

Customer satisfaction

Since April 2025, we've been asking residents to take part in the government's National Tenant Survey. Between April and June 2026, 87.5% of you said you were satisfied overall. This is an increase of over 10% on the previous quarter; however, we have identified a few areas where we can improve. These include better communication regarding follow up works on repairs, as well as committing to getting repairs completed quicker where possible.



Change of details or circumstances

If any of your circumstances have recently changed, please let your local keyworker accommodation 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.

Renters' Rights Act and what it means for keyworker residents

Phase 1 of The Renters' Rights Act 2026 came into force on 1 May this year. However, this only applies to private landlords. Phase 2 is due to be implemented in October 2027. When this happens your Assured Shorthold Tenancy will automatically become an Assured Periodic Tenancy.

You will not need to sign a new tenancy agreement, but MTVH will send you a formal notification which should be retained with your existing tenancy agreement. With the pending abolition of no-fault evictions, new grounds for possession will apply. We will keep you informed when more details are confirmed.



FRIMLEY

Building security

Unfortunately, Suzy is still finding doors unlocked. For your security and that of your flatmates, please ensure you lock the doors and ensure that main entrance doors are closed behind you.

In addition, any works that need to be carried out will be booked by Suzy via email so please do not provide access to contractors that knock on your door or ring the bell. Thank you for helping us keep the building safe.

Laundry room etiquette

Please familiarise yourself with the laundry room etiquette posters displayed in the laundry room. There are laundry baskets on top of the machines so if you do need to use a machine and someone's washing is in there, please carefully remove it from the machine and put it in one of the baskets provided. Do not remove these baskets or any of the airers, irons or ironing boards from the laundry room.

HEATHERWOOD

New kitchens for Rowan House

Our contractor CBM Group Ltd commenced work on replacing the remaining kitchens in Rowan House on 22 June. Thank you for your patience during the completion of this work and we hope you enjoy the new spaces.

New gardening contractor

A new gardening company, Groundscapes Ltd, has taken over the responsibility for the ground's maintenance on the site from 1 July. Please let Tracey know if you have any feedback, suggestions, or thoughts on the work they carry out.

Parking

As you are aware, parking is always an issue on site and there has been no movement on the current parking bay waiting list. Anyone without a parking permit who chooses to park on site, either in a marked parking bays or on the yellow lines does so at their own risk. MTVH staff cannot get penalty notices cancelled so residents must follow the appeal process directly with our parking contractor PCM Ltd.

Bin stores

A polite reminder to please flat pack any cardboard boxes for the recycling bins and not to dump any personal items in the bin stores. These should be disposed of by you at one of the local household waste and recycling centres. Thank you for helping keep the bin stores tidy.

Communal redecorations

Our contractor, Ian Williams, has recently completed the work on repainting the communal areas of your accommodation blocks. We hope you agree that this has helped freshen the areas up. Thank you for your patience and understanding while this work was being done.

NUFFIELD

BBQ available in the garden

We now have a charcoal BBQ in the rear garden behind Sturges House for the use of all residents. You will need to supply your own charcoal and food to cook. Please clean it after use and put the cold ashes in the bins and not in the garden.

QUEEN VICTORIA

Rubbish issues

We continue to have waste and recycling problems. Please do

not overload the waste bins in your kitchen and if your bin bag is full before the cleaners' weekly visit, please tie it up, remove it, and place it in the black lidded general waste bins in the bin stores. The cleaners have left spare black bin bags in each bin for you to use.

Please only place clean items in the green lidded recycling bins in each kitchen, and refer to the poster for the items you can recycle. If these recycling bins are full before the cleaners visit, then please empty them into one of the large recycling bins in each bin store.

Please do not place items such as clothes and suitcases in the recycling as they are not permitted items and will result in the council refusing to empty the bins. If you have large items or clothes, please take them to the East Grinstead Waste and Recycling Centre on Imberhorne Lane.

STOKE MANDEVILLE

New kitchens for Oakfield House

Our contractor started this work on 30 June, and all 12 kitchens are due to be completed by the end of July. Thank you for your patience while this work is being carried out. The remaining 12 shared kitchens in Bedgrove House are due to be replaced next year and we will continue to keep you updated on this.

Kitchen bins

As the weather is getting hotter, please ensure the bins are taken out daily to reduce the risk of pest problems. This is for the safety and comfort of you and your neighbours.

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