



happy new year

January 2018

Welcome to our special edition newsletter, the first of 2018. Most of your news is published straight to our website, but we've a few important announcements to make so thought we would contact direct. We also will be asking you at some point in the future if you want to receive your newsletters by email. You will be able to go straight to our website and select your preferred option for receiving news.

repairs appointments

In our last newsletter we told residents about our intention to go to an appointments based service. Our systems are in place and are ready to go and the new system has now been launched. We'll carry on responding to incidents such as fire and flood immediately and continue to deal with emergency repairs, like uncontrollable leaks or a smashed window, in 24 hours. We'll offer appointments for all other repairs. Where we can we will group together repairs and do them at a later date and in a much more co-ordinated and efficient way. This change will bring better service and improve efficiency.

How will this work in practice?

We will agree an appointment with you at the time that you report the repair.

Emergency Repairs

Some repairs will remain as Emergency and we will aim to get these done within 24 hours. Examples of an Emergency Repair are:-

- An uncontrollable leak or burst pipe inside your home - not a minor drip
- No heating during winter where there is no other source of heating

Routine Repairs

For Routine repairs we will offer a range of appointment slots which will include:

- All day
- Morning (8.00am – 12.30pm)
- Afternoon (12.00pm – 16.30pm)
- Avoiding school run (9.30am – 14.30pm)

The out-of-hours emergency service starts for appointments after 17:00 (5 pm). The phone number is the same and will go through to the out-of-hours service. If the repair is an emergency we will get someone out. If it is not an emergency the call will be logged and we will contact you the following day to make an appointment for a contractor to visit.

Please note that if a contractor is called out to carry out a repair which you have told us is an emergency, and an emergency repair is not justified, then you will be charged for all costs concerned.

Planned or Batched Repairs

Some repairs will be classed as neither Emergency nor Routine. These are known as Planned or Batched repairs. Examples of this type of repair are:-

- Fencing
- Gutter clearing

Currently these repair types are batched together to be carried out in a planned programme or as part of the capital replacement programmes, such as kitchen renewal and replacement of windows and doors.

External Contractor Repairs

If the repair you report requires an external contractor to carry out the work it will be issued to the appropriate contractor and they will contact you to make an appointment. Examples of this type of repair include:-

- Roofing repairs
- Floor coverings
- Drainage repairs

Don't forget you can order repairs anytime online at www.msvhousing.co.uk or if previously you were an SVHA customer, you can order your repair through the mobile app.



right to buy

Some tenants may have been contacted by individuals or companies about the Right to Buy. If this is you, or you are contacted in the future, please get in touch with us first before giving out any of your personal data and we will be able to advise you further.

You can get more information on the Right to Buy by visiting this government website www.righttobuy.gov.uk

office move

MSV is embarking upon an exciting redevelopment of the Great Western Street office to create a flagship head office in the heart of Moss Side. Our plan is to temporarily relocate all our teams from Metropolitan House (in Old Trafford) and Great Western Street to Trafford House on Chester Road, Old Trafford.

We'll continue to provide a local service from 'The Pod' on Princess Parkway, Moss Side. The Pod will be open every week day from 9 till 1, providing our normal service so those who want to can continue to deal with us over the counter.

Of course, the majority of customers prefer to phone us, and this service will continue without interruption. The redevelopment work will start in the summer of 2018 and you'll hear more from us in the coming months.



bogus callers

Please be extra vigilant when answering your door to anyone you do not know or recognise. There are gangs of 'bogus callers' operating in the North West who will try and gain access to your home. They may tell you that they are calling on behalf of Mosscares St Vincent's when they are not. If they are a member of MSV's staff or a contractor working on our behalf they will always show you proof of identity. If you would like to check the identity of any contractors you can do so by phoning the office and we will confirm whether they are a genuine representative of Mosscares St Vincent's.

NEVER let anyone into your home if you are not sure you know who they are!



Loan Sharks

Don't get in with a Loan Shark...It will cost you an arm and a leg! Have you or anyone you know:-

- Been offered a cash loan without paperwork?
- Been threatened when you couldn't pay?
- Had your benefit or bank card taken from you?
- Had a loan which keeps growing even though you are making payments.



If you can answer yes to the above you may have been bitten by a Loan Shark.

For confidential help and advice contact the illegal Money Lending Team on 0300 555 2222 (local call rate, including inclusive minutes from mobiles)

Have you been contacted by a solicitor about making a Disrepair Claim?

There are a number of people currently working for claim handlers/solicitors in your area who might come and speak to you about placing a disrepair claim against Mosscares St Vincent's Housing Group. Unfortunately these companies do not have your best interests at heart and are doing this to make money; they may therefore ask you to sign a document which ties you into a legal binding contract on a no win no fee basis. If you feel pressured or not sure what to do when they approach you, or have any outstanding repairs or queries, please give us a ring on 0161 226 4211/ 0161 772 2120 and we will be able to help you.



#MoreOpportunities



#MoreSupport



#MoreHomes



#MoreMSV

get in touch

www.msvhousing.co.uk

Head Office:
101 Great Western Street
Moss Side, Manchester, M14 4AA
☎ 0161 226 4211

Old Trafford Office:
Metropolitan House, 20 Brindley Road,
Old Trafford, M16 9HQ
☎ 0161 772 2120

Mossbank Homes:
Highgate Centre, Bents Avenue
Bredbury, Stockport, SK6 2LF
☎ 0161 474 8340

Homecare & Repair
41 Bury Rd, Haslingden,
Rossendale, BB4 5PG
☎ 01706 221849