



**LISTENING
TO RESIDENTS,
CREATING
OPPORTUNITY**
RESIDENTS' REPORT
2023-2024

*Working hard for residents,
creating opportunity*



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Welcome

Welcome to your Annual Report for residents for the financial year from April 2023 to the end of March 2024. In the following pages you will find examples of how the MTVH team strives to work hard for every resident every day to deliver excellent customer service and create wider opportunities

We aim to listen to your needs and collaborate with you to find the best solutions. At the heart of this is our Customer Voice Framework, which we designed with you in 2022 to give you meaningful opportunities to influence the decisions we make.

For example, in the past year residents have had the opportunity to influence the recruitment of our new CEO and Executive Director of Property, with a Resident Panel forming part of the selection process, and to shape our response to government consultations on damp and mould.

To complement the input from our formal resident engagement groups, we continuously gather insight from the daily interactions with residents over the phone or face-to-face. Over the past year we moved our complaints team into our Customer Voice team to analyse complaints, identifying actionable trends and insights that lead to service improvements for our residents.

Surveys are also critical in helping us understand your needs and your participation in them is highly appreciated. In 2023/24 we issued 16,000 customer surveys and 13,010 residents chose to respond, an increase from 11,705 who chose to respond in 2022/23. We have listened to enhance routine maintenance and repairs services. As a result of discussions with you we introduced three initiatives this

year to improve resident experience around complex repairs, missed appointments, and how we assess the quality of our repairs after they have been completed.

Collaborating with our residents brings many benefits and it helps us to direct help and support where it is needed most. We heard consistently over the past year that the cost-of-living crisis continued to be a source of huge pressure on households. In response we increased the spending through our Tenant Welfare Fund to £729,000 (£628,000 in 2022/23) supporting 3,675 residents, a 10% increase on 2022/23. The funding covered rent adjustments, emergency food and heating vouchers, essential household items and more complex support for residents that needed it. We also created financial gain of over £3m for residents through our advisory services that helped many of you cut costs, secure benefits, and increase incomes.

By working with local community partners, we deliver projects that support your well-being and the communities you live in. These initiatives range from Good Grub Cafes where residents can receive a hot meal, to projects that tackle youth violence and raise awareness of alternative life choices that can break the cycle of crime.

Looking ahead we are pleased to be operating under the new Consumer

Regulations scheme introduced by the Regulator of Social housing (RSH) from April 1st 2024. The new regulations introduce a consistent set of Tenant Satisfaction Measures and Standards against which housing associations can be assessed.

The Consumer Regulations have been in prospect since 2018 and over the past four years we have prepared thoroughly through our Customer Voice Framework and other initiatives to be ready to meet their requirements.

As CEO I have overall responsibility for compliance with the Consumer Standards. Our Executive Director of Property has responsibility for compliance with the Safety and Quality of Homes Standard, and our Executive Director of Customer Services has responsibility for compliance with the Transparency, Influence and Accountability Standard, the Neighbourhood and Community Standard, and the Tenancy Standard.

To underpin our delivery against the Consumer Regulations, the MTVH Service Standards outline the standards you can expect from us as we fulfil our work.

We continue to invest in the safety, warmth, and energy efficiency of your homes. Our dedicated Safer Buildings Team has now surveyed over 150 tall buildings and identified where any remedial works are required. We

have secured long-term funding to complete the works so you can be reassured of safety, while we pursue the original builders of the homes for compensation.

We are ahead of our target for over 75% of directly managed homes to reach Energy Performance Certificate C standard or better by 2026. This provides financial savings to you through lower fuel bills, warmer homes, and benefits the environment as we lower our overall greenhouse gas emissions together.

After sixteen years, I will be stepping down from my Chief Executive role later this year meaning this is my last introduction to an MTVH Residents' Report. It has been an honour to serve

you and I am confident that under my successor, Mel Barrett, MTVH will continue its path providing homes, working hard for residents and creating opportunities for people across the country.

I hope this report provides you with an informative overview of our dedication to serving you better every day. Thank you for helping us to improve and find ways of working better together.

Geeta Nanda OBE
Chief Executive

MTVH's vision is that everyone should have a decent home and the chance to live well.



Some highlights from this year:

16,000
resident surveys conducted to gauge satisfaction and identify opportunities for improvement.

1,700
residents supported with issues such as fuel poverty, financial management and benefit claims advice.

892
new properties delivered through our partnerships and regeneration projects.

Who we are

MTVH (Metropolitan Thames Valley Housing) is one of the UK's leading providers of affordable housing and care and support services

Our founding mission continues to resonate today, with the organisation having been established to provide desperately needed decent homes to the Windrush generation arriving from the Caribbean. This year we celebrated 75 years since the HMT Empire Windrush arrived in Britain. We continue to honour the legacy of our founding mission by providing decent homes to people in need.

We work to provide as many people as possible with the security of a safe, affordable and well-maintained home. We know that this can be the foundation they need to build better lives and to thrive.



We also know that people need reliable, good-quality services in order to live well and we are determined to continue improving what we do to make sure we always get the basics right. We will listen with respect and empathy. We will make things straightforward. We will be accountable. We will always be there for residents and the communities in which they live. ♦

Above and left: Brixton MTVH Windrush 75 celebrations for Residents

Where we operate

This graphic shows the percentages of homes by MTVH region and the breakdown of these homes by tenure type:

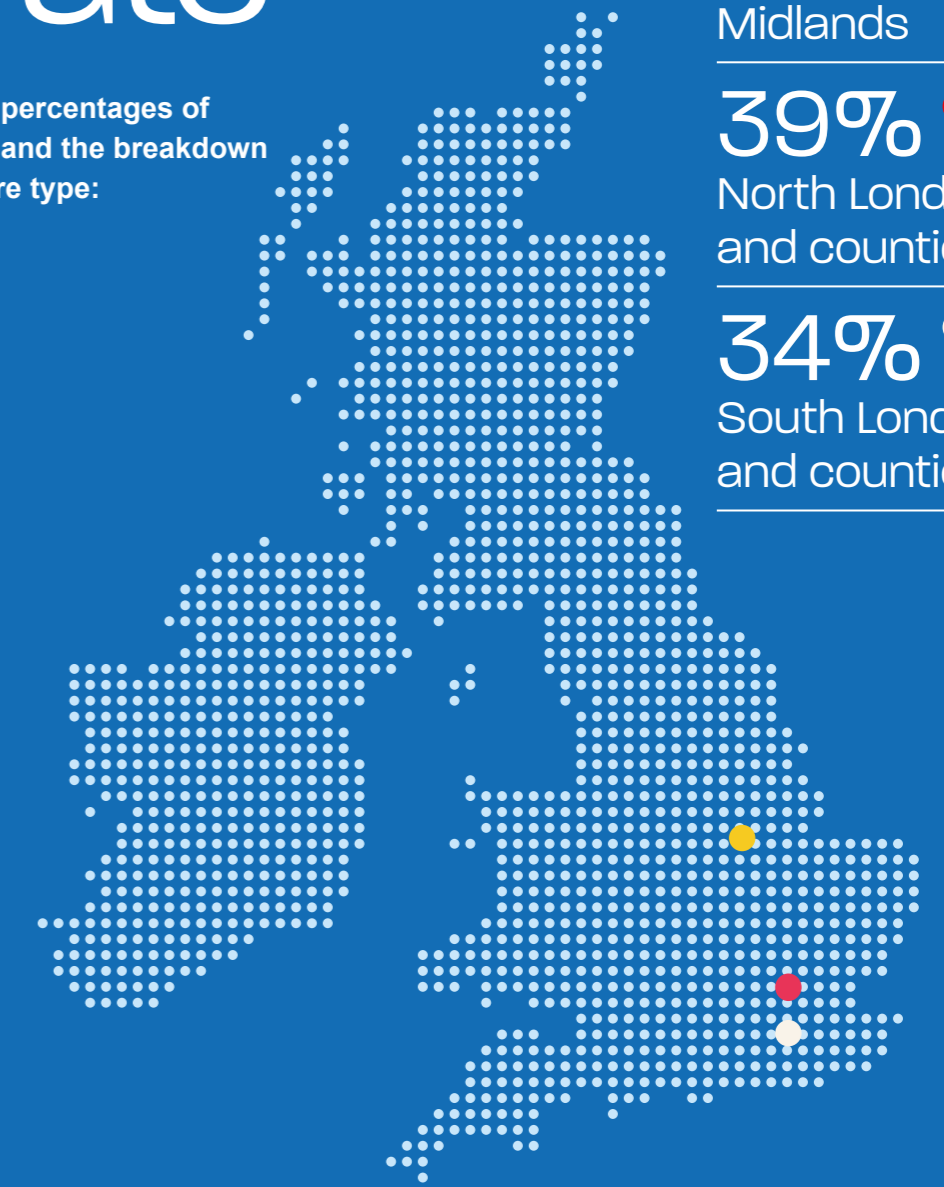
27% ● Midlands

39% ● North London and counties

34% ● South London and counties

+ 59,000 +

 Number of homes we own and administer



Breakdown	%
Other (including market rented)	1.5
Care & Support	10
Keyworker	3.5
Home ownership (including equity loan)	33
Social and affordable rent	52

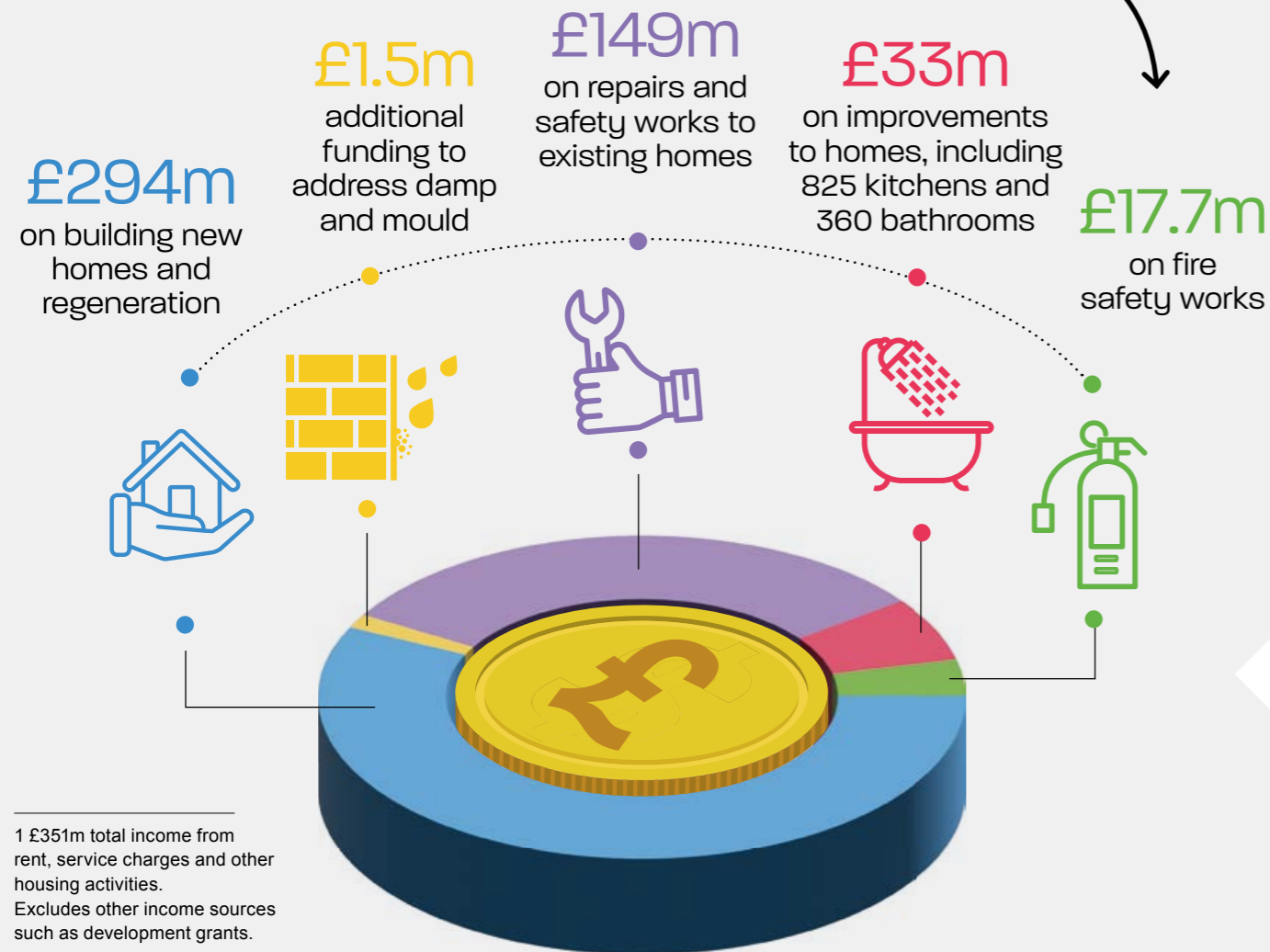
Delivering value for money

As a charitable organisation, we are committed to spending our money in ways that best serve you

In 2021, our 5-year strategy “Serving people better every day” set out our main priorities, which include improving your day-to-day experience, becoming more sustainable and providing more support services. We use this strategy to ensure any changes

we make align to our main aims and deliver the improvements you expect. We challenge ourselves to deliver financial benefits, as well as improvements to your lives, and each year we review our progress to see how we’re doing and where we can do even more.

