

Improving your homes and services, investing for the future

Residents Report 2025-2026



Cover image: SO Resi homeowners, SO Resi Cambourne, Cambridge

This report has been shaped by the feedback, ideas and experiences shared by residents. Thank you to everyone who contributed.



SO Resi homeowners, SO Resi Hayes, Hillingdon, London



Residents at International Women's Day celebrations, Clapham Park Cube, London

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Chief Executive's introduction

Introduction

When I joined MTVH as Chief Executive in the Autumn of 2024, I made a commitment that listening to our residents would be at the heart of how we work. This year's report is all about how we are improving your homes and services for now and the future based on what you have told us matters most to you.



You told us you want homes that are safe, well maintained and somewhere you feel proud to live. That you can get the help you need when something goes wrong and that you feel listened to when you tell us what could be better.

We have used your feedback to shape our new strategy, MTVH 2030. At the heart of MTVH 2030 are three commitments: investing in your homes, improving our services to you, and building the homes and neighbourhoods to meet the needs of existing and future generations.

This year, residents have also helped shape decisions about housing nationally. Through the G15 Residents' Group, you shared your experiences directly with government and housing leaders, helping to influence discussions on the future of social housing. MTVH resident Pamela Newman is Co Vice-Chair of the group.

We have also continued to support young residents to have their say. Through our Young Residents in Partnership programme, young people have helped improve services, contributed to national housing conversations and led projects in their local communities.

Over the past year, we have been making changes to improve your experience. For example, a new video call service which helps us to more accurately diagnose the repair required before our team attends your home. This innovation has been used by more than 7,000 residents this year already and feedback has been overwhelmingly positive.

In the last year, we are also proud to have delivered a record-breaking 1,318 new homes of which over 90% were new affordable homes. At the same time, we

know that far too many people are struggling to find an affordable place to call home. That's why we will work in partnership with national, regional and local government, developers and community partners to build 6,000 new homes by 2030 to help solve the country's housing crisis.

At a time when high house prices are beyond the reach of many and rising rents in the private sector make it hard to be able to live in a decent home, we are continuing to support people taking their first step onto the housing ladder through shared ownership.

A secure and comfortable home is the foundation to living well, but it is just the start of our long-term partnership with you. Our teams remain in your communities providing services and support to help with immediate cost of living pressures and longer term opportunities to thrive.

For example, in the past year we invested in nine community centres as important hubs for local communities, secured £3.7m of financial savings for residents through money advice, and helped over 50 residents find employment or set up their own businesses.

I am optimistic about our ability to deliver on our vision that "Everyone should have a decent home and the chance to live well." We have a clear plan, strong foundations, and most importantly, the insight and involvement of residents helping to guide us.

Thank you for continuing to work with us as we build new homes, stronger communities and deliver a better experience for our residents. ■

Mel Barrett
Chief Executive

Resident Customer Service Committee Member Foreword

Welcome

As Chair of the Customer Council, Resident member of the Customer Services Committee, and Vice Chair of the G15 Residents' Group, I am pleased to introduce this year's Annual Residents Report.



Our Customer Council's role is to make sure every resident is able to have their say about the future of MTVH and the issues that affect them. That means designing services not just for residents, but with them — and we are proud of the progress made this year in working more closely together.

One of the most significant achievements has been our contribution to the development of the refreshed Customer Voice Framework. Residents worked alongside colleagues to help create a more inclusive and meaningful way of engaging residents, ensuring that resident feedback is not only heard but actively influences decisions and drives improvement.

This framework represents an important step forward in making resident involvement part of how MTVH works. We also set up new resident groups to make sure your voice is heard at every level including the National Scrutiny Forum, Insight to Action Forum and Fairness and Learning Forum. The feedback from these groups all makes its way to the senior leaders in the organisation.

We have also helped shape the future of resident engagement through the development of new panels, forums and involvement opportunities. These will create more accessible and flexible ways for residents to participate, ensuring that people from all tenures, backgrounds, ages and communities can share their views and help influence the services they receive.

Throughout the year, the Customer Council has continued to review performance, scrutinise services, and bring resident experiences into discussions at the highest levels of the organisation. We have celebrated successes, challenged where improvements are



As we look ahead, we remain focused on ensuring that MTVH's vision is shaped by residents.

needed, and worked collaboratively to ensure that what matters most to residents remains front and centre.

I would like to thank all the residents who have shared their experiences, ideas and feedback throughout the year, and everyone who helped shape this report through their contributions and insight. Your voices are making a difference, and we encourage you to keep getting involved.

I would also like to thank fellow Customer Council members and MTVH colleagues for their commitment to working in partnership and their willingness to listen, learn and act.

As we look ahead, we remain focused on ensuring that MTVH's vision is shaped by residents — not just its services, but the decisions that affect their homes, communities and services.

Together, we are building a stronger culture of engagement, accountability and trust, helping MTVH become Fit for the Future and an organisation where every resident voice matters. ■

Pamela Newman

Chair of the Customer Council, Resident member of the Customer Service Committee, and Vice Chair of the G15 Residents' Group

Who we are

MTVH (Metropolitan Thames Valley Housing) is one of the UK's leading providers of affordable housing and support services for communities who need it most.

Our founder, Lady Molly Huggins, believed that a home should offer dignity, hope, and a sense of belonging, not just a roof over your head. Her belief still guides us today. Our aspiration is to provide homes that give our residents safety, comfort, and the foundations to live well.

That purpose remains at the heart of who we are as it did when Molly Huggins founded MTVH to house the Windrush generation in 1957. ■

Organisational values

Our values – Dare, Care, Collaborate and Own – shape how we deliver our mission and vision, helping us to continue improving services for our residents.



Dare. Find better ways.

We stay curious, try new ideas, learn from experience and make informed choices.



Care. People first.

We treat everyone with respect, listen, act and keep people safe.



Collaborate. Work as one.

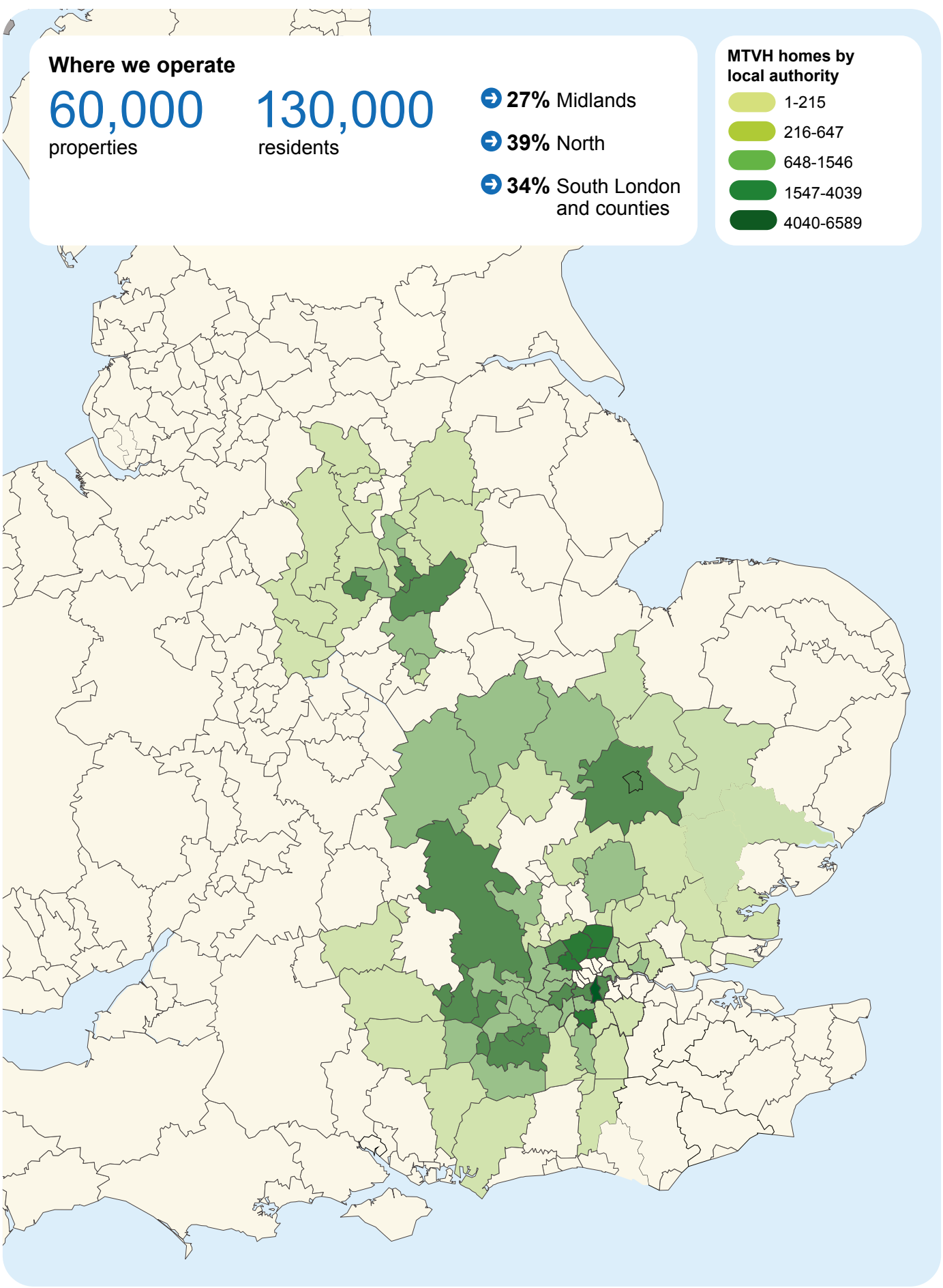
We engage with purpose, involve early and build trust.



