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That back to school feeling

Hi everyone, I hope you had a great summer and enjoyed the lovely weather we have been having.

The first week in September always gives me that back to school feeling even though my daughter is grown up and living and working a few hundred miles away now. September can often be about the changing of the seasons and a feeling of a fresh start, new beginnings and making changes to our old routines. I am wishing those with children starting a new school all the very best.

In that vein, we have been making some significant changes at MSV, all of which have been led by, and aim to make life easier, for our customers. First of all is the



changes to the repairs

service where you can now not only book and manage your repairs on line, but you can also track your engineer to see when they will be arriving, helping you manage your own day more effectively. You can find out more about this on [page 6](#).

We have also introduced **web chat** to our website. This means that if you are working or it is simply more convenient for you to get in touch with us this way, you can hop onto the website and start a conversation with a member of our Service Centre.

Hopefully this will bring a much more convenient way for you to get in touch with MSV. You can find out more about this on [page 7](#).



From October, a new law will come into force called **Awaab's Law** which aims to improve the safety and living standards in social housing. This is by legally requiring landlords to address serious hazards like damp and mould within strict, fixed timeframes. This is a really important piece of legislation and will hold landlord such as MSV accountable for serious safety issues. You can read more about Awaab's Law and what this means to you on [page 3](#).

You will see from this edition that we have also brought you some more localised news, which relates to the area you live in. We are now printing two editions of The Voice and producing two digital versions so the next edition, which is due out in November, will be printed and posted to your home.

In the meantime, I hope you have a lovely Autumn. If you need to get in touch with a colleague at MSV you can [find out who your neighbourhood officer is here](#) or by getting in touch with the service centre – see our contact details on the back cover ([page 22](#)). When customers contact us we will be here for you.

I hope to see you soon on a walkabout, local event or Nibbles n Natter in your local area.

Best wishes,



Keeping your home safe



What Awaab's Law means for you

From 27 October 2025, a new law called Awaab's Law comes into effect. It is designed to make sure your home is safe, healthy, and free from hazards that could harm you or your family.

What is Awaab's Law?

Awaab's Law requires social landlords to act quickly when serious issues are reported—especially those that could affect your health, such as:

- Damp and mould.
- Emergency hazards (e.g. fire risks, electrical faults, structural dangers).

What You Can Expect

If you report a problem that may be a hazard:

- Emergency hazards will be investigated and made safe within 24 hours.
- Significant hazards (like serious damp, mould, or heating faults) will be:
 - » Investigated within 10 working days
 - » A written summary of findings provided within 3 working days of the investigation
 - » Urgent safety works started within 5 working days
 - » Any further work started as soon as possible, and no later than 12 weeks.

We'll keep you updated throughout and let you know what to expect.

What You Can Do

- Report issues early – Use our usual contact channels (phone, online portal, email).
- Tell us about any vulnerabilities – If anyone in your household has health conditions, is elderly, or very young, we'll take extra care.

What We Ask of You

- Allow access to your home so we can inspect and carry out repairs.
- Follow any safety advice we give while repairs are being arranged.

Why This Matters

Awaab's Law helps ensure:

- Homes are safe and healthy.
- Repairs are done quickly and fairly.
- Vulnerable households get the support they need.

If we can not make your home safe within the required timeframes, we'll offer suitable temporary accommodation at no cost to you.

Need to report a repair or ask a question?

- Phone: 0161 226 4211
- Email: enquiry@msvhousing.co.uk
- Online portal: [My MSV Account](#)
- Start a [Webchat](#) at msvhousing.co.uk



Thank you for helping us keep your home safe.



Your voice matters — join the conversation

At MSV, your voice is not just heard — it is valued and acted on. By getting involved, you can help shape services, strengthen communities, and make a real difference.

There are lots of ways to take part, whether you've only got a little time or want to get more involved. Watch the videos below to hear directly from customers making a difference.

Hear from our Customers

Scrutiny Panel

See how customers take an in-depth look at our services and recommend improvements.

Watch **Keisha's story** here. She shares her experience of being part of the Scrutiny Panel — from the skills she's gained to the positive changes she's helped influence.



Customer and Communities Committee

Find out how this group works alongside MSV's Board to make sure resident voices influence big decisions and ensure services reflect what matters most to customers.

Watch the video here.



Volunteering

Volunteering with MSV is a great way to build confidence, gain experience, and make a difference in your community. Whether it's helping at local events or supporting other residents, there are lots of ways to get involved.

Watch the video to hear from some of our amazing volunteers.



Scheme Champions

Meet the residents who represent their schemes and ensure communal spaces and issues are looked after.

Watch the video here.



More ways to get involved..

- Take part in surveys or polls
- Share feedback via social media
- Join our readers' group
- Become part of our digital-led groups

We are also setting up Customer Working Groups on:

- **Anti-Social Behaviour (ASB)**
- Reducing our environmental impact (**Green Group** – launching soon)
- Equality and inclusion (**PRIDE** and **A.R.T**)

And we are excited to launch a **Youth Forum** to ensure younger voices are shaping the future of MSV.



Join us at Nibbles & Natter

A friendly way to share your views and meet your neighbours:

- **Salford** – Wed 24 Sept, 2.30–4.30pm, Swithun Wells Court, M38 9PQ
- **Stretford** – Wed 29 Oct, 6–8pm, Trafford House, M32 0RS
- **Bredbury** – Tue 25 Nov, 6–8pm, Jean Byers, SK6 2LF

Interested in getting involved?



