

MTVH for Haringey's Housing, Planning and Development Scrutiny Panel

Maxine Gordon



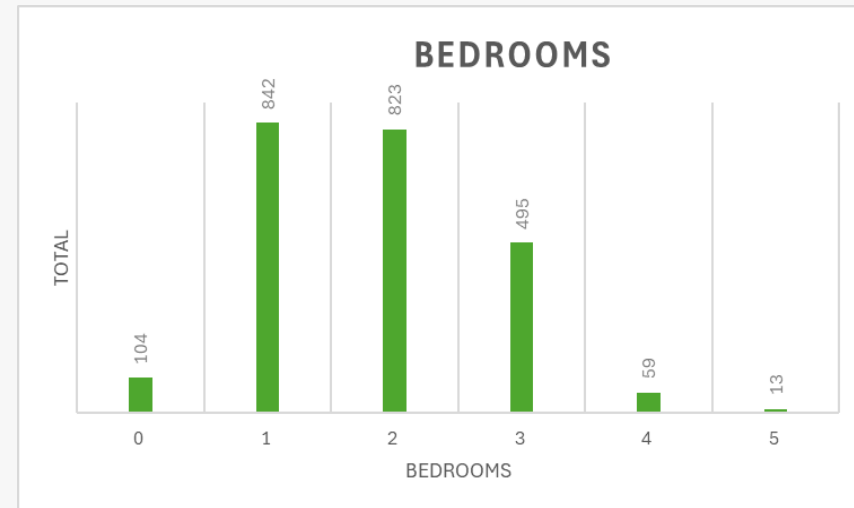
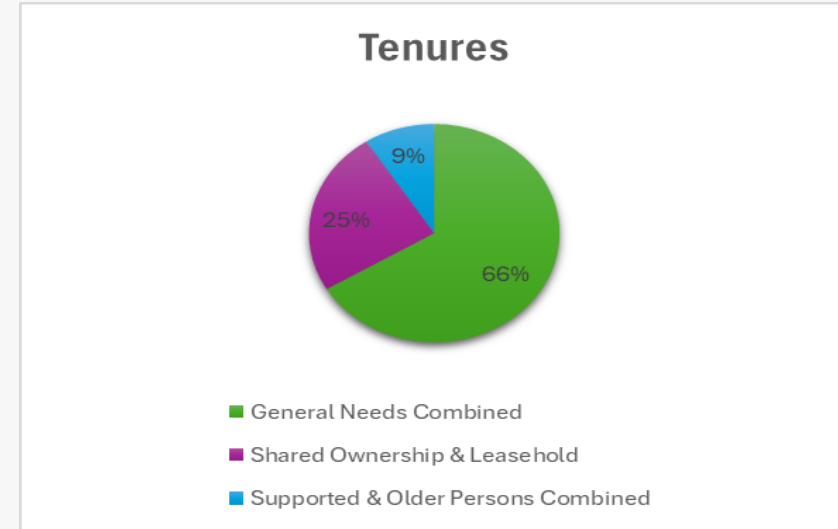
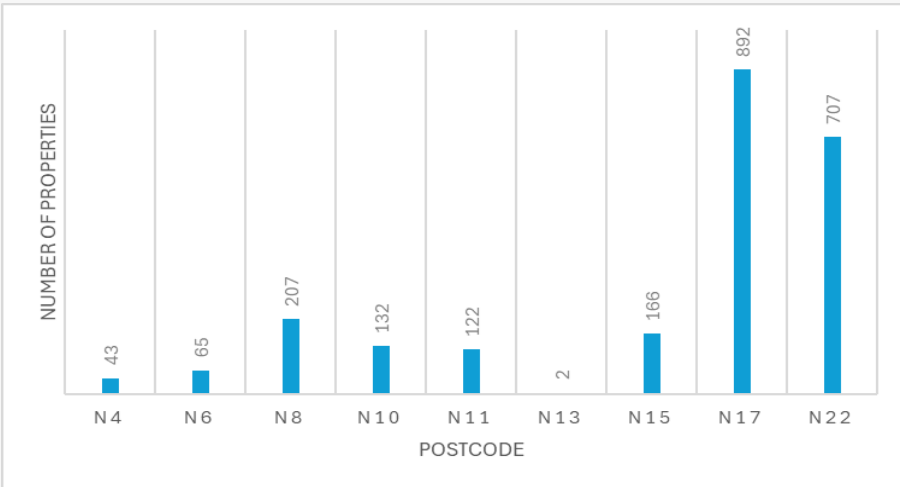
Overview

MTVH have a total of 2336 properties in the Haringey area

1552 general needs properties

571 shared ownership & leasehold

213 supported & older persons



Allocations & Service Standards

In 2022, 18 General Needs MTVH properties were allocated through the Council.