Own. Take accountability.

We step in, finish what we start and keep residents at the centre of all we do.

About MTVH



About MTVH



SO Resi homeowner, SO Resi Wembley Park, London

MTVH 2030: Your Home, Your Service, Your Future

In Spring 2026, we launched MTVH 2030 — Pride in Every Home, a Future Shaped by You — a new four-year strategy co-created with residents, colleagues and partners, built around what matters most to you, our residents.

Our new strategy sets out how we will build on our mission over the next four years, so you have a safe home, good services and opportunities for the future.

→ Your Home

is about ensuring every resident feels proud of their home. We know that the condition of a home underpins everything else in people's lives. That's why we are increasing investment in our existing homes to make sure they are safe, of a high quality and energy efficient. We're also being more proactive with the maintenance of your homes, using better information to act earlier if there are issues.

→ Your Service

reflects our commitment to understanding each resident's housing needs and to providing a reliable service that meets those needs. We're also simplifying how residents interact with us, making communication to us and from us, easier to understand, consistent and clear.

→ Your Future

is about looking ahead, building homes and neighbourhoods that meet the needs of our residents now and for future generations to come.



To find out more and read the MTVH2030 Strategy, visit our website and search for MTVH 2030

Tenant Satisfaction Measures

Listening to residents, delivering better outcomes.

Overall satisfaction

Listening to residents helps us understand how we're doing and where we need to improve. The Tenant Satisfaction Measures provide a clear and consistent way of capturing these experiences, giving us valuable insight into what matters most and where we need to do better.

As we deliver our new strategy, MTVH 2030, listening to residents and acting on what we hear is one of the key ways we will improve outcomes and experiences. This means not just gathering feedback, but using it to make decisions, invest in the right areas and improve services.

This year's results show that while we are making progress in some areas, there are others where improvement is needed, particularly in ensuring residents experience consistent, high-quality services and communication. We are using these insights, alongside wider resident feedback, to focus our efforts on the changes that will have the greatest impact.

Thank you to everyone who shared their views. Your feedback plays a vital role in helping us to learn, improve and deliver better services for residents now and in the future.

We are encouraged to see overall satisfaction increase this year across both rented homes and shared ownership. Satisfaction among residents in rented homes has risen to 69.6% (24/25: 67.7%), while shared ownership has also improved to 33.3% (24/25: 30.4%).

Last year, we recognised that satisfaction had declined and committed to learning from residents' feedback to drive improvements. This year's results represent a positive step forward, reflecting our ongoing work to improve the consistency and quality of our services.

We know that well-maintained homes, reliable repairs, clear communication and feeling listened to are key to building trust and satisfaction. Whilst progress has been made, we recognise there is

always more to do, particularly to improve the experience of shared owners and ensure improvements are felt more consistently across all services.

In the sections below, we outline the actions taken in 2025/26 to improve our repairs, maintenance, neighbourhood management and overall engagement performance. We are continuing to listen, and guided by MTVH 2030, we will work collaboratively with our residents to shape services that better meet their needs. →

Rented homes

69.6%

↑ up from 67.7% in 2024/25

Home owners

33.3%

↑ up from 30.4% in 2024/25

Tracking performance

Keeping properties in good repair

We are encouraged to see continued improvement across key repairs measures this year. Satisfaction with the overall repairs service and with the time taken to complete repairs has increased.



What we changed

Satisfaction that homes are well maintained has also improved, reflecting the progress made since bringing more repair services in-house under the responsibility of our Networks team.



Home improvements, Nottingham

We are strengthening our understanding of the condition of our homes so we can target investment and improvements.

There are 1,687 Decent Homes failures, which is 4.5% of our homes. This is based on a thorough re-assessment of property condition. Of these, 410 are properties with known conditions which do not meet the Decent Homes Standard and are included in our investment programme for 2026/27. The remaining properties are failing Decent Homes because our information on the property is insufficient or the data held is out of date.



The action we are taking

Late summer we are launching a programme to refresh 100% of our asset information over the next two years. These properties with missing or older data are priority targets for this year.

We are encouraged to see continued improvement across key repairs measures this year. Satisfaction with the overall repairs service and with the time taken to complete repairs has increased, alongside improved perceptions that homes are well maintained.



The action we are taking

These results reflect continued progress in strengthening our repairs delivery, including the continued transition of more repairs activity into Networks and improved coordination across services.

Keeping properties in good repair - 2025/26

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service

72.6%

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair

70.3%

Proportion of homes that do not meet the Decent Homes Standard

4.5%

Proportion of non-emergency responsive repairs completed within MTVH's timescale *

82.5%

Proportion of emergency responsive repairs completed within MTVH's timescale **

91.8%

Proportion of respondents who report that they are satisfied that their home is well maintained

70.6%

*The target times used to calculate whether non-emergency repairs have been completed in time depend on the repair and include targets of 90, 60, 31, 30, 28, 21, 15, 14, 10, 7, 5, and 2 days.

**The time frames used to determine whether emergency repairs were completed in time include targets of 2, 4 and 24 hours, depending on the repair.

Tracking performance



The action we are taking

Over the past year, we have focused on improving the quality and consistency of repair delivery by strengthening planning and scheduling, increasing capacity, and improving how we diagnose repairs. Emergency repairs performance improved significantly, increasing by over six percentage

points. While non-emergency repairs completed within timescale reduced slightly, this was affected by late completions in specific areas and some activity delivered through contractor arrangements.



The action we are taking

We remain focused on improving end-to-end completion times,

reducing avoidable delays, and increasing right-first-time resolution through better diagnosis, planning, materials availability, and communication with residents. For example, we have introduced video call technology so residents can show issues in real time, helping us get repairs right first time.

Maintaining building safety

We have maintained our performance across building safety measures this year.

Satisfaction that homes are safe has increased for residents in rented homes and remains stable for shared owners. We're continuing to meet safety standards at a very high level. Checks for gas, fire, asbestos, water safety, and lifts are all up to date, with almost all homes fully compliant.

Last year, we committed to maintaining high safety standards while strengthening how residents experience and understand safety in their homes. We're meeting safety standards, but residents'

satisfaction also depends on how quickly we fix issues and how clearly we communicate. Some residents feel neither satisfied nor dissatisfied, showing we need to be more consistent in our service.