Email:

involvement@msvhousing.co.uk

New ways to manage your repairs

We have added two new features to make managing your repairs easier.

Giving you more choice, better updates, and less time waiting around.



Find my engineer – real-time text updates

When you've got a repair booked, you will now get helpful text messages to keep you in the loop. You will be able to:

- See when your operative is on the way, with an accurate arrival time.
- View their photo and vehicle info for added reassurance.
- Message them directly with updates or special instructions.

This new feature helps reduce missed appointments and gives you more confidence on the day.

Book and manage repairs easily at My MSV Account

You can book, cancel or rearrange your repair appointments yourself through your [MyMSV account](#). You can also:

- Upload photos of the issue.
- Get matched with the right person for the job.
- Pick a time that suits you.



This new feature is now live in MyMSV.

Simply log in or register today to manage your repairs in just a few clicks at: www.msvhousing.co.uk

Important update on phone wait times

We are really sorry that our phone wait times are currently over 5 minutes, which has led to a higher number of abandoned calls than usual.

We understand this is not ideal and are actively working to resolve the issue as quickly as possible.

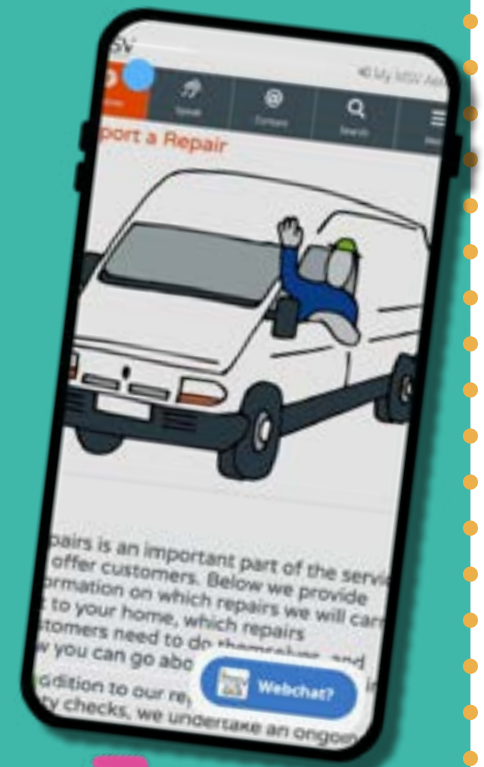
In the meantime, you can get in touch more easily by:

- Using our live Webchat on the website (just click the chat icon bottom right)
- Filling out the Contact Us form online for a quick response

Thank you for your patience and understanding while we improve your experience.



Don't forget - our new Webchat service is now live!



Chat with us live on our website

You can now speak to our team live online, Monday to Friday from 9 AM – 4 PM, directly through the MSV website.

Just click the **webchat** icon in the bottom right corner of your screen to start a conversation — it's quick, easy, and gets you straight through to us.



We are working hard behind the scenes to bring you even more ways to get in touch. **Video calls will be launching soon**, giving you even more choice in how you reach us.

Help us keep your details up-to-date

We are working hard to improve the quality of our customer records to provide you with a better, more personalised service. By keeping your contact details, household information, and communication preferences up to date, you will help us respond faster and tailor support to your needs. If you have not updated your details recently, please get in touch or let us know during your next tenancy visit or contact with us.



Simply update by logging into your [MyMSV account](#) or call us on 0161 226 4211.

Thank you for helping us improve your experience!

Anti-social behaviour - don't suffer in silence



Everyone deserves to feel safe in their home and neighbourhood.

If you witness or experience anti-social behaviour (for example; persistent noise, vandalism, threats, or harassment) please report it. The sooner you do, the quicker we can step in to help.

Watch this video on how to report and let's work together to create safer, stronger communities.



How to report



Call 0161 226 4211
(Mon–Fri, 8:30am–5pm)



Email: staysafe@msvhousing.co.uk



Use the **Contact Us form** or log in to your **MyMSV** account at www.msvhousing.co.uk



Speak to your **Neighbourhood Officer** (postcode search [here](#))

In case of an emergency or immediate danger, always **call 999**.



You can also pop into a **Community Hubs** to report in person at:

Space Manchester: Open on Mondays from 10AM to 2PM, **Find us: 125 Great Western Street, Manchester, M14 4AA.**

Bramhall Hub (Stockport) Open 2nd Thursday of every month from 10AM to 12PM. **Find us: 84 Northpark Road, Bramhall, SK7 3HS**

Carrbrook Hub (Stalybridge) Open 2nd Monday of every month from 1PM to 3PM, **Find us: 1 Broadbent Close, Stalybridge, SK15 3LJ**

Jean Byers Hub (Bredbury): Every Wednesday from 10AM to 12PM. **Find us: Bents Avenue, Bredbury, SK6 2LF**

Leasehold Team – updates & community drop-ins

We are making it easier for Leasehold customers to speak to us directly, with weekly drop-in sessions now running at our community hubs:

Moss Side (Space Manchester Hub, Great Western Street, Manchester, M14 4AA.) Every Monday, 10am–12pm

Bredbury (Stockport Hub, 84 Northpark Road, SK7 3HS) Every Wednesday, 10am–12pm

You can also now contact us directly via our dedicated email: Leasehold@msvhousing.co.uk

The Leasehold Team recently moved under the Neighbourhoods service. As part of this change, we welcome Mo as our new Leasehold Team Leader, and we are focused on improving your service offer.



