

Customer Council Meeting

Date and venue: 30 May 2026 – Online
Time: 11:00

Present

Customer Council

Member 1 (M1)	Customer Council Chair
Member 2 (M2)	Customer Council Vice Chair
Member 3 (M3)	Customer Council Member
Member 4 (M4)	Customer Council Member
Member 5 (M5)	Customer Council Member
Member 6 (M6)	Customer Council Member
Member 7 (M7)	Customer Council Member
Member 8 (M8)	Customer Council Member

Guest Speakers

Mel Barrett (MB)	MTVH Chief Executive
Vicky Bywaters (VB)	Director of Strategic Planning
Michelle Mansfield (MM)	Director of Customer Experience
Darren Sullivan (DS)	Data Protection Lead
Kathryn Shelton (KS)	Project Manager for STAIRs
Sasha Green (SG)	Group Product Manager (Digital)

Customer Voice Team

Lynda Davis (LD)	Head of Customer Voice
Katy Gaulton (KG)	Customer Influence & Engagement Manager
Megan Gee (MG)	Customer Influence & Engagement Manager
Ashley Pendered (AJP)	Customer Engagement Coordinator

Agenda

Item No.	Time	Item Name	Owner
1	11:00	Welcome, note of attendance and introductions	M1/M2
2	11:05	Minutes of previous meeting, action log review	AJP
3	11:10	CSC update including G15 Residents' Group update	M1/LD/M2
4	11:20	Regulation Update – STAIRs co-planning session	AJP/KS/DS/SG
12:10 Break			
5	12:20	Update from Mel Barrett, Vicky Bywaters •MTVH 2030 •Fit for the Future update •Regulatory inspection action progress	MB/VB
12:55 Lunch			
6	13:25	Customer Voice Framework update: •Website refresh •Terms of Reference •Recruitment •Team Structure	LD
7	13:40	Workshop - building our forum Terms of Reference	All
14:10 Break			
8	14:20	Workshop feedback – key themes and insights	All
9	14:50	AOB/Payment update	All
10	15:00	Close	-

Actions

Requester	Detail	Owner
M1, M8 & M7	Expressed interested in the Safer Building walkaround with managers. Once final participation numbers are confirmed this will need to be organised.	AJP/SallyAnne Lees
M1	Asked if we could investigate when and what communications will be shared surrounding Safer Building works and M1's block and other blocks on the list.	SallyAnne Lees
M7	Asked if we could arrange a meeting with the staff member responsible of remediation of M7's block as work has been ongoing for 5 years and there is not enough information or updates coming from MTVH.	Suzanne Horsley/Luke Wille
M2	Highlighted from Customer Services Committee (CSC) that it would be good for MTVH to provide a briefing paper on Awaab's Law Phase 2 and what this means.	Kyle Foulds
Customer Council	Members wish to know exactly what Service Charge related information will be made readily available through Social Tenants Access to Information Requirements Standard (STAIRs) and feel this should include things like; full breakdowns, itemisations, justifications of cost increases, proactive explanations, how contracts are negotiated, actual cost figures and reasons these change year-on-year. Further requesting for this to be in a easy to understand format, upfront and proactive, not request based.	Martin Brown/ KS/SG
Customer Council	Planning and scheduling of future Customer Council meetings and resident engagements need to be mindful of significant religious and cultural calendar dates and avoid these wherever possible.	AJP/MG
Customer Council	Following the Terms of Reference Workshop, the Customer Council would like to know why MTVH cannot allow a resident in active legal dispute on a resident forum.	LD

*Our aim is to complete all agreed actions above within 28 days of the minutes being issued. As the minutes were issued on 8 June 2026, all actions are due for completion by 6 July 2026. If that is not possible, the Customer Council must be provided with an explanation by the completion date detailing why and when they will be completed.