The action we are taking

We remain focused on keeping residents safe through continued investment in our Safer Buildings programme, including work on higher-risk buildings and fire remediation. We're also improving how we communicate with residents, especially in higher-risk buildings, so they feel informed and confident their homes are safe. →

Rented homes

76.9%

Proportion of residents satisfied their home is safe

Shared ownership

56.5%

Proportion of residents satisfied their home is safe



99.9%

Proportion of homes for which all required gas safety checks have been carried out



100%

Proportion of homes for which all required fire risk assessments have been carried out



100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out



100%

Proportion of homes for which all required legionella risk assessments have been carried out



100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out

Tracking performance

Respectful and helpful engagement

Results have improved in how residents feel they are treated and listened to.

More residents report that they are treated fairly and with respect, and that we listen to their views and act on them. However, satisfaction with how we keep residents informed has reduced across both rented homes and shared ownership, highlighting an area where we need to improve.



The action we are taking

Over the past year, we have continued to embed our Customer Voice Framework, creating more opportunities for residents to share feedback and influence decisions. We completed a comprehensive review of our customer voice framework with customers. Nearly 1,000 residents took part in shaping our refreshed Customer Voice Framework, which launched in June 2026. The Framework further strengthens and embeds Customer Voice in everything we do.

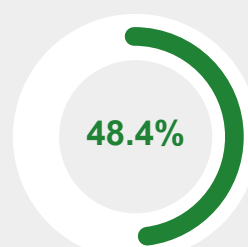
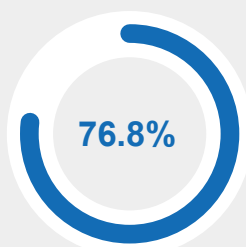
We recognise that clear, timely and consistent communication remains a key driver of satisfaction, and the decrease in this measure shows that more needs to be done.



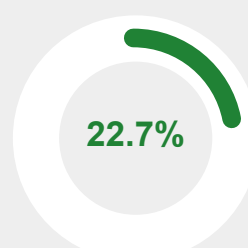
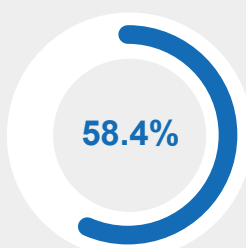
The action we are taking

We are focusing on improving the quality and consistency of communication across services, strengthening follow-up, and making it clearer how resident feedback leads to change.

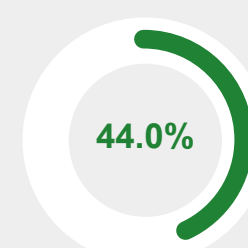
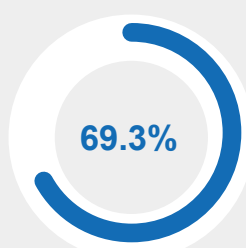
Proportion of respondents who report that they agree MTVH treats them fairly and with respect



Proportion of respondents who report that they are satisfied that MTVH listens to tenant views and acts upon them



Proportion of respondents who report that they are satisfied that MTVH keeps them informed about things that matter to them



KEY: ● Rented homes

● Shared ownership

Tracking performance

Effective complaints handling

	Rented homes	Shared ownership
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with MTVH's approach to complaints handling	40.9%	13.5%
Number of Stage One complaints received per 1,000 homes	120.6	110.5
Number of Stage Two complaints received per 1,000 homes	42.8	42.9
Stage One complaints responded to within Housing Ombudsman's Complaint Handling Code timescales	91.7%	89.2%
Stage Two complaints responded to within Housing Ombudsman's Complaint Handling Code timescales	82.8%	78.0%

All complaints are assessed against the standard timelines outlined in the Complaint Handling Code.

We've seen mixed results in how we handle complaints this year, and we know this is an area we need to improve. Satisfaction has increased for residents in rented homes but decreased for shared owners. More residents in rented homes are making complaints, especially at the first and second stages, while in shared ownership there are fewer first-stage complaints but more cases being escalated.



The action we are taking

Last year, we worked to improve the quality of our complaint responses and to reply more quickly. To keep improving, we've

added more checks and introduced dedicated roles within the complaints team. This is at a time when we're receiving more complaints and dealing with more complex cases across multiple functions.



The action we are taking

We know that responding quickly and putting things right is key to building trust. We are focused on delivering the commitments in MTVH 2030 to improve response times, reduce the need for extensions, and strengthen follow-through on commitments made at Stage One to reduce escalation. We'll continue to use what we learn from complaints to improve services and provide a more consistent experience for residents.



The action we are taking

Our focus is on delivering the commitments in MTVH 2030 to improve response times, reduce the need for extensions, and get things right first time, so fewer residents need to take their complaint further.



The action we are taking

We are investing in our complaints handling process and have dedicated roles to ensure residents receive a timely, empathetic, and fair response.

We will continue to use complaint insights to drive service improvements and deliver more consistent outcomes for residents. →

Tracking performance

Responsible neighbourhood management

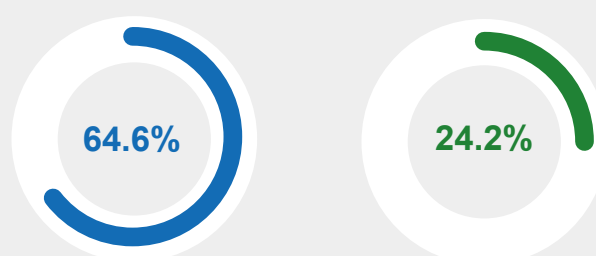
Proportion of respondents with communal areas who report that they are satisfied that MTVH keeps communal areas clean and well maintained



Proportion of respondents who report that they are satisfied with MTVH's approach to handling anti-social behaviour



Proportion of respondents who report that they are satisfied that MTVH makes a positive contribution to the neighbourhood



KEY: ● Rented homes ● Shared ownership

Anti-social behaviour

44.7

Number of anti-social behaviour cases opened per 1,000 homes

0.8

Number of anti-social behaviour cases opened per 1,000 homes involving hate incidents

We have seen a positive improvement across the majority of neighbourhood management measures this year.

Satisfaction with the condition of communal areas and MTVH's overall contribution to neighbourhoods has improved, particularly for residents in rented homes. Satisfaction with our approach to handling anti-social behaviour has remained broadly stable, despite an increase in reported cases, while results for shared ownership remain lower overall.

The number of anti-social behaviour cases has increased per 1,000 homes, reflecting higher reporting of serious and complex cases. Hate-related incidents remain low but have increased slightly. Satisfaction has stayed similar overall, but services are still under pressure. This shows how important it is that we act quickly, keep residents updated, and stay consistent from start to finish when handling issues.



The action we are taking

We are focusing on improving the visibility and consistency of our response to ASB, working more closely with partners and being clearer about who is responsible for what, particularly in shared ownership areas. Through our Neighbourhood Plan, we will continue to prioritise early intervention, effective case management, and making our impact more visible to residents.

Tracking performance

Looking ahead

Whilst this year's TSM results highlight areas where we need to improve, they also show the progress we are making. We are listening to residents and, importantly, taking action to improve services.

We are focused on delivering more consistent, high-quality services and improving how residents experience every interaction with us, particularly shared owners, where satisfaction is lower. This includes strengthening communication, improving reliability, and making it easier for residents to have their voices heard and acted on. The refreshed Customer Voice Framework will help embed resident feedback in all of our services and MTVH 2030 will guide our actions.

By working more closely with residents and using their feedback to shape our services, we will continue to drive improvements and deliver a better, more consistent experience for everyone.

Methodology

We spoke to 3,143 residents between April 2025 and March 2026 to find out their views on MTVH's services and homes. ■



MTVH colleague with residents, Lambeth, London



Visit our website to read the full report on our Tenant Satisfaction Measures and also find more information on previous years' results.

Tracking performance



MTVH colleague at 55 West Topping Out Ceremony, West Ealing, London

Tracking performance

Our response to the RSH Consumer Standards inspection

In 2025, we shared the outcome of the Regulator of Social Housing's inspection of MTVH. The judgement confirmed that we meet the required standards, while identifying areas where we needed to improve.

Many of the issues raised reflected residents' experiences. Since then, we have focused on making practical improvements, strengthening oversight and processes, and being open about both our progress and the work

that remains. You can read more about the inspection judgment on our website: mtvh.co.uk/news.

