

The Voice

Spring 2026



N[®] NORTHERN HOUSING AWARDS



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N[®] NORTHERN HOUSING AWARDS

WINNERS 2026

IMAGE: MSV celebrating success at the Northern Housing Awards

Welcome



Hi everyone, and welcome to our Spring edition of The Voice, magazine for all customers of MSV.

It's been lovely to visit so many of our schemes in recent months and have a chat with many of you. Thank you for the honest feedback and conversations. I'm looking forward to seeing you at our forthcoming Nibbles n Natter sessions. In this edition, I wanted to touch on the effect that world events may be having on us all. There's no doubt we are living in extremely turbulent times, the likes of which we haven't seen for decades in this country, although I know many people across the world experience uncertainty and conflict every day.

In difficult times, it's especially important that we look out for one another and support our friends and neighbours. A kind word or helping hand for someone who needs it not only helps them, but can also help us feel more positive ourselves.

This is something our wonderful customer Diane Shepley-Newton does every day at MSV's Carrbrook Hub in Stalybridge. Diane was shortlisted for Tenant of the Year at the Northern Housing Awards, and I know many of you will join me in congratulating her on this fantastic achievement.

I'm also incredibly proud to share that Team MSV recently celebrated success at the Northern Housing Awards, winning Development of the Year for our Parkmount Road Passivhaus homes in Harpurhey and Team of the Year for our brilliant Customer Voice and Community Wellbeing Team. These awards are a real reflection of the hard work, care and dedication shown by colleagues and customers across our communities.

It can also help to focus on the positive things in our lives – whether that's family and friends, a kind gesture from a neighbour, events to look forward to, or volunteering in our communities. Even on difficult days, hopefully we all have a little pocket of happiness we can be thankful for. The Mental Health Foundation says that even small actions can help us feel more hopeful and less powerless.

It's also Mental Health Awareness Week in May and there's lots of really useful advice available online to help support positive wellbeing. You can find out more from the Mental Health Foundation and discover simple ways to support your mental health. One of the best ways to focus on the positive is to tailor your social media feeds. MSV's Communications Team recommends muting or unfollowing accounts that post divisive or sensationalised content and instead following pages linked to your hobbies, interests, community groups or people who inspire you.

I also want to reassure customers that MSV has a zero-tolerance approach to hate incidents and anti-social behaviour. If you are experiencing any form of hate crime or anti-social behaviour, you can report it to us in confidence and we will act to support you.

[Watch our video](#) about what you can expect from MSV here, or find out more about [reporting anti-social behaviour or hate crimes](#) here.

Every quarter we include our Tenant Satisfaction Measures (TSMs), which are the industry-standard measures used to show how well MSV is performing in key areas.

Teams across MSV have been working extremely hard to improve services, particularly in the areas customers consistently tell us matter most – repairs, complaints handling and communication.

I'm pleased to say performance continues to improve steadily and, while there is always more work to do, we remain fully committed to providing the best possible services for our customers.

I've had feedback from many of you about where we're doing well, but also where you would like to see us do even better. Listening to that feedback and acting on it remains incredibly important to us.

You can view the latest Tenant Satisfaction Measures on ([pages 14-17](#))

See you soon at your local Nibbles n Natter events over the coming months ([page 10](#)).

NORTHERN HOUSING AWARDS

We were absolutely delighted to win:

★ **Development of the Year**
(Up to £10m) for **Parkmount Road**
development of 24 new affordable homes
in Harpurhey

★ **Team of the Year** for our incredible
**Customer Voice and Community
Wellbeing Team**

The awards recognised the huge difference our teams are making across communities. From delivering high-quality affordable homes to supporting wellbeing, employment, youth projects, customer voice and safer neighbourhoods.

Our award-winning Customer Voice and Community Wellbeing Team supports thousands of customers every year through mentoring, wellbeing support, volunteering, community hubs, employment projects and youth programmes including The Blunt Truth.

A massive well done to everyone involved, we couldn't be prouder!



We're also looking ahead to the upcoming Women in Housing Awards and Housing Heroes Awards, where colleagues, customers and teams have been shortlisted across several categories.

Good luck to everyone shortlisted from all of us at Team MSV!

Looking after shared spaces together

We know how important clean, safe and well-maintained shared spaces are to our customers and communities.

That's why we've introduced new standards for communal services, helping make it clearer what customers can expect from us when it comes to:

- **communal cleaning**
- **gardening and grounds maintenance**
- **inspections of shared areas**
- **reporting issues in communal spaces.**

These standards will help us continue improving the appearance, safety and upkeep of shared neighbourhood spaces for everyone to enjoy.

[Find out about communal services and how to report issues here](#)



Independent Living Strategy 2026–2029

Helping you feel safe, supported and independent at home

In the last edition, we shared the results of the consultation for the Independent Living Strategy. We are now pleased to let you know that MSV has launched the new Independent Living Strategy for 2026–2029.

