

Customer Council Meeting

Date and venue: 5 September 2026 – In-Person / 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
Member 9 (M9)	Customer Council Member
Member 10 (M10)	Customer Council Member

MTVH Guests

Suzanne Horsley (SH)	Executive Director of Property
Nigel Jones (NJ)	Chief People Officer
Dominic Briant (DB)	Director of Neighbourhoods
Biddy Lall (BL)	Talent Manager
Joyce Bridge (JB)	Change Associate

Customer Voice Team

Lynda Davis (LD)	Head of Customer Voice
Katy Gaulton (KG)	Customer Influence & Engagement Manager
Nicki Indcox (NI)	Customer Improvement Manager

Apologies

Megan Gee	Customer Influence & Engagement Manager
Ashley Pendered	Customer Engagement Co-ordinator

Agenda

Item No.	Time	Item Name	Owner
1	11:00	Welcome and note of attendance	M1/M2
2	11:05	Update on Customer Council Memberships	M1
3	11:15	Review of minutes and action log from previous meeting	LD
4	11:25	Customer Services' Committee update	M1/M2
5	11:35	Awaab's Law Phase 2 & Performance Update	SH
	12:25	Break	
6	12:35	MTVH Neighbourhoods Approach – interactive	DB
	13:15	Lunch	
7	13:45	Customer Voice Framework Progress – interactive	LD/KG
8	14:00	Competence & Conduct Policy Review – interactive	NJ/BL
9	14:50	AOB	All
10	14:55	Close	

Actions

Requester	Detail	Owner
M8	Request further analysis from the Customer Services Committee to determine, where possible, whether Anti-Social Behaviour incidents are being caused by residents living within estates or by individuals from outside the estate, following concerns around effectiveness of prevention measures.	AJP
M1	Explore opportunities to extend future building safety, neighbourhood and community facility visits to members of wider resident forums, following positive feedback from the recent walkabout organised by the Customer Voice Team.	LD
All	Monitor progress against the outstanding STAIRS action with Martin Brown and provide an update to Customer Council on delivery against the anticipated April 2027 timescale.	AJP
M3	Review the active damp and mould case including concerns regarding contractor attendance, missed appointments and the subsequent complaint raised.	SH
M5	Investigate concerns regarding the delayed acknowledgement of correspondence relating to a serious building issue and identify why the initial communication was not responded to promptly.	SH
All	Redraft the Customer Council Terms of Reference, incorporating feedback from the Customer Voice Framework workshop, recent legal advice, and return the revised version to Customer Council for review and approval.	LD
M6	Raised that there appears to be a property near her that has been empty for some time and asked for us to look into why this might be.	KG

*Our aim is to complete all agreed actions above within 28 days of the minutes being issued. As the minutes were issued on 15 September 2026, all actions are due for completion by 13 October 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/M2
	M1 gave a warm welcome to Customer Council members, guest speakers Apologies were received from MG & AP	
2	Update on Customer Council Membership	M1
	The council noted the resignation of SA from the Customer Council. He has received well wishes from both MTVH and the group.	
3	Minutes of previous meeting, action log review	LD
	The minutes from the previous meeting were approved without amendment. The Council reviewed progress against the outstanding actions: • M1 provided an update following the Building Safety Walkabout she attended alongside M7 on the 18 August. Explaining that she had toured one of the buildings and discussed fire safety, building safety and lease arrangements. Adding she felt the visit had been reassuring and that the colleagues involved appeared knowledgeable about the building and the issues affecting residents. • SH asked whether meeting the relevant colleagues had given M1 greater assurance. • M1 confirmed that it had and said that she would also welcome the opportunity to meet her Building Safety Manager at her block. • LD noted the value of the visit and suggested that similar opportunities could be opened to members of the wider resident forums. Customer Voice will consider how this could be taken forward. • M7's complaint had been completed and could be closed. • The Awaab's Law Phase 2 briefing had been circulated, with further information to be provided during the meeting. • The customer council agreed the STAIRS-related action remained open. Martin Brown Head of Service Charge had been consulted, however advised that the group required to know what provision is expected to be available by April 2027. Progress will be revisited and monitored. • A cultural calendar is now in place to support inclusive meeting planning. • Following advice from the Head of Legal, the previously discussed exclusion was no longer considered necessary and had been removed from the Customer Council Terms of Reference.	
4	Customer Services Committee update	M1/M2
	M1 and M2 provided an update from the Customer Services Committee meeting held on 29 July. • The Committee discussed how MTVH can continue performing well in a challenging environment, including meeting new legal and regulatory requirements, with a strong focus on understanding customers and their needs. • Key topics included the AI roadmap, service charge transparency and complaints performance.	

