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# welcome

Dear customers



## Welcome to our Autumn edition of the Voice magazine – I hope everyone is well.

In this edition we have included some important information for customers on:-

## Keeping well throughout the Winter months

Winter is fast approaching although we would all be forgiven for thinking it's here already. It can be a particularly challenging time for many older people, families or those living alone so if you are struggling we have lots of information and advice from our Wellbeing Team about keeping well at this time of the year. This includes how to access grants, help from charities, and ways to stay warm when it's cold outside. We have included information here in the newsletter on [page 4 - 5](#) or you can take a look at some of our video clips on the website by scanning the QR code on [page 6](#).

## Awaab's Law

You may have already heard of this new law which affects all social landlords and customers. Essentially the new law, which came into effect last month, puts in place strict timescales landlords must adhere to when carrying out emergency or urgent repairs. This includes things like damp and mould, burst pipes or blocked drains. I often say that MSV's number one priority is to keep people safe, and so very much welcome Awaab's Law and the emphasis it brings to getting urgent repairs done. You can find out more about this on [page 4](#).

## Drop into one of our hubs

MSV has a number of hubs across both of our zones (Zone 1 is Manchester and Trafford) and Zone 2 (everywhere else). Our weekly and

monthly drop-ins are for both customers and members of the community, so anyone can pop in and speak to a member of our team about any issue at all. To find out when your drop-in is taking a look at the information on [page 10](#). Alternatively, if we have your mobile number or email address we will send you a reminder a few days beforehand. You can add or update your contact details on your MyMSV account on the website by scanning this QR code.



## Awards

Finally I wanted to mention two awards MSV has recently won.

It was an absolute pleasure to win a Get the Nation Learning award recently for our Positive Futures service. Positive futures is all about accessing work and new skills, for example re-training or learning English if this isn't a first language, and moving forward with your life. The award recognises that anything is possible by inviting people into a warm, safe and supportive learning environment, such as our Space Manchester hub. You can find out more about the Positive Futures service on [page 4](#).

The second award is the HouseProud Pledge Pioneers award. MSV is one of a number of landlords who work with and on behalf of the LGBTQ+ community and have signed up to their pledges which ensure we are fully committed to bringing greater visibility to this community. MSV has an internal Pride Group (for colleagues) and is a member of an external Houseproud group (for customers) ad we wholeheartedly support the LGBTQ+ community and stand against all forms of discrimination and hate. You can find out more about this award on [page 8](#).

I hope you enjoy reading the newsletter and hope to see you at some point during 2026 at one of our Nibbles 'n' Natter sessions.

Warmest wishes to those celebrating Hanukkah, Christmas or Bodhi.

# Reporting Repairs over the Festive Period

MSV's Service Centre closes at 1 PM on **Wednesday 24th December 2025** and re-opens to take your calls from 9am on **Friday 2nd January 2026**.

If you have an emergency repair during this time, please call:

 **0161 226 4211**

We will only be able to respond to **genuine emergencies** during this time. Please do not use the website for reporting emergencies as they may not be picked up.

If you smell gas call **0800 111 999**.

We would like to wish all our customers a relaxing festive break, and a very happy Christmas to those celebrating.



## Customer Annual Report

2024 - 2025

**Our Annual Report (2024 - 2025) is out now!**

Find out how we've been supporting communities, investing in homes, and improving our services over the past year and watch some of the short videos we've included throughout the report. [Read online](#)

We especially recommend the opening video from

Charlie, our Chief Executive, and the customer-focused update on how your feedback is helping shape our services. There's plenty more inside too — well worth a look.

Thank you for being part of our journey.



Scan the QR code on your mobile or smart device



“we have been able to help over 700 people this year with wellbeing issues and obtained £519,000 in backdated benefits and grants for customers.”

- Karen Faye, customer of MSV and a member of the Customer and Communities Committee.



# Positive Futures Wins Get the Nation Learning national award!

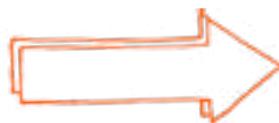
We're delighted to announce that our Positive Futures, employment and training service has been honoured with the "Talent is Everywhere" Award at this year's Get the Nation Learning Awards.

The award recognises the difference we're making in Moss Side – helping people of all ages and backgrounds gain the confidence, skills and support they need to move into training, volunteering or work.