This plan explains how we will continue supporting customers to live safely, independently and confidently in their homes and communities over the next three years.

Independent Living at MSV covers a wide range of services. This includes customers living in our supported living schemes, later living sheltered housing, extra-care schemes, HAPPI-designed homes, more independent schemes, and our young person services, including foyers and Ofsted-registered supported accommodation.

Independent Living is about more than housing! It's about creating safe, welcoming communities where everyone feels respected, valued and supported.

What this means for you

Over the next three years, customers will start to see changes that make life easier, safer and more connected, including:

- Continued investment in safe, modern homes
- Support to help people stay independent for longer
- Improved digital access in some services
- More activities and opportunities to connect with others

- Staff training, including digital and trauma-informed skills
- Clearer support pathways for older people, young people and customers who need additional support

What you told us

When we spoke to customers, you said the things that matter most are:

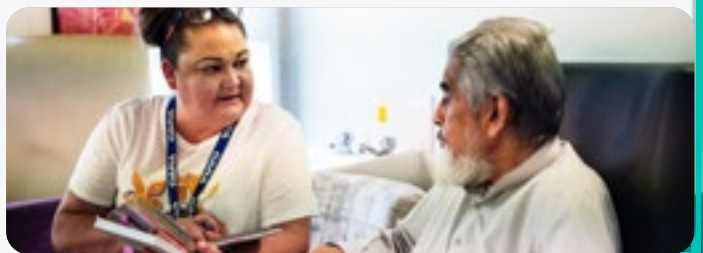
- Feeling safe and secure
- Being treated with respect
- Staying independent with the right support
- Feeling part of a community
- Having help with digital skills and access

Your feedback has helped shape the whole strategy.

Our main focus areas

Over the next three years, we will focus on:

- Services shaped by customer feedback
- Helping people stay independent at home
- A skilled, friendly and well-trained workforce
- Reducing loneliness and improving digital inclusion
- Safe, modern and accessible homes
- Strong safety and compliance standards across all schemes.



You can read the full Independent Living Strategy by searching for:
Independent Living online at www.msvhousing.co.uk

This strategy is our commitment to providing **safe homes, fair and friendly services, and communities where everyone can thrive.**



When things go wrong

We know how important it is to get things right first time, but we also recognise that sometimes we fall short. When that happens, we want customers to tell us so we can understand what went wrong and put things right.

Over the past year, more customers have contacted us to raise concerns and share feedback. While we never want customers to feel dissatisfied, hearing about people's experiences helps us understand where we need to improve.

Every complaint is taken seriously and helps shape how we improve our services. Our focus is on being fair, clear and responsive. We will always explain our decisions, keep customers

updated and work to resolve concerns as quickly as possible. We're also proud to have responded to all complaints within our target timescales over the last year.

Your feedback really does make a difference, and we remain committed to listening, learning and improving.

Find out more about how to make a complaint here: [How to make a complaint.](#)

Faster repair times for customers

We are improving our repair timescales to help customers get repairs completed more quickly and ensure we continue meeting the standards set out in Awaab's Law. From this summer:

- **Routine repairs** will reduce from 25 working days to **21 working days**
- **Major repairs** will reduce from 90 days to **60 days.**

Over the last six months, teams across MSV have continued working hard to strengthen how we respond to damp, mould and other repair issues, helping us provide safer homes and quicker support for customers.

If you need to report a repair, please contact us as soon as possible so we can help. [Report a Repair](#)



Leasehold and shared ownership support

Did you know we have a dedicated team supporting our Leasehold and Shared Ownership customers?

Our Leasehold Team is here to help with a range of queries, including:

- service charges
- buildings insurance
- repairs and maintenance responsibilities
- permissions and alterations
- lease information and support
- staircasing and Shared Ownership queries.

Whether you have a quick question or need

advice and guidance, the team is here to help.

Please contact the team by emailing: Leasehold@msvhousing.co.uk

We'll also be sharing more information and guidance for Leasehold and Shared Ownership customers on our website over the coming months.





Fire, electrical and aerosol safety

The most common causes of house fires are cooking accidents, faulty electrical items and unsafe use of household products.

By taking a few simple precautions, you can help keep yourself, your family and your neighbours safe at home.

Kitchen fire safety

Most house fires start in the kitchen, but many can be prevented through small everyday habits.

Cooking safely

- Never leave pans or cooking unattended
- If you leave the kitchen, turn the heat off
- Avoid loose clothing near hobs or ovens
- Don't cook if you are very tired or under the influence of alcohol or drugs
- Keep children away from cooking appliances.

Keep appliances clean

Grease and food build-up can easily catch fire.

- Clean ovens, hobs and grills regularly
- Keep air fryers clean and well ventilated
- Switch appliances off when not in use.

Before bed

- Check appliances are switched off
- Keep tea towels and paper away from heat
- Close the kitchen door at night to help stop smoke and fire spreading.

