

msvibe

Issue 1 ● Summer 2017



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The magazine for customers of Mosscares St Vincent's Housing Group and Mossbank Homes

welcome to msv

Welcome to the first Mosscares St Vincent's Newsletter which we've called MSVibe - I hope you enjoy the read.

I'm so pleased to be able to welcome everyone to this first newsletter which aims to give you information relating to your tenancy and updates on news and events.

As a customer of Mosscares St Vincent's you can be confident in expecting the same high quality services that you have come to expect. You'll notice a few subtle differences, for example our MSV branded repairs vans and our operatives in their MSV uniforms. If you ring the office the phone will be answered with a Mosscares St Vincent's greeting. Other than that though, hopefully everything will continue as normal.

The reasons for the merger, as I've said before in previous newsletters, are about doing

even more for our customers. We aim to:-

- build many more homes
- launch a number of initiatives to help young people into work
- build more specialist schemes such as those aimed at older people who wish to remain in their homes
- work with customers to increase access to digital technology - we have focused a lot on digital technology in this issue

Absolutely our main priority is to ensure that we are getting it right for our customers. If you have any feedback at all about the first few months of Mosscares St Vincent's please let us know.

You can email us at enquiry@msvhousing.co.uk or give the contact centre a ring - see back page for numbers.



What

you

told

us

Merger Feedback

Earlier this year we asked you for feedback on the proposed merger between Mosscares Housing Group, Mossbank Homes and St Vincent's Housing Association. This is a summary of that feedback. The feedback shown here is

We consulted by:-

- Writing to customers
- Holding events in key areas
- A telephone survey
- A STAR survey

The main concerns customers raised were:

- possible loss of staff
- changes to the tenancy
- a reduction in the overall service
- a poorer repairs service

159 customers supported the merger

21 customers were against

35 customers were undecided

Positive comments were:-

- a larger company can weather the economic climate better
- No negative impact for residents so carry on



Kidz get colouring

Win a £50 voucher and cinema tickets

We're looking for a budding artist to design the home of their dreams. If you like drawing pictures, or crafting - and you are under 14 - we want you to design the 'home of your wildest dreams'. It could be a castle in the sky, a space rocket or a flying saucer. But it needs to show you and your family or friends.

Send in your entries to the Mosscaire St Vincent's office at Metropolitan House, 20 Brindley Road, Old Trafford, M16 9HQ or by email to enquiry@msvhousing.co.uk.

Entries must be with us by **Monday 11 September**. The most imaginative design will win a prize of a £50 toy or sports voucher and a family cinema experience (4 tickets) for the local cinema. The winning design will be used on MSV's marketing materials



We are moving to an appointment based repairs system. This means items other than emergency repairs, or repairs that require a specialist third party contractor, will be carried out through an appointment. The only time you won't be offered an appointment will be if the repair needs to be done in 24 hours, if it's an emergency or we need to get a specialist contractor, for example, to repair a lift.

What counts as an emergency? If you have an uncontrollable leak inside your home is one example. Not a minor drip but a pipe that may have burst. No heating and hot water during winter is another.

We are making this change because we want to offer the best service we can. At the moment there are some repairs that we do not offer an appointment to complete. For example fencing or gutters that need clearing. We will organise ourselves in such a way that we'll be able to offer you appointments for all work unless it's an emergency or requires a specialist third party contractor.

It will also mean we are making the best use of the resources we have.

You can make an appointment to get repairs done at a time that's convenient for you. You can choose appointments for Monday to Friday. There are five appointment slots for each day - from 8:30am to 5pm.

Early Morning - 08.30 - 10.30
Late Morning - 10.00 - 12.30
Early Afternoon - 12.00 - 14.30
Late Afternoon - 14.00 - 17:00

After 17:00 our out of hours emergency service starts. During the out of hours period, when the office is closed you can call the same number as you do during the day. It will go through to our out of hours service. If the repair is an emergency we will get someone out. If it is not you'll get a call the next day and we will make an appointment to complete your repair. Don't forget you can order repairs anytime online. Visit our website - the report a repair icon is on the homepage.

If you'd like to give us feedback on this matter please email us at enquiry@msvhousing.co.uk

customer standards our promise to you!

Mosscares St Vincent's has developed a new set of service standards. Our promises to you are:-

- To have offices open that you can call to. Our opening times are:

Great Western Street	Monday – Friday	8.30am–5pm
Mossbank Office	Monday/Wednesday/Friday	8.30am –12.30pm
	Tuesday/Thursday	1.30pm–16.30pm
Carrbrook	By appointment	

- To visit you at home on request. You can make appointments to come in to the office as well.
- Our staff will have identification with them at all times, so that you know who they are. You can call us to check if you want to.
- If you contact us by phone or social media we will return your call or respond to you within one working day.
- If you choose to write to us, e-mail or text we will acknowledge receipt within 3 working days and give you a full response to your query within 10 working days.
- We work hard to provide an excellent customer service. However sometimes things do go wrong. Should you have cause to complain or provide us with any feedback, we will acknowledge receipt within 3 working days and we will give you a full response within 10 working days.

