

Nibbles n Natter Customer Forum

Q&A from 8 December 2022, Jean Byers Community HUB (Bredbury)

Raised by	Issue	Outcome	Dealt by
online	<p>I wanted to ask why have we not got disability access at the front of the building, as I live in apt 2 I'm nearer to the front door but , there's only steps and no ramp for disability access, it's a long walk from the back we're the car park is to my door when I'm not at my best , the building is for over 55 so I would have thought they would have put access at the front for disabled people</p>	<p>When MSV is developing new schemes, particularly new schemes for independent living for older persons or those who may have mobility issues, we ideally aim to achieve a level access at both the front and the back of each dwelling or building if it is an apartment block. Unfortunately, this is not always possible where we are developing new schemes where the land is not flat or there is a change in levels across the site, as is the case at Clarence Gardens. New schemes are required by planning to have at least one accessible entrance (either front or back) and on this scheme, due to space restrictions at the front of the building and the slope of the site, the architects designed the level access to the rear of the building so that it was easily accessible for those who might be arriving from their car or mobility scooter.</p> <p>As any further alterations are not possible for the front access, we will ask your Later Living Housing Officer to make contact with you about your current needs. They will discuss with you the best option for your housing needs.</p>	<p>ROC</p> <p>Asif – will ask team to contact tenant to discuss housing options.</p>
forum	<p>Complaint about neighbour</p>	<p>TRB to open an ASB case. Reassurance to tenant MSV have a local letting policy and work closely with the police and local councillors in the area.</p> <p>Tenant and Police to be contacted regarding identified ASB issue.</p> <p>Ring doorbell to be provided.</p> <p>Fuel voucher to be issued.</p> <p>Confirmation should tenant sell flat, they will not have to remove/takedown the shed and can used by the new leaseholder.</p>	

Raised by	Issue	Outcome	Dealt by
forum	Issue with the front and back communal doors and front door	Callum Jones, Head of Building Safety and Compliance, is sorting this issue	Callum Jones
Forum	2 customers reported issues with repairs and recurring damp & mould.	Details taken by Taranjit Dosanjh and inspections for a surveyor to attend have been logged. The customers concerned have been made aware of the date and time of the inspections by email. General advice on what customers can do to alleviate the damp, mould and condensation were given. Both customers were aware of the importance of ventilating their home and they have been opening windows for example.	Taranjit Dosanjh
forum	Rodent issues	Had rats previously and needs the breeze block holes blocking up, to prevent them getting in again. A slope on the decking which has been raised with Cian Pole holding up the fence	Liz O'Connor Cian to contact Liz O'Connor

Attendance: 12 tenants

MSV Officers present:

Charlie Norman, Chief Executive
 Matt Jones, Executive Director (Customers)
 Taranjit Dosanjh, Strategic Lead Customer Voice & Influence
 Elizabeth O'Connor, Assistant Director Property Care & Customer Experience
 Sian Leighton, Assistant Director Strategy & Engagement
 Tracey Ferguson-Black, Assistant Director Customer & Communities
 Callum Jones, Head of Building Safety and Compliance
 Gareth Eadsforth, Head of Asset Management
 Ruth Shedwick, Resident Engagement Officer
 Cath Finch, Community Projects Officer

MSV Officers not present (answering queries):