Since 2023, Positive Futures has supported over **500** people and helped prevent more than **100** cases of homelessness. The programme offers everything from First Aid and digital inclusion courses to CV workshops, job coaching and mentoring. With a friendly, inclusive hub at its heart, it's providing residents with more than just training — giving them connection, confidence and purpose.



[Find out more online](#) or visit Positive Futures at MSV's Space Manchester Hub, 125 Great Western Street, M14 4AA.



Scan the QR code



## Keeping our communities warm this winter

Our Neighbourhood Teams have been out and about supporting customers during the colder months. This year, we've provided over 100 Winter Warmer packs to local health champions, Powerhouse, and vulnerable customers. The packs include gloves, hats, reusable coffee cups, soup, socks and hand warmers to help people stay warm and well.

We're also delivering winter hampers to vulnerable customers and offering financial vouchers to those who need extra help.

If you would benefit from a warm and welcoming space, MSV has community hubs in a few of our areas across Greater Manchester. Details of hubs and the community drop-in dates and times can be found on [page 10](#).

If you are struggling due to vulnerabilities or care needs that make it difficult for you to get out, and you would like a member of MSV's Wellbeing Team to visit you at home, please contact us at: [WellbeingandTenancySustainment@msvhousing.co.uk](mailto:WellbeingandTenancySustainment@msvhousing.co.uk)

# Staying Warm and Well this Winter

Winter can be a challenging time for many, especially older residents, families, and those living alone. If you're finding things difficult, we have support available to help you stay warm, safe and well.

## Winter Warmth Support

Our Wellbeing Team has pulled together useful advice on:

- Grants and help with fuel bills
- Support from charities
- Tips for keeping warm at home
- Where to get further guidance



More information is found on our [website here](#) or by scanning the QR code.



## We're Here to Help

If you're struggling, our **Wellbeing Team** can offer guidance and support.

Please speak to your Neighbourhood Officer or email:

**For Financial support:-**

Email [IFR@msvhousing.co.uk](mailto:IFR@msvhousing.co.uk)  
or, Call 0161 226 4211

**For support with your wellbeing:-**

Email: [WellbeingandTenancySustainment@msvhousing.co.uk](mailto:WellbeingandTenancySustainment@msvhousing.co.uk)  
or, Call 0161 226 4211

## Support in Greater Manchester

Local help that may be useful over winter:

- **Age UK Manchester** – winter advice and telephone support at [www.ageuk.org.uk/manchester](http://www.ageuk.org.uk/manchester)
- **Citizens Advice GM** – help with benefits, money worries and grants at [www.citizensadvicegm.org.uk](http://www.citizensadvicegm.org.uk)
- **GMCA Feel the Benefit** – guidance on heating and insulation grants and local schemes at [www.gmca.retrofitportal.org.uk](http://www.gmca.retrofitportal.org.uk)

## Looking Out for One Another

- A small act of kindness can make a big difference.
- Check in on neighbours who may need support
- Report repairs early
- Let us know if you're concerned about a resident



## Keep Warm Indoors

Aim for at least 18°C in rooms you use often

- Close curtains before dusk.
- Use draught excluders and block gaps around doors.
- Keep a steady heat if very cold weather is forecast.

## Staying Safe in Bad Weather

- Take extra care in icy or wet conditions.
- Keep a torch and spare batteries handy.
- Charge your phone before going out.
- Check Met Office weather alerts.

# Winter Quick Fix Videos

Short “how-to” clips to help you look after your home.



★ **Frozen pipes** – If it's cold and your boiler won't turn on, or no water comes from the taps, your pipes are likely frozen. Scan the QR code to [watch a short video](#) on how to prevent and safely thaw your pipes.



★ **Damp and mould** – If you see damp patches, mould, or constant condensation in your home. It could be a sign of a deeper issue. Scan the QR code to [watch a short video](#) on how to spot, prevent and report damp and mould safely.



## How Work Experience at MSV is Helping Young People

Scan the QR code to watch a De'jhan's journey



Play



00:57

vimeo

De'Jhan joined MSV's Comms and Marketing team to gain valuable experience through the Carriocca Impact Programme. It's a seven-week course designed to offer young people practical skills and work experience across different sectors such as housing, sport, engineering, technology, finance and health. [watch online](#)



INTERESTED IN A CAREER IN HOUSING?