The feedback we received included some of these areas:



Most of the actions identified through the inspection are complete or progressing well. Overall satisfaction among residents in rented homes has increased to 69.6%, reflecting the progress made over the past year.

We know there is still more to do, and some services are not yet where they should be. We remain committed to improving services, listening to residents and being transparent about our progress as we continue this work. ■

Listening to your needs, improving services

Refresh of the Customer Voice Framework

Our Customer Voice Framework was first introduced in 2022 as a foundation for how we involve, listen to and act on the views of our residents.

During 2025/26 a planned review and refresh of the Customer Voice Framework took place, and we were pleased to work with over 1,000 of you in that process. Thank you to all the residents who took part and helped shape the Framework.

The Framework continues to strengthen how residents can influence the communities they live in, helping to embed resident voice and feedback more effectively across the organisation.

In 2025/26 residents took part in:

- establishing resident groups like our Customer Council and Regional Panels
- surveys and feedback from over to almost 1,000 residents across all types of MTVH housing
- direct engagement through local meetings and community visits. ■



Community Curators, Clapham Park, London

What we heard from you included:

- A need for a clearer purpose, roles and structures for the formal resident customer groups.
- The need for us to hear more of your voices not just from those who are engaged through official feedback channels.
- Simpler ways to check if services are working and to make sure your feedback leads to real changes.
- More of, and the right, training and skills for our residents and MTVH colleagues to better support the Customer Voice Framework and represent the views of all residents.
- More ways for residents to get involved and participate in influencing changes based on their availability and interests.



This feels genuinely collaborative rather than tokenistic. It's reassuring to see meaningful conversations between residents and MTVH that lead to real recommendations

MTVH Resident

Your voice, your impact, make a difference. There are flexible ways to get involved, represent your community, and help improve our services.



Visit our website to find out more about how you can get involved
www.mtvh.co.uk/share-your-voice/ways-to-share-your-voice/

G15 Residents' Group



Residents influencing government

Over the last year, residents have continued to influence government decision-making at the highest levels, showing once again that your voices really do lead to positive change.

The G15 Residents' Group brings together residents from London's largest housing associations to influence housing policy, regulation and services.

The group consists of two residents from each G15 organisation, all with first-hand experience of social and affordable housing. Working in partnership with G15 leaders, and engaging directly with policymakers, regulators and sector partners, the group advocates for resident-led change across the sector. We are proud that MTVH resident Pamela Newman serves as Vice-Chair of the group. ■

Highlights G15 residents have achieved:

This year the group influenced:

- Affordable housing policy in London
- Government proposals affecting benefits and social housing residents
- Future housing and planning reforms
- Resident priorities on home quality, damp and mould, and energy efficiency

Continuing the fight against stigma

Tackling stigma and discrimination remains a key focus for the group. The group continued its campaign to tackle stigma around social housing, bringing together residents, housing providers and policymakers to drive change.

Strengthening the resident voice for the future

In a major milestone this year, the group secured funding through the Government's Social Housing Innovation Fund for a new project, A Model for Strategic Resident Involvement. Running until March 2027, the project will review how the G15RG operates, identify opportunities to strengthen resident involvement, and explore how the model could be adapted by other organisations. Independent research partner Campbell Tickell was appointed in June 2026, and the project will produce a publicly available report and practical toolkit for resident groups and housing organisations across the country.



G15 Residents' Group members

Listening to your needs, improving services



Resident at International Women's Day Celebrations, Clapham Park Cube, London

Customer Experience Strategic Plan update

In 2025, we launched the Customer Experience Strategic Plan to respond to your feedback in three key areas:

- 1** Getting to know you better
- 2** Involving residents in decision-making
- 3** An organisational culture focused on fostering strong collaboration

Since the launch, we've listened to further feedback provided by residents. Although the majority of residents report positive experiences with MTVH, we know that there are things we need to improve.

Getting to know you better

Over the last year, we've been working hard to build a deeper understanding of who our residents are and your individual circumstances. This is happening through our proactive Home Visits Programme and how we use insights from surveys, complaints and contact with residents to create a clearer picture of what you need. ■

You said:



We want you to remember the basics. Know what property we live in. Know our history.

MTVH resident



Recently we had no water for a few hours, the contractor was great but communication between teams seemed to be lacking.

MTVH resident

A visit that made a difference

In May 2025 one of our Local Housing Managers undertook a routine home visit as part of our ongoing customer engagement and property condition programme.

The visit provided an opportunity to check the condition of the home, identify any repair needs, and assess whether the resident required support, particularly due to recent bereavement and ongoing health needs. Our colleague took a trauma-informed and empathetic approach during the visit as well as identifying and raising repairs on behalf of the resident via MTVH Online. He also mentioned the Empowering Futures programme, and how it could assist with wellbeing, household management, or wider support needs. After the visit, the resident submitted unsolicited positive feedback praising our colleague's conduct. ■

Read more about our Home Visits Programme on page 30.



The last few weeks have been particularly challenging for me... From the moment he entered, he was incredibly reassuring and put me at ease. He was easy to talk to, genuinely listened, and showed care and understanding. He explained the support available and made the whole experience comfortable. He is a credit to your company.

MTVH resident



Networks colleague, Slough, Berkshire

Involving residents in decision making

We're also giving you more ways to have your say and shape services. This is happening in many ways, particularly through our Customer Voice Framework activities. Over the past year, we have completed 50 engagement plans where residents have been part of decision making in services, policies and communications. ■

Creating one MTVH that is Fit for the Future

We recognise that there's room for us to be a more joined-up organisation where everyone takes ownership of your experience. With this in mind, we have introduced Fit for the Future, our new organisational development programme to ensure our colleagues are best placed to serve you better.

The programme is strengthening our culture, systems, processes and people. It's making our work more efficient and strengthening how we communicate internally to ensure MTVH colleagues all take accountability, step in, finish what we start and keep our residents and customers at the centre of all we do. ■

Listening to your needs, improving services



Participants at Regeneration Brainerdy Bootcamp, Clapham Park Cube, London

How resident feedback shaped services and policies in 2025/26

Residents helped make our updates and communications about services and repairs easier to understand and act on.

You may have seen clearer letters about planned works, damp and mould, anti-social behaviour, rent increases and service charges.

Residents also helped shape our approach to building safety this year through improving the information on the MTVH website, helping develop new building safety microsites for

affected buildings, and forming part of our tender evaluation panel to select contractors for safety works.

Resident feedback has also shaped how we handle anti-social behaviour, helped create block champion roles in your communities, and changed how we talk to you about service charges. ■

Listening to your needs, improving services

Making it easier to get support for repairs

MTVH Online and new video calls for repairs

MTVH online

We know that requesting a repair isn't always easy, especially when it can be difficult to describe exactly what's wrong. Residents told us that not knowing the right technical terms sometimes led to follow-up questions and delays in getting repairs booked.

In February, we introduced improvements to the repairs journey on your MTVH Online account to make the process simpler and easier to use. There are now guided questions to help you tell us what's wrong without needing technical knowledge.

Thank you to all the residents who were part of testing the new repair journey and sharing honest feedback that was clear about what was confusing and how we could use more everyday language in

communications. Your input has really helped us and your fellow residents.

Video calls

You may have also heard about the new video call service to get help with repairs. You can now jump on a secure video call with our team to show them the issue so they can help diagnose it in real time. This way, we can send the right person with the right tools on the first visit, saving you time and hassle – often avoiding the need for an inspection or multiple visits.

The new process has made booking a repair quicker and simpler, getting problems solved sooner. So far, we have completed 7,153 calls, with many residents telling us it's made reporting repairs simpler and less stressful. ■

Over half of our residents (27,500 households) now actively use MTVH Online to request and track repairs, contact us, make payments and check account balances, making it an important way for residents to access services when it suits them.

