

# Resident bulletin

Winter  
2026

BUILDING SAFETY

SUPPORT

COMMUNITY

HOME MAINTENANCE

## Hello from Suzanne Horsley

As the Executive Director of Property Services at MTVH, I wanted to take the chance to say hello in this latest edition of the Resident Bulletin. I'm Suzanne, Executive Director of Property Services at MTVH. I've worked in housing for more than 20 years, and I'm also a qualified chartered surveyor. That mix of hands-on experience and technical knowledge shapes the way I approach my role every day.

My focus is simple: ensuring your homes meet the highest possible standards for safety and quality. We continue to strengthen the checks, systems and processes that help us maintain those standards and address issues promptly and effectively.

Inside the bulletin, you will find updates on Awaab's Law, practical tips on fire safety and managing damp and mould, information on how we're acting on your feedback to improve our services, as well as helpful tips on saving money and how we're supporting your wellbeing this winter.

You can also read about the experiences of one of our involved residents who we supported to attend the National Tenant Scrutiny Conference.



*Executive Director of Property Services Suzanne Horsley.*

Your safety and comfort is at the heart of everything we do. We have collaborated with our involved residents to shape the content in this bulletin – thank you for your input.

There are many ways to provide feedback about MTVH and the services we provide. If you're interested in getting more involved, please visit our website at: [mtvh.co.uk/share-your-voice](https://mtvh.co.uk/share-your-voice).

**"My focus is simple: ensuring your homes meet the highest possible standards for safety and quality."**

# All about Awaab's Law

From 27 October 2025, new safety rules called Awaab's Law applied to all social landlords in England, including MTVH.

This law introduces strict deadlines for investigating and fixing hazards in homes, especially damp and mould, which can seriously affect health.



## Why was this law introduced?

Awaab's Law is named after Awaab Ishak, a young boy who tragically died in 2020 due to prolonged exposure to mould. Parliament passed the law to make sure landlords act quickly when residents report problems.

## What this means for you

If you report a hazard in your home, here's what you can expect:

For emergency hazards, such as gas leaks, burst pipes, severe mould, total loss of power, we will attend within 24 hours to make your home safe. If we can't make it safe that quickly, we will provide alternative accommodation whilst we fix the issue.

Your health and safety are a top priority. We're updating systems, training colleagues, and introducing new tools to respond faster and keep you informed every step of the way.

We involved residents in how we communicate this change from the beginning. Before the law came into effect, our Customer Voice Team engaged a group of residents to give

feedback on some of the new letters that residents who are having damp and mould issues have received. Using their feedback, we made several changes to our letters including:

- Clear, simple language and formatting.
- Headlines that state what's happening (e.g., "We are coming to inspect damp & mould").
- Key details like date, time, and surveyor name in bold.
- A reassuring tone and a clear commitment to your safety.

## Find out more

Read more about Awaab's Law here: [mtvh.co.uk/news/your-home-your-safety-what-awaabs-law-means-for-you](https://mtvh.co.uk/news/your-home-your-safety-what-awaabs-law-means-for-you)

You can also read more about our Damp and Mould policy, and how to report it here: [mtvh.co.uk/manage-your-home/repairs/dealing-with-damp-and-mould/](https://mtvh.co.uk/manage-your-home/repairs/dealing-with-damp-and-mould/)

## New: video calls for faster repairs

We now use video calls to help diagnose your repairs faster. This means you can show us the problem in your home, instead of trying to describe it over the phone, as we understand this can often be hard to do. When you report a problem, our colleagues will offer a secure video call to see the issue in real time.

### Here's how it makes things easier for you:

**Faster Diagnosis:** Seeing the issue in real time helps us understand the problem straight away. This means we can often diagnose the repair on the spot, without needing to book an initial inspection visit.

**Quicker Repair Appointments:** Because we

can see exactly what's happening, we can send the right operative with the right tools and materials the first time. This cuts down on follow up appointments and gets your repair resolved sooner.

**Clear Communication:** Showing us the problem avoids misunderstandings that can happen when repairs are described over the phone. You can point out exactly what's wrong, and we can ask questions in real time.

**Safer and More Accurate Repairs:** By understanding the situation before we attend, we can make sure any risks (like electrical or water issues) are handled correctly from the start.

## Top tips to help manage damp and mould

While we work to resolve issues, these steps can help reduce damp and mould in your home:

- Keep your home well ventilated
- Keep trickle vents open.
- Open windows for short periods to reduce humidity.
- Open kitchen and bathroom windows while cooking or showering and keep them open for a short time after.
- If you are using an extractor fan, use the boost function during cooking or bathing and keep doors and windows shut.