Over the next 12 months, we'll be:

- Reviewing how we support Leasehold customers
- Launching a new Leaseholder Handbook
- Updating policies and procedures

We want your feedback to help shape this work — and we would love to hear from anyone interested in co-designing the future leasehold service with us.

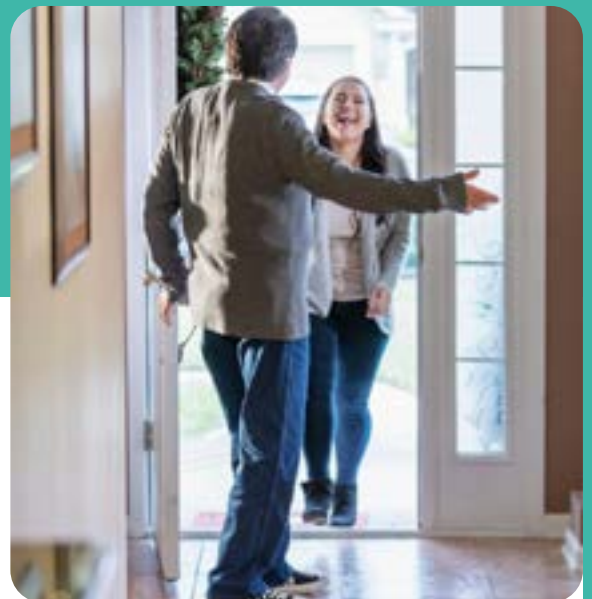
Tenancy visits – what they are and why they matter

We have introduced regular tenancy visits as part of our Neighbourhood Strategy.

These are separate from new tenancy visits - and we aim to visit every customer at home every 2 years.

You will always receive at least 7 days' notice before a visit. The visits help us:

- **Get to know you and your needs.**
- **Identify any issue relating to your tenancy, property or neighbourhood.**
- **Make sure you're aware of available services.**
- **Check that the information we hold about your household is accurate and up to date.**



It is also a chance to update things like your preferred communication method or language needs to ensure we are providing the best possible service.

If you cannot make your scheduled visit, please let us know as soon as possible so we can rearrange and make best use of our team's time.



Tenant satisfaction measures

Your voice shapes our service

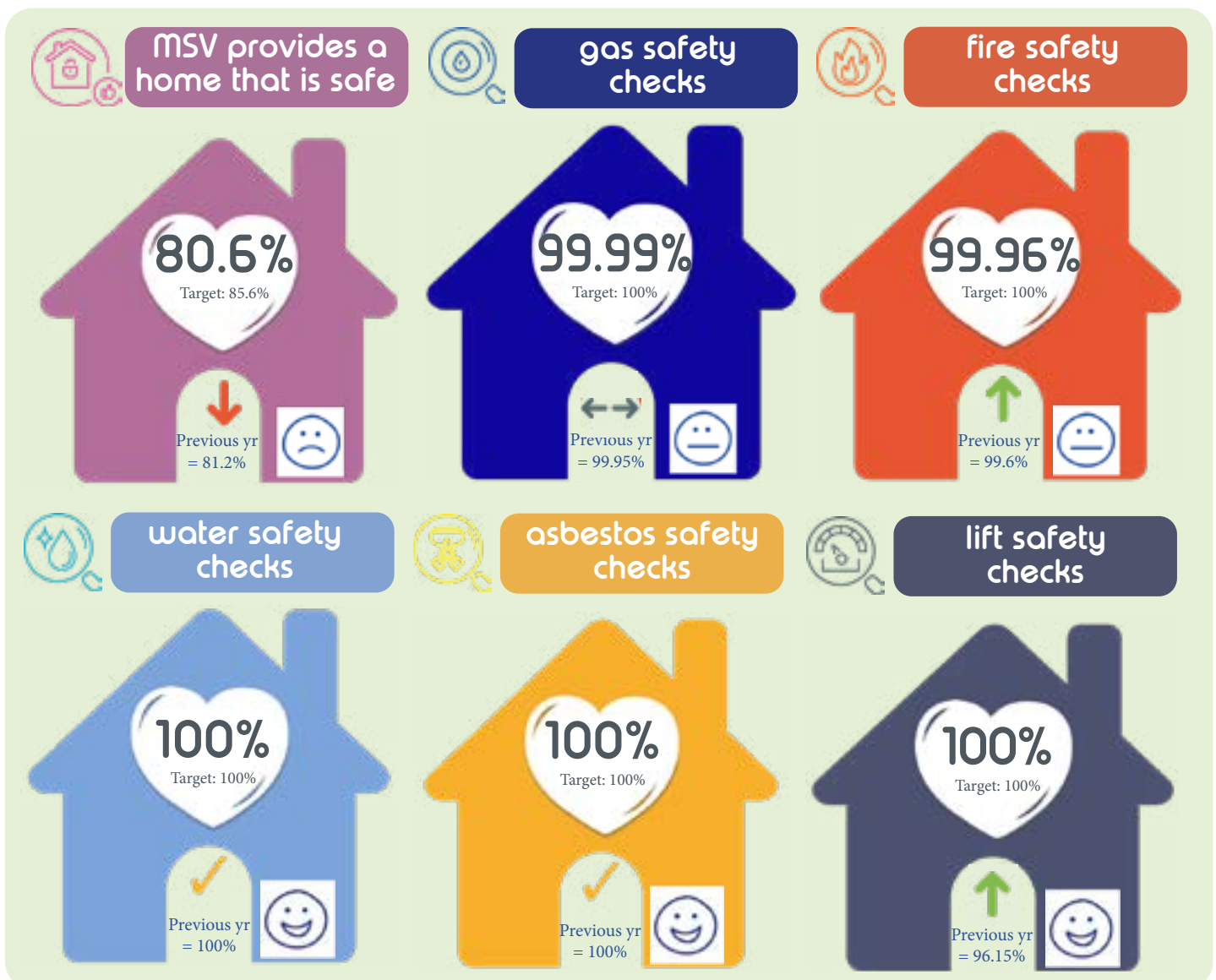
Every time you give us feedback — after a repair, safety check, or other service — it helps us improve. This is captured in our Tenant Satisfaction Measures (TSM's), which track how we are doing in key areas like home safety, neighbourhoods, complaints, and overall service.

