






Our Offer in Neighbourhoods

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“MSV aim to provide high quality homes and play our part in providing safe sustainable neighbourhoods. We have listened to customers in respect of issues that matter to you in respect of your neighbourhood and have developed a service offer to define our work based on this feedback. This offer sets out what you can expect from us if you live in an MSV home and the service you can expect to receive in respect of our work in neighbourhoods.

The offer will ensure we are highly visible in neighbourhoods and have a strong local presence. Customers have told us this is really important as well as being clear on how we work with partners. Our neighbourhood strategy will further define our aims and objectives and we will work alongside colleagues across the business to ensure the full range of MSV services are high quality and are meeting customer's expectations.”







Local Area Cooperation

-  Provide named Neighbourhood Officer contacts with clearly defined patches with any changes notified to customers as soon as possible
-  Make effective use of local hubs with colleagues from across MSV for customers to report issues and concerns with opening times publicised.
-  Offer quarterly scheme audit surgeries led by the Neighbourhood Officer
-  Clearly define our contribution to wider neighbourhood and work with partners communicated setting out roles and responsibilities for MSV and partners
-  Provide support for and deliver a range of community projects that benefit individuals

and communities via community hubs and partnership opportunities.

-  Promote access to the MSV Kindness Fund for community groups to support projects and activities that benefit communities

Communication

-  We will provide a quarterly newsletter tailored to different areas where appropriate to improve our communication
-  Deliver an annual ‘Nibbles and Natter’ event for each area or similar so that customers can attend and raise issues with senior leaders face to face
-  Provide details of how to complain if customers are unhappy with services
-  Adopt and adhere to principles of good customer service by getting back to people and following up on issues raised that relate to neighbourhoods or customer's homes.
-  Ensure our neighbourhood officers are equipped to advise and deal with a wide range of issues customers may raise.
-  Ensure our services are accessible for tenants of MSV, leaseholders and people living in or visiting MSV neighbourhoods





Environment/Street Scene

- 🌱 Undertake quarterly partnership walkabouts publicised in advance and involving partners and customers
- 🌱 Collaborate with local partners to address environmental issues and empowering the community to work with us to improve their own neighbourhood.
- 🌱 Ensure each scheme with communal areas is inspected by the NO quarterly with issues and outcomes shared with customers
- 🌱 Provide clearly defined information and schedules relating to management of environment and shared spaces including tree programmes

Wellbeing and Tenancy Sustainment

- 🌱 Complete Tenancy MOT visits every two years to respond to any issues, concerns and build our understanding of challenges facing customers
- 🌱 Make prompt referrals to Wellbeing and/or Money Management Teams in the event of concerns in respect of tenancy sustainment
- 🌱 Ensure 'causes for concern' are acted upon promptly and in accordance with relevant policies and service standards.

Feeling Safe

- 🌱 Ensure anti-social behaviour reports are acknowledged within 1 day
- 🌱 Ensure anti-social behaviour investigation commence within 3 days following risk assessment (or quicker in the most serious cases)
- 🌱 Ensure hate crime reports and domestic abuse reports are responded to within 48 hours

