The Listening Post

Welcome to your first resident newsletter for a while. This edition has a number of articles from the South and South London, which we hope you will find interesting, plus a helpful section at the back about the support available to residents.

Over the last few months, MTVH has been working on several projects to improve how we listen to residents and take action:

- HACT (Housing Associations’ Charitable Trust) has completed the first phase of its independent review of how we listen and work with all residents. There will be a resident workshop in October, before recommendations go to our Board later this year.
- We are pleased to be one of the first to work with the National Housing Federation (NHF) on the development of the Together with Tenants charter. Over 130 housing associations are collaborating to develop a clear set of service standards and to share best practice. All of this involves working closely with our residents to hear their opinions.
- A National Customer Voice survey went out to over 20,000 MTVH residents in July. Thanks to everyone who responded with suggestions to shape how we create new resident groups and improved communication. Look out for more information in the next edition on what residents told us and what we will do in response.

DO YOU WANT TO GET INVOLVED?
Have you got a story or article for future issues? Have you got great ideas to help us improve communication with residents? We would love to hear from you – please contact us at yourvoice@mtvh.co.uk

Celebrating at The Cube

Hundreds of residents gathered at the Love Clapham Park fun day in Lambeth in August to enjoy the summer weather – and celebrate the opening of their new community centre.

Mayor of Lambeth Ibrahim Doğus officially cut the ribbon on the Clapham Park Cube.

Resident Aaliyah said: “The new space will be at the centre of our community. MTVH is investing in the future of Clapham Park and it’s amazing that we have a building like this to call our own – where we can come for sports sessions, meet neighbours or get free services, like career advice.”

Fire at Worcester Park

On 9 September 2019 a fire broke out at Richmond House in Sutton. No one was injured but the building was destroyed. Our priority has been to provide assistance and support to our residents.

If you’ve been affected contact the Home Ownership Team at MTVH on 0300 456 2929 (option4) between 8.30am and 5.30pm Monday to Friday. Or call our contact centre on 020 3535 3535 which has an out-of-hours service for emergencies.

A regular newsletter will be distributed and posted on www.mtvh.co.uk. Open meetings will be held and a fundraising page has been created. https://www.justgiving.com/crowdfunding/hamptons
**MONDAYS AT MOORLANDS**

Want a healthy start to your week?
If you live on the Moorlands estate and have children under four years old, join our FREE family session every Monday from 9-30am to 1pm. Emily will teach you how to grow gorgeous greens and our Food Ambassadors will make a delicious healthy salad for all to share.

**Moorlands Community Centre, 50 Corry Drive, Brixton, London SW9 8QT.**

Contact Mala at Incredible Edible LEAP on 07932 918026 or email incredibleedibleleap@gmail.com; @IncredibleEdibleLeap
www.leaplambeth.org.uk

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Keen footballer, Goncalo, regularly attended our Free Football sessions in Brixton where he helped younger players develop their skills.

When an opportunity arose to volunteer, he gladly accepted. “Football is my passion, but the Foundation encouraged me to broaden my experience of youth work to help my own development. My confidence has grown so much; this has helped me in all areas of my life,” he says. Goncalo now has a full-time job, but still volunteers at the Foundation.

Delaine heard about our Free Football session from friends and while taking part mentioned he was looking for a sixth form work placement. He supported our team at weekly youth sessions and also learned about administration, health and safety, painting and decorating, how to design flyers as well as how to engage with the public.

Now at college, Delaine says: “It was a fantastic opportunity for me; I learnt so much. I’m now more confident about meeting new people and taking on new challenges out of my comfort zone.”

For more information contact Saba Yazdani, Health and Wellbeing Lead at MTVH at saba.yazdani@mtvh.co.uk or on 020 3535 3925/07738 714 001 or Melissa Vidal at the Rio Ferdinand Foundation melissa@rioferdinandfoundation.com.

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**Mayor opens Festival**

Crowds gathered for the Roundshaw Community Network (RCN) Festival in July where they enjoyed free food, music, face painting, a bouncy castle, African drumming and candy floss.

The Festival was officially opened by the Mayor of Sutton, Cllr Muhammad Sadiq. Some of the funds raised will go to the Mayor’s Charity.