By sharing the results, we stay open and accountable. Your views shape what we do next.

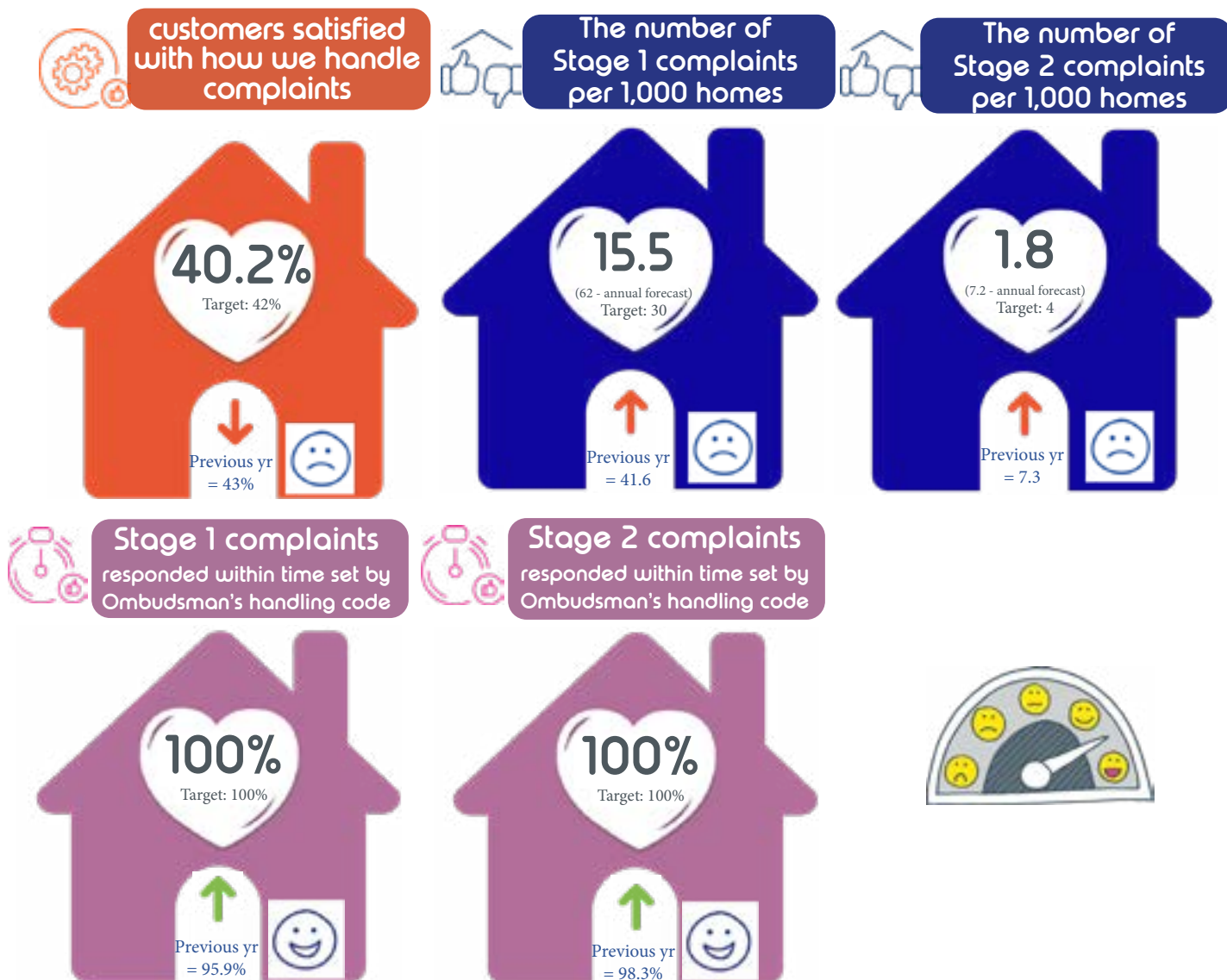
See our [latest performance from April to June 2025](#) below (pages 10 - 13). Or, search 'How We Are Doing' at www.msvhousing.co.uk.