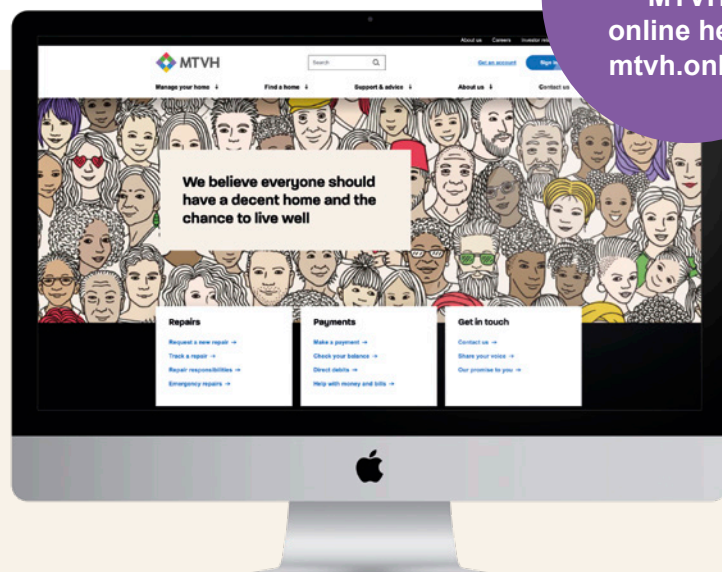
You can log in to or register on MTVH online here: mtvh.online

"It was brilliant not to have to wait for an assessment. The video call meant the repair could be raised straight away."

MTVH resident Louise

"It's a good idea because it's easier to show the problem than explaining it over the phone."

MTVH resident Rochelle



If you need to report a repair, contact us on 0203 535 3535 or visit us online at mtvh.co.uk/contact-us/

Listening to your needs, improving services

STAIRs - Giving you access to the information you need

At MTVH, we are already committed to being open and transparent about the services we provide and how decisions are made.

Through our Residents' Report and Corporate Annual Report, we already share information residents tell us matters most, including repairs, complaints, tenant satisfaction, building safety, resident involvement and value for money.

The new Social Tenant Access to Information Requirements (STAIRs) legislation requires social housing providers to publish information on service performance, repairs, complaints, health and safety, spending,

governance and tenant engagement.

Many of these areas are already covered in our Residents' Reports. From October 2026, we will expand the information we publish to meet the new requirements, making it easier to access information about services, performance, decision-making and spending.

From April 2027, tenants, including shared owners with less than 100% ownership, will have the right to request information about their

home or services and nominate a representative to act on their behalf.

We will also publish information on evictions, Customer Council agendas and meeting minutes, helping residents better understand our performance and how services are managed. More information on evictions can be found in the section below. ■

Visit our website to learn more about STAIRs www.mtvh.co.uk/about-us/our-promise-to-you/stairs/

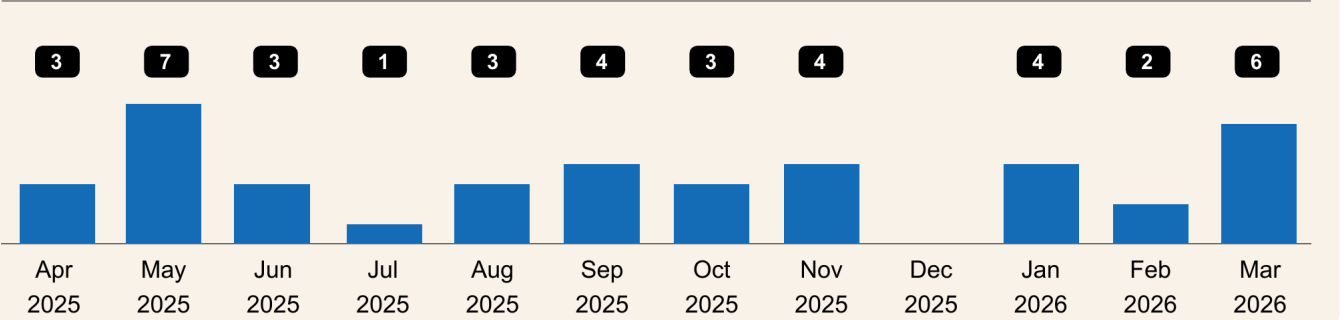
Evictions

Alongside supporting residents to sustain their tenancies, we have a responsibility to keep our communities safe. While eviction is always a last resort, we will take enforcement action where

serious tenancy breaches or persistent anti-social behaviour put other residents at risk. The chart below shows completed evictions during 2025/26.

Understanding these trends helps us target support where it is needed most, while continuing to take action to ensure residents can live in safe and well-managed neighbourhoods.

Completed evictions - Main reasons for evictions include arrears, anti-social behaviour, and subletting.



To find out more information about STAIRs, see: www.gov.uk/government/consultations/social-tenant-access-to-information-requirements-consultation

Improving your homes, keeping you safe

Investing in your home

During 2025/26 our investment in repairs, maintenance and capital improvement works for resident homes increased to £197m.

£15 million invested this year from the Warm Homes Programme, we delivered improvements to 1,000 homes

We completed more than 140,000 repairs during the year and 94.4% (based on Key Performance Indicator measurements and not including defects for new build repairs) were delivered on time.

We are pleased with the results these repairs are already having for residents' sense of pride in their home and we will continue to invest in our homes, improving their quality and safety.

Energy efficient homes

Making your homes warmer, more comfortable and more affordable to heat is a key priority for us. We know that rising energy costs are a real concern for many residents, and improving the energy efficiency of our homes helps to reduce bills while also cutting carbon emissions.

In 2025/26 we made significant progress in upgrading homes.

With £15 million invested this year from the Warm Homes Programme, we delivered improvements to 1,000 homes – new insulation, solar panels, ventilation and whole-

house retrofits – making them more comfortable, healthier and more affordable to heat. A total of 38,489 homes are now rated EPC C or above – meaning they are more energy efficient and cheaper for residents.

We're now building on this with a further £8.6 million to improve over 400 more homes, bringing them up to the same standard. We've been talking to residents, listening to what matters to them, and getting the work underway – with more improvements still to come. So far, 359 homes have been completed under this programme, with further improvements continuing.

A key part of this work was the external wall insulation and whole-house retrofit of 76 steel-frame homes at East Leake, which are now much warmer and more energy efficient for the families living there.

We are committed to continuing this work, helping to make your homes warmer, more affordable and better for the environment. ■

How your money is reinvested

As a not-for-profit housing provider, we invest every pound into your homes, services and communities to support you to live well. Over 2025/26, despite the ongoing impact of the cost-of-living crisis, we continued to invest in the areas that matter most to residents including:



fire safety

Progressing our fire safety and remediation programme, helping to keep homes safe and well maintained. Many of these improvements have been largely funded through government grants, alongside investment from MTVH.



£5.9m

of financial benefit was delivered through resident support services, exceeding our £5 million target.



£808k

was spent through our Tenant Welfare Fund to support residents experiencing financial hardship.

*Based on Key Performance Indicator measurement and not including defects for new build repairs

Improving your homes, keeping you safe

Our response to Awaab's Law

Awaab's Law is introducing new legal requirements for social landlords to investigate and respond to serious health and safety hazards in tenants' homes within specified timescales.

Following the introduction of Phase 1 in October 2025, Phase 2 comes into force on 30 November 2026 and extends these requirements to a wider range of housing hazards, including excess cold and heat, electrical hazards, structural safety concerns, fire risks and serious trip hazards.

At MTVH, we've continued to strengthen our services, processes and training to ensure we are prepared for the next phase of the legislation.

Preparing for Phase 2

Over the past year we have:

- Increased surveyor visits from 10,800 to 12,300.
- Improved the systems used to record property inspections.
- Written to residents following visits to clearly explain next steps.
- Trained resident-facing colleagues to identify and report potential hazards.
- Expanded our video call service to help diagnose issues more quickly and accurately.

- Continued improving how we investigate and respond to reports of damp, mould and other housing-related hazards.

What this means for tenants

If you report a serious health or safety concern in your home, we will assess the issue and determine the appropriate response. You do not need to know whether a problem falls under Awaab's Law before contacting us.