Visitors were also introduced to some of the services MTVH provides for our residents such as employment and debt advice and Tutors United for our younger residents.

The Roundshaw Community Network is resident-led with the aim of putting on activities for residents and looking after their best interests. We are proud of the foodbank that has been established to help the wider community.

If you’d like to join the Roundshaw Community Network contact Tracy Dada, Neighbourhood Investment Officer on tel: 020 3535 2981 or email tracy.dada@mtvh.co.uk.

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**Tracking down fraudsters**

In the last year 41 homes were allocated to new residents as a result of our ongoing drive to track down fraudsters who have illegally sublet.

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**Did you know?**

The Mayor of Sutton meets staff and residents at Roundshaw.
While things change politically and economically, we have a stable base to continue to deliver good services to you. From building new homes for rent and sale, supporting residents into paid work and investing in modernising more homes than ever, to developing new care and support services, fixing repairs first time and making homes safer, here are some of the highlights of what we’ve delivered over the last year.

**YEAR IN NUMBERS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>New homes built</td>
<td>1,037</td>
</tr>
<tr>
<td>Homes development pipeline</td>
<td>6,506</td>
</tr>
<tr>
<td>Invested in existing homes</td>
<td>£118m</td>
</tr>
<tr>
<td>Invested in acquiring land and building new homes</td>
<td>£361m</td>
</tr>
<tr>
<td>Proportion of repairs fixed first time: Metropolitan</td>
<td>83.3%</td>
</tr>
<tr>
<td>Proportion of repairs fixed first time: Thames Valley Housing</td>
<td>78.1%</td>
</tr>
<tr>
<td>New kitchens</td>
<td>747</td>
</tr>
<tr>
<td>New bathrooms</td>
<td>732</td>
</tr>
<tr>
<td>New boilers</td>
<td>2,328</td>
</tr>
</tbody>
</table>

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The stretchers, made from gas piping and mesh, were used to carry injured people during bombings.

Kelly Thomas, Regeneration and Stakeholder Co-ordinator at Clapham Park (pictured right), showed Rosemarie Shaw, from The Stretcher Railing Society (pictured left), some of the railings on the Clapham Park Estate in Lambeth made from stretchers used in the Second World War.

After the war, they were installed on many London housing estates. “The stretchers are of historical significance in their own right, but they are also part of London’s wartime history,” explained Rosemarie.

Have you visited your new community centre?

If not, check out what the Clapham Park Cube has to offer.

A range of facilities, such as a multi-use sports hall, IT suite and training kitchen. A full programme of free classes and workshops is already in place for residents – including weekly employment and money advice sessions, a homework club and fitness activities.

For more information contact communityinvestmentclaphampark@metropolitan.org.uk ■

Sharing London’s hidden history

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Money Advice

Are you a resident in need of money advice and/or benefits advice?

Here are some of the issues we regularly help residents with:

• Housing benefit
• Universal Credit
• Council tax
• Debt
• Energy bills
• Savings and budgeting
• Accessing grants
• Opening bank accounts

Please join us for a confidential chat or get in touch on 020 3535 3535 or moneymatters@metropolitan.org.uk

Looking after YOU

Do you want to help reduce your stress, anxiety, depression, fatigue, while improving sleep quality and resilience? We’re offering a new online ‘Be Mindful’ course. We’ve already successfully run a Mental Health Awareness course and a Mental Health First Aid course.

In fact, over the past year, 1,141 residents went on 224 training courses and we’ve awarded 28 bursaries to residents who are now a step closer to reaching their career goals.

Want to know more?
For more information contact your Community Investment Officer on 020 3535 3535 or email Dawn on training@metropolitan.org.uk

HELP SHAPE MTVH ONLINE

We’re creating a new online service for all MTVH residents. It will make it easy to make payments, request repairs, update contact details and make enquiries. If you would like to be involved in our research and testing, please drop us a line on mtvhonline@mtvh.co.uk. No IT skills or experience required.

Green fingered residents
Residents at Havestock House in Wandsworth are being encouraged to grow and share their own vegetables. They are following in the footsteps of Janice and her husband (pictured left) who have been tending the communal space since 1977. A £100 voucher to buy seeds has been provided.