

MTVH newsletter



For residents living in keyworker accommodation

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Customer satisfaction

Since April 2025, we've been asking residents to take part in the government's National Tenant Survey.

Between January and March 2026, 75% of you said you were satisfied overall. This is slightly down from the previous quarter; we have identified a few areas of how we can improve including regular spot checks with our cleaning teams and improving communication regarding follow up repair works.



Laundry price increase

As of the 1 April 2026, and in line with our contract with Washco, the vend prices for the washers and dryers went up by 10p each.

Despite the increase, we believe this still offers value for money especially as it includes the detergent.

Change of details or circumstances

If any of your circumstances have recently changed, please let your local office know. This might include updates to your contact information, next of kin details, or any changes to your health.

We understand that life doesn't stand still, and sharing these updates helps us support you in the best and most appropriate way. Thank you for taking the time to keep us informed – it really does make a difference.

Heating season

As per last year, all our communal heating will be switched off from 1 May 2026 until 30 September 2026. If the temperature goes below a certain level (outside temperature of 16 degrees Celsius or below), the heating will automatically switch back on again. If you have a domestic boiler within your flat, this will not be affected.



FRIMLEY

Recent fire safety works

Thank you for your patience while fire safety works were carried out. Your cooperation allows MTVH to maintain properties to the highest standard and in line with current legislation.

Visitor parking

Please use the web address and discount code given to you when you moved in for purchasing discounted parking for your visitors. This discount is valid only in the spaces marked with a white 'V'. Your visitors risk receiving a parking fine if they don't purchase discounted parking. Please speak to Suzy if you need any more information.

HEATHERWOOD

Communal redecorations

Our contractor has recently started work on repainting the communal areas of your accommodation blocks. Areas being painted include the communal hallway, stairs, corridors, landings and room entrance doors. Please make sure all the communal areas are free of your personal items. Tracey will keep you updated and provide details of the exact dates your building is to be painted.

New front doors for Rowan House flats

MTVH is planning to replace all the front doors during the financial year 2026/27 to ensure they are compliant with current fire regulations. This means your front doors will not be painted as part of the communal redecorations currently taking place.

Bike stores

Tracey will be removing unused and abandoned bicycles from

the bike stores over the next few months to free up more space for those wishing to use them. Please inform us if you currently have a bike in the bike stores.

Royal Ascot

Royal Ascot takes place from 16 June to Saturday 20 June. During this time the access gate to the side of 1-4 Rowan House will be closed. Unfortunately, you will have to go the long way round to reach the High Street. Apologies for any inconvenience.

NUFFIELD

New furnishings for single rooms

We have recently had one room fitted with new furniture in Mary Powell House. The furniture is modern, durable and looks nice. If you'd like to see the newly-furnished room, please contact Richard in the office to arrange a viewing. We will gradually be refitting many of the single rooms over the next year.

QUEEN VICTORIA

Rubbish issues

We've been having some rubbish issues due to West Sussex County Council changing from a weekly general waste collection to a weekly collection for general rubbish, recycling and food waste.

Sean has been liaising with the council about the changes, but their view is that there are enough waste bins on site if everyone recycles correctly using the two large recycling bins by the bin stores.

Items that can be recycled include: paper & card; foil; plastic bottles & containers; metal cans & aerosols; cartons; glass bottles & jars.

Please note NO plastic bags are allowed, so please ensure your recycling goes in loose or in paper bags. Cardboard boxes should be flattened. Please do not put household waste or food waste in the recycling bins.

There are food caddies in each kitchen with biodegradable liners. The cleaners will empty them once a week into the large green food waste bin located at the bin store between houses 3 & 4. However, if the caddy is full between the cleaners' visits, please deposit the full bags in the green food waste bin and put a new liner in the caddy.

STOKE MANDEVILLE

Kitchen hygiene and shared spaces

Please remember to keep shared kitchens clean and tidy. Wiping surfaces, clearing fridges and emptying bins helps prevent pests and keeps the space pleasant for everyone to use. Thank you for helping to maintain a welcoming communal area.

Swap your old lamp for a new one

Residents can now swap their old lamps for new ones. Just bring your old lamp to the office and Lily will provide you with a replacement.

Quiet enjoyment and respecting neighbours

We've had a rise in noise complaints recently, so please be extra mindful during early mornings and late evenings. Small steps like keeping music and voices down during these times, and being careful when closing doors, help everyone enjoy a more peaceful living environment.

If you would like to talk to us about any of the topics discussed in this newsletter, please contact your local Accommodation Office.

You can find their contact details on site or on our website at www.mtvh.co.uk