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# Welcome..

**Hi everyone and welcome to the final edition of The Voice for 2024. From next year you will still receive The Voice but it will include more local and area information which hopefully you will find helpful.**

I wanted to let you know about the Customer Annual Report for 2023/24 which has just been launched. There is a QR code opposite which you can scan with your phone's camera and access on our website. This year's report has been designed with a group of customers to make sure we are focusing on the areas of the business important to you – a big thank you to those customers for giving up your time and expertise. It also gives in depth feedback on how MSV has performed against the Regulator of Social Housing's Consumer Regulations, so hopefully you'll find it interesting and insightful.

It was a tremendous pleasure to present the Shining Stars Customer Awards recently, and I felt honoured to spend time with many of our active customers who work with us to help improve services, be an integral part of our communities and quite simply wonderful customers. You can find highlights of the evening on [page 5](#).

Last month we had the honour of welcoming Angela Rayner MP to Lomas Court in Ashton. It was an important opportunity for us to highlight the huge role schemes such as this play. Lomas Court is a safe place for people of all ages with physical disabilities to live in comfort and with independence.

We're coming into the colder winter months now, and it's important that we take care to keep warm and help our homes stay free of

damp and mould. We've included some information on this on [page 9](#).

I also wanted to raise the issue of Pension Credits. Thousands of people across England are not claiming this important benefit and are losing out. If you think you might be eligible or someone you know, there's more information on [page 4](#).

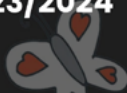
Finally, I wanted to talk about the Grenfell Inquiry Report which was published recently. The report highlights serious failings across a number of sectors and points to the cladding used on the tower block as being a significant factor in the tragedy. I want to reassure all MSV customers that we have no high rise blocks and no properties using cladding such as this. We take the safety of our customers extremely seriously and have a team of compliance professionals working to make sure our properties are safe; we also ask customers to do everything they can, for example keeping communal areas tidy and free from obstructions. Grenfell was a tragic and defining moment in our country's history and we will always remember the 72 people who lost their lives on that terrible night.

That's all from me for now, with best wishes to everyone who will be celebrating Christmas next month and the Jain celebrations, and to those who celebrated Diwali recently - we will be in touch next year with our new look The Voice.



# MSV Customer Annual Report

## 2023/2024



# Annual Report 2023 - 2024

**Our Annual Report is now available, sharing the highlights of our work over the past year and detailing how we've supported our residents and communities.**

Click on the QR code below to explore our commitments to providing safe, affordable homes, advancing sustainability, and enhancing neighbourhoods.

We're thrilled to share the progress we've made, along with stories that highlight the real impact of our work. **CLICK ON THE QR CODE** to read the full report and see how we're building a brighter future together!



**CLICK ME**

**Click or scan the QR code to read the full report on your phone or tablet.**



## Our new offer in neighbourhoods

**We're pleased to announce a reorganisation of our neighbourhood teams to better serve our customers and communities.**

**Click on the QR code above to read about our Neighbourhood and Community Standard in the customer annual report.**

Based on your feedback, we've developed a new



service offer focused on issues that matter most to you. We aim to be highly visible in neighbourhoods with a strong local presence. Customers have told us this is important, as well as knowing how we work with partners.

To support this new offer, we're moving from three teams (North, Central, South) to two zones:

**Central Zone 1:** Manchester and Trafford  
**Outer Zone 2:** All other areas



# Have you topped up your pension?

## Are You One of the 880,000 Eligible Pensioners Not Claiming Pension Credit in the UK?

Thousands of people across the UK are missing out on Pension Credit, Attendance Allowance, Winter Fuel Payment and Housing Benefit. Ensure you're getting all the support you're entitled to.

Applying for Pension Credit is easy, and we're here to help you every step of the way.

Here's how we helped one of our customers access the support they deserved:

*"An MSV customer reached out at State Pension age and discovered he was eligible for Pension Credit and backdated benefits. Now, with our help, he's receiving the extra support he's entitled to!"*

— THE MONEY MANAGEMENT TEAM



## Do you live in Manchester?

Call **Independent Age** for a FREE benefits check:

 Helpline **0800 319 6789**

Monday to Friday 8.30am to 5.30pm

[www.independentage.org](http://www.independentage.org)

Pension credit can be claimed online by searching for [www.gov.uk/pension\\_credit](http://www.gov.uk/pension_credit)

 **0800 99 1234**

 **GOV.UK**

## How many HOMES LET to NEW CUSTOMERS

Here's an overview of our home lettings for April 2024 to August 2024, showing where we've welcomed new customers across our communities.