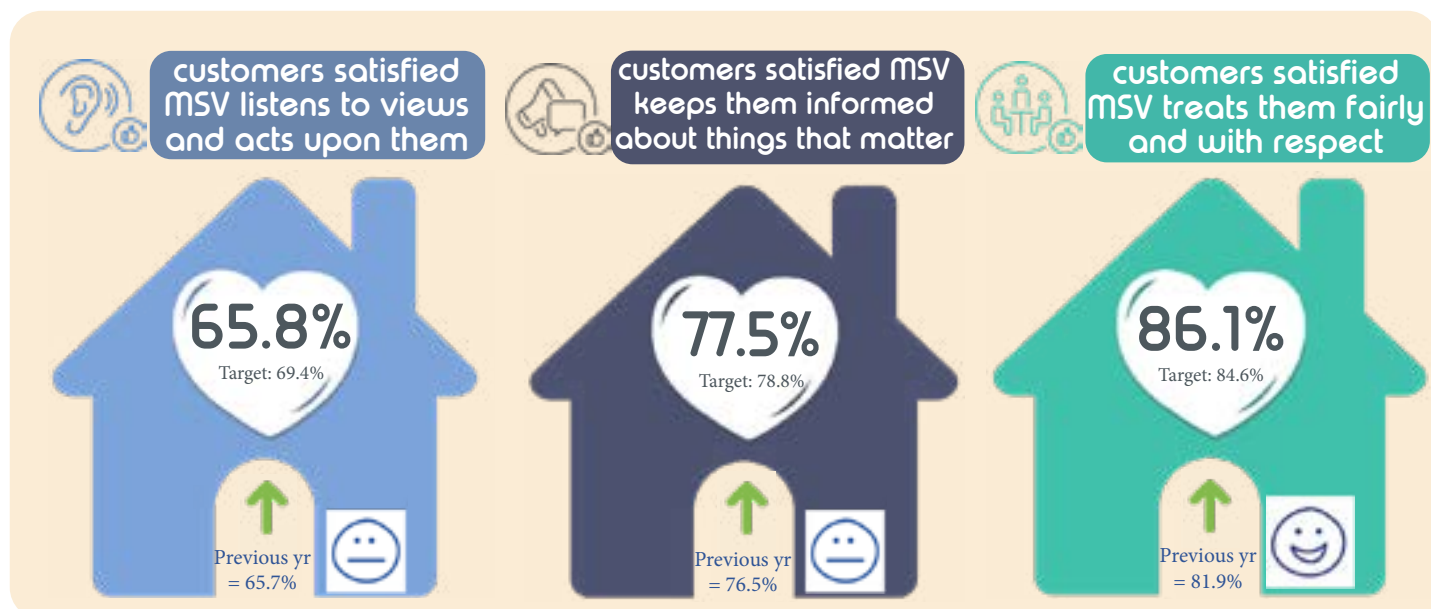
Maintaining building safety



Effective handling of complaints



Respectful and helpful engagement



Overall and repairs

MSV customer satisfaction ..



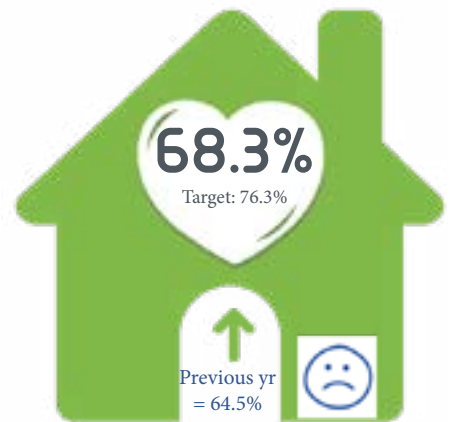
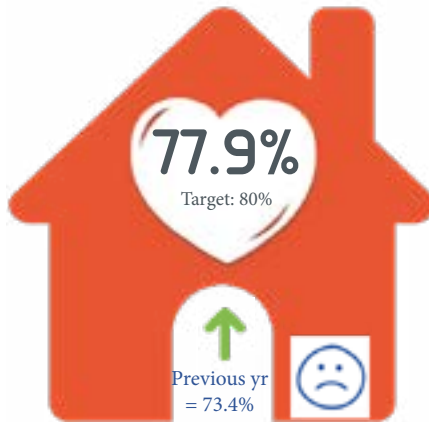
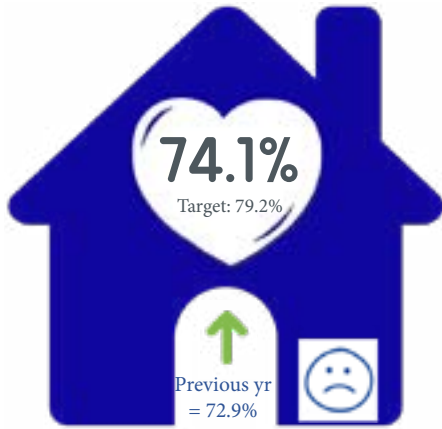
overall service provided



repairs service provided



time taken to complete your repair



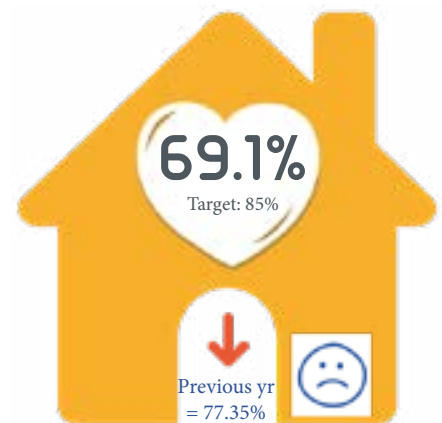
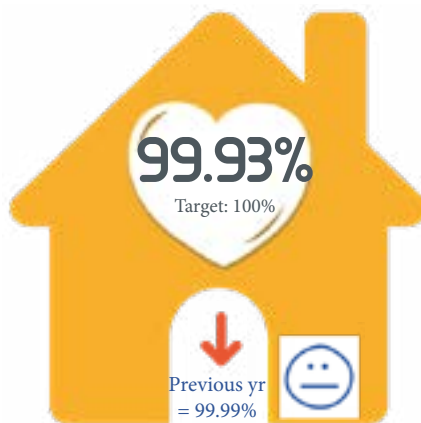
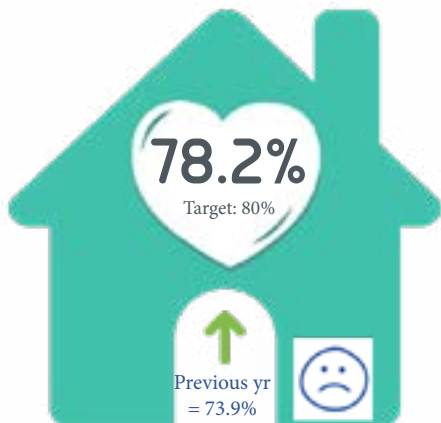
MSV homes that are well-maintained