	- Complaint volumes have risen, particularly in Repairs, Property Compliance and Housing Services. The Committee received more insight into the causes and will continue monitoring progress. - Customer Voice also updated the Committee, including concerns raised by M1 and M7 that Customer Council members sometimes hear about organisational changes informally rather than through official channels. M1 reported that antisocial behaviour (ASB) demand remains high and cases are becoming more complex. - While ASB case numbers are reducing, resident experiences remain mixed. M1 suggested sharing positive case studies alongside performance data. M9 noted that not all ASB cases can be resolved and stressed the importance of helping residents understand different types of ASB and the limits of landlord intervention. M8 asked whether ASB data distinguishes between incidents caused by estate residents and those caused by people from outside the area, as this could support more targeted prevention measures. M2 confirmed the Committee had received detailed data and demographics but did not believe it identified where incidents originated. M2 agreed to raise the question with the Committee. DB was unsure whether this distinction is currently recorded but felt further insight may be available. M1 also updated the Council on the work of the G15 Resident Group. - The group contributed to consultation on the Better Social Homes paper and the draft London Plan, including housing allocation proposals. - The group met with the National Audit Office to discuss auditing reforms introduced following Grenfell. As a result, MHCLG established a new group that now includes G15 Resident Group representation. - The group also met with the Regulator of Social Housing to discuss the importance of non-stigmatising language when referring to social housing residents, with further meetings planned.	
5	Awaab's law Phase 2 & Performance Update	SH
	SH provided an update on MTVH's implementation of Phase 1 of Awaab's Law and preparations for Phase 2. - Phase 1 introduced new requirements for damp and mould cases, including emergency response times, investigations, completion of works and written communication with residents. - MTVH put new processes, systems and resources in place ahead of the legislation coming into force. SH the strong performance on damp mould and condensation cases was noted. M1 welcomed the significant reduction in live damp and mould cases. - Members discussed case management and performance reporting. M9 asked whether the system could distinguish between completed appointments and delays requested by residents. SH said the current system could not yet do this consistently, although improvements are underway, and acknowledged the impact this has on performance reporting. M8 asked whether all 179 live cases were complex cases. SH clarified that the figure included all work in progress, not just complex cases. Adding that the reduction in case numbers suggested the approach was becoming	