**Total number of LETS 187**  
including 39 first lets in newly built properties.

**ALLOCATIONS 130 homes**  
(69%) were allocated through Local Authority nominations.

**SUPPORT for HOMELESSNESS 72 homes**  
(38%) were let to customers experiencing homelessness.



HERE'S A MAP SHOWING LETTINGS BY LOCAL AUTHORITY AREA.





# Shining Stars Awards Night 2024



Click on the QR code  
to watch the full  
awards ceremony.

We recently celebrated the incredible achievements of our customers and community groups at the MSV Shining Stars Awards, held at the iconic Lowry Theatre. It was truly inspiring to hear about the amazing work being carried out in our communities.

A huge congratulations to all the well-deserved winners..



- Community Hero Award - **Tony Butterworth**
- Community Project Award - **Music in Mind**
- Good Neighbour Award - **Angela Taylor**
- Great and Green Award - **Anne Tucker**
- Spirit of MSV Award - **Anne Drury**
- Volunteer of the Year Award - **Evan Coombe**
- Young Person of the Year Award - **Edgars Didzus**
- Lifetime Achievement Award - **Lynn Wilson**



A massive well done to all our nominees - you are all winners in our eyes, your dedication and passion make a real difference in our community.



And a special thanks to the incredibly talented Ayesha George, Manchester artist and steel pan musician, and the Woman of Worth choir who provided the wonderful entertainment on the evening.



# How We're Doing



As part of our commitment to continually improving our service, we use Tenant Satisfaction Measures (TSMs) to track our performance in key areas like overall service, repairs, home safety, complaints handling, and neighbourhood work.

TSMs offer transparency on how we're doing and help shape our improvement plans. Each quarter, we'll share the latest TSM results here and on our website.

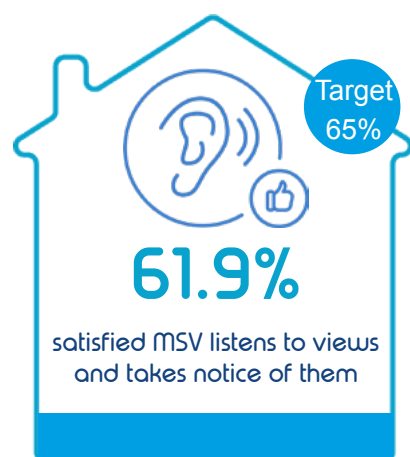
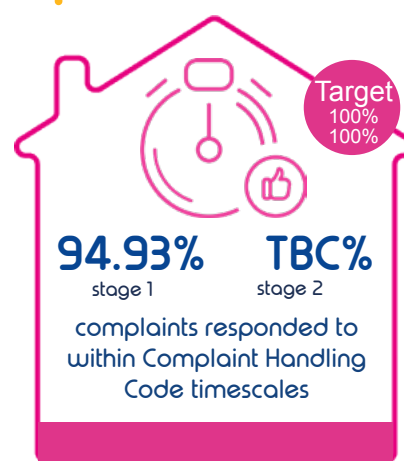
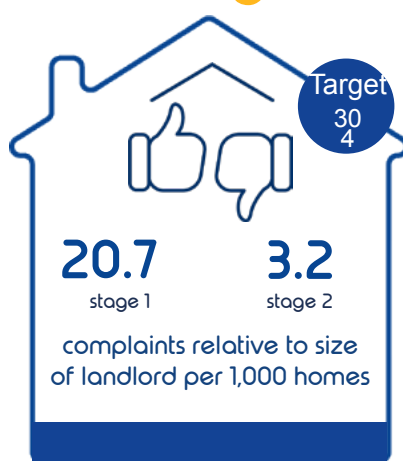
You can view detailed TSM results on the MSV website, social media, and in newsletters. **Access them directly or click on the QR code.**