Electrical safety

Faulty electrical items and overloaded sockets are a common cause of fires.

To stay safe:

- Check plugs, cables and sockets for damage
- Never overload extension leads
- Never use heaters with extension cables
- Unplug appliances when not in use
- Never dry clothes on portable heaters.



Aerosol safety

Products such as deodorants, air fresheners and hair sprays often contain highly flammable gases.

Always:

- Keep aerosols away from flames and heaters
- Avoid storing cans in hot places
- Never spray near naked flames
- Use in well-ventilated areas.

In the event of a fire:

Get out, stay out and call 999.

Never throw water onto an oil or electrical fire.

Find more home fire safety advice here:

www.msvhousing.co.uk/you-and-your-home/health-and-safety-at-home/fire-safety/

Gas and electrical safety checks

Gas and electrical safety checks help keep you, your family and your neighbours safe.

Every year, we carry out a gas safety check in your home, and every five years we complete an electrical safety check to make sure installations and appliances are safe and working properly. It's really important that you are home for these appointments so we can complete the checks and identify any potential hazards early.

Book or rearrange an appointment by logging into your [My MSV customer account](#) or email: Gas.Team2@msvhousing.co.uk

Your Smoke Detector is Your First Line of Defense

We have noticed an increasing number of customers removing batteries or covering smoke detectors with plastic, tape, or cloth. This can be life threatening - early detection is your ONLY head start as fire can spread in minutes



The Dangers of Covering your Smoke Alarm:

- **Life Threatening Risk:** Covering a sensor will silence the alarm. Smoke can fill your room while you sleep, but you may not wake up until it's too late
- **Risks to your neighbours:** In blocks of flats, if a fire starts in your home and your alarm is disabled, it can trap your neighbours before they know there is a danger
- **Legal and Financial Risks:** Tampering with life-safety equipment is a serious violation of your tenancy agreement. You could be held personally liable for damages to the building or injuries to others

Don't disable the alarm - solve the problem instead:

Dealing with Cooking Fumes?

- Open a window or use an extractor fan
- If the alarm is too sensitive call us. We may be able to replace your smoke detector with a Heat Detector, which ignores steam and fumes but still detects fire

Annoying "Low Battery" Beeps?

- If your alarm is chirping, it likely needs a new battery. Carefully replace the battery with a fresh one
- If the beeping persists after the change, do not ignore it or pull it down - contact us

If you have any issues with your smoke alarm contact us immediately - we will send an operative to investigate and ensure you and your family are protected

Call: 0161 226 4211 **Email: enquiry@msvhousing.co.uk**

msvhousing.co.uk





Your Neighbourhood Update



Scheme Inspections are Making a Difference

Our regular Scheme Inspections are continuing to play an important role in helping us keep communities safe, clean and well-maintained.

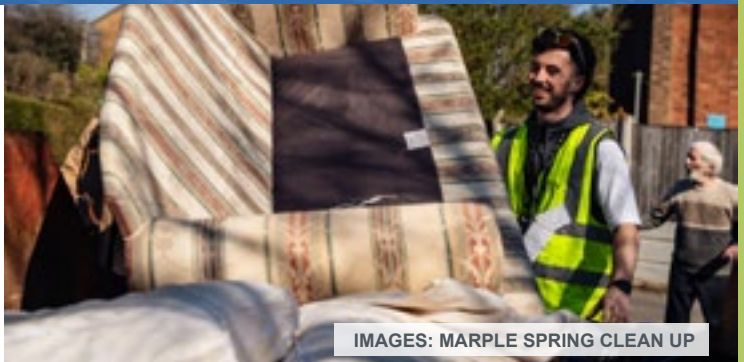
Recent inspections in Zone 2 identified two serious “Cause for Concern” issues, including a significant trip hazard caused by uneven paving and a welfare concern involving a resident who needed additional support.

By identifying these issues early, we were able to take immediate action and help prevent accidents and further concerns.

Your feedback matters

Customers continue to tell us about the things that matter most in their neighbourhoods, and we are listening. Referrals are being made to specialist teams to help tackle issues raised during inspections and community visits, including:

- **Tackling fly-tipping and improving waste management**
- **Improving communal areas** through painting and new flooring
- **Maintaining high standards of communal cleaning and gardening**
- **Responding quickly to safety and welfare**



IMAGES: MARPLE SPRING CLEAN UP

Scrutiny Group Review

This month, our Scrutiny Group will also be working alongside Neighbourhood Teams to review the Scheme Inspection process.

The review will help ensure inspections are effective, customer concerns are acted on quickly, and improvements continue to be made where they are needed most.