Highlights of how your money¹ is spent



Chalkhill Faith and Fun Day

This year we invested in a new Customer Relationship Management system, making it easier to deliver services more efficiently.

Improving your experience

This year we invested in a new Customer Relationship Management system, making it easier to deliver services more efficiently and provide you with clearer communications.

Meanwhile, MTVH Online has continued to provide an efficient way for residents and MTVH colleagues to create and monitor routine service requests, reducing demand on our teams so they have more time to dedicate to complex issues.

Over 40% of MTVH residents now use this digital service, with half of all transactions taking place through MTVH Online during 2023/24.

A full roadmap is now in place, linking MTVH Online with our Customer Relationship Management system, helping to make your experience with us smoother and more streamlined.

Procuring responsibly

In all our procurement activity, we place huge importance on delivering social and financial value for residents. Last year, we ran 75 competitive tenders which resulted in new contracts. During each tender process, we work closely

with stakeholders to determine contract deliverables, with a focus on resident impact.

Our procurement approach helps us to ensure that resident requirements translate into contractual commitments from suppliers and that we uphold excellent customer service.

Our main resident-specific Key Performance Indicators (KPIs) are around Resident Communication, Resident Satisfaction and Social Value. During 2023/24, we negotiated 2,255 social value points into our new contracts.

These commitments included funding for the She Is Summit in Nottingham, reaffirming our stance against violence against young women and girls, and a fully-funded breakfast club at Chalkhill Primary School in Wembley to help families impacted by the cost-of-living crisis.

In November 2023, we introduced Match My Project, an online matching portal that allows our supply chain partners to match their social value commitments to local community-based organisations.

Investing in you

Over the past year, we have continued to provide financial support where it is needed most.

At the end of 2023/24, total arrears were at 5.2%, within our target for the year.

Our Tenant Welfare Fund was increased from £628k to £729k. This enabled our Customer Accounts team to access £366k to help 618 residents out of rent arrears so they could stay in their homes (571 in 2022/23).

The rest of our Tenant Welfare Fund was used by our Empowering Futures team to support residents with urgent food, fuel, essential household items and complex personal needs.

To help bolster MTVH funds that can be reinvested in the communities we work in, our Empowering Futures team raised over £120k of external funding and saved £40k through efficiencies.

We are planning to implement a number of other efficiencies to support our strategy and deliver further value for money for residents by 2026. ♦

– CASE STUDY –
CREATING SOCIAL VALUE WITH OUR CONTRACTORS

We are committed to engaging with our contractors to create social value in the communities where we work

This year, during a visit to Tutin Court near Loughborough, residents showed us their established and well-kept communal garden, which was filled with flowers, shrubs and vegetables. After talking with residents, it became clear there was an appetite to grow an even wider range of produce, but that gardeners with limited mobility were restricted and some were unable to join in at all. The residents were passionate about making gardening more accessible and inclusive, but didn't know where to start.

We shared this with our Estate Team, and soon after, our contractor stepped in to design and install raised planters that were more accessible and better suited to vegetable growth. Since residents had requested "winter veggies", the contractor went on to provide the seeds and seedlings for residents to plant.

Another benefit was that the planters themselves were made from mostly upcycled materials, as our contractor had been working in partnership with bulky waste services to rescue disused

timber that would otherwise have gone to landfill or tips.

A greater number of Tutin Court residents are now able to enjoy sharing fresh produce, and many have attended a community cooking course arranged by our Empowering Futures team where they learned how to turn the vegetables into delicious, cost-effective meals.

In testament to its success, Tutin Court's gardening initiative was shortlisted at the UK's Affordable Housing Awards 2023. ♦

A great project!
 We're grateful to have partners who are making such a difference in our communities.

Katrina Campbell-Coupland,
 MTVH Regional Community Coordinator



Tutin Court Later Living

Enhancing sustainability across MTVH

Our priority continues to be making MTVH a more sustainable and transparent organisation

Aligned to specific United Nations Sustainable Development Goals, we are committed to making improvements against three 'ESG' criteria:

→ Environmental criteria

MTVH aims to become a zero-carbon organisation by 2050. Our sustainability strategy outlines our commitment to actions that reduce our impact on the environment. This year, support from the government has allowed us to continue upgrading your homes to EPC C or above, and we have already exceeded our interim target of reaching this rating on 75% of homes by 2026.

→ Social criteria

Our founding principle is that everyone deserves a home and a chance to live well. We look to pay fair wages, within a safe working environment, and to promote diversity and inclusion within our workforce. We also target positive interaction with you, the residents of our homes, and the communities in which you live and work.

→ Governance criteria

We strive to ensure the Board of MTVH broadly reflects the diversity of our residents. We seek to remove pay inequality by both gender and ethnicity, while operating in an ethical fashion, and use data provided by our colleagues to track progress and develop strategies to sustain an inclusive culture.



80%

Nearly 80% of all MTVH homes are now rated EPC C or above, and we are committed to only building homes rated EPC B or better in future

Improving the sustainability of your homes

This year, a programme of upgrades such as cavity wall and loft insulation, high retention storage heaters and solar PV panels have not only made MTVH homes more energy efficient, but improved warmth and affordability, saving you money on your energy bills.

Nearly 80% of all MTVH homes are now rated EPC C or above, and we are committed to only building homes rated EPC B or better in future.

At Clapham Park in London, we have been successful in securing funding from the government to help decarbonise homes and support the transition from gas to electricity as the primary heat source. 3,000 Clapham Park homes will soon be powered by large air source heat pumps, which will reduce carbon emissions by 70% whilst reducing resident energy bills. ♦



Resident satisfaction and complaints

We want to focus on the issues that matter to you most and have been working closely with you to make the right improvements to our services

We issued 16,000 resident surveys this year, combining the responses with other resident feedback to prioritise areas for improvement.

You told us that repairs are particularly important to you, and we have been establishing new systems that help us respond to your maintenance queries and resolve them more quickly. This year, using extra information from our repairs survey, we made improvements such as a streamlining how you report repairs with MTVH Online and a new training programme to help repair operatives understand how to act

in your homes and keep you better updated on the timescale of repairs.

Following feedback received through our Back to Basics approach, we have worked with residents to create a new calling card to help you rearrange repairs and maintenance appointments more easily.

Ensuring that you feel safe in your home is a top priority for you. Feedback from our resident groups has helped us better understand your priorities – such as the repair of communal door entry systems. We have responded by

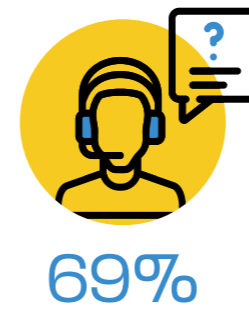
treating these repairs more urgently and being clearer in our communications with you.