Scan the QR code to take a look at our current job vacancies or visit [www.msvhousing.co.uk](http://www.msvhousing.co.uk) and submit your details to join our **JOB POOL** for future positions.



If you interested in how we can support people of all ages in their career development please contact Jade on **07786 960 241** or drop-in to MSV's Space Manchester Hub any Monday from 10 AM - 2 PM to find out about our **award winning Positive Futures** learning and development service.

**Positive Futures at Space Manchester, 125 Great Western Street, M14 4AA.**



## Rent and service-charge letters

We will be sending out your rent and service-charge notification letters in February, ahead of changes that take effect in the new financial year.  
If you have any questions or need support with payments, please contact the MSV Housing Income & Financial Resilience Team on



0161 226 4211



email [IFR@msvhousing.co.uk](mailto:IFR@msvhousing.co.uk)



## When Christmas brings pressure Domestic abuse rises

The festive season can bring extra stress, financial pressures, and increased time spent at home, and unfortunately, domestic abuse often increases as a result.

If you or someone you know is facing abuse (emotional, physical, psychological, or financial) please remember that support is available for everyone, not just women.

You do not have to face this alone. Talking to someone you trust or calling a support service could be the first step to staying safe.

**Help is here — safe, local and confidential.** [Visit our website](#)

Call MSV on 0161 226 4211

In an emergency, or if you feel unsafe, always call 999 (or 101 for non-emergencies).



For help across Greater Manchester, the Greater Manchester Domestic Abuse Helpline is open to all adults (16+), whatever your gender or background - [www.domesticabusehelpline.co.uk](http://www.domesticabusehelpline.co.uk)



## New Affordable Homes Approved for Moss Side

We're pleased to share that planning permission has been granted for the redevelopment of the site of the old Reno Nightclub on Princess Road, Moss Side. The approved scheme will deliver 212 brand-new social and affordable homes for local people.

The development marks a major step in regenerating a long-vacant brownfield site and delivering much-needed affordable homes in Moss Side.

In designing the scheme, we worked closely with local residents — listening to feedback on layout, mix of homes and local priorities.

As emphasised by Council and MSV leaders, this is a real opportunity to boost housing supply, offer quality accommodation for people in need, and support long-term community growth.

[Find out more here](#)



# We're Pledge Pioneers!



MSV has been awarded HouseProud's Pledge Pioneer status, recognising our commitment to making sure LGBTQ+ customers feel safe, supported and able to be themselves at home.

This achievement strengthens the work we're doing to create welcoming, inclusive communities — and we're already looking ahead to the next level, Pioneer Plus.

Scan the QR code to [read more online](#).



LGBTQ+ HOUSING PIONEER



We are making sure our LGBTQ+ residents have a voice and are visible here

## Awaab's Law – Strengthening Safety Standards

From 27 October 2025, new rules will require all social landlords to act quickly when health or safety hazards are reported, including issues like damp, mould, heating faults, or structural risks.

Under Awaab's Law:

- Emergency hazards must be made safe within **24 hours**.
- Serious hazards must be checked within **10 working days**.
- Findings shared within **3 working days**.
- Urgent repairs started within **5 working days** and completed within **12 weeks**.
- If a home can't be made safe in time, alternative accommodation will be provided.

These rules strengthen our commitment to act quickly, keep you informed, and put your wellbeing first.



Scan the QR code or [click here](#) to read about Health and Safety in your home.

# Pathways to Work – What's Changing?



The Government is planning changes to disability and health-related benefits through its Pathways to Work reforms. These changes are still being developed, but the first updates are expected from April 2026.

## What this could mean for you

The reforms may affect people on Universal Credit (UC) who have a health condition or disability. This includes changes to how the health element of UC works.

At the moment, if you have health issues that affect your ability to work, you may be assessed through the Work Capability Assessment (WCA). This can lead to three outcomes:

Fit to Work – you must look for work and may be sanctioned if you don't.

Limited Capability for Work (LCW) – you don't have to work, but you may be asked to take part in work-related activities.

Limited Capability for Work and Work-Related Activity (LCWRA) – you don't have to work or prepare for work and get an extra payment each month.

The Government is reviewing how these assessments and payments will work in the future.

## Need support?

For official updates, visit GOV.UK. You can also get advice from the National Careers Service or Jobcentre Plus.