### Drying clothes

- Dry clothes outside if you can.
- If drying indoors, open a window or use an extractor fan.

### Allow airflow

Make sure wardrobes, beds, drawers have space behind them for air to circulate, this is especially important on external walls.



### Heat your home

Warmer air holds more moisture, so unheated homes are more likely to develop condensation. Try to keep your home heated to a comfortable level, ideally around 18°C. If you need help with heating costs, visit: [www.mtvh.co.uk/support-and-opportunities/money-advice](https://www.mtvh.co.uk/support-and-opportunities/money-advice)



# Fire safety: your responsibilities and how to stay safe



Keeping your home safe from fire is a shared responsibility. At MTVH, we take fire safety seriously and work hard to maintain safe buildings, but there are important steps you need to take too.

## Your responsibilities

- Never block escape routes in your home or communal areas.
- Do not store items (including e-bikes or e-scooters) in hallways, stairwells, or shared spaces.
- Test your smoke alarms regularly and report any faults immediately.
- Follow building rules on storage and fire doors, never wedge fire doors open.



- Know and understand your building's evacuation plan. Some buildings have a "stay put" policy, while others require full evacuation.
- In an emergency always call 999.

For full guidance, including evacuation plans and fire safety tips, visit: [www.mtvh.co.uk/manage-your-home/keeping-safe-in-your-home/fire-safety-advice](http://www.mtvh.co.uk/manage-your-home/keeping-safe-in-your-home/fire-safety-advice)

If you live in a High Rise Building, there is separate guidance which you can find here: [www.mtvh.co.uk/manage-your-home/keeping-safe-in-your-home/building-safety/](http://www.mtvh.co.uk/manage-your-home/keeping-safe-in-your-home/building-safety/)

## Stay safe with E-bikes and E-scooters

E-bikes and e-scooters are becoming more popular, but most are powered by lithium-ion batteries, which can pose a serious fire risk if not handled correctly.

Across the UK, fire services have reported a rise in battery-related fires with 199 incidents in 2023, according to the National Fire Chiefs Council and the Office of Product Safety and Standards.

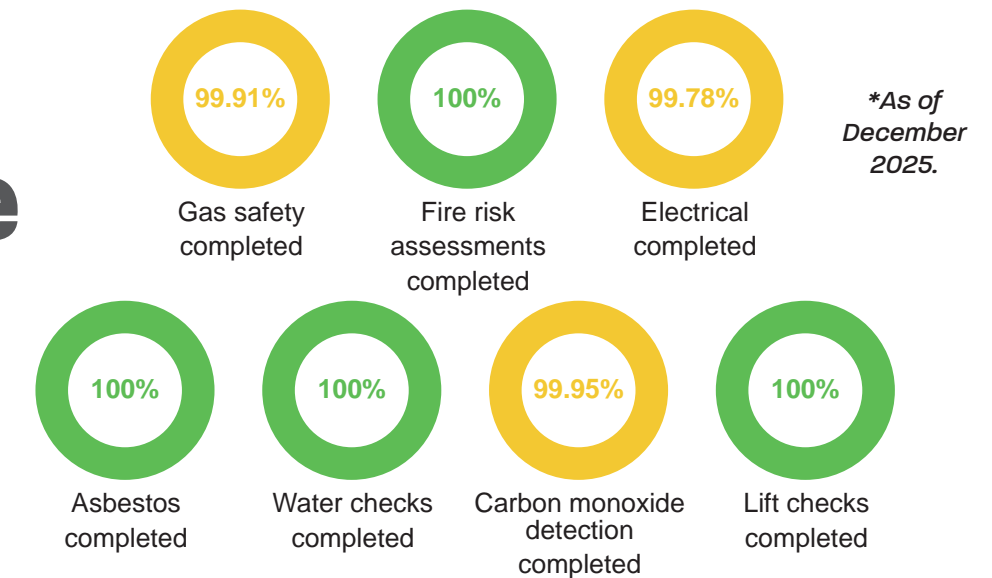
Lithium-ion batteries can fail catastrophically, sometimes exploding or causing fast-developing fires. Safe use, storage, and disposal are essential to protect homes and lives.