## Tenant Satisfaction Measures

April to September 2024

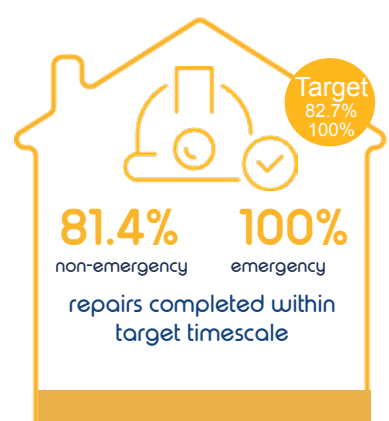
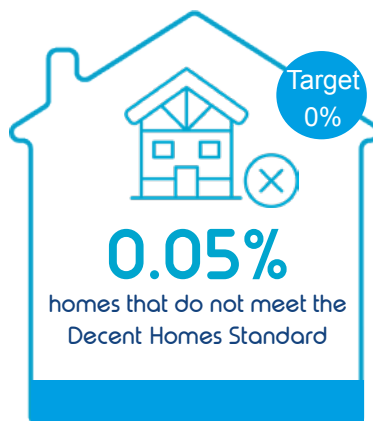
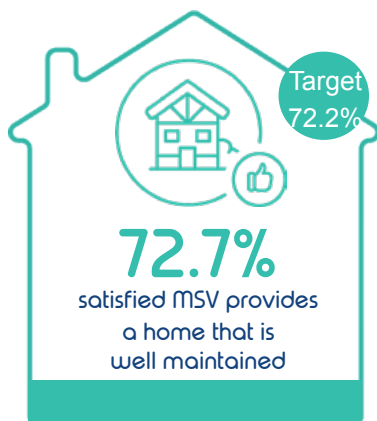
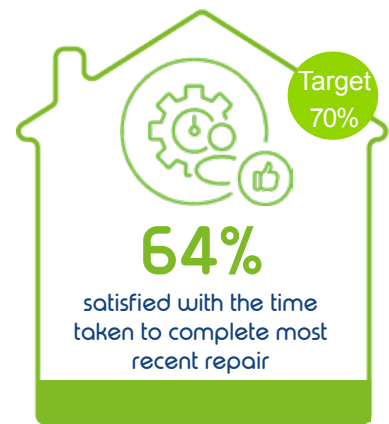
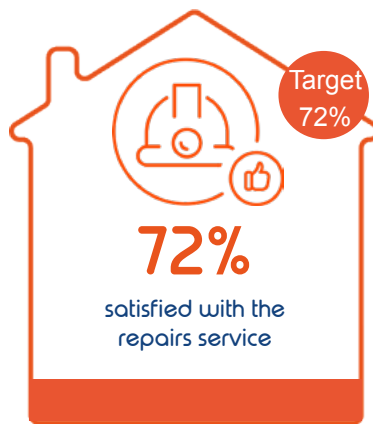


### Effective handling of Complaints

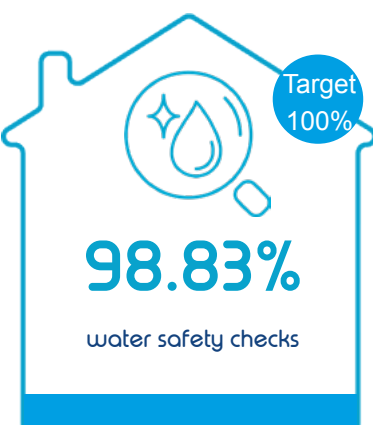
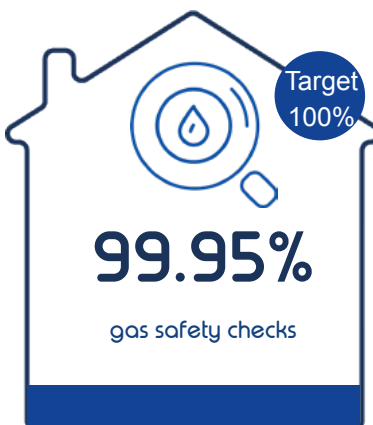
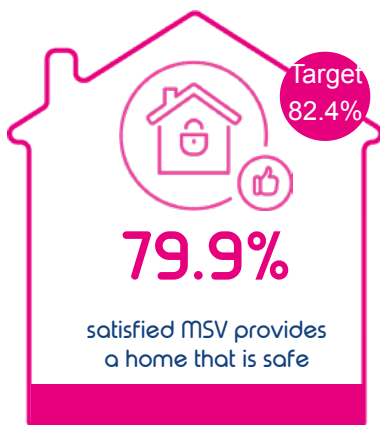