In 2023, 13 General Needs MTVH properties were allocated through the Council

In 2024 to date, 14 General Needs MTVH properties have been allocated through the Council

We have no specific agreement with Haringey

You can read our service standards following the below link:

[Service standards - Metropolitan Thames Valley](#)

Residents can contact us by calling us on the phone or through the portal on MTVH online:

[Contact us - Metropolitan Thames Valley](#)



Service Performance

WIP	Sep-24
In time	179
Overdue	25
Work In Progress overdue	12.25%
EM overdue	2
Total WIP	204

This table represents the number of works orders Networks currently have outstanding & the number passed target date which is classified as overdue.

Average time to complete (days)	Sep-24	Yr to date
EM (Emergency 24 hour)	0.44	0.63
OOH (OOH Emergency 24 Hour)	0.18	0.08
APT (Routine appointment 28 days)	16.27	16.97
BES (Bespoke appointment 90 days)	49.67	49.74

Issued	Sep-24	Yr to date
EM (Emergency 24 hour)	78	336
OOH (OOH Emergency 24 Hour)	28	174
APT (Routine appointment 28 days)	384	1979
BES (Bespoke appointment 90 days)	13	100
Total No. Issued	503	2589

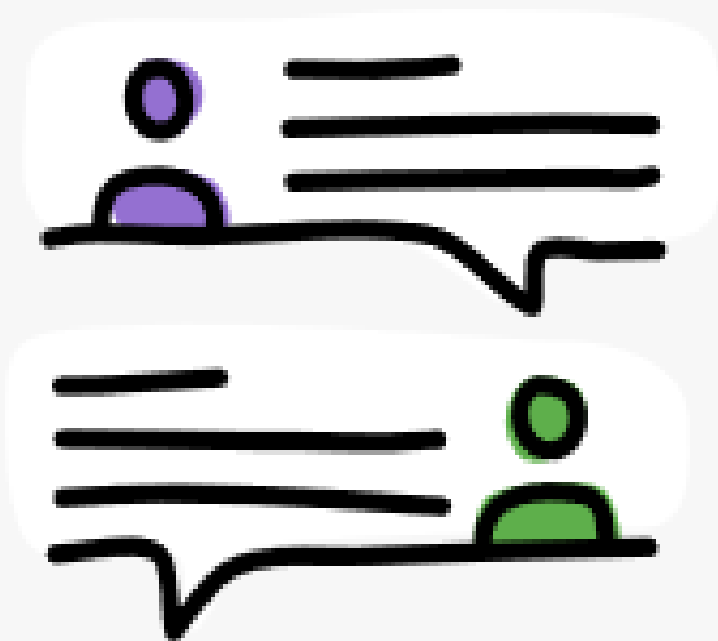
63 of the 2589 orders raised this financial year were categorised as Damp & Mould

% Completed on Time	Sep-24	Yr to date
Emergency Combined	100%	100%
Non-Emergency Combined	96.2%	96.0%

Recalls	Sep-24	Yr to date
No of Recalls Raised	6	38

ASB Approach, Engagement with the Council & Key Local Partners

- ASB Policy
- Role of Local Housing Manager (LHM)
- For noise nuisance, Acceptable Behaviour Contracts, or Injunctions.
- Role of Tenancy Enforcement Leads (TELs)
- ASB panel reviews trends and shares best practices & our legal team supports enforcement actions
- Relationship with Haringey Council & local partners



Decent Homes Standard



- 100% of the stock is currently decent.
- We assess the stock against the Decent Homes standard to include all assets owned excluding stock that we manage but do not own; excluding non-social rented stock and care homes.
- 5-year planned programme for investment across assets largely based on stock condition survey data.
- Investment decisions based on PRR's (Planned Replacement Requests).
- In-house Repairs officers assess properties to justify component replacements rather than repairs only.
- Frequent visibility on asset integrity allows reactive and planned remedial/improvement works.
- 5-year investment programme ensures long-term visibility on investments across stock.
- In year 1 we will prioritise assets requiring urgent works in line with Decent Homes compliance.
- Separate budget provision for Decent Homes in-year priorities to capture works needing immediate remediation.