If you have any comments or suggestions, please email:

Zone 1: NeighbourhoodZone1@msvhousing.co.uk

Areas covered in Zone 1 (Central Neighbourhoods)
Manchester, Trafford

Zone 2: NeighbourhoodZone2@msvhousing.co.uk

Areas covered in Zone 2 (Outer Neighbourhoods)
Salford, Rochdale, Calderdale, Bolton, Pendle, Hyndburn, Ribble Valley, Bury, Warrington, St. Helens, Blackburn with Darwin, Rossendale, Stockport and Tameside

A Voice in Every Home

We are continuing to improve the way Neighbourhood Officers support customers through our new “A Voice in Every Home” initiative.

Neighbourhood Officers now have improved mobile technology which allows them to access customer information, update details and raise requests while out in the community — helping us respond to issues more quickly and spend more time supporting customers in neighbourhoods.

This means that during home visits or neighbourhood inspections, officers can:

- update customer details instantly
- raise repair requests there and then
- make referrals to specialist support teams
- complete forms digitally and securely in real time.



IMAGES: PENDLE WALKABOUT

The initiative is helping us provide a more responsive, face-to-face service and reduce delays for customers needing support or advice.

Over time, we will continue expanding the service to include more digital forms and neighbourhood support tools for customers.

Read more on our website here: [A Voice in Every Home.](#)

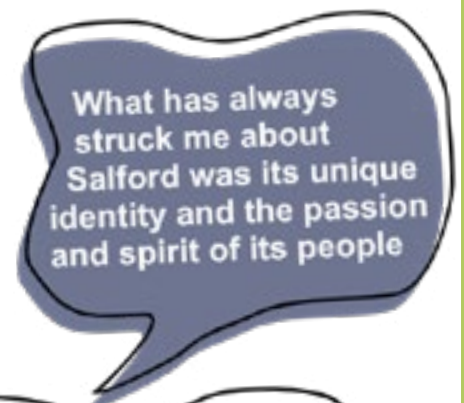


This year marks 100 years since Salford officially became a city, and we've been celebrating the people, places and communities that make Salford special.

Through our “My Salford 100” project, customers and colleagues shared memories of growing up in Salford, favourite local landmarks, community spirit and the people who have shaped their lives.

From lifelong friendships and family stories to memories of local parks, neighbourhoods and community life, the project celebrates the pride and spirit that continue to make Salford unique.

[Read about this project and see some of the stories shared by customers and colleagues here.](#)





Volunteers making a difference

Two university students have been gaining valuable experience with our Customer Voice and Customer Wellbeing Team through the Impact Project. Impact is a programme supporting young people from ethnically diverse backgrounds into employment opportunities.



Saron and Zara spent several weeks volunteering with Positive Futures, learning more about social investment, community projects and customer wellbeing. Zara said:

“This volunteering experience has made me realise that I really want to work for organisations that do good for people and the planet in the future.”

Both students said the experience helped build their confidence and strengthened their interest in community-focused careers. A huge thank you to Saron and Zara for all their hard work, and good luck for the future!

Join us at



Upcoming events:

A chance to meet MSV colleagues, chat about your neighbourhood, share feedback and enjoy a brew and a bite to eat.

Clitheroe

Wednesday 10 June, 5.30pm to 7.30pm
St Mary’s Centre, Church Street, Clitheroe, BB7 2DG

Rochdale

Wednesday 10 September, 2pm to 4pm
Deeplish Community Centre, 118–120 Hare Street, Rochdale, OL11 1JT

Moss Side

Wednesday 1 July, 6pm to 8pm
St James’ Church, 95a Princess Road, M14 4TH

Stockport

Wednesday 29 October, 5pm to 7pm
Jean Byers Community HUB, Bents Avenue, Bredbury, Stockport, SK6 2LF

[Find out more here:](#)



 **Visit Space Manchester**

Weekly Drop-In Sessions, Every Monday, 10am – 2pm

Space Manchester offers support, activities, employment advice and community services for local people.

You can find the hub at: **125 Great Western Street, Manchester, M14 4AW**

We’ve recently updated our postcode details to make it easier to find us!



Daily Habits and Brain Health

Small everyday habits can make a big difference to long-term brain health.

Staying active, getting enough sleep, managing stress and staying socially connected can all help support wellbeing and reduce the risk of dementia.

Listen to the latest No Appointment Necessary podcast episode with Dr Amir Khan and Cherry Healey.