Remember to take C.A.R.E:

- **Charge correctly** – Use manufacturer-approved chargers, unplug when done, and never cover batteries while charging.
- **Avoid unsafe storage** – Never store e-bikes or e-scooters in communal areas or escape routes.
- **Responsible buying** – Purchase from reputable retailers and check for recalls.
- **Environmentally safe disposal** – Never throw batteries in household bins; use safe recycling options.

For full guidance, visit: <https://www.london-fire.gov.uk/safety/lithium-batteries/the-dangers-of-electric-scooter-and-electric-bicycle-batteries/>

# Keeping you safe in your home



At MTVH, your safety is a priority. Every year we carry out thousands of essential checks to keep homes safe, covering the big areas of compliance such as gas, electrical safety, water hygiene and more.

We have completed 110,222 essential safety checks with only 127 outstanding due access not being granted. This represents 99.88% compliance.

We will always take resident safety extremely seriously and we thank every resident who has allowed our teams to do their checks. For the minority of cases when we cannot gain access to complete a legally required safety check, we will always work with residents first, but for the small number of cases where we still cannot complete the check, we will take action, because keeping homes safe is vital for you and your neighbour's safety.

## Making homes safer



Under national building-safety regulations, higher-risk buildings are assessed by the Building Safety Regulator. When a building meets fire and structural safety standards, it receives a Building Assessment Certificate.

We've had 5 certificates issued so far. The Regulator has called in 8 of our buildings to review, 5 have passed and the remaining 3 are still being assessed. Importantly, none have been refused.

**This means the Regulator has confirmed that, for those buildings:**

- Our legal safety duties have been met at the time of assessment.
- Key fire and structural safety information has been reviewed.

- A detailed safety case report and resident-engagement processes are in place.
- Ongoing safety management arrangements are in place and checked.

We regularly assess all our higher-risk buildings. Our Building Safety Managers and specialist teams review them, record any issues, and make sure actions are completed. When the Regulator asks for another Safety Case Report, we'll submit it and apply any feedback.

This ongoing work shows that building safety remains a top priority and helps give residents confidence that their home is being managed responsibly.



# Keeping your windows safe: A simple but important reminder



Falls from windows are rare, but when they happen, the consequences can be extremely serious. That's why all upper-floor windows in our homes are fitted with window catches, small safety devices that limit how far a window can open to help prevent accidents, especially in homes with children or vulnerable residents.

## What you can do to help keep your home safe:

- **Use your window catches at all times** on all windows on the first floor or above. They allow fresh air in while preventing windows from opening wide enough for someone to fall.
- **Check them regularly:** Make sure they catch properly each time the window opens, and report anything loose, damaged, or not engaging correctly.
- **Let us know right away** if a catch isn't working so we can repair or replace it promptly. **Please call us on 020 3535 3535 or use MTVHOnline.**

## Advice for parents and carers of young children

Children are naturally curious, and windows can be particularly tempting. A few simple steps can help keep them safe:

- **Keep furniture such as beds, chairs, and toy boxes away from windows** to prevent children climbing up.
- **Never rely on insect screens for safety** – they are not designed to stop falls.
- **Use window catches even when you are in the room.** Children can move quickly and unexpectedly.
- **Make window safety part of everyday routines,** especially during warmer months when windows are opened more often.

Together, these small actions help ensure your home remains safe and secure for everyone, especially the youngest members of the household. If you ever have concerns about a window or its restrictor, we're here to help.



# Our Anti-Social Behaviour Improvement Plan

Following a Continuous Learning Scrutiny Review with some of our involved residents last year, we began developing an Anti-Social Behaviour Improvement Plan at the start last year.

ASB can have a serious impact on communities, making people feel unsafe in their homes, damaging trust, and reducing quality of life. Residents told us they want stronger action and clearer communication about what we're doing to tackle anti-social behaviour. This plan forms part of our response.

## What's in the plan?

The ASB Improvement Plan focuses on five key areas: training, quality, partnerships, resources, and communications. These areas are designed to strengthen how we respond to anti-social behaviour and improve the experience for residents.

## What's happening now?

We are currently updating our anti-social behaviour Policy and Procedure to make sure it is robust and effective. As part of this work, we have collaborated with residents to review and improve our template letters, ensuring the tone and content are appropriate and supportive. We have also looked at anti-social behaviour-related complaints from the past 18 months to learn from them and make improvements. In addition, we are working to strengthen partnerships with the police and local authorities to enhance community safety.