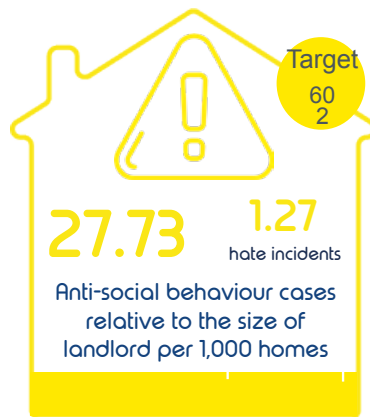
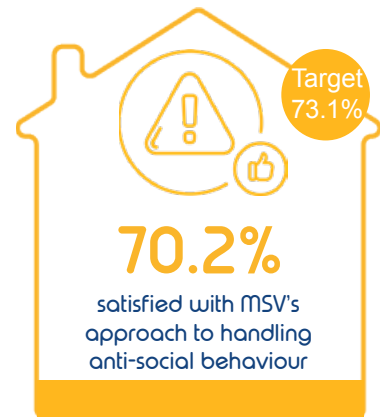
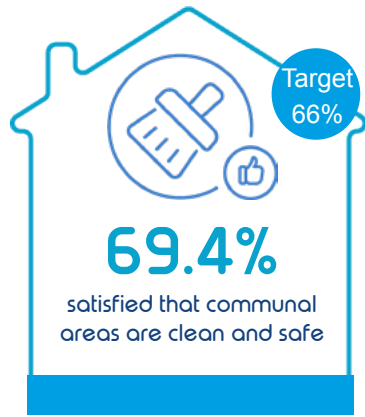
## Overall and Repairs



## Maintaining Building Safety



# Responsible Neighbourhood Management



## Click on the QR code

\* Some figures may change slightly, please visit [www.msvhousing.co.uk](http://www.msvhousing.co.uk) and search **How We Are Doing** for our most recent performance information.



## Accessing our Services

### Alternative Formats

If you need information in large print, Braille, or audio, let us know, and we'll arrange it in a format that works for you.

### Translation and Interpretation

We provide interpreters and translations of key documents. For non-English speakers or BSL users, we can help ease communication.

### Digital Access

Register for a free My MSV account at [www.msvhousing.co.uk](http://www.msvhousing.co.uk) to manage rent, repairs, and tenancy. If you need help with digital access, we're here to assist.



### Need Assistance

For any support, email [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk), call **0161 226 4211**, contact your Neighbourhood Officer or visit our website for local Community Hub drop-in times.

We're always working to improve accessibility. If you have any suggestions, please let us know by emailing: [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)



**Mosscares St Vincents Housing Group Head Office, 7th Floor, Trafford House, Chester Road, Stretford, Manchester M32 0RS**

If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਰਤੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الاتصال بنا.



telephone  
**0161 226 4211**



email  
[enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)



visit  
[msvhousing.co.uk](http://msvhousing.co.uk)

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir  
Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami  
اگر این اطلاعات را به یک زبان دیگر و یا به یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.  
ਜੇ ਅਸਲ ਵਿਚ ਜਾਣਕਾਰੀ ਦੀ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ  
اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔



# Do you have signs of Damp and Mould?

As the weather turns colder, our homes become more susceptible to damp and mould. These can not only damage your property but also pose health risks.

## Spot the Signs

**Condensation:** Tiny droplets of moisture on windows, walls, or ceilings, especially in corners or behind furniture.

**Rising damp:** Stains or tidemarks at the bottom of walls, particularly on the ground floor.

**Mould:** Black or green patches on walls, ceilings, or around windows and doors.

### Water penetration:

Dampness around window or door frames, guttering, or leaking pipes.

**If you notice any of these signs please contact us:**

- Call: 0161 226 4211
- Email: [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)
- Online via your MyMSV customer account.
- Speak to your Neighbourhood Officer as soon as you spot the first signs of damp and mould.

**Early action can prevent further problems and protect you and your family.**

Click on the QR code for more information.



## Visiting your home for essential maintenance

**We're committed to keeping your home safe, comfortable, and well-maintained.**

At times, we'll need access to carry out essential repairs, surveys, or works, such as:

**Stock condition surveys** – Ensuring your home meets safety standards and assessing when you may need upgrades like a new kitchen, bathroom, windows, or boiler.

**Essential safety checks** – Gas, electrical, or damp and mould inspections required by law to keep you safe.

### Maintenance or repairs

Addressing issues promptly to maintain your home's comfort and safety.

**Upgrades** – Improving energy efficiency or accessibility in your home.

We understand that visits can be inconvenient, so we'll always aim to schedule them at a time that suits you and provide as much notice as possible.



**Thank you for your understanding and support**





**If you're 50+, you live alone, with a partner or an adult child in a family home, we can offer a cash incentive of up to £2,500 to spend on whatever you like. It's free and there's no commitment – just the chance to get advice from an expert on what's available.**

There are lots of reasons people think about moving, to be closer to family or friends, reducing household bills, a place that's easier to clean or finding somewhere that's all on one level as we get older.