[Listen to the episode here](#)



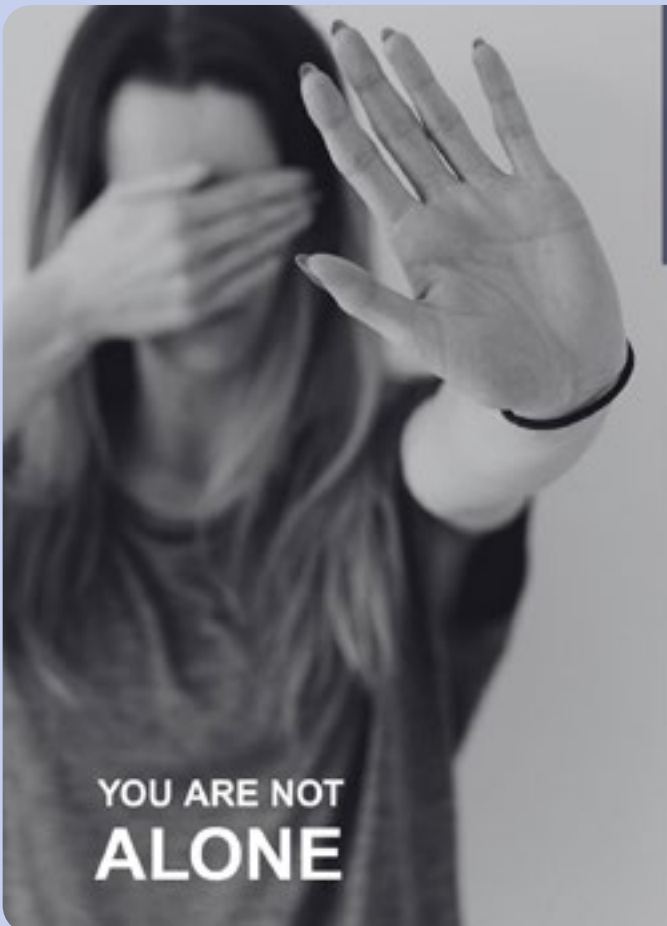
Your health and wellbeing matters, which is why we have a dedicated Wellbeing Team here to support you.

Our friendly wellbeing workers can help with:

- referrals for counselling and support services
- connecting you with local activities and volunteering
- liaising with other professionals on your behalf
- support with tenancy sustainment and reducing unsafe clutter at home.

Contact the team at:

WellbeingandTenancySustainment@msvhousing.co.uk



If you or someone you know is experiencing domestic abuse you are not alone

Domestic abuse can take many forms, including physical, emotional, financial, and coercive control

Access help and support:

Contact MSV's Anti -Social Behaviour Team for confidential advice or support on **0161 226 4211** or staysafe@msvhousing.co.uk

If you are in immediate danger, please call **999**. If you are unable to speak, **press 55 after dialling 999** to indicate you need urgent police assistance

The Greater Manchester Domestic Abuse Helpline is open to anyone over 16. Call **0800 254 0909** or visit domesticabusehelpline.co.uk

Or search for **Domestic Abuse** on MSV's website to find more resources...

www.msvhousing.co.uk

Come and meet your Neighbourhood Team

We'd love for you to come and say hello if we are visiting your area. Scheme Inspections are a great opportunity to speak directly with your Neighbourhood Officer, raise concerns and tell us about issues affecting your community.

Check when we'll next be visiting your area by viewing the schedule [here](#).



Mediation Service

Is a neighbour dispute getting you down?

MSV have partnered with Link Mediation to help you resolve disagreements for free, without the stress of court

- Fast and effective service** - most issues are settled in 1 - 2 sessions
- Independent and impartial** - a mediator listens to both sides and won't judge
- No pressure** to talk directly to your neighbour
- Flexible** - you can end the process at any time



Mediation is a **confidential** process designed to **build trust** and **strengthen neighbourhood relationships**

Interested in finding out more?

Contact us:

staysafe@msvhousing.co.uk

0161 226 4211

Scan the QR code



msvhousing.co.uk



**YOUR VOICE :
YOUR CHOICE**

champion



New Disabled User Group launched

We recently welcomed customers to the first meeting of our new Disabled User Group, bringing together customers from across Zone 1 and Zone 2 to help shape services and share ideas about improving accessibility and inclusion across MSV.

The group has already put forward some fantastic suggestions and feedback, helping us better understand the experiences of disabled customers and the changes that matter most to them.

We are keen to grow the group and would particularly welcome younger customers, as well as parents and carers of disabled MSV customers, to get involved.

The group provides a safe and supportive space where customers can:

- share experiences and ideas
- help influence services and accessibility improvements
- raise issues that matter to disabled customers
- work with MSV teams to shape future plans.

FIND OUT MORE



involvement@msvhousing.co.uk

Feeling overwhelmed by clutter?

We know that sometimes clutter at home can build up and start to feel overwhelming, especially during difficult periods in life.

If you are struggling with clutter or hoarding, you are not alone and support is available. We can help you access advice and practical support to make your home safer, more comfortable and easier to manage.

How to get help



Wellbeing and Tenancy Sustainment Team

wellbeingandtenancysustainment@msvhousing.co.uk

Download our [customer support leaflet](#) here.

Managing a large volume of belongings can increase fire risks, but our team provides specialised assistance to address these dangers. We can tailor fire safety support to your needs, including installing additional smoke detectors or heat sensors to provide extra protection in your home.

Hoarding can affect anyone and is often linked to wellbeing, mental health, trauma or major life changes. The most important thing is knowing that support is available without judgement.