Emergency repairs completed on time and on target



Non - Emergency repairs completed on time and on target

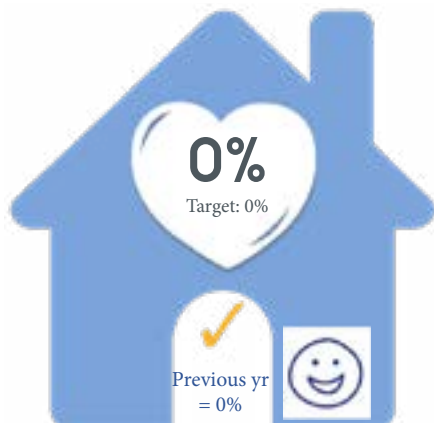


Target to complete emergency repairs is within 24 hours.

Target to complete non-emergency is 25 days except groundworks and fencing which are 90 days.



homes that DO NOT meet The Decent Homes Standard



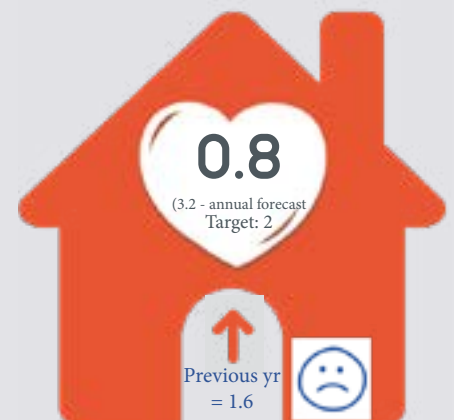
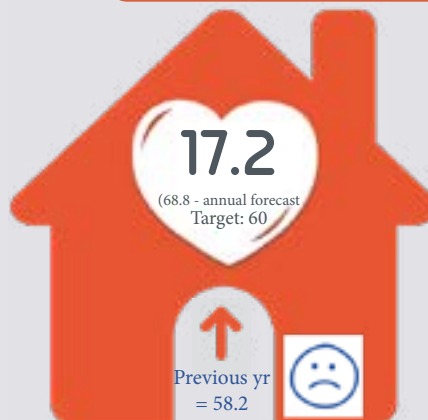
Responding to anti-social behaviour and hate crime



The number of anti-social behaviour reports per 1,000 homes



The number of hate crime reports per 1,000 homes



These figures are based on the number of anti-social behaviour and hate crime cases opened for each 1,000 MSV homes (annualised)



Responsible neighbourhood management



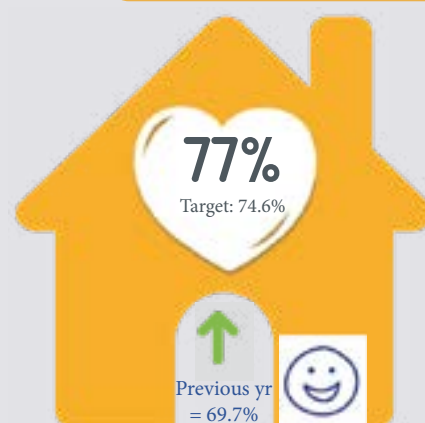
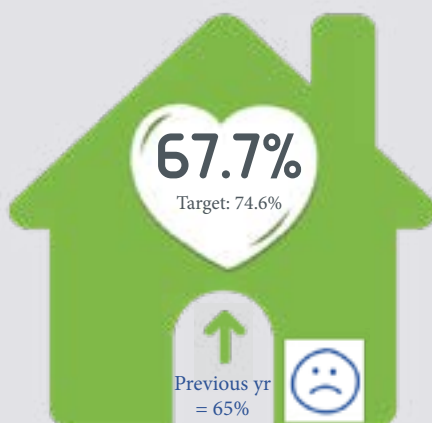
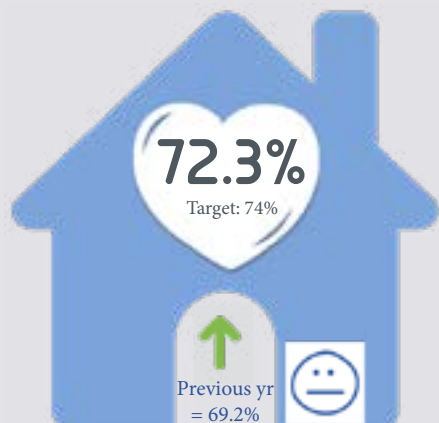
communal areas are kept clean and well-maintained



MSV makes a positive contribution to your neighbourhood



satisfied with our approach to anti-social behaviour



Scheme Audits Keeping your community safe and well- maintained



Our Neighbourhoods Team have successfully completed **100%** of our scheme audits this quarter.

These regular checks are an important part of how we make sure your home and community spaces are safe, well looked after, and pleasant to live in.