Examples of issues that should be reported include:

- Damp and mould
- A home that is dangerously cold
- Serious electrical hazards
- Serious trip or fall risks
- Concerns about structural safety
- Fire safety concerns

Looking ahead

As Phase 2 approaches, we will continue to review our services, communication and training to make sure we meet the new legal requirements and provide safe, healthy homes for tenants. ■

This work has so far helped us to deliver:



£2m

of targeted repairs to homes affected by damp and mould



140k+

completed repairs, 94.4% of which were completed on time



96.4%

emergency repairs completed on time* (Networks 99.7%)



92.2%

routine repairs completed on time (Networks 93.8%)



75.8%

resident satisfaction with repairs service (Networks 76.6%)

*based on KPI measure of repairs completed on time, excluding new build defects



If you have any concerns about damp and mould in your home, please call us on 0203 535 3535 or contact us online at mtvh.co.uk/damp-and-mould

Improving your homes, keeping you safe

Do you need more support during an emergency?

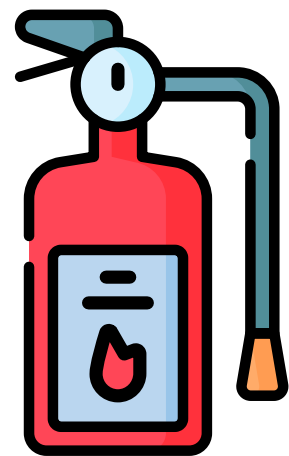
At MTVH, your safety is a top priority. We are following new legislation introduced after the 2017 Grenfell Tower tragedy, to make sure all residents can get out of their building safely in an emergency.

A key development this year is the introduction of Residential Personal Emergency Evacuation Plans (RPEEPs) to support MTVH residents who might need extra help.

The plans are for residents who live in higher-risk residential buildings and have any reason that would make evacuation difficult: this could include long term or temporary mobility challenges, sensory impairments, cognitive or mental health needs.

Trained MTVH colleagues are talking with residents about what support they might need to create a simple, easy-to-follow written plan in case of emergency.

The process is voluntary and your information will always be treated confidentially; it will only be shared with the Fire and Rescue Service with your consent. You can also ask a family member, carer or advocate to be part of the process too. ■



We know how important it is for residents with additional needs to feel confident, supported and safe in their home, so we are contacting all residents in higher-risk buildings to explain how to request an RPEEP if they need one.



If you need a RPEEP, contact us on 0203 535 3535 or get in touch with your Local Housing Manager to request an assessment.

Improving your homes, keeping you safe

Safety in your home

Keeping residents safe in their homes continues to be one of our top priorities. This year alone, we completed more than 110,000 essential safety checks across homes including checking gas, electrical safety, fire safety, water hygiene, lifts and carbon monoxide detectors.

Over the past year, we have also strengthened how we share important building safety information, particularly around fire safety. We have been developing and rolling out clear, building-specific information guides for residents living in higher-risk buildings. These guides bring together key information in one place, including fire risk assessments, evacuation procedures and where safety equipment is located. They also explain the simple steps residents can take to help keep themselves and their neighbours safe.

Alongside this, we have made it easier for residents to report any safety concerns and understand what to expect from us.

We know that feeling safe is about more than compliance. It's about clear information, visible action and ongoing communication and we will continue to build on this as

part of our wider commitment to keeping residents safe.

There are a few simple things you can also do to keep you, your home and your neighbours safe:

- Residents must not store or charge e-bikes or e-scooters in communal areas, stairwells, corridors or escape routes under any circumstances. MTVH operates a zero-tolerance approach to this because of the significant fire risk these items can pose. Keeping these areas clear is essential to protecting residents and ensuring safe evacuation routes remain accessible at all times.
- Test your smoke alarms regularly.
- Always use the correct charger for your phone, tablet, e-bike or other hand-held device to avoid overloading sockets.

For more guidance on evacuation plans and fire safety tips, visit our webpage on Fire Safety.

- If you live in a flat, help keep communal hallways, stairwells and escape routes clear as they are vital in emergencies.
- For families with young children, window safety is really important so use window catches on upper-floor windows, check they are working properly and keep furniture away from windows to prevent your children from climbing.

Whether it's a faulty window catch, a damaged communal door or a concern about your building, reporting issues early helps us put things right quickly and keep everyone safe. ■

Did you know?

- Charging a device on your bed or sofa can start a fire, so always put your device on a solid surface when charging.

- E-bikes and e-scooters use lithium-ion batteries which can pose a serious risk if they are damaged, poorly maintained or bought from disreputable retailers. If you

have anything with lithium-ion batteries, check if it becomes hot, swollen, damaged or starts making unusual noises, and if so stop using it immediately.



Most importantly, if something doesn't look or feel safe, call us on 0203 535 3535. For more guidance on evacuation plans and fire safety tips, visit our webpage on Fire Safety.

Improving your homes, keeping you safe

Tackling anti-social behaviour

Following a Continuous Learning Scrutiny Review with some of our involved residents in 2024/25, we began developing an Anti-Social Behaviour Improvement Plan at the start of last year.

While satisfaction with how we handle cases has remained broadly stable, anti-social behaviour (ASB) continues to be one of the top concerns raised by residents. This reinforces how important it is that we take swift, consistent and visible action.

Over the last year, the number of ASB cases per 1,000 homes across MTVH communities has unfortunately increased. We have seen more reports of serious and complex cases, and although hate-related incidents remain low, they have risen slightly.

We want our communities to be safe and welcoming places for everyone. Residents play a vital role by treating neighbours with respect, being mindful of noise, particularly late at night, and not engaging in behaviour that could cause nuisance or harm.

We are clear that ASB will not be tolerated. We are taking a firm approach, and, in the most serious cases, this has resulted in enforcement action, including evictions. Our priority is always to protect residents and maintain the wellbeing of our communities.

We are also strengthening our response through better partnership working, improved case management, mediation services and ASB training for colleagues to help resolve issues early and consistently.

Through our Neighbourhood Plan, we will continue to focus on early intervention and visible action so residents feel confident that ASB is being taken seriously. ■



MTVH colleague at Waterfront House, Beeston, Nottinghamshire

Tackling anti-social behaviour

57.4%

Satisfied with ASB handling (rented)

0.8

ASB hate incidents per 1,000 homes

23.9%

Satisfied with ASB handling (shared ownership)

24.2%

Positive contribution to neighbourhood (shared ownership)

64.6%

Positive contribution to neighbourhood (rented)

44.7

ASB cases per 1,000 homes



We provide guidance on our website on how to report anti-social behaviour: www.mtvh.co.uk/support-and-advice/anti-social-behaviour/

Improving your homes, keeping you safe

Home visits programme update

The Home Visits programme we launched in 2024/25 continued and expanded in 2025/26 to better understand residents' needs and provide support at an earlier stage. These visits help us build stronger relationships, identify issues sooner, and ensure residents feel listened to and supported.



MTVH colleague with resident, Lambeth, London

Between April 2025 and February 2026, we attempted **4,485 visits**, with **3,192** successfully completed.

71%
success rate



Our impact from these visits:



702

repair issues raised
(22% of visits)



258

cases of damp and
mould identified
(8% of visits)



210

households where residents
needed additional support
(6% of visits)

However, the majority of residents visited reported no issues, while still valuing the opportunity to speak directly with their housing team. As a result, we have refined our approach this year to focus our visits where we think they can make the biggest difference.

Home visits also enable us to provide practical, tailored support when it matters most. For example, during a recent visit, a colleague

supported a resident dealing with bereavement and health challenges by raising repairs on their behalf and discussing available support services. The resident later described the experience as reassuring and supportive during a difficult time.

We will continue to expand and refine our approach, ensuring our service is proactive, consistent and resident-focused. ■



During a recent visit, a colleague supported a resident dealing with bereavement and health challenges.

Supporting your communities

Supporting your communities

MTVH communities form the beating heart of our organisation and we are proud of working alongside residents on the things that matter to them most.

Here are just some of the ways we've been investing in wellbeing and opportunity across MTVH communities over the last year.