Minutes

Item	Comments	Owner
1	Welcome, note of attendance and introduction	
	M1 gave a warm welcome to Customer Council members, guest speakers and Customer Voice Team	M1
2	Minutes of previous meeting, action log review	
	AJP confirmed that all actions from the 17 February 2026 meeting are now complete. A small number of actions from November 2025 remain open, but these are linked to planned presentations later in the year, including Dynamic Resource Scheduling, Awaab's Law, and the Regulatory Inspection Response. AJP asked whether members remained interested in attending a Building Safety walkaround with managers. M1, M8 and M7 all confirmed they would like to take part. A follow-up will be sent to confirm wider availability before organising. M1 raised a concern about communication around Safer Building works. She explained her block is listed for remediation, but she only became aware of this through a conversation at a conference, rather than through formal communication. She stressed that if she wasn't aware, it is likely other residents are not either. AJP apologised and confirmed this would be investigated, including: • why communication had not been shared • when residents will be informed • what communications will look like going forward M7 spoke about her own experience of remediation works in her block, which have been ongoing for five years, during which she has been unable to return home. She explained she has had limited updates and that other residents are also struggling to get clear information. She asked for a meeting with the staff responsible for the works. M1 invited MB to respond. MB acknowledged the situation and confirmed it would be looked into, noting the responsible Director is currently on paternity leave. He reflected that building safety is a complex and evolving area nationally, but agreed the key issue raised was communication.	AJP

	He added that: • MTVH needs to listen more closely to what residents need to hear • communication approaches may need to change • a digital-first approach may not always work for everyone	
3	CSC update including G15 Residents' Group update M2 shared updates from the Customer Services Committee (CSC) meeting held on 6 May 2026. He highlighted: • A £13.5 million investment into property and maintenance • Ongoing preparation for Awaab's Law Phase 2 (October 2026) • Review of the Customer Service Risk Register, with no major changes • Regular performance and complaints reports were also reviewed. M2 noted a positive improvement in reporting, with more context provided rather than just data, making it easier to understand the impact on residents to help have more informed conversations. He also referenced a Housing Ombudsman case involving severe maladministration, noting that although it was a difficult case, it was encouraging to see how learning had been applied to improve outcomes and prevent recurrence. M1 agreed, highlighting that reports now better reflect lessons learned and resident impact, which felt more meaningful. The group also discussed inflation and financial pressures, with MTVH planning to improve how it communicates: • how money is spent • what services can and cannot be delivered • what this means for residents G15 and wider engagement M1 shared updates from her involvement in external groups:	M2/M1

	• Meeting with the Regulator of Social Housing, focusing on simplifying the language used in regulatory reports and reducing jargon • Attending MHCLG strategy sessions to help shape policy • Participating in roundtables on tackling stigma in social housing, alongside sector leaders She emphasised her intention to continue representing residents at a national level to ensure lived experience influences decision-making.	
4	Regulation Update – STAIRs co-planning session AJP introduced STAIRs, explaining it is designed to strengthen transparency, accountability and trust, giving residents clearer rights to access information. He explained how STAIRs builds on existing legislation, including: • Freedom of Information principles for council housing (but not applicable for social housing) • Social Housing Act 2023 ensuring MTVH is held to account and adhering to legislation • Tenant Satisfaction Measures influence how we listen and act shaping reform • Data Protection legislation ensures no information is withheld unless in line with GDPR Phase 1 – Publication Scheme (October 2026) KS explained that MTVH will publish key information on a dedicated STAIRs webpage, including: • strategic decisions • organisational activities • housing management information The aim is to make information: • clear and easy to understand • accessible in one place • proactively available rather than request-based M1 asked if residents would be able to test the website.	AJP/ KS/DS /SG

	SG confirmed usability testing will be carried out with residents to ensure journeys are logical and accessible before launch. Phase 2 – Requests for Information (April 2027) DS explained how residents will be able to submit formal requests: • Requests can be made by residents or authorised representatives • MTVH will respond within 30 days where possible • Extensions may apply for complex requests • Residents can request a review and escalate to the Housing Ombudsman if needed He noted this process will be managed similarly to current data requests and that his team already handles 600–700 disclosures per year, providing confidence in delivery. Resident discussion M7 welcomed the changes but raised strong concerns about service charge transparency, explaining that her charges have increased significantly with multiple revised figures and little explanation. SG acknowledged service charges as a key focus area, confirming the aim is to provide: • clearer breakdowns and itemisation • explanations of how charges are calculated • context to help residents understand value for money M7 added that residents also need visibility of: • estimates vs actual costs • how contracts are negotiated • reasons for cost changes M8 noted that service charges are complex and suggested starting with: • basic, clear breakdowns • then building further transparency over time	
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	M4 raised accessibility concerns and asked how MTVH will support residents who may struggle with written information, suggesting: • videos • simple guides • improved search functionality SG confirmed: • accessibility standards (AA) will be maintained • search functionality will be improved • alternative formats, including videos, will be explored M5 strongly emphasised that: • transparency must be proactive, not request-based • systems should be simple and intuitive • good design should mean residents don't need additional guidance He also highlighted the importance of: • search engine optimisation (SEO) • better metadata so documents can be easily found SG agreed improvements are needed and confirmed this will be developed. M7 asked about resourcing and response volumes. KS explained requests will be tracked through CRM systems to monitor demand and ensure appropriate resourcing. DS reassured the group that his team already manages high volumes of data requests and is equipped to deliver STAIRs requirements, including keeping residents informed if delays occur.	
	Break	
5	Update from Mel Barrett and Vicky Bywaters M1 welcomed everyone back from the break and handed over to MB & VB for the next session on MTVH 2030 and Fit for the Future update.	MB/ VB