Some of the positive outcomes from recent audits include:

- **Reporting and arranging the removal of contaminated bins and fly-tipping.**
- **Flagging and resolving grounds maintenance concerns.**

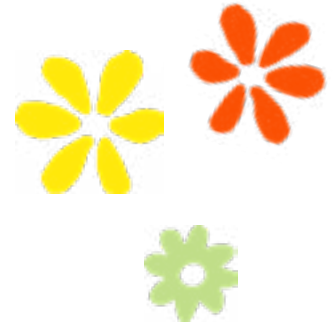
- **Identifying hazards such as uneven flagging and damaged fencing.**
- **Clearing moss and algae to prevent slips and falls.**
- **Ensuring guttering is kept clear.**
- **Repairing communal intercoms.**
- **Removing unsanctioned locks from gates to make sure all residents have access.**

By carrying out these audits, we can quickly spot and resolve any issues, helping to keep your homes and neighbourhoods safe, accessible, and well maintained.



News for customers in ..

Moss Side, Rusholme, Levenshulme, Hulme, Harpurhey, Whalley Range, Openshaw, Didsbury, Withington, Fallowfield, Longsight, Wythenshawe, Trafford, Stretford and Chorlton



Supporting community ideas with the kindness fund

Our Kindness Fund is open to groups in Salford and Trafford, offering up to £1,000 for local initiatives. Projects we have supported include:

- **Humans MCR** – foodbank and mobile community grocers
- **Dragon Flames FC** – grassroots football for children aged 3–13
- **Black Creative Trailblazers 2024** – supporting creative expression and tackling loneliness in Manchester and Salford



We have also teamed up with the [Little Green Sock Project](#) in **Trafford**, recently funded through the Kindness Fund.

They run a local baby bank, helping families struggling financially, and are currently seeking a new base due to building demolition of Stretford Mall.



Follow them on Facebook [@Littlegreensock](#)

Great Stone community

We are planning a community event at Great Stone Apartments following resident feedback. We hope to make better use of the garden space and tackle waste and recycling issues with support from Trafford partners.



Stretford

Join us for a relaxed chat with MSV's Executive Team over light refreshments. Share your ideas, ask questions, and find out more about what's happening in your community.

**Trafford House,
Chester Road, Stretford, M32 0RS
Wednesday 29th October 2025
from 6 PM – 8 PM**

Pop in anytime during the session — no booking needed. Can't make it?

Email your questions to nibblesnatter@msvhousing.co.uk.





Community fun day – Moss Side

We brought the community together for a brilliant day in Moss Side Park recently - with over 30 stalls, games, sports, music and more. The park was buzzing from start to finish!

Afzal Khan MP joined the fun, chatted with residents, and even gave rugby a go:

“It was fantastic seeing our community come together and enjoy the summer holidays in Rec Park over games, music and Moss Side pride.”

Highlights included:

- Sports and activities with Sale Sharks, Stride, Man City and Street Doctors
- Creative workshops with Odd Arts and Creating Effective Generations
- Ice-cream queues (Franco was a hit!)
- Great conversations and raffle prizes at the MSV stand

Thanks to Millennium Powerhouse, our amazing partners and everyone who came along to make the day so special!



MOSS SIDE JOBS FAIR

THURS 18th SEPT 2025
10AM - 1PM

MOSS SIDE POWER HOUSE
140 RABY STREET
MANCHESTER M14 4SL



- Job vacancies on the day
- Employers from the private, public, and voluntary sector
- On the day interviews
- Dress code – interview style



www.msvhousing.co.uk
- search for **Positive Futures**



email
involvement@msvhousing.co.uk



or call Jade on **07786 960 241**

Just drop in -
no need to
book!



Moss Side jobs fair success

Earlier this year, the Manchester Powerhouse hosted a hugely successful Jobs Fair, bringing together over 35 employers under one roof. The event attracted more than 230 visitors, all keen to explore a wide range of roles and career opportunities.

We were thrilled to see two attendees secure jobs by the following Friday – with many more leaving with promising leads and follow-up interviews. MSV was proud to attend as an employer, chatting to visitors about the roles and opportunities we offer.

It was a fantastic day of networking, career advice, and new beginnings – and a great example of the positive impact that comes from connecting local people with local employers.





LONGSIGHT ^{23.0CT} JOBS FAIR

YOUR NEXT CAREER STARTS HERE!

- ✓ Live job vacancies you can apply for on the day
- ✓ Meet employers from the private, public, & voluntary sectors
- ✓ On-the-spot interviews available
- ✓ Dress to impress – interview style

WHY ATTEND?

Looking for your next job or thinking about a career change?
This is your chance to meet real employers, make connections, and
land that role you've been searching for.

JUST WALK IN – NO BOOKING NEEDED!

17 Thursday 23 October 2025, anytime from 10AM – 1PM

📍 Belle Vue Leisure Centre, Kirkmanshulme Lane, Manchester M12 4TF

🌐 www.msvhousing.co.uk – search for Positive Futures

✉ Email: involvement@msvhousing.co.uk

☎ Call Jade on 07786 960 241



**Manchester
Adult
Education**





News for customers in ..

Local authorities: Salford, Rochdale, Calderdale, Bolton, Pendle, Hydburn, Ribble Valley, Bury, Warrington, St. Helens, Blackburn and Darwin, Rossendale, Stockport and Tameside



Community connect event brings support and smiles

MSV's Neighbourhood Zone 2 team and Income & Financial Resilience colleagues joined forces this week to host a fantastic Community Connect Event in **Bolton**.