- We will keep in touch to let you know how we are doing and what work we are undertaking. We will do this by:
 - Producing a newsletter every three months
 - Providing an Annual Report including performance indicators on an annual basis
 - Sending you rent statements as we do now. You can also request a rent statement from us at any time.
- If you need any of our correspondence interpreting into a different language, we can do this on request. If you require an interpreter to help you with your call then please let us know.
- We strive to make communities safe for our customers. Should you suffer from any nuisance or anti-social behaviour please let us know. We will acknowledge your comments within one working day and let you know what we are going to do. If you suffer any domestic violence or are involved in a hate crime again please let us know so that a member of staff can help you. We will respond to you within one working day. We will provide an out of hours service so that you report nuisance and anti-social behaviour which we will deal with on the next working day.
- We are committed to keep your home well maintained. We will provide an adequately resourced repairs service and prioritise jobs based on severity. We aim to get to your door within 24 hours for emergencies. For all other repairs we will offer appointments. In urgent cases like fire and flood we will respond immediately. We will provide an out of hours repairs service for emergencies only.
- We will continue to obtain your opinion on the services we deliver. All our surveys will be reviewed and updated as part of our transformation.

If you have any comments on these standards please use our website to give us your feedback or email enquiry@msvhousing.co.uk

being social media savvy!

The new social media rules to help you be social media savvy

This is the age of social networking - so many people from all walks of life are now doing it! It's definitely not just for the young people anymore - in fact the largest group of Facebook users is now women in their 40's.

There are a few rules though to help us be socially savvy - here are some tips from the industry's experts

Tip 1

Don't overshare. Never share images of your friends' children without the parents consent and it's considered polite to ask your friends before you tag them.

Tip 2

Be careful about sharing news which isn't yours to tell. Things like 'new baby stories' are for the happy parents to share.

Tip 3

If you don't want to see a hundred pictures a day of your aunt's cat, but don't want to hurt her feelings either by 'unfriending' then you can simply 'unfollow' her. In Facebook search for the profile, tap the icon marked Friends, and select Unfollow.

Tip 4

Be careful about posting your holiday snaps on social media whilst you are away. It's never a good idea to advertise the fact that no one is at home. Wait til you get back to share your piccies from round the pool.

msv

Our social media platforms

You can catch up with all the latest news from Mosscares St Vincent's Housing at the following places



Just search for MSV Housing and like or follow the page.

Quick 'In Season' recipe

Squash and Mozzarella Toppers - serves 2

Spread a ready-made pizza-base with passata, sprinkle with roasted squash pieces, slices of mozzarella and a handful of thyme leaves - bake for 8 minutes, gas mark 7 (220c)

email not 'snailmail'

We are always trying to improve the way we communicate with you. Currently there is a menu of options; phoning the office has always been popular, or you can drop into the office.



We also ask customers to consider emailing the office - it is certainly a timesaver and one of the best ways to communicate quickly.

In fact, in future we will be emailing this newsletter to all customers whose email address we have and we will post it on the website. You will no longer receive a copy through the post.

So, if you want to continue receiving the newsletter you must let us have your email address - you can do this by emailing us at enquiry@msvhousing.co.uk - please put Newsletter Updates in the heading.

To email any member of staff, the format to use is firstname.lastname@msvhousing.co.uk

The first days of MSV in pictures!



Our first new customers to sign an MSV tenancy agreement - Aarron Walsh and Haley Dunham from Openshaw



The first day of MSV was marked by unveiling the sign at the Moss Side Head Office - MSV Chair, Jan Tasker, is pictured with Chief Executive, Charlie Norman



We launched a social media campaign (left) to highlight the work we do. Our social media 'tags' are #MoreSupport #MoreOpportunities #MoreHomes #MoreMSV

We ran a stall at the hugely popular Manchester Caribbean Carnival in Alexandra Park, Moss Side (below).



We launched our new website msvhousing.co.uk At the moment you will see information relevant to both St Vincent's and Mosscare tenants - this is a temporary measure whilst we merge policies and services.



The wonderful MSV Hamari Jarain project, which celebrates and roots and culture of a community in Milkstone in Rochdale, showcased the project at the University of Manchester. The project has been run from MSV's 60+ scheme, Khubsuret House (which translates to Beautiful House in Urdu).



Customers and staff run a foodbank from MSV's office in Moss Side, donating food parcels to people who are struggling



A fond farewell to Jean

Jean Byers, tenant and former Board member has very sadly passed away. As many will know, Jean was the heart and soul of the



Bredbury Hub, and the team at Mossbank are devastated at her loss. Jean was such an inspiration and a lovely lady. She worked tirelessly and made an immense difference every day in her community, including her tremendous work at the Bredbury Hub – organising many many community events. Jean's drive, determination and spirit will be remembered by all who knew her. She will be missed by so many.

Mosscare St Vincent's Housing Group

When visiting:-

- Great Western Street, Moss Side, Manchester, M14 4AA
Opening hours: 8.30 am to 5.00 pm
- Mossbank Homes, Highgate Centre, Bents Avenue, Bredbury, Stockport SK6 2LF
Opening hours: Mon, Wed & Fri: 8:30 - 12:30pm. Tues and Thurs: 1:30 - 4:30pm

When ringing:-

- Former Mosscare tenants call: 0161 226 4211
- Former SVHA tenants call: 0161 772 2120
- Mossbank Homes tenants call: 0161 474 8340

When emailing:-

- enquiry@msvhousing.co.uk
- If you require this document translating please get in touch