Molly Huggins Foundation

Through our charity, the Molly Huggins Foundation, we are working with local partners to tackle issues such as homelessness prevention, education and skills development for young people, mental health and wellbeing, and food insecurity, helping to break down the barriers that hold communities back.

So far we have raised £61,000 through our first major fundraising event in October 2025, as well as through corporate donations and the launch of a corporate sponsorship offer. We're looking forward to seeing how the charity can continue to grow and make a real impact on people's lives. ■



Volunteer and resident at Moorlands Food Pantry, Lambeth, London



As Chair, I see the courage and resilience of our residents every day. MTVH created the Molly Huggins Foundation to stand even closer to its communities, offering support that is personal, practical and lasting. The Foundation reflects our commitment to working with partners to deliver sustainable solutions that help people move from hardship to hope.

**Qadeer Kiani OBE, Chair of the Board,
Molly Huggins Foundation**

Migration Foundation

Our Migration Foundation works with partners to help refugees and migrants find access to a home. We have also continued to strengthen our long-term partnerships with various organisations working in this space, and the **Asylum Devolution Project** was successfully completed to explore innovative alternatives to the UK's current privatised asylum system. You can learn more about the Migration Foundation on our website. ■



Supporting your communities

Wellbeing support

Money, careers, health and wellbeing support

We believe that living well extends beyond a home to be proud of, to also having engaging work, and feeling physically and mentally well.

Supporting residents through financial difficulty

We provide practical financial support when residents are struggling to meet their housing and living costs. In 2025/26, 334 leaseholders, including shared owners, were offered support with financial difficulties and vulnerabilities, including access to qualified money advice. ■



Health and Wellness Day, Lambeth, London

This support delivered **£219,239** in financial benefit.

CASE STUDY

Helping a shared owner stay in her home after redundancy

When a shared owner unexpectedly lost her job, she was left without an income and facing housing costs of more than £2,000 a month. She was worried about falling into serious financial difficulty and potentially losing her home.

Our Benefit & Debt Specialist Casework team helped her understand the financial support available, successfully claim Universal Credit and put a budget plan in place while she looked for work. They also helped her explore options with her mortgage lender and connected her with further support.

Supporting your communities

Community projects

Last year we invested £1.5m in community impact projects across health & wellbeing, safety & engagement, and work & skills. We saw 31 projects completed, totalling £718.6k, and 87 new projects begin, totalling £826k so far.

MTVH Works continues to help residents access sustainable employment, progress in work, and explore self-employment opportunities.

Residents receive support including one-to-one advice and guidance, sector-based work academies, job clubs, in-work progression support for those who are under-employed, and business and enterprise assistance for residents seeking to become self-employed. ■



Participants at Regeneration Brainery Bootcamp, Clapham Park Cube, London

In 2025/26:

282

residents engaged with our work and skills programme

44

unemployed residents were supported to find work

10

residents participated in enterprise or growth programmes

DE23 Active

DE23 Active is a five-year, National Lottery-funded physical activity programme, supported by the Football Foundation and Sport England, that helps residents in the Normanton and Arboretum areas of Derby to become more active.

1,065

people have taken part in physical activities

90%+

of the multicultural community is made up of people from Pakistani, Indian, African and other ethnic backgrounds

1,400+

sessions delivered overall



CASE STUDY

A return to water

DE23 Active supported an 80-year-old resident to reconnect with exercise after decades as a full-time carer for her husband. She has rebuilt her confidence in the water, rediscovered her love of swimming and has made new friends.



As my adult life got busy, I stopped swimming to focus on my family and looking after my grandchildren. When I got back in the water last spring, I wasn't sure what to do – it had been 30 or 40 years – but then it all came back to me!

Supporting your communities

Supporting young people in our communities

We realise that the young people in MTVH communities are the leaders of tomorrow and we want to give them a genuine voice, a say in how we shape our services and ways to influence our decision making. Our MTVH youth offer is centred around:

1

Voice

We give young people a genuine voice, a say in how we shape services and a way to influence decision-making

2

Opportunity

We tackle inequalities and increase social mobility

3

Perceptions

We change the narrative and improve perceptions of young people

Below, you can read some examples of the work we've been doing with young people across MTVH communities over the past year.

Brent Flourishing Futures: championing social mobility for young people

Brent Flourishing Futures is a youth-led programme helping young people in Brent build the confidence and skills they need for work through paid roles as peer researchers and youth employment ambassadors.

The team have explored the barriers many face when looking for work and are helping to come up with solutions using their own experiences by working with local partners, contributing to important decisions, and helping influence where funding is invested to support other young people in their communities. The team is made up of five youth employment ambassadors and a further five young people from the wider group.

Young Connectors

Young Connectors supports young people in Clapham Park to step into leadership roles and contribute to change within their own community.

Over the past year, three Young Connectors designed their own leadership programme and delivered activities like community fairs, youth sessions and local engagement projects, as well as taking active roles in research around the impact of regeneration. The programme is continuing to flourish, with Young Connectors now helping to design and lead the next phase of the project, supporting a new group of young people to get involved.

Young Residents in Partnership

The Young Residents in Partnership (YRiP) project has been developing over the last three years, giving young people the chance to speak up, be heard and help shape the future of housing through their own lived experiences.

In March 2026, our YRiP group launched a well-received impact report through Partnership for Young London, setting out priority recommendations to help the housing sector strengthen youth participation in housing policies. The YRiP group are employed and trained as peer researchers by Partnership for Young London to help ensure young residents are better represented and integrated into decision-making processes within housing policy and practice.

Supporting your communities



Young Residents in Partnership team with MTVH's Executive Team, Beeston, Nottinghamshire

The group have also been sharing their work at conferences, summits and events, speaking directly with senior leaders and even training and presenting to housing colleagues. Most importantly, their work is showing young people that their voices matter and there are ways to actively participate in their communities. ■



Young Residents in Partnership has provided a valuable opportunity to reflect on how young residents shape our work. MTVH is committed to strengthening youth representation and ensuring their voices are meaningfully involved in the decisions that affect them.

Mel Barrett, CEO of MTVH



I believe lived experience brings a depth of insight that traditional research alone cannot capture. Being involved with the team allows me to help make sure that my peers' voices are accurately represented.

Beau Osei, MTVH resident and YRiP member, Nottingham



To find out more about Young Residents in Partnership and read blog posts about their work, view the Young Residents in Partnership Impact Report 2024/25.
www.partnershipforyounglondon.org.uk/youngresidentsinpartnership

From resident voice to youth champion

Resident Kara Davies' journey with MTVH began when she was just 16, helping us with a major research project – MTVH Housing Futures.

Kara has since contributed to important conversations around housing and regeneration at the community level and has helped to amplify youth voices while building her own confidence, leadership and professional skills along the way. Through projects like Young Residents in Partnership, she has met senior leaders, spoken at national conferences and helped create the Girls on Fire programme for young girls in her community. ■



What began as an attempt to understand housing has evolved into a life-changing experience that has shaped both my personal and professional growth. A major milestone for me was receiving the G15 Youth Champion Award. Being recognised for my contributions to the community and for representing the voice of young people was an honour.

Kara Davies, MTVH resident



Kara Davies with MTVH Chief Executive at a Young Residents in Partnership event, Waterfront House, Beeston, Nottinghamshire

Supporting your communities



Young Residents in Partnership event, Beeston, Nottinghamshire

Partnerships that strengthen communities

Working with local authorities, developers, residents and the supply chain

At MTVH, we work not only to create high-quality homes, but to create communities where people can feel healthier, more connected and hopeful about the future. Partnerships are an important part of this work and below, we've shared some examples of collaborations that have taken place this year.

Catalyst Programme

Through our three-year Catalyst Programme, in partnership with Clarion, Peabody, Places for People and the Fusion21 Foundation, 13 community charities across MTVH will receive funding to support their work. In its first year, 13 MTVH community partner organisations — primarily small charities active across our estates — were referred for capacity-building and core funding support, aimed at ensuring they are well placed to continue serving local communities. MTVH sees this model as one that builds stronger services for residents, delivered in partnership with others.