If you're worried about how the changes might affect you, MSV's Income and Financial Resilience Team is here to help:

 [ifr@msvhousing.co.uk](mailto:ifr@msvhousing.co.uk)



Want to see how your feedback is shaping our services?

Visit our [You Said, We Did](#) page to find out what residents have told us – and the changes we've made in response.

Scan this QR code on your phone or smart device to see how your voice really does make a difference.



# Need support with your finances?

Please contact us if you need help



We know times are difficult for some of our customers, please contact us if you are struggling to pay your rent or with your finances - we're here to help.

MSV has a dedicated Income and Financial Resilience Team who can offer free support or advice on:

- Benefit Advice
- Helping with Universal Credit
- Budgeting advice
- Signposting to other services that can help



Please contact us via the details below or chat to our teams in person at our community drop ins:



## Our Community Drop Ins...

**Space Manchester:** 125 Great Western Street, Manchester, M14 4AA  
Mondays (10am - 2pm) except bank holidays

**Jean Byers Hub:** Bents Avenue, Bredbury, SK6 2LF  
Wednesdays 10am - 12pm

**Bramhall Hub:** 84 Northpark Road, Bramhall, SK7 3HS  
Second Thursday of every month 10am - 12pm

**Carrbrook Community Hub:** 1 Broadbent Close, Stalybridge, SK15 3LJ  
Second Monday of every month 1pm - 3pm (except bank holidays)

**Deeplish Community Centre:** 59 Hare Street, Rochdale OL11 1JT  
First Wednesday of the month 10am - 12pm

**Kearsley Mount Methodist Church:** 107 Manchester Road, Bolton BL4 8QL  
First Thursday **every other** month 12pm - 2pm from November 2025



## Contact us:

Via your online account - Search for **My MSV** on our website

 Email: [IFR@msvhousing.co.uk](mailto:IFR@msvhousing.co.uk)

 Call: **0161 226 4211**

 [msvhousing.co.uk](http://msvhousing.co.uk)

# Please Report Tenancy Fraud!

Tenancy fraud costs the UK £1 billion a year and takes homes away from people who genuinely need them. It includes illegal subletting, giving false information, or abandoning a property, all of which are criminal offences.

If you're worried about a property, please tell us. Your call helps keep homes available for those who need them most.

0161 226 4211

[enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)

Or speak to your Neighbourhood Officer.

## Why it matters

- 1 in 100 social homes are illegally sublet
- Over 1 million families are waiting for housing
- It costs taxpayers £27 each

## What to look for

- Unusual activity
- People frequently coming and going
- Properties left empty

**1/4 OF US**  
don't know our neighbours.



### What to look for:

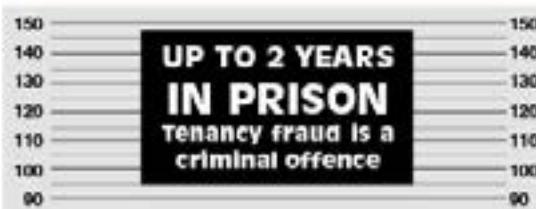
- Unusual activity in your community
- People moving in & out regularly
- Empty or abandoned property

## TENANCY FRAUD INCLUDES:

- Subletting
- Providing wrong information to get housing
- Abandonment



**£1 BILLION**  
**PER YEAR**  
lost to tenancy fraud



**DON'T IGNORE IT**  
**REPORT IT**

Tel: 0161 226 4211

Email: [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)



### Why report it?

Your tax money pays for fixing the damage caused by tenancy fraud.

This could be the difference between heating your home for the weekend or not.

**OVER  
1 MILLION  
FAMILIES**

Are on the waiting list for social housing  
Are you one of them?



**50,000**  
UNLAWFULLY SUBLET

Having difficulty getting on the property ladder?  
50,000 homes may be unlawfully sublet in the UK.



# Tenant Satisfaction Measures

Together we improve our services

We gather feedback on repairs, home safety, neighbourhood support, complaints and overall service. This forms our Tenant Satisfaction Measures (TSMs), helping us stay transparent and focused on what matters to you.

Your feedback from April 2025 to September 2025 is shaping our improvement plans. Scan the QR code or [click here](#) to read the TSMs on our website, or see below for this year's results.