## Keeping you informed

A key part of the plan is using our website to share updates on the actions we are taking to tackle anti-social behaviour. This will help rebuild trust and show the steps we are taking to keep communities safe. The plan is owned by our Director of Housing and is regularly reviewed by internal stakeholders across MTVH.



# Putting residents at the heart of our services



Residents and volunteer at Clapham Park Mama's Kitchen, London.

At MTVH, we want every resident to feel understood and supported. That's why our Customer Experience Strategic Plan includes a key focus: Know Our Customer.

## Our vision is simple

We know everyone living in our homes, understand their needs, and deliver services that fit for today and the future.

## To achieve this, we're:

- Building better systems to capture and use customer information effectively.
- Launching the Knowing Our Customer programme to improve how we understand residents' needs and preferences.
- Training colleagues to use data responsibly and provide more personalised services.
- Working with residents to shape clear communication and improve customer journeys.

This work will help us deliver services that are fair, responsive, and based on what matters most to you.

## Help us get to know you

Keeping your details up to date is essential for us to provide the right support.

You can update your contact information quickly and securely on MTVH Online: [www.mtvh.co.uk/mtvh-online](http://www.mtvh.co.uk/mtvh-online)

## You can also update your details during a home visit

Home visits are part of our proactive approach to understanding residents' needs and ensuring safe, well-maintained homes. During these visits, our Local Housing Managers check property conditions, discuss any support you might need, and confirm your household details. They're friendly, pre-booked appointments designed to help us deliver fair and personalised services.

You will hear from Housing Team with any appointment information, but please feel free to update your details beforehand on **MTVH Online** or by calling **0203 535 3535**.



Residents at Easter event, Green Towers Community Centre, London.

# Stay warm and save money

We know winter can be a difficult time, especially with energy prices and the cost of living putting extra pressure on households. Everyone deserves a warm, safe home, and we want to support you in any way we can. Here are some simple ideas that many residents tell us they find helpful. And if you're struggling with your bills or need extra support, please visit: [mtvh.co.uk/support-and-advice/help-with-money-and-bills/](http://mtvh.co.uk/support-and-advice/help-with-money-and-bills/)

## 1. Add layers before adjusting the heating

Wearing cosy layers or using blankets can help you feel warmer without needing to change the thermostat straight away.

## 2. Make your heating work for you

If you can, setting your heating to come on at certain times like mornings and evenings and keeping it at a steady temperature can help keep your home more comfortable.

## 3. Keeping the warmth where you need it

Closing doors between rooms and using draught excluders (a rolled-up towel works too) can help reduce cold draughts.

## 4. Make the most of daylight

Leaving curtains open during the day lets natural warmth in. Closing them at night helps keep the heat inside.

## 5. Adopt small energy-saving habits

Turning off lights in empty rooms, unplugging devices you're not using, and washing clothes at lower temperatures can all help bring bills down bit by bit.

## 6. Give radiators space

If furniture is in front of a radiator, it can stop

heat moving around the room. A little space can help warm the room more effectively.

## 7. Use rugs on hard floors

Rugs can make a room feel warmer by reducing the amount of heat lost through hard flooring.

## 8. If you're using temporary heaters

Please keep them clear of curtains and furniture, don't leave them on when you're not in the room, and avoid drying clothes on them. This helps keep everyone safe.

## 9. Avoid homemade heating methods

Things like candle heaters or DIY terracotta pots can be dangerous and are a common cause of house fires. They can also produce harmful fumes. It's best to avoid these completely.

## 10. If your heating or hot water stops working

Call us on 0203 535 3535 so we can arrange a visit to try and fix your issue as soon as possible.

## 11. Please remember to provide access for your annual gas safety check

This check helps ensure your boiler and system are running safely and can spot issues before they become a problem.





# Need support? We're here to help

Managing rising costs can feel challenging, but there are tools and advice available to help you stay on track.

## Could you be missing out on financial support?

Many people are and getting help early can make a big difference. Use our quick, confidential benefits calculator to check what you're entitled to here: [mtvh.entitledto.co.uk/home/start](http://mtvh.entitledto.co.uk/home/start)

## Worried about rising costs?

Planning ahead helps. Try this free budgeting tool to get on top of your finances and reduce stress: [www.moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner](http://www.moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner)

## Struggling with rent or worried you might fall behind?

It's always better to seek support early. We can help you explore options and find advice that works for you: [mtvh.co.uk/support-and-advice/help-with-money-and-bills/money-advice/](http://mtvh.co.uk/support-and-advice/help-with-money-and-bills/money-advice/) or call us on 0203 535 3535 and ask to talk about our money advice service.