Our performance last year

April 2025 – March 2026

Our latest annual Tenant Satisfaction Measures (TSMs) are now available, showing how we performed across **repairs, home safety, complaints, neighbourhood services** and overall **customer satisfaction** between April 2025 and March 2026.

[Visit our website to view both our latest annual and quarterly performance updates: www.msvhousing.co.uk](http://www.msvhousing.co.uk)

TSMs help customers see where we are performing well, where improvements are being made and where we still need to do better.

Maintaining Building Safety



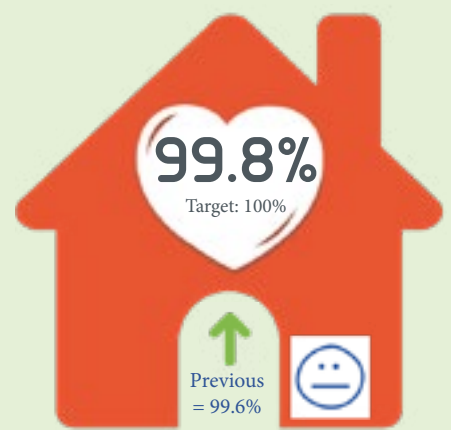
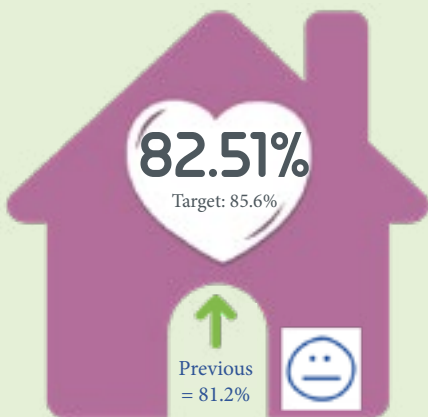
MSV provides a home that is safe



gas safety checks



fire safety checks



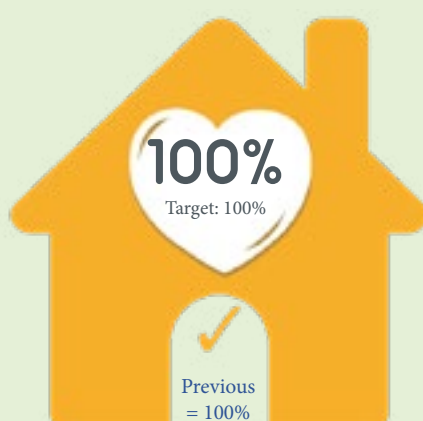
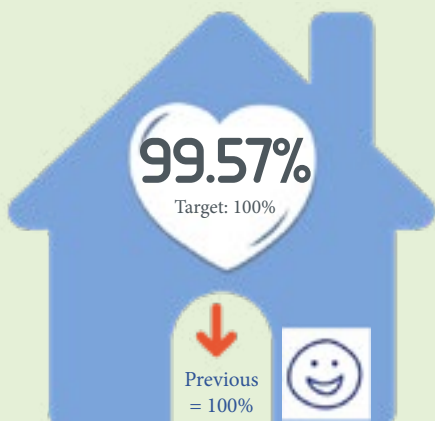
water safety checks



