


# Customer Standards: Our promises to you

Here's what you can expect as a minimum level of service from MSV. Click on each Standard to find out more .....



Doing the  
Decent Thing



Be flexible,  
open and  
transparent



Keep you Safe  
in your home




Focus on our  
Customers





Work  
inclusively


# We will provide a professional service, treating you with respect, honesty and kindness





 We will provide you with a safe, warm home appropriate to your needs and time in life

 We will tailor our services so you can focus on your health and well-being


 We will operate in a way which helps create a fairer society and level the playing field, such as valuing diversity and investing in skills and employment / volunteering opportunities


 Our Neighbourhood Teams will maintain a presence in your neighbourhood, working with local agencies to promote a safe community


 We will invest in and support our colleagues and value the work they do


 We will embed a culture of honesty, openness and respect throughout MSV and promote 'The MSV Way'


## How we will measure our performance


 By ensuring all MSV's homes meet the Decent Homes standard

 By publishing guidelines on health and safety issues on the website

 By measuring the impact of the projects we run in neighbourhoods and communities and publishing this in the Annual Report

 By rewarding colleagues for upholding the values of The MSV Way

 By recruiting and training colleagues and Board Members who embody The MSV Way

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# We will communicate with you openly and honestly and in a manner of your choice



We will deal with your enquiries promptly and at first point of contact



We will listen to you when things go wrong, investigate your complaints thoroughly and transparently and inform you of any changes we make as a result of your feedback.  
We will acknowledge your complaint within 5 working days and respond within 10 working days



We will work with customers to scrutinise the business



We take your privacy seriously and will manage your personal data sensitively and securely



We will be open with you about challenges faced by the sector and MSV which may affect you, your home or community



We will be open with you by sharing with you how we spend every penny in the pound of your rent money

## How we will measure our performance



By assessing how satisfied you are through surveys



By publishing our complaints and compensation policies and monitoring feedback




By reporting performance, scrutiny and customer feedback to our Customer Committee



By keeping our website up-to-date with news and performance information and ensuring we provide assistance in signing you up to our digital services



By ensuring robust systems and data protection training is in place and reporting to our Audit and Risk Committee

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# Safety standards relating to your home are our top priority



We will make sure you can report any issues to do with building safety easily, and at first point of contact



We will service gas and electrical appliances in your home annually and fit a carbon monoxide detector in every home . We carry out weekly and monthly fire safety checks at Later Living schemes



We will test your electrical wiring every 5 years



We will make sure we adhere to regulations relating to legionella and asbestos



We will regularly check communal areas to ensure they are safe and obstruction free and carry out a minimum of an annual independent fire risk assessment.

## How we will measure performance




By publishing home safety guidelines on our website



By ensuring we meet our targets and standards for home safety visits



By working with you, and professionals in the home safety field, to make sure you are safe within your home

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# We will focus on you and the services we know are important to you



We will carry out our repair responsibilities to a high standard, aiming to fix it first time, every time



We will carry out emergency repairs within 24 hours and offer a convenient appointment as early as we can for all other repairs



We will invest in and train our people and ensure they have the right tools and technology to carry out their role to a high standard



We will identify where customers are struggling, either financially or with their well-being, and offer support and signpost to specialist services where appropriate

## How we will measure performance




By publishing our repairs and other performance monthly on our website and annually in our Annual Report



By having clear repairs response timescales and publishing them on our website




By asking you for feedback on the service you received

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# We will ask for, and take on board, your views and use your feedback to improve our services





 Through our customer engagement framework and culture we will put the customer voice at the heart of decision making. We will do this by using new technology to ensure we are reaching customers across all our operational areas and demographics


 We will learn from complaints to improve the service


 We will embrace our customers' lived experiences and use this feedback to influence change

## How we will measure performance


 By listening to the feedback from customers and our front-line colleagues

 By ensuring we hold customer forums and supporting residents groups

 By carrying out an annual survey of customers and ad-hoc surveys to test the service and our performance

 By assessing how satisfied you are with the opportunity to make your views known and that MSV is taking those views into account

 By publishing information on complaints and feedback on our website

 By publishing 'You Said, We Did' on our website

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