

MSV Group Board Minutes

MSV Group Board Meeting
Wednesday 30 July 2025 - 17:00
Held in person at Pennine View, Trafford House

Attendees

Gareth Hall	GH	Chair
Luke Baptiste	LB	Board Member
Tim Edwards	TE	Board Member
Sally Webb-Jones	SW	Board Member
Sue Smith	SS	Board Member
Andy Spencer	AS	Board Member
Michelle Hill	MH	Board Member
Nick Byrne	NB	Board Member

Officers

Charlotte Norman	CN	Chief Executive Officer
Fiona Creighton	FC	Executive Director of Homes
Matt Jones	MJ	Executive Director of Customers
Joanne Tucker	JT	Company Secretary

Also in attendance

Lai Chan	LC	Income Manager, Southway Housing (BOOST Mentee with CN)
Callum Jones	CJ	Head of Compliance and Building Safety

Apologies

Ibrahim Ismail	II	Board Member
Kam Urwin	KU	Board Member
Steve Aggett	SA	Executive Director of Finance

Minute Taker

Amelia Watkinson	AW	Independent Minute Taker (attended virtually)
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POINT	ITEM
5.5	Annual Complaints Performance and Service Improvement Report 2025 MJ provided an overview of the report. GH commented on the exceptionally high quality of the report.
5.5.1	AS asked whether complaints training was a mandatory part of the induction process. Additionally, he noticed increases of complaints in April, January and March and asked whether this was related to staff absence during holiday periods. MJ replied that there were always higher levels of complaints in January, which usually related to problems such as boiler failures. However, there had not been any specific investigation into what might be driving the increases in April and March and this could be investigated. Overall, however, there had been an increase in complaints in the sector, but MSV's complaints per 1,000 properties was lower than the sector benchmarks.
ACTION – MJ to investigate the reasons behind the increase of complaints in April and March 2025.	
5.5.2	LB was pleased to see satisfaction increasing in relation to the work that had been undertaken on compliance, noting that this was a difficult area in which to achieve satisfaction. Separately he asked what resources were being put into early resolution and whether enough was done to resolve complaints at the earliest possible stage in contact with customers. MJ advised that MSV strove to achieve early resolution from the point of initial contact with the Service Centre by giving staff the authority to administer some levels of compensation when MSV had got something wrong. However, he acknowledged that more could be done.
5.5.3	LB asked whether extensions were having an impact on satisfaction with complaint handling and whether anything could be done to avoid reaching this point. MJ was concerned that the extension provision may be being overused when customers wanted complaints to remain open until the work was completed. However, he and the Complaints Feedback Manager had

5.5.4	<p>discussed an alternative approach which involved closing such complaints whenever possible, providing a clear schedule of work to customers and tracking the progress against this.</p> <p>SS commented that although the complaints figure was stark, it was positive that the response rate had significantly increased, which was testament to the efforts achieve this. However, she wondered how the issues could be dealt with proactively rather than once they had reached the complaints stage, noting that this may be a complex question to answer. FC advised that communication and the time to undertake a repair were the top two complaints themes and much work was being done to address both through the Planning Team and the new Accuserve system. MJ added that substantial resources were invested into the central Complaints Team following the aborted merger. He believed that the team was currently adequately resourced and was satisfied with the progress, noting that MSV responded to 100% of complaints within timescales. However, he acknowledged that this was an area requiring constant improvement and that it would be best to resolve issues before they reached the complaints stage. AS suggested that the next report show how improvements were being driven across the service in terms of dealing with complaints.</p>
ACTION – Include information in the next Annual Complaints Performance and Service Improvement Report on how improvements in dealing with complaints were being driven across the service.	
5.5.5	<p>TE supported investing in prevention, having worked with other organisations which often invested resources into trying to resolve the process rather than the problems themselves. Separately, he asked that the next report contain next year's and this year's strategic priorities, how they had changed and the steps that had been taken.</p>
ACTION – Consideration to be given to comparing this year's and next year's strategic priorities in the next Annual Complaints Performance and Service Improvement Report.	
APPROVED – The Board approved the Annual Performance and Service Improvement Report 2025.	