



## We will:

- Be respectful and polite and do the decent thing at all times.
- Ensure our reception areas are clean and tidy.
- Carry and show our identity badges at all times when dealing with you.
- Be personally responsible and keep you up to date on progress until a service request is closed.



## Communications

- **Letters:** You will receive an acknowledgement within 3 working days on receipt of your letter and we aim to send you a full response within 10 working days.
- **Telephone messages:** You will receive a response within 1 working day.
- **Emails and texts:** You will receive an acknowledgement within 3 working days and we aim to send you a full response within 10 working days.
- **Feedback and complaints:** You will receive an acknowledgement within 3 working days and we aim to send you a full response within 10 working days.
- **Social Media Posts:** You will receive a response within 1 working day.
- **Anti-Social Behaviour Reports:** You will receive an acknowledgement within 1 working day.
- **Domestic Violence Reports:** You will receive a response within 1 working day.
- **Hate Crime Reports:** You will receive a response within 1 working day.
- **Interpretation:** Available on request.
- **Appointments (at home or in the office):** Available on request.
- **Communication:** During all our contact with you, we will take personal responsibility to keep you up to date until the matter is closed.



## By phone

- We aim to answer your call within 20 seconds.
- You can leave your number to get a callback. When calling from a landline make sure you include the area dialling code. For example 0161 for Manchester, 01204 for Bolton.
- When we answer your call we will say you have reached Mosscare St Vincents and give our name.
- If we contact you, the person handling your service request will leave their name, the reason for their call and their direct number so you get straight through to them.



## Information

- **Tenancy related communications:** periodically by email and website.
- **Annual Report including performance indicators:** Produced annually and available on our website, via email or a hard copy on request.
- **Rent statements:** Available on request, or via the online portal on the website - 'My MSV'.



## Repairs and customer feedback

- **Repairs:** We prioritise jobs based on severity and target getting to your door within 24 hours for emergencies. For all other repairs we offer appointments up to 90 days or up to 6 months for planned repairs. In urgent cases like fire and flood we will respond immediately.
- **Customer Feedback:** We will complete a Tenant satisfaction survey every year as well as service area specific surveys from time to time. We will be open and transparent, publicising results and informing about changes and improvements we make as a result of your feedback.

## Office opening hours

- **The Pod, Moss Side:** Mon to Fri 9am – 1pm
- **Trafford House Head Office:** Mon to Fri 8.30am - 5.00pm
- **Mossbank Office:** 8:30am - 12:30 Mon, Wed and Fri. 1:30pm - 4:30pm Tue and Thurs