For more information please scan the QR code, or find out more at [www.msvhousing.co.uk/rightsizing](http://www.msvhousing.co.uk/rightsizing) or call 07876 841 973

Your home should be just right . .



Mary is just one of the people we have supported. We helped to move her to a brand new apartment in Moss Side.

**I used to live in Rusholme in a three bedroom house and it just got too much for me.. especially during lockdown. Moving here just came at the right time. It has given me a new lease of life to tell you the truth**

**MARY MSV CUSTOMER**

**To find out more please get in touch with us by calling Connie on 0161 720 5861 or email: [concilia.nkala@manchester.gov.uk](mailto:concilia.nkala@manchester.gov.uk)**

Get in touch and tell us about your perfect home – we just might be able to help you find it!

## Reporting Repairs over the Festive Period

**MSV's Service Centre closes at 12 noon on Christmas Eve (24th Dec 2024) and reopens on Thursday 2nd January 2025 at 8.30 am.**

If you have an emergency repair during this time,

**Call 0161 226 4211**

We will only be able to respond to genuine emergencies during this time. Please do not use the website for reporting emergencies as they may not be picked up.

We would like to wish all of our customers an enjoyable festive break and a very happy Christmas to everyone celebrating.



## Khubsuret House Residents Shine at Bridgewater Hall

Residents of MSV's Khubsuret House took center stage at Bridgewater Hall for the Dementia Festival, as part of the Music in Mind programme.

Scan the QR code to watch a short snippet of the performance.





# Energy Efficiency Programme



We're investing in over **1,200 homes** by 2030 to improve energy efficiency and make them fit for the future.

If your home qualifies, we'll be in touch.  
Eligibility includes MSV homes with solid walls and specific energy ratings.

## Our improvements will include:

- **Internal and loft insulation**
- **New energy-efficient doors**
- **Better ventilation**

This work aims to make your home warmer, more comfortable, and potentially save on energy bills, while also reducing your home's carbon footprint to a minimum EPC rating of C.

If you've been contacted about these works, please allow access so we can complete them. Click on the QR code to watch our short video for an overview of what to expect.

For questions, contact Customer Liaison Officer Jenna on **07966 432 519** or for more, search "energy efficiency programme" at: [www.msvhousing.co.uk](http://www.msvhousing.co.uk).



Become an

## Environmental Champion

and make a difference in your community!

## Be involved in:

- Creating **community gardens** and **green spaces**
- Promoting **recycling** and waste management
- Promoting **environmental awareness**
- Educating and **inspiring** the next generation!
- Co-ordinating community **projects and events**
- Driving **positive change** in your community
- Organise **litter picking** events and **clean up campaigns**



Recruiting  
in Bredbury,  
Moss Side  
and Rochdale

#Bee  
Involved



## Find out more!

- ✉ [environmentalchampions@msvhousing.co.uk](mailto:environmentalchampions@msvhousing.co.uk)
- 📞 0161 226 4211
- 🌐 [msvhousing.co.uk](http://msvhousing.co.uk)



# Help and advice to help you and your family stay warm this

Warm Hearts



We know that winter can bring extra challenges, so we've put together plenty of resources and support to help you stay cosy and keep your energy costs down.

[Take a look at the full range of our Winter Warmth resources on our website](#)

## Top Tips to Keep You Warm This Winter

### 1. Layer Up Indoors

- Wear several thin layers rather than one thick one.
- Use blankets or throws while relaxing at home.

### 2. Make the Most of Your Heating

- Set your thermostat to the lowest comfortable temperature (usually around 18–21°C).
- Heat the rooms you use most and close doors to keep the warmth in.

### 3. Stop Draughts

- Use draught excluders on doors and windows.
- Close curtains at dusk to retain heat and block out the cold.

### 4. Manage Your Energy Costs

- Only boil the water you need for drinks.
- Use energy-efficient light bulbs and switch off appliances when not in use.

### 5. Keep Your Home Ventilated

- Open windows slightly to let fresh air circulate and prevent damp.
- Dry clothes outside if possible, or in a well-ventilated space indoors.

### 6. Look After Yourself

- Eat hot meals and drink warm beverages regularly.
- Stay active at home to boost circulation and keep warm.

## We're Here to Help

### Energy-Saving Advice

Simple changes that make a big difference in keeping your home warm without raising your bills.

### Warm Home Grants

Find out about grants and support for those most affected by rising energy costs.

**Home Efficiency Advice** Practical guidance to help you insulate, heat, and manage energy in your home.

Visit our Winter Warmth page by scanning the QR code or visiting:

[www.msvhousing.co.uk](http://www.msvhousing.co.uk)