We are doing more to address anti-social behaviour by ensuring you know how to report concerns and – through our Local Housing Managers – keeping you informed about issues in your neighbourhood and when these need the support of local authorities and the police.

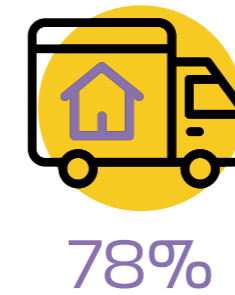
During 2023/24, our overall customer satisfaction score held at 70% from 71% last year.

Resident satisfaction scores

Our resident satisfaction scores for the year show that important progress is being made. While we recognise there is still work to do, efforts to improve our service are taking us in the right direction:



Resident satisfaction with customer enquiries grew from 63% in April 2023 to 69% in March 2024 – an increase of 6%



Resident satisfaction with the moving in process grew from 73% in April 2023 to 78% in March 2024 – an increase of 5%



Resident satisfaction with planned works, such as kitchen and bathroom replacements, grew from 79% in Apr 2023 to 83% in March 2024 – an increase of 4%



Resident satisfaction with repairs grew from 71% in April 2023 to 72% in March 2024 – an increase of 1%

Complaints

A detailed report on our annual complaint performance, and the key learnings and service improvements made following the resolution of complaints, can be found on our website. This report is a requirement of the Housing Ombudsman Complaint Handling Code and part of our commitment to being open and transparent about the volume and nature of complaints we receive.

This year, we introduced a new Customer Relationship Management (CRM) system, making it easier for our colleagues to see your service requests and keep you informed. We are continuing to roll this out and are closely monitoring feedback, with a view to extending the CRM next year so we have full visibility over all our interactions with you.

Our complaints process was one of the first to move onto this new system, allowing us to more quickly let you know we are dealing with your complaint and tracking it through to resolution.

We have around 2,800 interactions with residents every day – that's about 750,000 a year. From these, we received a total of 6,900 complaints, which is just under 1% of all interactions.

Key complaint performance for the year:

- 6,900 complaints received in total (5,533 stage 1; 1,367 stage 2)
- 30% increase in complaints since last year
- 24.7% of complaints moved to stage 2
- 85.8% of complaints responded to within Housing Ombudsman Service timescales

Key Housing Ombudsman performance for the year:

- 138 cases determined
- 8 cases determined as severe maladministration
- 31% increase in cases determined since last year
- 347 findings received
- 6 complaint handling failure orders received. ♦

² Based on 260 working days in the year.

Tenant Satisfaction Measures

The measures focus on five key themes:

- ➔ Keeping properties in good repair;
- ➔ Maintaining building safety;
- ➔ Respectful and helpful engagement;
- ➔ Effective handling of complaints;
- ➔ Responsible neighbourhood management.

There are 22 measures in total: 12 of these come directly from one of our resident feedback surveys, the other 10 come from information we hold in our systems on our operational activity. The feedback from residents helps us understand how we can adapt and improve.

We are pleased to present our first ever set of Tenant Satisfaction Measures (TSM). This is the first year that the Regulator for Social Housing (RSH) has required all housing associations to report a consistent set of TSMs to enhance transparency for residents and to allow associations to identify areas of strength, and where improvement can be made.

It is encouraging that 68.3% of our tenants are satisfied with MTVH's homes and services overall, and over 75% say that we treat them fairly and with respect. We have benchmarked our results with organisations of similar size and complexity and are pleased to see that we are a top performing organisation across many of the Tenant Satisfaction Measures.

Our Tenant Satisfaction Measures for this year are presented in the following tables and are also available on our website.

Our results for 2023 to 2024

Overall satisfaction
Satisfied with the overall service from MTVH

68.3%
Rented homes

36.7%
Shared ownership



Keeping properties in good repair

	Rented homes
Overall satisfaction about repairs	71%
Satisfied with the time taken to complete their most recent repair	66.2%
Homes not meeting the Decent Homes standard	0.1%
Non-emergency repairs completed within MTVH's timescale	83.9%
Emergency repairs completed within MTVH's timescale	96.7%
Felt their home was well-maintained	70.5%



Maintaining building safety

Percentage that reported that they are satisfied that their home is safe

76.7%
Rented homes

60.4%
Shared ownership

	Rented homes and shared ownership
Required gas safety checks carried out	99.6%
Required fire risk assessments carried out	100%
Required asbestos management surveys or reinspections carried out	98.6%
Required legionella risk assessments carried out	100%
Required communal passenger lift safety checks carried out	100%



Respectful and helpful tenant engagement

	Rented homes	Shared ownership
Agree MTVH treated them fairly and with respect	75.3%	53.1%
Felt MTVH listened to their views and took actions	59.2%	27.3%
Felt MTVH kept them informed on points that matter to them	71%	52%



Effective complaints handling

	Rented homes	Shared ownership
Overall satisfaction on complaints handling	39.8%	18.9%
Number of Stage One complaints received per 1,000 homes	101.1	109.5
Number of Stage Two complaints received per 1,000 homes	20.9	28.4
Stage One complaints responded to within Housing Ombudsman's Complaint Handling Code timescales	87.2%	86.6%
Stage Two complaints responded to within Housing Ombudsman's Complaint Handling Code timescales	87.6%	81%



Responsible neighbourhood management

	Rented homes	Shared ownership
Number of anti-social behaviour cases opened per 1,000 homes (for both rented and shared ownership)		23.3 (involving hate crimes 0.3)
Overall satisfaction with the maintenance of communal areas	72.2%	51.8%
Satisfied with MTVH's handling of anti-social behaviour	61.4%	29.8%
Felt MTVH makes a positive contribution to the neighbourhood	64.9%	30.9%

Methodology

We've spoken to a total of 3,143 people between April 2023 and March 2024 to find out their views on MTVH's services and homes. This includes 2,434 residents living in rented homes and 712 shared owners.

For this survey, we partnered with an independent research agency IFF Research who has conducted the survey on behalf of MTVH. A vast majority of the surveys were conducted over the phone. A small number of people (25) provided their feedback face-to-face.

To ensure we represent our residents community fairly, we took into account characteristics of each resident population and worked to meet targets for regions and tenancy types. Where needed, the survey responses were weighted based on tenancy type, region, property type, gender and age group. This means that where we surveyed a smaller percentage of tenants in a particular group than are in our homes, we increased the weight of the responses from the tenants in that group that we spoke to. ♦



It is encouraging that 68.3% of our tenants are satisfied with MTVH's homes and services overall, and over 75% say that we treat them fairly and with respect. We have compared our results with organisations of similar size and complexity and are pleased to see that we are a top performing organisation across many of the Tenant Satisfaction Measures.