	MTVH 2030 MB and VB presented the MTVH 2030 strategy. VB explained the strategy was developed through extensive engagement with residents and colleagues and launched on 12 May 2026. She described it as one of the most rewarding pieces of work she has been involved in. Key themes from feedback • Residents want simpler processes and clearer communication • Language should feel more relatable (for example, increased use of “resident”) • Services should be easier to access and understand VB emphasised that the strategy is structured around: • Your home, Your service, Your future She explained that the focus is not just on setting ambitions, but on ensuring: • clear measures of success, visible progress and tangible improvements for residents Measuring progress M1 asked for clarification on some measures, which VB explained in more detail, including: • Number of homes handed over – This figure is when new homes are built or redeveloped and keys are handed over to residents. This demonstrates that we are committed to growing and building new homes for our residents. • Social value points – Is a points system we use to indicate contractor contributions. For example when we commission a contract, we pay organisations to deliver services for us but we also have a mechanism whereas part of the contract they are required to give back to communities. An example of this is the provider ‘Vistry’ who are running a Women in Construction jobs fair and training alongside us and Lambeth Council, and this is funded by them. We also have a ‘Match my project’ scheme where resident groups may need equipment, support or training and we match that up with contractors to deliver that.	
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	• Strategic partnership stakeholder satisfaction – Is new and is currently in the development stages. We are working with partners on how we define this measure, but we are expecting this will be a survey that will go out to some of our strategic partners, for example the organisation that does our gas certification, MP's and local authorities to ensure we are a good organisation to work with. M2 raised the Tenant Satisfaction Measure for “listens and acts”, asking about performance. VB confirmed it is currently around 47–48%, below where MTVH wants to be, and improving this is a key priority. He also questioned whether targets were ambitious enough. VB explained targets are carefully balanced between ambition and realism and will be reviewed annually. M7 suggested aiming for 100% across measures, particularly service-related ones. VB agreed with the aspiration but explained the importance of setting achievable targets based on evidence and benchmarking. M7 also asked for clarification on housing delivery figures, which VB confirmed relate to new homes and major regeneration, not re-letting existing homes. Fit for the Future update MB then introduced the Fit for the Future programme, focusing on how MTVH will deliver the strategy. He reflected that while MTVH has committed and hardworking staff, the organisation has become too complex, making it harder to deliver what should be straightforward services. Key changes • Simplifying the organisation (moving away from multiple strategies to one clear direction) • Investing in homes and services (around £15m in maintenance) • Increasing delivery of new homes (towards 1,000 per year) • Improving systems, technology and processes	
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	He also highlighted a strong focus on organisational culture, including: • supporting staff to perform at their best • improving collaboration • reducing duplication across teams Building on colleague capabilities MB explained that MTVH is: • working with external specialists (Korn Ferry) • developing internal change capability • creating dedicated transformation and programme team He gave examples of how restructuring will simplify delivery, such as aligning teams working on similar large-scale programmes. Resident-focused outcomes MB emphasised that ultimately this work is about: • improving homes • improving services • making interactions simpler for residents Discussion M7 welcomed the improvements but stressed that communication must be timely, clear and relevant, linking back to earlier concerns. MB agreed, emphasising the need to: • avoid jargon • communicate in a way that works for residents • be honest about challenges and timeframes M7 reiterated the importance of residents being told about key issues at the right time, not after the fact. VB added that a full update on the Regulatory Response Plan will be brought to the September meeting.	
	Lunch	