	sustainable. SH said this had been supported by a stable contractor base and greater use of Networks. • SH explained that Phase 2 of Awaab's Law will take effect from 30 November 2026. • The changes will extend investigation and reporting requirements to seven additional housing hazards and widen safety-related repair timescales. • Further system enhancements and automation are being developed to support implementation. • The Council discussed repair response times and reporting processes. • M7 asked how emergency timescales would apply where an unresolved leak became more serious. • SH explained that a leak causing damage would be treated as an emergency, while less urgent cases would be assessed according to the circumstances. • M8 asked whether repairs could be escalated to emergency status if conditions worsened. SH confirmed they could. In addition, highlighted difficulties with reporting non-emergency repairs online and suggested residents may find it easier to secure an appointment once an issue becomes urgent. • M1 asked whether residents could upload photos and videos when reporting repairs. Members agreed there was a need to make online reporting easier and allow residents to provide supporting evidence. • Members raised questions about communication and resident support. • M6 asked how damp and mould in void properties would be recorded. SH requested the property details so the case could be reviewed. • SH advised that additional administrators were being recruited to improve resident communication, with automation and internal audits helping to ensure compliance with statutory requirements. • M1 welcomed the progress but highlighted concerns that increased administrative requirements could reduce resources available for work in residents' homes. • LD acknowledged the need to balance resources and confirmed this was being considered through the Fit for the Future programme. • SH added that some heating contracts had been updated to align with Awaab's Law timescales. • Residents shared experiences of communication and service delivery. • M3 said an active damp and mould case had broken down at contractor stage, resulting in a missed visit and a subsequent complaint. SH agreed to investigate. • M5 raised concerns about delays in acknowledging resident correspondence, referring to a recent serious building issue that required escalation before receiving a response. • SH agreed to investigate the specific case. • M5 stressed that communication delays were a wider issue, with residents often having to chase responses. • LD agreed that communication remained an area for improvement and referred the issue to JB as part of the Fit for the Future work. • SH acknowledged the feedback and welcomed the insight it provided. • The Council also discussed support for residents and future prevention measures.	
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	• M7 asked how MTVH supports residents who struggle to afford heating their homes and may be at greater risk of damp and mould. • SH said specialist teams can help residents access financial support where available, also noting that affordability pressures can lead residents to block ventilation, increasing the risk of damp and mould. • LD confirmed that residents are encouraged to contact MTVH if they are experiencing financial difficulties so that support options can be explored. • M1 asked whether sensors were used in homes. SH confirmed that new damp and mould sensors are currently being tested to provide better insight into property conditions. • M3 also raised concerns that the telephone callback service had recently failed to return calls. SH agreed to investigate the examples raised. • The Council noted overall customer safety compliance, however, there were some areas requiring continued focus. Such as, fire door inspections and remedial works, building safety certification, completion of safety cases and maintaining valid stock condition surveys.	
6	MTVH Neighbourhoods Approach	DB
	DB presented MTVH's emerging Neighbourhoods approach and explained how it supports the MTVH 2030 strategy. He explained that a resident's neighbourhood connects the three strategic themes of Your Home, Your Service and Your Future. The ambition is to create safe, high-quality neighbourhoods shaped with residents, supported by excellent services and strong local partnerships. DB outlined three broad areas of accountability: • Maintaining neighbourhood standards and services. • Leading and coordinating local investment and partnership activity. • Improving standards in new neighbourhoods and ensuring places are designed and managed to last. Adding that the approach was being developed through co-discovery and that resident views would be important in defining what a neighbourhood means and what MTVH should prioritise. • M1 asked whether MTVH would consider both investment needs and the underlying causes of neighbourhood problems, with residents and partners involved in that work. • DB confirmed that this was central to the approach. He said that the purpose was to improve coordination across services, work with partners and residents, and understand how issues within neighbourhoods could be addressed collectively. Explaining that MTVH planned to build 6,000 homes but did not want development to focus only on constructing properties. The organisation also needed to understand whether developments worked in practice, were sustainable and were convenient for residents to live in. • M3 asked for an example of a development where this approach had been successful. • DB referred to City Island, highlighting its sense of identity and history, ease of navigation, provision of shops and open space, and opportunities for children to play. He said these features contributed to people enjoying living there.	

	• M1 emphasised that residents should be involved at an early stage in the design of new neighbourhoods. • DB explained that the existing quality and appearance of neighbourhoods varied considerably. Some places were well maintained, while others appeared tired or had not received sufficient investment. He highlighted the imbalance between spending on reactive problems and investment in improvements. More than £2 million had been spent on matters such as fly-tipping, abandoned vehicles and vandalism, compared with approximately £250,000 on improvement activity. He said he wanted to explore how funding could be redirected towards long-term improvements rather than repeatedly responding to problems. • M2 asked how communal electric vehicle charging could be introduced in older stock where the required infrastructure was not already available. • DB explained that government funding and partnership models may provide opportunities. Under potential arrangements, delivery partners could manage the infrastructure while MTVH provided access to land. DB said this would need to be developed as a properly planned project, supported by financial stability rather than a reactive approach. EV charging requirements were already being considered for new homes, and there may be an opportunity to reinvest income generated through future arrangements. The Council then took part in a group activity to discuss the developing neighbourhoods approach and were asked for feedback on the following questions: 1. What new approaches could improve pride in neighbourhoods? 2. What are we already doing that works well and should be continued? 3. What current approaches, services or issues are holding your neighbourhood back and need to change? 4. What should we measure to make sure neighbourhood improvements are delivering real benefits for residents The output from the activity will be provided to DB to inform the continuing development of the Neighbourhoods approach.	
7	Customer Voice Framework Progress - interactive	LD
	LD provided an update on the development of the new Customer Voice Framework. The Council heard that recruitment is nearing completion and work is underway to establish community networks and engagement opportunities that make it easier for residents to influence services and decision-making. The framework has been co-produced with residents and introduces a structured five-step approach that enables them to influence what we do. These steps are: • Co-discover • Co-design • Co-deliver • Co-evaluate • Co-plan	