Compliance

Workstream	Numerator	Denominator	%
Gas services (LGSR)	1229	1240	99.1%
Electrical Inspection (EICR)	1703	1724	98.8%
Fire Risk Assessment (FRA)	183	183	100%
Water Risk Assessment (WRA)	40	40	100%
Passenger Lift Inspection (LOLER)	16	16	100%
Asbestos Inspection	90	99	90.9%

Workstreams are tracked on MTVH's compliance platforms (Riskbase and True Compliance) and monitored by dedicated teams within Property.

All non-compliant inspections will be going through the legal process for an access injunction.

Consumer Standards & Economic Standards

We haven't been assessed against the standards because we are awaiting news from the regulator when we will be inspected. We are however working closely internally to do a self assessment of our gaps. This includes reviewing policy and procedures as well as raising awareness of the Standards and the need to gather evidence and accurately record our interaction with our customers.

We are assessing ourselves against the Tenant Satisfaction Measures on a quarterly basis and sharing those findings with all customer facing teams.

Our last in-depth assessment was in summer 2022. This is split into two parts – we are G1 (top score for governance) and V2 (compliant for financial viability – V2 is what many developing associations are scored due to amount of borrowings)



Tenant Satisfaction Measures



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	103.1	115.9
Number of Stage Two complaints received per 1,000 homes	21.3	30.1
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%

We publish our performance on our website. You can view this via the following link: [Tenant Satisfaction Measures - Metropolitan Thames Valley](#)



Overall satisfaction

	Rented homes	Shared ownership
Satisfied with the overall service from MTVH	68.3%	36.7%



Responsible neighborhood management

	Rented homes	Shared ownership
Number of anti-social behaviour cases opened per 1,000 homes	23.9 (involving hate crimes: 0.3)	
Overall satisfaction with the maintenance of communal areas	71.7%	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%



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%



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%



Maintaining building safety

	Rented homes	Shared ownership
Overall satisfaction on building safety	76.7%	60.4%

	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 re-inspections carried out	98.6%
Required legionella risk assessments carried out	100%
Required communal passenger lift safety checks carried out	100%

Housing Ombudsman Complaints

90 cases have been determined since January. In Q2 63% of MTVH cases were upheld. Trends across these cases were:

Communication: Customers need to be kept updated when there are ongoing issues, we need to agree on a communication plan with customers and stick to it. Importantly we must document the communications in CRM

Focus on thorough investigations: More comprehensive investigations should take place as early as possible. Aim to ensure a complete picture of complaints with documented evidence.

Improved repair handling: Proactive delay management, recording missed appointments with reasons and impact, ensuring property standards at tenancy start, and better communication and decision record-keeping.

Streamlined escalation process: Aligning procedures with the Ombudsman's code, removing unnecessary hurdles, and clarifying stage two responses.

Housing Ombudsman Complaints

Since January, there have been 15 housing cases determined by the Housing Ombudsman Service (HOS), with 2 of those cases in Haringey, representing 13.3% of the total. Out of the 2 cases in Haringey, 1 was upheld and 1 was not, with 3 positive findings and 2 negative findings overall.

Key concerns identified include communication issues, record-keeping, risk and vulnerability assessments, and follow-up post-complaint. Specific cases mentioned include:

Case 1: A resident complaint about bathroom flooding, gas meter capping, ASB, and repairs. The HOS ruled some issues outside their jurisdiction but found reasonable redress for ASB and repairs.

Case 2: A resident complaint about CCTV issues and record-keeping. The HOS found service failures and ordered compensation and follow-up actions.

You can read about our complaints process & policies via the following link: [Make a complaint about MTVH - Metropolitan Thames Valley](#)

We also include our historical complaints performance on our website: [Complaints performance - Metropolitan Thames Valley](#)