6	Customer Voice Framework Update	
	LD provided an update on the Customer Voice Framework refresh. She explained that Customer Council is currently the only formal resident panel, while new forums are being developed. Website refresh • A refreshed “Your Voice” identity is being introduced • Minutes from formal groups will be published on the website (with names removed for privacy) Terms of Reference • Co-design work is underway with Customer Council • Residents are being asked to help shape tone, clarity and expectations Recruitment • Applications for Forums will open July 2026 • Former panel members will be engaged in June to inform on opportunities to get involved and what the Forums are all about. • New members will receive training to support their roles by September 2026 Timeline • Forums launching late 2026 • Full structure in place by early 2027 • New reviewed Customer Council in place by Q1 2027 Team focus LD emphasised two priorities: • Increasing resident influence • Improving use of resident insight and co-production She also highlighted a strong focus on: • Inclusion and updating the registration form and diversity questions to help us become HouseProud accredited • Accessibility • Engaging a wider and more diverse group of residents	LD

	Members, including M4 and M6 , responded positively to the direction.	
7	Workshop – Building our forum Terms of Reference	
	MG introduced a new carousel-style engagement approach, designed to allow ideas to build across groups while keeping discussions focused. Residents worked in smaller breakout groups reviewing three draft Terms of Reference: National Scrutiny Forum Residents felt: • The document was too wordy and potentially intimidating • Simpler structure for example, bullet points would help • Key terms like scrutiny need clearer explanation • Purpose and role should be clearer surrounding oversight against delivery • Concerns raised about excluding residents with legal disputes • Suggestion to move detailed content to appendices M2 highlighted the need to keep enough detail but suggested creating a simpler summary version alongside the full document. Insight to Action Forum Feedback focused on tone and clarity: • Language felt too directive in places “members will”, “expected to” • Should be more inclusive and engaging as content felt too detailed in places • Purpose was well understood and positively received • Roles, expectations and participation requirements need clearer explanation for the Chair & Vice-Chair • Suggestion to move behavioural expectations into a separate agreement	All

	Fairness and Learning Forum Residents discussed: • The need to clearly define fairness • Expectations around attendance should be strengthened aiming for 100% not 75% • Improving clarity around terms like quorum and term length need explaining • Mixed views on participation of employees and residents in legal disputes • Ensuring policies and expectations are clearly provided upfront M4 noted that smaller group discussions made it easier for people to contribute. MG supported conversations and captured feedback throughout. Following the breakout sessions, AJP brought everyone back together to the main meeting.	
	Break	
	M1 asked whether the group would like to forfeit the break to hear the feedback from the workshop while it's still fresh, all were in agreement.	
8	Workshop feedback – key themes and insights	
	LD, KG & MG each shared feedback from the workshop and the Terms of Reference for the Forum they were reviewing. Themes and takeaways from the workshop • Develop a simplified summary version of the document. • Review and update language to ensure it is clear, inclusive, and customer-friendly. • Provide definitions for key terms within the document. • Clarify roles, responsibilities, and expectations for all participants. • Consider restructuring content, including moving detailed sections to appendices. • Review guidance on fairness, attendance expectations, and participation criteria.	All

	Feedback on the workshop format M7 said the session felt rushed and would have benefited from more time and pre-reading. M1 felt a lot had been achieved in a short time. M8 described it as a useful approach and something he would use in his own workplace. M4 said smaller groups worked well to encourage participation. LD confirmed that materials will be shared in advance next time to allow for more informed discussions and feedback will be used to redraft the Terms of Reference ahead of meeting with the Former Regional Panel members in June.	
9	AOB/Payment update	
	MG shared options for member payments for attending Customer Council sessions and asked for preference over BACS or vouchers. Members were supportive of a simpler approach and opted for vouchers moving forward (except for Chair & Vice-Chair due to Customer Services Committee involvement). M3 asked for reminders on outstanding surveys to be sent out. M1 agreed and asked it be targeted only to those with outstanding surveys to avoid confusion. M1 also shared ongoing work with TPAS, G15 and government to ensure resident payments do not negatively impact benefits, supporting wider participation and so that every voice can be heard. The meeting came to a close with everyone thanking each other for a great session and we look forward to coming together again on the 5 September 2026.	All
10	Close	14:51