	LD explained that success measures are being developed to assess outcomes, effectiveness, recommendations and overall impact. Annual effectiveness reviews will provide an opportunity to evaluate how successfully customer influence activities are driving change. Members participated in a workshop activity exploring the future Terms of Reference for Customer Council. Feedback gathered during the session will be reviewed and incorporated into a revised draft, which will be brought back to a future meeting.	
8	Competence & Conduct Policy Review	NJ/ BL
	NJ and BL introduced the Competence and Conduct Standard and explained that the policy had been developed following several major incidents across the housing sector over the last decade. The standard is intended to ensure housing staff have the appropriate knowledge, skills and behaviours required to deliver safe and effective services to residents. Explaining that the qualification requirements are designed to support colleagues and raise professional standards across the housing sector. MTVH's intention is to empower employees and provide the necessary support for them to achieve the required qualifications and standards. • M1 welcomed the focus on learning and development and commented that the qualifications would be particularly beneficial for people who are new to the housing sector. However, she questioned how MTVH would approach colleagues who have worked within housing for many years and already have extensive experience. • NJ acknowledged this challenge and explained that MTVH is working within government guidance and regulatory expectations. He said the organisation has a responsibility to support colleagues to gain the qualifications and would provide help and guidance throughout the process. • M8 asked what support would be available to employees undertaking qualifications and expressed concern that organisations could lose experienced staff if sufficient support was not provided. • NJ responded that there is flexibility within the framework and that MTVH is exploring a range of training providers and assessment methods. Qualifications will not necessarily rely solely on examinations, and reasonable adjustments can be made where required. He stressed that the objective is to help colleagues succeed rather than create barriers or lose talented people from the organisation. • M2 asked whether MTVH anticipated any recruitment or resourcing challenges as the standard is implemented and whether the requirement for qualifications could make it more difficult to recruit into certain roles. • NJ said it was still too early to fully understand the longer-term impact but acknowledged that it may present challenges in some areas. He explained that the organisation's focus is on supporting existing colleagues through the transition and helping them achieve the required standards. Over time, he anticipated that more people would join the organisation already holding the relevant qualifications. • M2 commented that, although there may be challenges initially, the requirement should help future-proof the sector and raise professional standards consistently across housing providers. • NJ agreed and said that other regulated sectors have already gone through similar transitions. He added that resident engagement is an	

	important part of the process because residents should have confidence that services are being delivered by skilled and knowledgeable housing professionals. • M1 asked how residents would know what to expect from a colleague who has completed the qualification and what practical improvements residents should see as a result. She also questioned how those improvements would be measured and monitored. • JB commented that she is currently undertaking a Level 5 housing qualification herself and agreed that it would be useful to explain to residents what is included within the training and how it links to service improvements. • M1 noted that every landlord would be aware of which staff groups are required to undertake the qualification and requested greater visibility of how the new standards would improve customer outcomes. • NJ explained that MTVH has undertaken a detailed review of job descriptions and responsibilities and mapped these to the qualification requirements. The next stage is to identify which colleagues need to commence qualifications first and determine the most appropriate route for achieving compliance. • M2 asked whether MTVH had identified how many colleagues would ultimately be in scope of the standard. • BL advised that the numbers continue to be refined as the mapping exercise progresses. She explained that MTVH is not relying solely on job titles, as practical responsibilities may differ across teams. Current estimates indicate that approximately 350 colleagues across Property and Customer Services are likely to be in scope. She noted that these areas are being prioritised due to the nature of the services delivered and associated regulatory risk. • NJ added that some colleagues may already hold the necessary qualifications, reducing the overall requirement. He also clarified that employees do not need to be fully qualified within three years but must be actively working towards the required qualification during that period. The associated cost of training and development has been incorporated into MTVH's Learning and Development budget and will form part of a wider talent development approach. • M6 asked whether NJ believed the introduction of the standard would ultimately improve the resident experience. • LD responded positively and said the framework would provide a clearer professional development pathway for colleagues. She felt the qualifications would strengthen capability, consistency and confidence across housing services, which should translate into a better customer experience for residents. • M1 suggested that Customer Council could help shape how success is measured from a resident perspective and identify indicators that would demonstrate whether the programme is delivering meaningful improvements. The Council then took part in a breakout discussion to review key aspects of the policy and provide feedback. Feedback gathered during the session will be collated and considered as part of the policy review process. LD confirmed that all recommendations and feedback received from residents would be reviewed against four key criteria before any changes are adopted: 1. Whether the proposal is operationally achievable.	
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	2. Whether it is financially viable. 3. Whether it is permitted within the regulatory framework. 4. Whether it creates any equality or fairness implications. LD assured members that where a recommendation cannot be implemented, the reasons would be clearly explained and fed back to residents.	
9	AOB	All
	No additional business was raised.	
10	Close	
	There being no further business, the Chair thanked members for their contributions and closed the meeting at 14:55.	