The day was all about bringing help and advice directly to our customers - from energy support and fuel vouchers to school uniform assistance and guidance on neighbourhood queries.

We were delighted to be joined by local police officers and councillors, who offered their time and expertise to support residents. For the younger ones, there were plenty of activities; including games and a lively entertainer! Adults had the opportunity to chat with MSV teams about anti-social behaviour, financial resilience, and energy-saving tips.

A huge thank you to everyone who attended and helped make the event such a success.



Social value in action – supporting local projects

John, one of our MSV team members, has been busy working with developers and contractors to make sure new developments also bring real benefits to the local community.

- In **Walkden**, developer ANDMORE donated £500 to The Den Youth Club, supporting their move due to town centre redevelopment.
- In **Eccles**, we are working with contractors and Salford City Council to provide:
 - Volunteer hours and community clean-ups
 - Apprenticeship opportunities
 - Donations to the Kindness Fund
 - Support for local groups, including:
 - » School holiday provision at St Patrick's High School
 - » Salford Roosters Rugby Club (youth and men's mental health)
 - » Tindall Street Allotments

We are also planning social value activities for a new homelessness scheme in Broughton – watch this space!



Our **employment and training support service** continues to help Salford residents, both online and in person. Recently, we supported a resident from Eccles looking for training and volunteering to help her move into work.

Helping hands

This project supports our most vulnerable customers with practical help around the home – from gardening and decorating to assembling flatpack furniture or changing lightbulbs. Open to all MSV customers.



New project: Restocked – giving furniture a second life

We are excited to share a new project that's just getting started in Stockport – it's called Restocked.

We are working with Rebecca Hill from Restocked to make good use of unwanted furniture left in our empty properties.

Instead of it going to waste, furniture will be offered to local residents at low cost, helping those who need it most. Referrals will come through MSV's Financial Resilience team.

Restocked will also support customers and families by:

- Helping relatives clear homes after a bereavement, when many are unsure where to turn

Assisting customers who are preparing to move or making space for new furniture.

Rochdale Drop-in

Join us at the Rochdale Drop-in at **Deeplish Community Centre**, 59 Hare St, OL11 1JT, on the **first Wednesday of every month from 10am to 12pm**. It's a friendly space where you can pop in for advice, support, or just a chat.

Nibbles n Natter – Little Hulton

We are inviting Salford customers to a friendly drop-in event on Wednesday 24th September from 2.30 PM to 4.30 PM, at Swithun Wells Court, Old Wells Close, Little Hulton, M38 9PQ. Come along for a chat and

This project is currently being piloted in Stockport, and will focus on furniture only while we create a blueprint to ensure it's cost-effective and sustainable. If it's successful, we hope to expand Restocked across other MSV communities.

We simply ask for photos of any reusable furniture – and we'll take it from there.

If you'd like to find out more or get involved, please contact our Social Investment Officer Cath, tel: 0161 866 0152 or email:

Catherine.Finch@msvhousing.co.uk



Let's keep good furniture in use and support our communities at the same time!



Neighbourhoods at the Bredbury Fun Day

In August, our Neighbourhoods team joined the Bredbury Community Fun Day – a fantastic event that brought local residents together in the sunshine. Supported by funding from MSV's Kindness Fund – which helps community groups and local projects make a positive difference the day was packed with activities including inflatables, a climbing wall, a children's entertainer, and free refreshments.

We were also joined by City of Trees, who shared their passion for making our communities greener.



Our Neighbourhood Officers were on hand throughout, speaking to customers and picking up any queries – a brilliant opportunity to connect with the community in a fun and relaxed setting.



Scheme audits – We are out and about

We are carrying out Scheme Audits across our neighbourhoods.

These visits are now being advertised so customers can see exactly when our Neighbourhood Officers will be on-site. If you spot us in your scheme, please do come and say hello – we are always happy to chat and hear your thoughts.

Rochdale drop-in and new Neighbourhood Action Plan

We are launching new Neighbourhood drop-ins at Deeplish Community Centre in 2025 (time TBC) – your chance to chat with Neighbourhood Officers and share ideas.

It's all part of our new Neighbourhood Action Plan for Rochdale, shaped by your feedback. We'll be focusing on:

- Improving the local environment
- Tackling anti-social behaviour
- Supporting community activities

Look out for more details soon – we would love to see you there!



Your community drop-in

The Carrbrook Community Hub in Stalybridge is **open on the second Monday of every month from 1 pm to 3 pm.**
Stop by if you have any questions!

The Bramhall Community Hub in Stockport is **open on the second Thursday of every month from 10 am to 12 pm.**
Stop by if you have any questions!



Ask us anything!
Chat with MSV's
Exec Team and our
local partners!



Join us for a chat with MSV's Executive Team and partners including Salford City Council, Greater Manchester Police and more!

Chat to us about anything - housing, local concerns, greening projects or forming a group!

WEDNESDAY 24TH SEPT 2025

Drop in between **2:30 PM - 4:30 PM**



Swithun Wells Court, Old Wells
Close, Little Hulton, M38 9PQ



If you are unable to attend, but would like to ask a question, email nibblesnatter@msvhousing.co.uk



Manchester Pride 2025

What an incredible weekend at Manchester Pride! Our colleagues and residents joined HouseProud and thousands of others to march through the city, celebrating equality, community and love.

Here are some of our favourite moments from the day – thank you to everyone who joined us and helped make it so special!



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



telephone
0161 226 4211



email
enquiry@msvhousing.co.uk



visit
msvhousing.co.uk

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

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