MTVH colleague Miriam at Clapham Park Winter Fair, London.



Volunteer at Wallington Food Hub, London.

# Contents insurance

Available now protection from the unexpected with home contents insurance for MTVH tenants and homeowners.

Sign up now and protect what is important to you, thanks to our scheme with Aviva, one of the UK's largest insurers. Winter storms, unexpected leaks, or accidents at home – our exclusively negotiated insurance for MTVH residents has got you covered. Our insurance scheme ensures you can enjoy the winter months without worrying about unforeseen events.

## Benefits:

- Protect your belongings from fire, theft, flood and other risks.
- No excess to pay if you need to make a claim.
- Premiums start at just £1.99 per month\*.
- Choose how much cover you need – between £4,000 to £40,000 – meaning you only pay for what you need.
- For an additional premium, you can choose optional full accidental damage cover.
- You can also insure your belongings away from the home, other optional covers include hearing aids and wheelchairs/mobility

scooters away from the home.

- You can apply to join the scheme at any time, premiums are “pay as you go”.

Damage from mechanical breakdown or wear and tear is not covered.

Find out more information and apply online at [www.mtvh.co.uk/contents-insurance](http://www.mtvh.co.uk/contents-insurance).

\*Price for £4,000 standard cover, includes Insurance Premium Tax (IPT) charged at the appropriate rate. Acceptance restrictions may apply for conviction and claims experience. Terms and conditions apply.

The policy is underwritten by Aviva Insurance Limited, arranged by Aon UK Limited and administered by Wessex Group (WIMS Ltd) who are all authorised and regulated by the Financial Conduct Authority. Aviva Insurance Limited, Registered in Scotland Number SC002116. Registered Office: Pitheavlis, Perth PH2 0NH. FP.TCI.2025.674.SD





# At the heart of the community

## Winter fun at MTVH

Across our MTVH communities, December was filled with festive celebration as residents came together at events including The Cube Winter Fair in Clapham Park and the heart-warming activities at Curzon Court in Derby.

At Clapham Park, the building was alive with music, creativity, and community pride as residents and local organisations shared poetry, singing, ballet, and tap dancing. Young people enjoyed gaming upstairs, while the ground floor buzzed with stalls, delicious food prepared by residents, and a very popular Santa's Grotto.

Meanwhile in Derby, Curzon Court residents and volunteers were featured on BBC Radio Derby as part of the Derby Secret Santa scheme, which brings gifts and companionship to people who might otherwise spend Christmas alone. Listeners heard inspiring stories from volunteers and residents, including a 98-year-old volunteer helping to spread festive cheer, highlighting the kindness and community spirit that define the scheme.

Events like these matter. They bring people together, tackle isolation, and shine a light on the brilliant people making a difference. Across our festive fayres this season, more than 800 people took part, showing just how powerful community connection can be.

*Residents at Clapham Park Winter Fair, London.*



*Residents at Curzon Court being interviewed by BBC Radio Derby.*



## Resident Spotlight

We're proud to share the story of Gulling, one of our residents who recently attended the National Tenant Scrutiny Conference in Loughborough with support from MTVH.



Gulling described the day as "very busy and inspiring." She heard from housing industry leaders, explored ways tenants can communicate better with housing managers, and learned about tools like Tenant Satisfaction Measures (TSMs) to track performance. She also joined two workshops and shared this takeaway:

"Next year, I'd love to bring a colleague so we can cover even more together. Just like the word TEAM stands for:

- T = Together
- E = Everyone
- A = Achieves
- M = More"

Gulling particularly enjoyed the Scrutiny Impact Showcase – a live competition between five resident groups. "It was fantastic! I learned so much in just one day and would recommend it to everyone," she said.

Thank you, Gulling, for representing MTVH and showing how resident voices can make a real impact.



# A Day in the Life of a Housing Operations Manager

Ever wondered what goes on behind the scenes to keep your homes safe and well-managed? Here's a glimpse into the role of Laura, a Housing Operations Manager from the East Anglia/East Midlands region.



## What does a Housing Operations Manager do?

My job is to make sure our housing services run smoothly. I oversee tenancy management, compliance, and safety, and support our Local Housing Managers (LHMs) so they can provide the best service to you.