Clapham Park Futures

In partnership with Learning in Action, Clapham Park Futures was initially focused on improving residents' financial security and employment but has since evolved into supporting those experiencing social isolation and health challenges. There are now shared community spaces and social events, personal development training and more, helping strengthen resident resilience and creating opportunities for social interaction.



Participants at Women in Construction career event, Lambeth, London

Supporting your communities



Partners at Macmillan Project Construction Event, Clapham Park, London

Macmillan Cancer Partnership

In Lambeth, our partnership with Macmillan Cancer Support brought residents together through a range of community events to break down fear and stigma around cancer and encourage people to ask for support earlier. After attending, 82% of residents said they felt more likely to reach out for health advice and support in future.

Creating social value

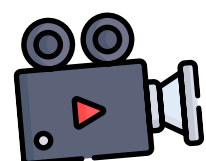
In 2025/26, we worked closely with our suppliers and partners to create additional benefits for residents and communities beyond the homes and services we provide. Together, we helped create local jobs, training opportunities, community projects and wellbeing initiatives that support residents to thrive.

These activities generated 2,688 social value points during 2025/26 – a measure used to track the wider benefits our suppliers and partners bring to MTVH communities. ■

CASE STUDY

Filming at Clapham Park

Two productions, CB Strike and Remedy, were filmed at our Clapham Park estate this year, generating **£73,628** in unrestricted income to be reinvested into community activities. The initiative is an established partnership we have with Locations London, allowing filming at the estate in order to funnel additional funding into what matters most to residents.



Building homes the country needs



Oval Village, London

Our new homes pipeline

Update on our new homes pipeline

The UK continues to face a significant shortage of safe, affordable housing. In response, over the past five years we've built over 4,500 new homes — and in 2025/26 alone, we delivered a record-breaking 1,318 homes our strongest annual contribution to date.

We will continue to work in partnership with national, regional and local government, developers and community partners to build 6,000 new homes by 2030.

With the support of the Government's £39bn investment in affordable homes, we and the wider housing association sector have what we need to build more, reach more people, and have greater impact than ever before.

Affordable home ownership

Shared Ownership helps make the dream of homeownership possible for people who can't afford to buy outright — letting residents purchase a share of their home and pay rent on the rest, with the option to buy more over time.

Schemes like Rent to Buy and London Living Rent take this further: they let residents move into a new-build home for an agreed period at a below-market rent, saving towards a deposit until they're ready to buy their share.

This year, we helped more people take that step — delivering 384 shared ownership homes and 233 homes through Rent to Buy and London Living Rent. ■



Kendal Leflore at her home in Southwark, London

Kendal's journey towards home ownership



SO Resi is MTVH's shared ownership brand.

Kendal Leflore, 26, moved to London from Texas via Edinburgh, drawn by job opportunities after finishing university.

Working as a data analyst, she found that her salary alone wasn't enough to comfortably rent a one-bedroom flat in London, where rents have risen sharply since she left Scotland.

Searching the Homes for Londoners database, Kendal found a new development in Southwark from SO Resi, MTVH's affordable home ownership brand, offering homes at London Living Rent. "What surprised me most was the speed of the process," she says. "After eligibility and financial checks, I was able to put down a deposit on a one-bedroom flat."

Kendal now pays £1,051 a month through Rent to Buy, saving towards a deposit to eventually purchase her home through Shared Ownership — a significant step up from the mouldy studios and cramped flats she viewed elsewhere in London. ■



I've got a brand new, energy efficient apartment with everything I need, plus a view of the Shard. Being in my own space means I can truly unwind after a busy day at work — I didn't realise how much that makes a difference.

Kendal Leflore, MTVH resident

Building homes the country needs

Regeneration schemes and long-term neighbourhood benefit

When we improve neighbourhoods, we work hand-in-hand with residents, local groups, and other key stakeholders. It's important to us that our developments create communities where people feel they belong and want to live.

Westthorpe Gardens & Mills Grove, Barnet

In March 2026, we completed Westthorpe Gardens & Mills Grove in Barnet, a regeneration project to give residents better homes and a better quality of life. The development transformed 251 older homes that no longer met the standards we want to provide to residents into affordable, energy-efficient homes, including homes designed specifically for over-55s.

The project was also the first regeneration scheme in London to receive a positive resident ballot under the Mayor of London's regeneration policy. We're proud of the strong support and involvement from residents throughout the journey.

Clapham Park, Lambeth

Our Clapham Park project has continued to grow and evolve this year with new homes, outdoor play and community spaces and continued support and investment for the growing community. This is all despite ongoing challenges across the housing market, with housing delivery across London falling to record-low levels. Through the MTVH and Vistry



Westthorpe Gardens, London

partnership, Clapham Park has continued to deliver, and at the centre of progress this year was the completion of C01, the largest building delivered so far at Clapham Park, bringing 423 new homes to the neighbourhood. This year, the partnership has also brought forward:

- Delivery of 110 affordable homes for Shared Ownership and Key Worker Living Rent, with support from the Greater London Authority. The Key Worker homes are specifically for those helping

keep London running every day like nurses, teachers, transport workers and carers.

- Contract signing with our partners Vistry for 116 homes at Site A01, providing a mix of one-to-four-bedroom houses and apartments.
- Securing planning permission for a further 129 affordable homes on a site previously intended for a school which is no longer required.

Building homes the country needs



TwelveTrees Park, London

TwelveTrees Park

We have signed an agreement with Berkeley to deliver 426 affordable homes at TwelveTrees Park in West Ham, London, to meet the Borough's urgent need for family housing. Alongside the new homes, the development is creating green spaces, better transport links, a new secondary school and investment in services that will support local families and future generations. ■



Partnership working is essential in our sector's drive to tackle the scale of London's housing shortage, particularly in boroughs such as Newham where demand for family homes continues to grow. Working with Berkeley Homes at TwelveTrees Park will help bring safe, comfortable and affordable housing choices to West Ham.

Guy Burnett, Executive Director of Development, MTVH

How you can get involved

Throughout this report, you have seen what happens when residents get involved — from improving our services for you to shaping the refreshed Customer Voice Framework and influencing government policy through the G15 Residents' Group. None of this can happen without residents stepping forward to share their views, experiences and ideas.

Be part of the Residents' Voice Network to share your views, get involved in your community, and help shape your home, your service and your future.

There are lots of ways to get involved, whatever time you have and whatever matters most to you:

Join a resident group

from local Regional Panels to national forums like the Customer Council, National Scrutiny Forum, Insight to Action Forum and Fairness and Learning Forum, all feeding resident views straight to MTVH's senior leaders.

Take part in a survey or feedback session

help us to understand what's working and what needs to change, just like the almost 1,000 residents who shaped this year's Customer Voice Framework refresh.

Get involved locally

through community visits, local meetings, or youth programmes.

Test new services before they launch

as residents did with the new repairs journey on MTVH Online, helping make it simpler for everyone.

How to get involved



Regeneration Brainery Bootcamp, Clapham Park Cube, London

Whether you have five minutes or five hours, your experience is exactly what helps us make better decisions — for your home, your neighbourhood and residents across MTVH.



Find out more and get involved at:
www.mtvh.co.uk/share-your-voice

How to get in touch

How to get in touch

ONLINE

Our easy-access forms are a quick and simple way to send us a message about:

- Neighbourhood concerns
- Estate maintenance issues
- Payments
- Repairs
- Complaints

Visit www.mtvh.co.uk/contact-us

CALL US

From 8am – 6pm, Monday to Friday, our phone lines are open with support for emergencies available 24 hours a day.

A callback feature is available so you don't have to hold too long waiting for an answer. Choose the callback option when you phone and keep your place in the queue – let us call you.

Call us on **0203 535 3535**

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.

Visit www.mtvh.online

WRITE TO US

Our address for letters is:

MTVH
Waterfront House
Technology Drive
Beeston, NG9 1LA

TRANSLATIONS

We provide:

- Interpretation, including British Sign Language
- Language translation
- Braille and large print

Request an interpreter or translation by completing a form online:

mtvh.co.uk/contact-us/customer-services-enquiry/

*Pride in every home,
a future shaped by you.*



Summer Fun Day, Clapham Park Cube, London