asbestos safety checks



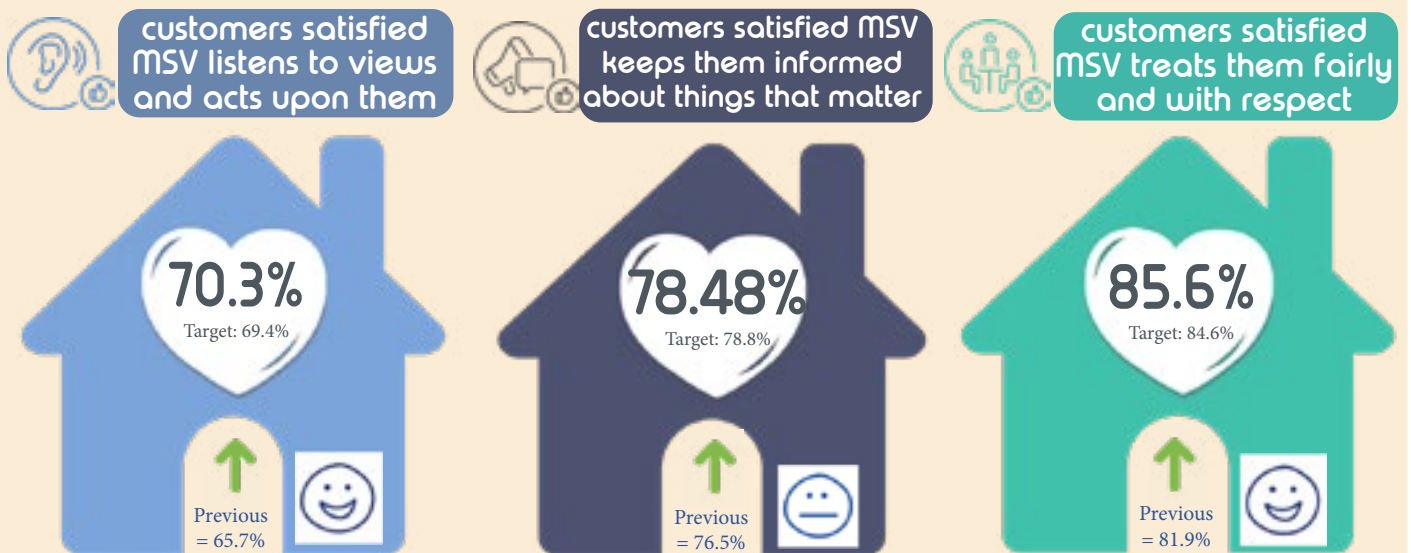
lift safety checks



Effective handling of Complaints



Respectful and Helpful Engagement



Overall and Repairs

MSV customer satisfaction ..



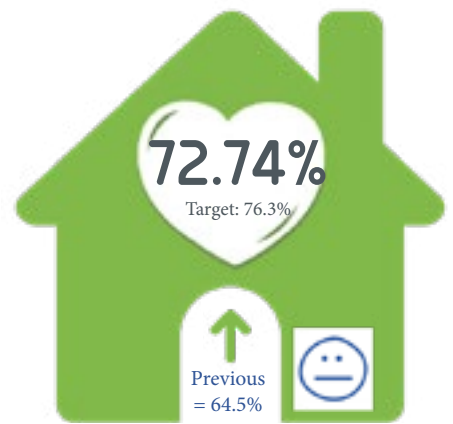
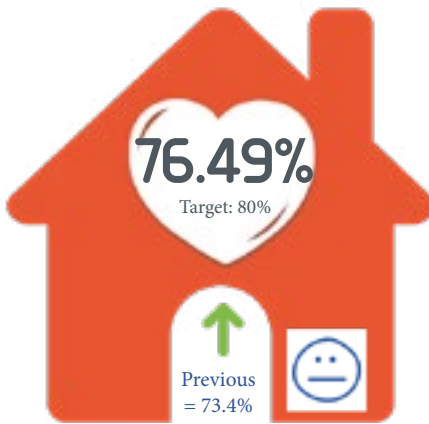
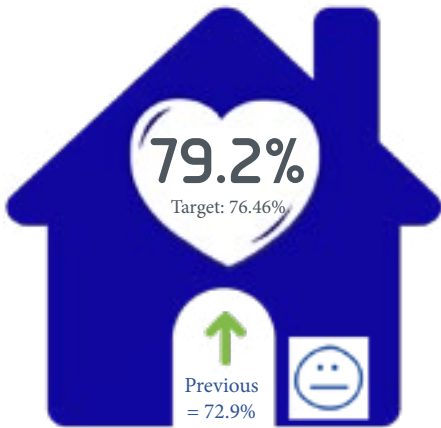
overall service provided



repairs service provided



time taken to complete your repair



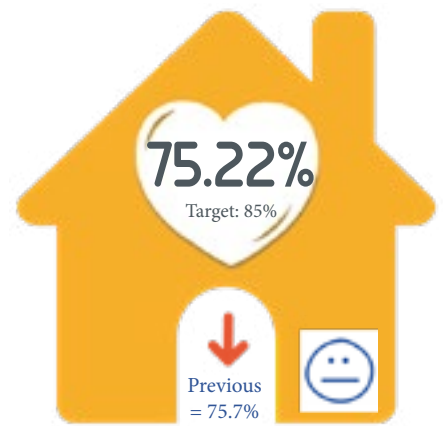
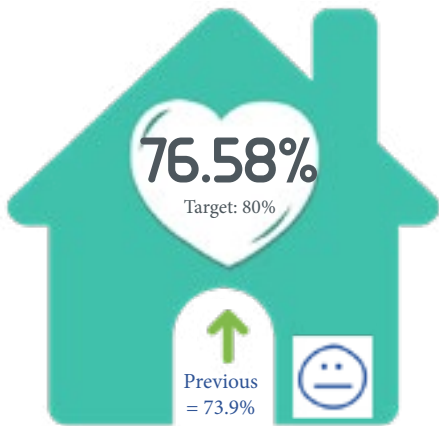
MSV homes that are well-maintained



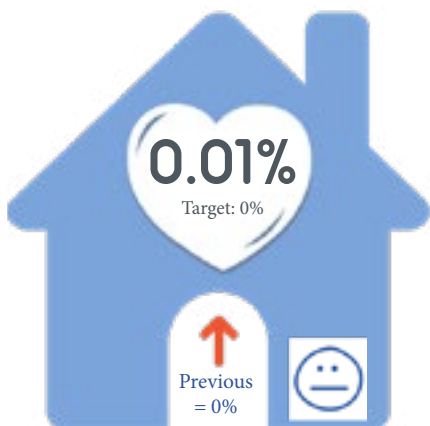
Emergency repairs completed on time and on target