## What does a typical day look like?

No two days are the same! I might start by checking reports and compliance, then move on to supporting Local Housing Managers with complex cases or urgent issues like repairs or safeguarding. I also spend time planning improvements and making sure our teams have everything they need to help you, our residents.

## How does my work make a difference for residents?

Everything I do is focused on making sure you feel safe and supported in your home. From resolving issues quickly to improving services,

my role helps create a positive living experience for all our residents.

## A favourite success story?

One moment that really stays with me was supporting a Local Housing Manager who was helping a resident overwhelmed by hoarding and feeling isolated. By working through the case together, we agreed small, manageable steps they could take with the resident such as gently clearing items that were no longer needed so the space became safer and easier to use.

Seeing the Local Housing Manager work with the resident to help them regain their confidence and improve both their home and wellbeing reminded me how important the right operational support can be.

## How do you help keep residents safe from fire risks?

My role is to make sure fire safety actions for the housing team are completed and properly recorded. When assessments identify issues like blocked exits or items in communal areas, I support Local Housing Managers to resolve them quickly. I also keep oversight of all actions to demonstrate compliance and ensure managers have the support they need.

If you'd like to learn more about our Housing Team, you can watch a day in the life of a Local Housing Manager at MTVH online here: [youtube.com/watch?v=CZErHxxoXmY&t=4s](https://youtube.com/watch?v=CZErHxxoXmY&t=4s)



# Thank you for your feedback

When planning this newsletter, we asked our Involved Residents Database what topics matter most to them. Thank you to everyone who completed the survey and shared your ideas, your input helps shape what we include.

If you'd like to join our Involved Residents Database, please visit or visit [mtvh.co.uk/contact-us/share-your-voice/share-your-voice-register-your-interest/](https://mtvh.co.uk/contact-us/share-your-voice/share-your-voice-register-your-interest/)

Residents on this database can choose how they'd like to take part, such as responding to surveys, taking part in scrutiny reviews, reviewing important documents and many more.

Alternatively, if you have any feedback on this particular edition or have a good news story you'd like to share with us, please email [residentcommunications@mtvh.co.uk](mailto:residentcommunications@mtvh.co.uk)



## MTVH Online reminder

Did you know you can manage your home quickly and easily using MTVH Online? It's our secure digital service that lets you take care of everyday tasks without waiting on the phone.

### With MTVH Online, you can:

- Report and track repairs
- Check your rent balance and make payments
- Update your contact details
- View important documents

### Why use MTVH Online?

- Convenient – Available 24/7 from your phone, tablet, or computer.
- Fast – No need to wait in a call queue.
- Secure – Your information is protected.

Signing up is simple and free. Register or log in today: [www.mtvh.co.uk/mtvh-online](https://www.mtvh.co.uk/mtvh-online) If you're having problems registering, fill in the MTVH Online support form and a member of our team will be in touch: [www.mtvh.co.uk/contact-us/mtvh-online-enquiry/](https://www.mtvh.co.uk/contact-us/mtvh-online-enquiry/)



# Ways to get in touch

## CONTACT US IF YOU WANT TO



Make a payment



Request repairs



Update your contact / personal details



Make enquiries

## 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. More than 1 in 3 MTVH residents use MTVH online. Visit [www.mtvh.online](http://www.mtvh.online).

## CALL US

From 8am – 6pm, Monday to Friday our phonelines are open with support for emergencies available 24 hours 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. Call us on **0203 535 3535**

## WRITE TO US

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

## FIRE AND BUILDING SAFETY

If you have any questions or concerns about fire and building safety, please contact our Building Safety Team directly by completing the contact form on this webpage: [www.mtvh.co.uk/contact-us/contact-us-about-fire-and-building-safety/](http://www.mtvh.co.uk/contact-us/contact-us-about-fire-and-building-safety/)

The screenshot shows the MTVH website's contact page for fire and building safety. The header includes the MTVH logo, a search bar, and navigation links for 'About us', 'Careers', 'Investor relations', and 'News'. Below the header, there are links for 'Manage your home', 'Find a home', 'Support & advice', 'About us', and 'Contact us'. The main content area has a purple background with the heading 'Contact us about fire and building safety'. Below this, there is a form with a note: 'Use this form to contact us about fire and building safety. We'll respond within 5 working days.' The form includes a 'Required' section with the question 'How can we help?' and two radio button options: 'Ask a question about a building' and 'Request building or fire safety information'. There is also a 'Sections' section with two radio button options: 'How can we help' (selected) and 'Your contact details'. A 'Continue' button is at the bottom of the form.