However, we acknowledge there is room for improvement and work to be done particularly around our homeowners. This data shows a clear disparity in satisfaction between renters and homeowners, highlighting the need for a tailored approach for each tenure. We are already taking actions to better serve our homeowners and have established a new team specialising in the needs of shared owners and leaseholders, separating these responsibilities from those of renters. Additionally, we've recently formed a Service Charge Collaboration Group, bringing together shared owners and leaseholders from all our operating areas to work on homeownership-specific themes, and service charges in particular.

Over recent years, we've been prioritising safer homes and safer buildings, having invested £147m in repairs and safety works in the last

year alone. When asked specifically about the condition of their property or building over three quarters of renters are satisfied MTVH provides a home that is safe. We understand feeling safe at home is about much more than bricks and mortar, and a majority of our renters (61.4%) are satisfied with our handling of anti-social behaviour.

When asked about our repairs services 71% of renters and 66.2% of homeowners were satisfied, and 72.2% of renters also found that MTVH maintains communal areas well. These are encouraging figures, but we strive to improve further every day. For example, we have created a new Property Experience team to improve communication on complex repairs and review post-inspection processes to improve contractor management and resident experience.

We are committed to listening to our customers and providing meaningful opportunities for them to help shape and improve the way our services are delivered. This is embedded in our five-year 2021-26 strategy "Serving People Better Every Day", where we use our Customer Voice Framework, Customer Council and Regional Resident Panels to ensure residents can influence the way we deliver our services.

We are also committed to maintaining

a positive complaint handling culture. We see complaints as an opportunity for us to both put things right and learn how we can make improvements to our services in future. So, this year, we've invested in a new Customer Relationship Management system, making it easier to deliver services more efficiently and provide clear and consistent communications.

We are proud of the positive results highlighted in our first Tenant Satisfaction Measures. While the feedback from our renters is encouraging, we remain committed to address the areas where improvement is needed, particularly in serving our homeowners and streamlining our complaints handling. As we move forward, we remain dedicated to serving our residents better every day and ensuring their voices are heard and valued.

We have also published our TSMs on our website which outlines how we are working with our residents and responding to what we hear through TSMs and other feedback routes. If you would like to find out how our teams are working hard behind the scenes to improve our services, we encourage you to view on our website. ♦

Working with you to improve building safety

We are committed to engaging with you in different ways to ensure you feel safe in your homes

This year, we issued building safety update letters to approximately 1,700 households, responded to 480 phonecalls, replied to 3,389 emails and met with 550 of you on the topic of fire and building safety.

We have been working hard to expand the information and services about safety on our website, including the online form you can use to contact us about fire and building safety and our EWS1 information for leaseholders and shared owners.

For residents in high-rise buildings, our Building Safety Resident Engagement Framework sets out the ways we are involving you in works to improve safety and giving you a greater say in how your building is managed.

We have developed an online tool providing an overview of safety information for each MTVH high-rise building, with factsheets sharing important details about fire safety and how we can work together to keep everyone safe.

Here are some of the ways we have been working with you this year to improve safety at different MTVH locations:

Rehoming residents at Wharncliffe Mews in London

After building safety defects were identified at five leaseholder buildings meaning remedial works were required, we needed to temporarily rehome 42 leaseholders for approximately 2 years.

We began engaging with leaseholders 12 months before works began, providing a dedicated point of contact and holding in-person assessments to understand the needs of affected residents. Following these meetings, we developed bespoke resident offers to accommodate different circumstances.

Now that residents are temporarily rehomed, our emphasis remains on providing a tailored approach and communicating holistically to address issues such as historical defects and service charges. We continue to engage meaningfully and regularly with all stakeholders and are committed to working closely with residents to ensure a smooth transition back to their homes in summer 2025.



Keith Shaw House, Clapham Park

Supporting residents with additional needs at Tagore Close in London

When remedial safety works were needed at homes in Tagore Close, our CRM helped to identify residents with additional needs such as mobility or mental health issues. We contacted residents approximately 12 weeks before work was due to begin, carrying out assessments to clarify any known requirements and identify any additional unrecorded needs.

Having identified that a number were wheelchair users or had other needs, home visits were undertaken with residents and their next of kin or support worker to discuss the remedial process.

As a result, two day rooms were set up for residents to use during the works which were adapted for wheelchair accessibility and included a comfortable living space, office workspace, simple kitchen facilities and a shower and toilet facilities. Drop-in information sessions also took place within these facilities to provide project updates to all residents.

Creating child-friendly spaces at North Court in Camberly

When planning fire and building safety works to two high-rise buildings at North Court in Camberly, Surrey, our Safer Buildings Team identified that a high number of affected residents were families with pre-school aged children.

To help support these families during the works, a welfare facility was created which included simple kitchen facilities and a 'working from home' style office space, as well as a baby changing table, children's toys and a small play area. ♦



We have developed an online tool providing an overview of safety information for each MTVH high-rise building.

Addressing damp and mould

All MTVH residents rightly expect to live in warm, safe and dry homes

Although damp and mould can be caused by a variety of factors, we recognise that the responsibility of maintenance issues sits with us and we are committed to ensuring that lasting solutions are implemented.

In July 2022, we completed a survey as part of the damp and mould review

occurring in MTVH, which was part of our wider Property Experience project. The project scrutinised our old approach to damp and related issues, and how we can change this to offer you more support.

Following your feedback, we updated our Damp and Mould leaflet to provide

up-to-date advice and ensure you understand our process. The leaflet also includes government guidance as we work closely with Environmental Health to eradicate these issues.

We really valued the feedback you gave us and want to demonstrate how your views have helped to shape this work:

You said
"the language is too wordy."

We reviewed the leaflet content, aiming to strike a balance between being informative and keeping things concise. We've broke the information into text boxes and bullet points to keep things clear, and have included relevant photographs to illustrate certainpoints.

You said
you wanted to
"understand the role of Local Housing Managers in the process and how they could support locally."

We have included information on the non-repair support available, and that Local Housing Managers and our Empowering Futures team might get involved. We have not gone into detail on how they will provide help as this will depend on the circumstances in each case.

You said
"you were not clear on how long the process would take."

We are unable to give a specific timeframe for the process in general as it is assessed on a case-by-case basis. But we have made it clearer that we will continue to monitor over a 12-month period to make sure interventions have been successful.

Changes to enhance our property maintenance service

We've been listening to your feedback, including through the 16,000 resident surveys we conducted this year, and noticed that satisfaction levels are higher in areas where our in-house maintenance team Metworks handles repairs directly.

As a result, we're evolving and expanding our dedicated in-house operations to ensure better service for you. From this year, Metworks will be taking over from our long-term contractors, allowing us to have more control, be more responsive, and meet your needs even more effectively.

