

Nibbles n Natter Customer Forum

Q&A from 16 June 2022

Raised by	Issue	Outcome	Dealt by
online	Has there been an improvement in waiting times, for people who have phoned in, since the last event? Staff illness was a partial cause. Is this more or less back to normal now?	Yes. Which is a relief for Customers and MSV. We are nearly up to full staff strength which has helped. We diverted resources from within MSV on to calls and employed temporary staff when necessary. We are answering more calls and fewer customers are telling us about the wait they have had, for their call to be answered.	Taranjit Dosanjh
online	Is there still a backlog of repairs?	Whilst there is not essentially a backlog from the pandemic, there has been an increase in demand for repairs, which has increased waiting times, this has been compounded by absence due to covid particularly in the first few months of the year. We have to be clear with expectations to our customers so that they are aware of this and that repairs may take longer than expected.	Liz O'Connor
online	What do the senior leaders see as their top priority for the coming months?	Clearing Repairs Backlogs and ensuring all MSV homes are of a good quality, supporting customers through the cost of living crisis and responding to changes to consumer regulation whilst ensuring customer voices are heard and issues raised are responded to.	Matt Jones
online	Will the Nibbles n Natter be able to come to Ralph Sherwin Court?	We have plans to come out to various neighbourhoods across our housing stock with our mobile fish and chip van. We are scheduling our next mobile dates which include Alexander Briant Court (Bolton) and Ralph Sherwin Court (Rochdale). These dates/times will be promoted through our involved customer emails, social media and our website ahead of the visits.	Ruth Shedwick

MSV Officers present:

- Charlie Norman, Chief Executive
- Matt Jones, Executive Director (Customers)
- Taranjit Dosanjh, Head of Customer Service
- Rachel O'Connor, Development Director
- Liz O'Connor, Head of Repairs and Compliance
- Gareth Eadsforth, Head of Asset Management
- Ruth Shedwick, Resident Engagement