy living in.

## Our commitment to you

We'll make sure your home meets regulatory, decency, safety and quality standards

We will complete necessary safety checks at your home

We'll work with you to resolve damp and mould in your home

## Our service standard

We won't carry out maintenance works on your home, but we will maintain our records and use available data to plan works in communal areas of the building where this is our responsibility.

We may complete surveys to assess the condition of buildings as required.

For projects such as lift or roof works, we will use a sinking fund if available. If your property doesn't have a sinking fund, we can help set one up.

You are responsible for maintaining gas, electrical and fire safety installations inside your home unless we state otherwise in your lease.

If your home is located in a block with communal areas and facilities, we'll inspect these as required and complete checks to keep these areas safe.

Resolving damp and mould is a homeowner responsibility. Where there are causes of damp and mould identified in communal areas of the building, we will respond to reports within 5 working days.

If we are resolving damp and mould issues in your block, we will be clear on timescales and keep in contact with you throughout the process.

We will provide accurate information about charges on your account and communicate clearly with you if these change.

### Our commitment to you

We'll give you easy access to information about our services

We'll provide clear and accessible information about your home, the services we'll provide, and how much they cost you when you move in

We'll keep you informed about what your service charges include, and if we need to make any changes

### Our service standard

Up to date advice and information about our services will be available on our website with paper copies available on request.

When you move in we'll provide clear information about the services we provide in relation to your new home and how much they'll cost.

If we need to make changes to the amount of rent or service charge you pay, we will inform you in writing and explain why we are making these changes.

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges.

If we need to make changes to the amount you pay, we will tell you in writing and explain why we are making these changes.

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## Our commitment to you

We'll accept your payments for rent and service charges in a number of ways

We will respond to enquiries about your service charges

We'll keep our records up to date to make sure we can provide the best possible services to you

We will keep your data safe and provide access to this when requested by you

## Our service standard

You can use any of the following methods to make a payment:

- Direct Debit
- Online banking
- Using MTVH Online self-service portal
- Telephone call to our Customer Hub

There may be an administration charge for using certain methods of payment.

We will acknowledge your query within 5 working days, and respond within 20 working days. Some queries may require more time to investigate, but we will let you know and keep you informed.

We will ask you to share information about yourself and your household when you sign up. We may also ask you to update your information from time to time.

We will comply with all relevant data protection regulations to make sure that your data is safe. Our colleagues will complete data protection checks with you when necessary and will support you to access your data if requested.



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We want to make sure that we know what you need from us to support you to live well in your home.

## Our commitment to you

We'll adapt our services to meet your needs where we can

We'll support you if you have financial difficulties

We'll support you to live well for example through employment or financial support

## Our service standard

Please let us know if you need us to tailor how we deliver our services to you.

We will work with you to understand how we can best support you if you can't pay your rent or service charges. Information is also available on our website.

Our Empowering Futures team offer a range of support based on need. You can find out more on the MTVH website or by calling the Customer Hub.

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We will collaborate with you, your community and local partners to build strong, thriving communities.

## Our commitment to you

We'll keep your communal areas clean and safe

We'll remove graffiti and deal with vandalism in your communal areas

We'll respond to your reports of harassment, abuse or other anti-social behaviour (ASB)

We'll work with you to find ways to improve your community

## Our service standard

We will visit and inspect communal areas regularly . Your Local Housing Manager can confirm timescales for your area.

You can also report any concerns you have on the MTVH website or to our Customer Hub team.

When found in in an area we are responsible for, we will arrange for the removal of graffiti causing significant offence within 24 hours.

Other graffiti and vandalism will be removed or addressed within our usual repairs timescales.

Our website has information about what counts as ASB and how we will respond.

We'll respond to high priority ASB reports within one working day.

We'll respond to all other ASB reports within 5 working days.

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue.

We'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed.

Our Empowering Futures team are here to help your community thrive. If you have an idea about how we can work with you to improve your community, get in touch and let us know.

**We know that things will sometimes go wrong with the way we provide our services. We need to know when this happens so we can put things right and learn how we can improve.**

Our Customer Care Team will respond to formal complaints about:

- Standards of service
- Actions taken by MTVH
- A lack of action by MTVH or people acting on our behalf

If we are unable to resolve your complaint, we will refer you to the appropriate ombudsman or authority for your issue.

There are some complaints which will be handled outside of the timescales below. Your Complaint Coordinator will advise you if different timescales apply. Further information can be found in our Complaints Policy which is available to view on our website; a paper copy can be provided on request.

### Our commitment to you

We will acknowledge your complaint

We'll respond to stage 1 complaints

If we haven't addressed a complaint or there is evidence we haven't considered, you can ask us to review your stage 1 complaint

We'll respond to stage 2 complaints

### Our service standard

Within 5 working days of when we receive it. We will also give you the name and contact details of a dedicated Complaint Coordinator.

Within 10 working days.

If we cannot offer a solution within this time, we may extend by a further 10 working days.

Within 6 months.

Within 20 working days.

If we cannot respond within this timeframe, we'll let you know and get in touch to agree a new response time.

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We are committed to listening to the feedback of our customers and using this to influence the decisions made in relation to our policies, strategies and services.

### Our commitment to you

We will complete regular satisfaction surveys with our customers and publish the results of these

We'll use the information we know about our residents to help us make decisions

We will offer a variety of ways for you to share your views with us and to influence our policies, strategies and services

### Our service standard

Annually.

As well as listening to your feedback, we will also use resident information to make decisions that will ensure equal access to our services and equal outcomes for residents.

You can find out more about influencing opportunities on the MTVH Website or get in touch with us for more information.

Your lease contains important information about your rights and responsibilities and those of MTVH. It is your responsibility to make sure you keep to the terms of your lease, you have legally agreed to do this.

Below are some of your main responsibilities of MTVH homeowners:

### Looking after your home:

- You are responsible for the maintenance of your home. There are some repairs that we may be responsible for, these will be detailed in your lease agreement. You must report any repairs for which we are responsible to us when they are required.
- You must let MTVH staff and contractors into your home to do repairs and safety checks when they are needed. Reasonable notice will be provided if access is required except in emergency situations.
- When a repair or safety check appointment has been booked, please make sure:
  - there is an appropriate adult (aged 18 or over) at home to let us in
  - the area affected is clean and clear of furniture and other obstructions
  - your children and pets are kept at a safe distance
  - you give us reasonable notice if you need to change or cancel your appointment
- You cannot make alterations to your home without our consent. You can request consent by contacting our Homeownership team more information is available on our website
- You must comply with fire safety regulations and make sure you reduce risks of causing or spreading fire in your building.

### Working together:

- You must pay your service charges and rent, if applicable, regularly and on time. You should tell us if your personal circumstances change as this will help us to help you.
  - Please let us know if your contact details change.
- Be a good neighbour to others – keep noise to reasonable levels and at reasonable times.
- Treat your neighbours, our staff and our contractors with respect and do not abuse or threaten them.
  - Please remember you are responsible for the actions and conduct of those living in or visiting your home.

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These service standards will be subject to review in order to ensure we are continuously improving our service and meeting residents' expectations. That may therefore be updated or modified, and we will notify residents of any changes.

MTVH service standards will be subject to regular review. This ensures that our commitment to excellence remains current and responsive to the evolving needs of residents. We will actively measure our performance against these standards and transparently communicate the steps we are taking to enhance our services. Through our website, we will keep you informed and demonstrate how we actively utilise your feedback to drive meaningful improvements in the services we provide.

Information correct as of March 2025.