We want to reassure you; we're making this change with care and consideration. Our Metworks team has already proven its capabilities in other areas we provide homes to like Derby, Nottingham, and inner London, and will now be expanding their services to Greater London and the Thames Valley areas.

We recognise that the quality of our repairs and maintenance service plays a crucial role in achieving our mission of providing warm, safe and dry homes that allow residents to live well. If there are any changes needed to how you report your repairs or maintenance, we'll be in touch with you directly.

Introducing your Local Housing Manager

Earlier this year, we engaged with our housing colleagues and gave them the opportunity to choose which MTVH areas and tenures they would like to manage. We were delighted to be able to give 80% of colleagues one of their top 3 choices, and if your Local Housing Manager has changed, we will have written to you to let you know who they are.



Now that areas have been allocated to colleagues, we are focusing on getting to know residents better. Our Local Housing Managers are beginning a home visit pilot with our general needs residents and shared owners. The visits will help us better understand you and your home. If you receive a letter offering a home visit, please contact us to arrange this so that your views, perspectives and insights can be taken into account.

We are also looking at the frequency of our estate inspections. Whilst our Estate Services Team carry out inspections on a regular basis, our Local Housing Managers also have a role to play in

visiting the schemes in their areas and keeping an accurate digital record of the external condition of homes. Ultimately, we aim to do joint inspections of our schemes with residents on a regular basis, which will help us to proactively identify and address any repairs or areas of improvement.

In the coming months, you may also notice the introduction of new electronic noticeboards in some communal areas, where the infrastructure allows it. This new system will help us keep you updated with our general services, as well as anything area specific, such as the date and time of your next estate inspection. ♦

You can report leaks, damp, mould or condensation on 0203 535 3535 or via MTVH Online.

– CASE STUDY –
MANAGING NEIGHBOURHOODS RESPONSIBLY

This year, the role of MTVH Resident Estate Inspectors was a key topic of our Continuous Learning Scrutiny reviews

In March, we hosted a deep dive at Chalkhill in west London to discuss the role in detail and identify ways the management of MTVH neighbourhoods could be improved.

As part of the meeting, we completed a brief walkaround of the local area, where colleagues shared 'what good looks like' when it comes to responsible estate management.

The key discussion points and outcomes included:

➔ **Clarifying estate maintenance responsibilities**

Some residents felt the lines are blurred between who is responsible for what when it comes to estate

maintenance. In response, we plan to provide residents with maintenance signposting and information at the initial sign-up stage.

➔ **Increasing transparency around MTVH estate contractors**

We shared with residents that we regularly host meetings with estate contractors to discuss our expectations, set KPIs and explore the implications when standards are not met.

➔ **Promoting the role of Resident Estate Inspectors within MTVH communities**

We discussed the profile of Resident Estate Inspectors and explored new ways to recruit residents to the role. ◆



Thank you for organising yesterday's meeting. The walkaround was interesting, and I think the Resident Estate Inspector role is going to be a challenge (in a good way) for MTVH to get right. I suspect there will be tweaks along the way but it will be great to see in action.

MTVH Resident



– CASE STUDY –
DELIVERING CHANGE FOR FELLOW RESIDENTS

Pamela Newman lives in a MTVH shared ownership flat in Brixton. As a member of our Customer Services Committee, she is working with us to put residents at the heart of decision-making

"As well as being a member of the Customer Services Committee, I now represent MTVH on the new G15 Residents' Group, which is fantastic. Together, I think we will have some real sway and it will be really good for everybody living in social housing.

As a committee, we want to give residents an equal voice at the table. We encourage them to give us feedback so they are part of MTVH's development and their voice is heard on any changes we make, from customer services to influencing national policy.

I was honoured to be involved in the recruitment of new senior leadership at MTVH, including the Chief Executive. It's lovely for us to have a say in who will run the organisation going forward, and for MTVH to get a customer perspective on recruitment. This way of doing things feels really new and exciting and should be how it's done everywhere.

I have also been helping to implement and develop the Back-to-Basics approach, which provides residents with a formal feedback loop that ensures everybody is listened to. The approach is perfectly named because you've got to get the basics right before trying to do innovative work, and people



really value having a decent service as standard.

The approach is powerful because it's not just a tick box exercise – MTVH really listens to our feedback, makes improvements based on that information and actually make things better for people.

Never before have resident voices been needed more. Our lived experience is very powerful because we have knowledge of what decisions are needed to make places and homes better.

We know change takes time but I can honestly say that we are definitely feeling improvements. I look forward to continuing to have a positive influence, providing residents with a voice and ensuring decisions make a real difference to people's lives." ◆



As a committee, we want to give residents an equal voice at the table. We encourage them to give us feedback.



Chalkhill Faith and Fun Day

Listening to you

We are committed to listening to you and using your feedback to help shape and improve the way our services are delivered

Through our Customer Council and three Regional Panels, we hear real examples of the issues that matter to you most.

To ensure these groups truly represent your views, we recruit to them to match our overall resident demographics as closely as possible, ensuring there is a diversity of representation from different geographic areas, genders, ages, ethnicities and life experiences.

Every year, our resident groups complete an effectiveness review, helping to ensure that the ways we support and collaborate with these groups really works for them.

It was through this year's annual effectiveness review that residents initiated our new Back to Basics approach. The review also made us

aware that we needed to rebalance how group meetings were running, to allow more time for open discussion and the sharing of experiences.

In addition, our colleagues are working together to listen to you whenever you share your views with us, not only through our formal engagement activities.

For example, the issues affecting you have been identified through conversations with our Customer Hub and other front-line colleagues.

By listening to you through these different channels and analysing data from a range of sources, our teams gain a fuller understanding of your perspectives and needs so we can take action to continuously improve our service. ♦

Keeping you informed

Our resident bulletin 'Here to Help' is designed to help you stay up to date with all the different ways to access our services. Each edition features the topics highlighted as being the most important to you, as well as information about the services we provide, how you can access them and information about our front-line colleagues. You can read the latest edition on our website. Search for 'Resident Bulletin'



Empowering you to influence

Whenever we could be doing better, we want to hear from you. Your insights and experiences help to influence positive change right across the organisation



Bolingbroke Care & Support scheme launch

We see complaints as an opportunity for us to put things right and learn how we can make improvements to our services in future.

Following your feedback that we need to have clearer records of your experiences with us, we've been working hard to improve and streamline our processes.

We now have a single unified housing system in place which consolidates all resident data.

In the past year, we have also integrated our Complaints and Customer Voice teams to enable us to identify and resolve emerging resident issues more quickly.

In addition, our Back to Basics approach has created a new opportunity for resident influence to be felt across MTVH, including at Board level.

We are committed to listening to your views and using them to influence the way our services are delivered.

