

# MTVH newsletter

Winter 2021



 For residents living in keyworker accommodation

In this issue: **Customer satisfaction survey, Fire safety works, New accommodation officer**

## Are you self-isolating?

It is now easier for you to let us know if you are self-isolating. Just find the Scan & Self-isolate poster on the front entrances to your property and our noticeboards, scan the code, and answer a few questions.

This will let us know immediately that you are self-isolating and allows us to alert our cleaners and other contractors.

The night is darkest just before the dawn.

We're with you.

Thank you, from MTVH.



### Ethnicity Awards 2020

The Ethnicity Awards recognise individuals and businesses working to ensure that all people are afforded equal opportunity, regardless of race or ethnicity. Mekida Carr, Accommodation Officer at our Hillingdon site, was nominated in the 'Future Leader' category and made the top 10. This an amazing achievement, and is a testament to Mekida's dedication and impact. Well done, Mekida!

## Customer satisfaction survey

We are now using an external company, IFF Research, to carry out our customer satisfaction surveys. They started carrying out the surveys from October to December 2020, and have captured the data on the right.

### Why are we collecting the data?

We want to improve the service we provide to you, and the feedback you share with us helps us to do this.

### What will we do with the data?

We will share the data with you in the quarterly newsletters and will compare it to the previous quarter's information collected.

The comments and suggestions received through the survey will be used and will help us to shape the service we provide to our customers.

### October – December 2020



Photo: Freepik.com

Customer satisfaction

64%



Communal repairs and maintenance

69%

## HEATHERWOOD

### New hospital development

The new electronic gate entering Heatherwood Hospital is scheduled to be commissioned at the end of February 2021. It seems that the work on the new hospital will be completed ahead of schedule towards the end of July 2021.

Taylor Wimpey have the contract to build new homes consisting of flats and houses on the old hospital site. If anyone is looking to purchase a property this will be a good opportunity.

### CCTV

The CCTV on site is due to be upgraded in the next couple of months. As soon as we have dates, we will let you know.



### Door entry upgrade

Some of the blocks are due to have their door entry system upgraded in the next few months. Details will be provided nearer the time, however this work will not involve the contractor entering your flat as they will only be working on the main entrance door to each block.

## FRIMLEY

### Parking

We still have some available spaces in the car park, and parking permits cost £22 per month. If you would like a parking permit please contact Suzy, your Accommodation Officer in the office during opening hours or on her mobile **07973 661728**.



Visitor parking scratch cards are also available for purchase from Suzy. The cost for these is £2.50 for 24 hours parking.

## Roof Works

Thank you all for your continued patience with the scaffolding works. Most of the roofing repairs are now complete and the scaffolding will start to come down over the next couple of weeks.

## NUFFIELD

### New sofas in the communal kitchens



Photo: Freepik.com

We have ordered new sofas in all the shared kitchen and lounge areas in Burrows and Mary Powell House. They should arrive in the next four to six weeks, a contractor will also remove the old sofas. Richard will inform you as soon as we have a delivery date.

## STOKE MANDEVILLE



Photo: Freepik.com

### Vacancies

Between 1 January and 31 March 2021, we are running a 'Recommend a Friend' promotion. If you know a friend or colleague who might be

interested in accommodation, let Sarah know via email [sarah.moxham@mtvh.co.uk](mailto:sarah.moxham@mtvh.co.uk).

If your friend secures a reservation with a deposit payment, you will then get £25 off your next month's rent.

### Walton House fire safety works update

We are still liaising with the contractor to recommence the ongoing works following the installation of the new fire alarm system. As soon as we have a start date for these works, we will let you know.

Thank you for your continued cooperation and patience with the delays in getting this completed.

## QUEEN VICTORIA

### Ensure fire doors are always closed

We have noticed that during recent estate inspections, some fire doors are being wedged open.

We'd like to please remind all residents that the fire doors should remain closed and not be wedged open. In the event of a fire, the fire doors will help prevent it from spreading rapidly throughout the building.

### New Accommodation Officer – Sean

As you may be aware, your Accommodation Officer Jo Stringer left MTVH in September 2020 to pursue other opportunities.



Sean Learnihan initially took over from Jo in a temporary role and is now a permanent member of our team. Please introduce yourself to Sean if you get the chance.

If you would like to talk to us about any of the topics discussed in this newsletter, please contact your local Accommodation Office.

You can find their contact details on site or on our website at [www.tvha.co.uk](http://www.tvha.co.uk)