Non - Emergency repairs completed on time and on target



homes that DO NOT meet The Decent Homes Standard



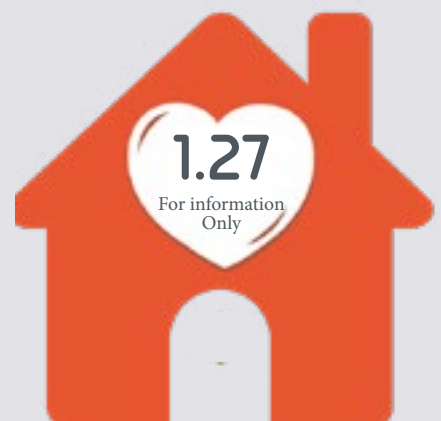
Responding to anti-social behaviour and hate crime



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



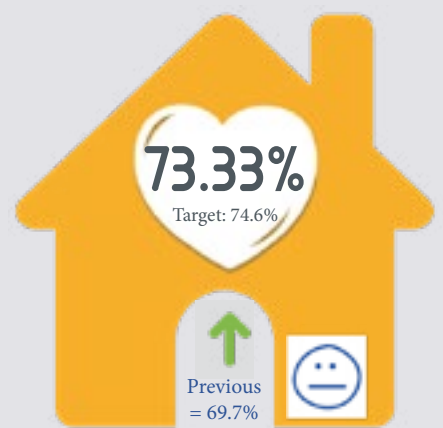
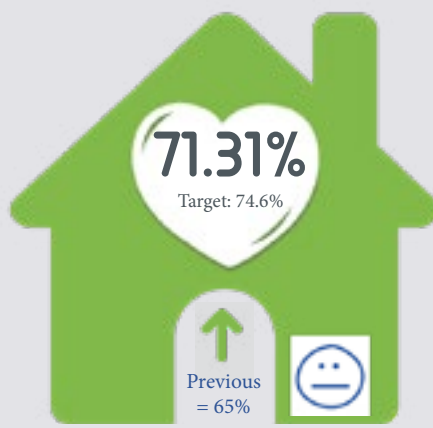
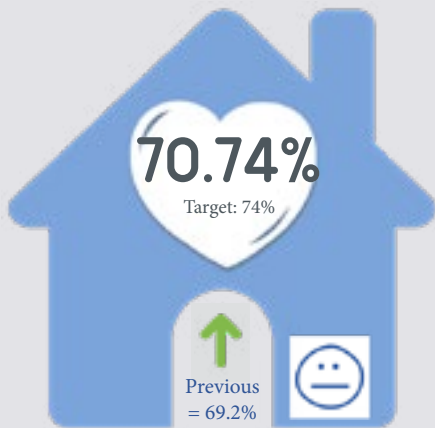
communal areas are kept clean and well-maintained



MSV makes a positive contribution to your neighbourhood



satisfied with our approach to anti-social behaviour



Hate has no place in our communities

Everyone deserves to feel safe, respected and welcome in their home and community.

MSV is an National Hate Crime Reporting Centre, which means anyone in the community can report hate incidents to us directly and receive support in confidence, without having to contact the police themselves.

We know hate crime can have a huge impact on people's confidence, wellbeing and sense of safety, and we take all reports seriously.

As we mark IDAHOBIT this May, we also want to remind customers that we stand proudly with our LGBTQ+ communities and remain committed to creating neighbourhoods where everyone feels safe, supported and respected.

Report hate incidents to us in confidence

Call: **0161 226 4211**

Email: staysafe@msvhousing.co.uk

Contacting us through your **My MSV account**.

If someone is in immediate danger, **always call 999**.

Find out more here:

[MSV Hate Crime Reporting Centre](#)



What are Hate incidents?

Hate Incidents can include: abuse, harassment, threats, damage to property or behaviour motivated by prejudice against someone's race, religion, disability, sexual orientation, gender identity or any other personal characteristic.





www.restockedcic.com

Need help furnishing your home?

If you're starting over, we're here for you.



Good quality furniture for your home

This is for you if you are:

- Moving into a new home with little to no furniture
- Leaving temporary accommodation
- Starting fresh after a difficult time
- On a low income or in need of support



SCAN THE QR CODE, WE'RE HERE TO HELP

For more information please visit :

www.restockedcic.com
donations@restockedcic.com



Funded by
UK Government

**CRISIS &
RESILIENCE
FUND** ●

THE CRISIS AND RESILIENCE FUND

Help for people on low incomes in England
who are facing a financial crisis

- ✓ Crisis payments
- ✓ Housing payments
- ✓ Financial support services



Contact your local council
to find out more.