MTVH homeowners influencing change

This year, we formed a new Service Charge Collaboration Group featuring a diverse mix of shared owners and leaseholders from across all MTVH regions. The group meets quarterly to help enhance communication and transparency around service charges, enabling homeowners to influence and be involved in the decision-making processes affecting them.

Together, the group review MTVH communications such as our website and resident letters – offering their recommendations on how to make these more helpful and easier to understand. They also review MTVH policies and other processes affecting residents, providing insights on how we can be more transparent and continuously improve.

In its initial meetings, the group has made significant strides in enhancing how we communicate with our homeowner residents around service charges. Key achievements include:

- rewriting a key letter that was circulated to all MTVH homeowners advising them of our new management fee structure, which received positive feedback and resulted in fewer queries, demonstrating its clarity and effectiveness
- providing recommendations on how to implement an upcoming recharge policy in a way that is fair and balances the needs of both residents and MTVH

- influencing the design of a new covering letter that accompanies final account statements, along with recommendations on how we can improve the associated commentary, making the statements more user-friendly

Looking forward, the group aims to build on these successes by:

- encouraging more residents to join and share their perspectives
- maintaining a continuous cycle of feedback and improvement for all service charge communications
- extending their review to other areas of homeownership communication and policy, ensuring all aspects are influenced by resident views. ♦



SO Resi sharedowners Louise Edwards and Adam Spicer

– CASE STUDY –
HOW YOU'VE BEEN INFLUENCING THE ROLL OUT OF OUR NEW NOURISH CARE SYSTEM

Nourish is new digital care software we are introducing to improve customer experience and service delivery in our supported living schemes

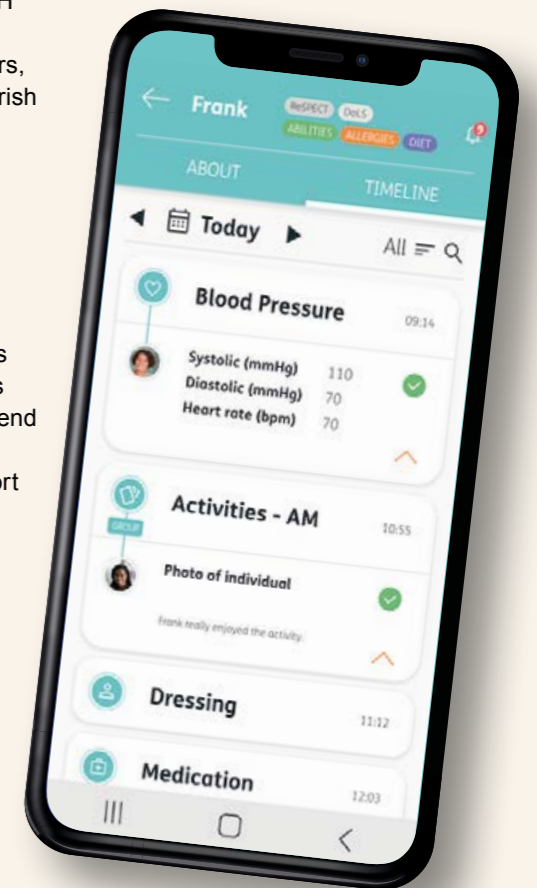
Nourish enables all data to be recorded and managed on a single centralised system, replacing paper-based documents and allowing colleagues to analyse information and produce reports digitally from any location.

The new software means our Care & Support teams will have more quality time with residents and service users, creating a more attentive environment where needs are efficiently met.

Since Nourish is being rolled out in stages, we engaged with users from the first phase to ensure that it will meet needs and that our guidance about using it is understandable and clear.

Listening activities about Nourish were completed in each of the three MTVH regions, including interviews with different Care & Support stakeholders, a simple survey and discussing Nourish in one-to-one resident and house meetings. In total, we spoke with 16 residents or service users, seven colleagues and one family member.

While the feedback about Nourish was overwhelmingly positive, there were some helpful recommendations about its roll out. For example, it was suggested that managers should attend Nourish training sessions alongside their teams, to allow for better support as people begin using it. ♦



As a parent, I'm happy that Nourish has been introduced. I can receive daily updates about my son, including how and what he's doing, his care plan and even pictures of activities he's participated in! This gives me a huge sense of reassurance and I'm sure a lot of parents in my position would feel the same.

Janet, whose son Jayde resides at Woodhill Crescent in North London

Community Impact

This year, our Community Impact and Customer Accounts teams have provided intensive support to over 3,675 resident cases in a range of ways, from benefits and cost savings to help with the cost of living.

Working with external partners, charities and using our own funds, we helped create £3m in financial gains for residents in 2023/24 (£3m in 2022/23).

We increased our Tenant Welfare Fund to £729k (£628k in 2022/23), which allowed us to support 618 residents with £366k worth of rent arrears, enabling them to stay in their homes (571 in 2022/23). In addition, £120,000 of external funding was secured and £40k was saved through improvements to our working practices.

Our Tenant Welfare Fund was also used to provide £363k of support with urgent food, fuel, essential household items and complex personal needs, with an average response time of one hour for urgent food and fuel requests.

Our partnership with Pocket Power continues to provide an inclusive phone service to help reduce household bills and connect you with financial support. Since 2020, 810 residents have benefited from this service, resulting in total savings of almost £213,931. For every £1 invested by MTVH, residents save £13.

£3m

created in financial gains by working with external partners, charities and using our own funds



£120,000

secured through external funding



£40k

saved through improvements to our working practices



She Is Summit



Clapham Park Fun Day

Creating safer communities

We are working to improve safety in MTVH communities. To tackle violence against women and girls, in partnership with the Police and Crime Commissioner, we built on our work in Brent to expand the She is Summit with a new event in Nottingham. The She Is Summit is an initiative that provides a space to listen, understand and improve the lives of girls and young women who are often underrepresented, marginalised and not heard.

We are also proud to lead the Lambeth Housing Management partnership's Neighbourhood and Community Safety workstream, which brings together the council and other housing providers to improve community safety, reduce place-based violence against young people and anti-social behaviour in Lambeth.

Funded by the Mayor of London's Violence Reduction Unit, we are a part of the Stronger Futures programme, which will support more than 600 young people aged 10-18 who may be at risk of violence, exploitation or grooming by delivering prevention and early intervention work from 3-10pm on school days.



Tutin Court Later Living Scheme

Creating opportunities for young people

We are committed to creating positive futures for young people, and support a wide range of projects across the country. Here's a brief summary of just some of the initiatives we're involved with.

In 2023 we launched **Clapham Park Ambition**, a project providing leadership skills to young people aged 16-25, enabling them to support and mentor other young people on the estate.

Also in London, we are proud to be part of **the Young Londoners Coalition**, a network delivering a wide array of vital services to support the ever-changing needs of almost 3 million young people across every London borough.

At a national level, we have partnered with **the Hope Collective** as part of our shared goal to enable the UK's most vulnerable young people and communities to be free from poverty, violence and discrimination.

We are also a funding and referral partner for **the Derby City Youth Alliance**, a network of providers working collaboratively to support the city's most vulnerable and challenged young people to be safe, develop and prosper.

In memory of our former vice-Chair and Treasury Committee Chair, Tania Brisby, who passed away in 2022, we launched a new fund in her name. In 2023/24, the **MTVH Tania Brisby Fund** provided targeted support to 8 young people aged 16-24, enabling them to fulfil their education and career ambitions.

Creating opportunities for employment

As part of our commitment to creating opportunities for meaningful employment, last year saw us completing two programmes funded by the EU Structural Funds for employment and skills:

711 people experiencing unemployment took part in **Love London Working**, in partnership with the Greater London Authority (GLA) and Clarion Futures, with 219 securing work – 60% of which was sustained for more than six months. In addition, 98 people with complex health and social barriers participated, with 17 finding work. Meanwhile, 173 people created new businesses and sustained self-employment for six months. The job sustainment rate (people still in work after six months) was one of the highest in the employability sector.

96 young people experiencing unemployment participated in **Nottingham Works for You**, in partnership with Nottingham City Council, with 34 securing work and 16 entering training and apprenticeship programmes.

We are also participating in the **Flourishing Futures project**, funded by the Youth Futures Foundation, which will provide consistent, high-quality support to unemployed young people in Brent. The project is currently in its research phase, with young people at the heart of deciding the programme's longer-term future. ♦



Love London Working

– CASE STUDY –
SUPPORTING OLDER RESIDENTS WITH AGE UK

This year, we partnered with Age UK in Barnet to provide vital support to vulnerable older residents at our West Hendon estate



West Hendon Carnival 2024

In the midst of the cost-of-living crisis, when an increasing number of older people are struggling to make ends meet, we are providing a vital lifeline to vulnerable older people and demonstrating the power of partnership working across the community.

MTVH Chief Executive,
Geeta Nanda OBE

We know that the high cost of living has affected many people this year, and particularly older residents. To help address this, we began a partnership with Age UK in Barnet in July to provide vital support to vulnerable older residents at our West Hendon Estate.

One of the first things we did was to set up the West Hendon Food Bank, which has been delivering weekly support with food and other essential household items. More than 100 older residents and 60 families in the community have benefitted so far, with each receiving 4kg of food.

Age UK Barnet have also attended sessions at the food bank, offering older residents one-to-one advice on a range of issues such as benefits and debt.

The charity is one of the organisations tasked with distributing Barnet Council's Household Support Fund (HSF), which was set up by the government to support vulnerable households who are struggling during the cost-of-living crisis.

Impressed by the way the food bank was being run and recognising the critical support it was providing, Age UK Barnet has since donated £6,000 of HSF funding to MTVH. We used this to purchase and distribute 50 fuel and 60 food vouchers for older West Hendon residents.

In addition, to help them stay warm through the colder months, volunteers from our Empowering Futures team distributed 30 winter hampers donated

by Age UK to residents aged 55 and over in December.

The hampers contained winter essentials such as a hat and gloves, thermal socks, a hot drinks thermos and blanket. Tea, coffee, biscuits and chicken soup were also included, along with essential personal items such as toothbrushes and toothpaste, hand soap and shampoo.

The food bank has become an important space in the community, where anyone – no matter their age – can come to ask questions, receive support and find out about activities in the area. It's an example of how we are working to manage neighbourhoods responsibly and provide care and support to those who need it most. ♦

– CASE STUDY – INVOLVING YOUNG RESIDENTS TO IMPROVE HOUSING OUTCOMES

Our Community Impact team is working on a number of projects to help amplify young resident voices so they can positively impact the future housing decisions affecting them

Whether training them as peer researchers, sharing their aspirations about their housing situations or telling the story of how the housing crisis is affecting them, we are committed to ensuring that young residents are listened to, understood and that meaningful action is taken in partnership with them.

Training Young Connectors at Clapham Park

This year, we initiated a collaboration with Active Communities Network (ACN) to train young people from Clapham Park in Youth Work. In January, a group of MTVH Young Connectors began a 12-week programme to learn how to engage effectively with their peers, address social issues and promote positive change on the estate.

In May, six of these Young Connectors were employed by ACN to play a key role in driving youth-led initiatives at Clapham Park over the next 12 months. With 4 hours as paid work and 4 hours as volunteer time, they will be covering the following four topics:

- Raising young people's voices: influence, professionalism and purpose
- Health, well-being and equality
- Connecting young people to community resources
- Inclusive regeneration planning: youth-led input



Nottingham Academy Careers Fair



MTVH Resident at Housing 2024



ITAV film screening at Clapham Park. An outcome of My Script project for young people in Lambeth and Clapham Park funded by MTVH



Flourishing Futures

Flourishing Futures is a peer-led research project empowering young people to address barriers to employment and foster inclusivity across three large estates in Brent: Chalkhill, Stonebridge and Church End.

Funded by the Youth Futures Foundation's Connected Futures Programme, and as part of a consortium including MTVH, Spark, Brent Council, Hyde and Catalyst Housing, the project joins up different services within the borough so that

young people furthest from the job market receive good quality, consistent support that understands their complex needs.

Young people in Brent were paid in their role as consultants and educators to the project, developing employability skills and being empowered to have their views lead to civic action.

We worked collaboratively with the consortium to further develop our existing work to increase opportunities and employment for

young people in Brent, building on Chalkhill Forever young people's group and the One Flow One Brent partnership programme.

Phase one of Flourishing Futures saw us working closely with local young people through a Participatory Action Research approach, with the findings forming the basis for the project's proposed solutions and next steps.

[Full report can be viewed on our website](#)

Developing our Housing Futures partnership for young people

Recognising that more needs to be done to engage young people in decisions about housing, and following on from our 2022 report 'Housing Futures: The vital role of home in young people's futures', we developed a partnership with two other housing associations, Clarion and Hyde, as well as the Partnership for Young London, to help build the youth voice, share learning across the housing sector and influence future policy together.

As part of this partnership, a group of young people including six younger MTVH residents were trained as peer researchers. Over the last twelve months, they have led a survey of over 50 young housing association residents and conducted

interviews with housing association CEOs and colleagues to better understand how young peoples' voices can be included in future housing decisions.

Some recommendations from their research include that young people should be defined as a separate stakeholder and that youth voices should be represented at every level of a housing organisation. In April, we held a 'Housing Reimagined' event in London to share interim findings from the research and create recommendations for young people in housing policy. The findings were also presented at a number of sector events, such as the Centre for London Summit 2024 and Housing 2024. ♦

We believe everyone should have a decent home and the chance to live well