## 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



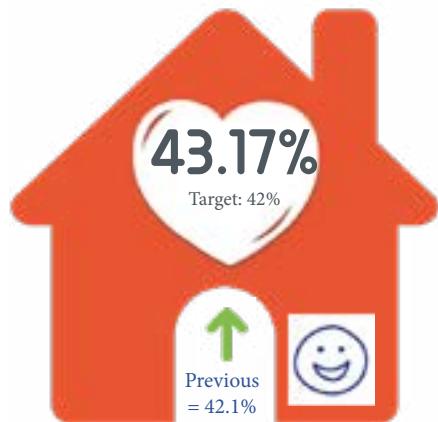
customers satisfied with how we handle complaints



The number of Stage 1 complaints per 1,000 homes



The number of Stage 2 complaints per 1,000 homes



Stage 1 complaints responded within time set by Ombudsman's handling code



Stage 2 complaints responded within time set by Ombudsman's handling code



## Respectful and Helpful Engagement



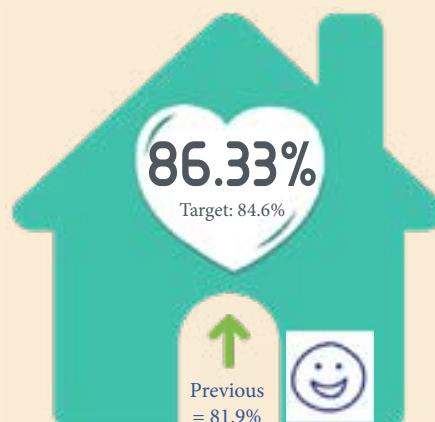
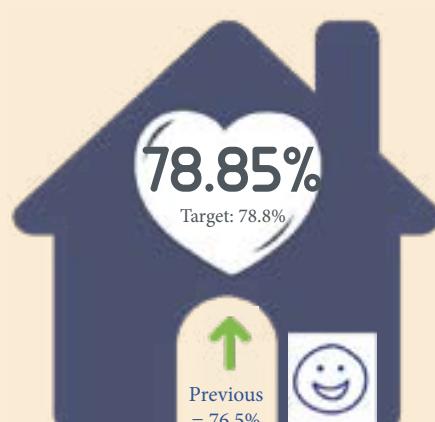
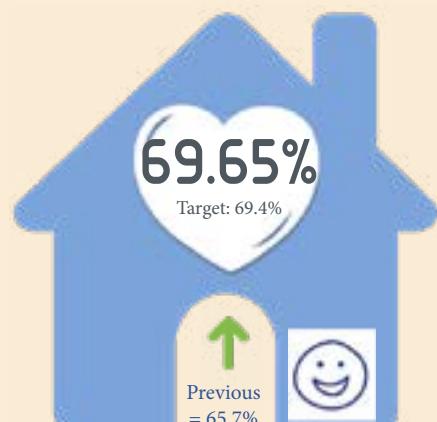
customers satisfied MSV listens to views and acts upon them



customers satisfied MSV keeps them informed about things that matter



customers satisfied MSV treats them fairly and with respect



# Overall and Repairs

MSV customer satisfaction ..



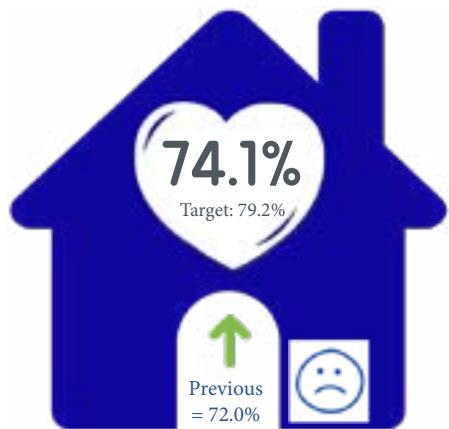
overall service provided



repairs service provided



time taken to complete your repair



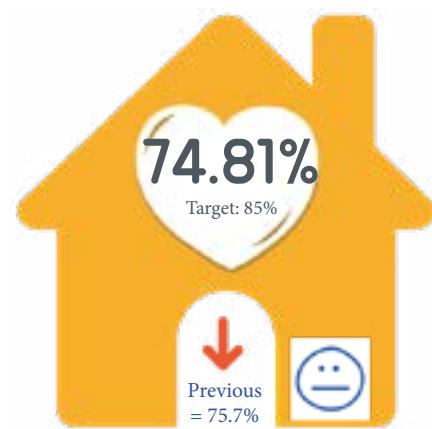
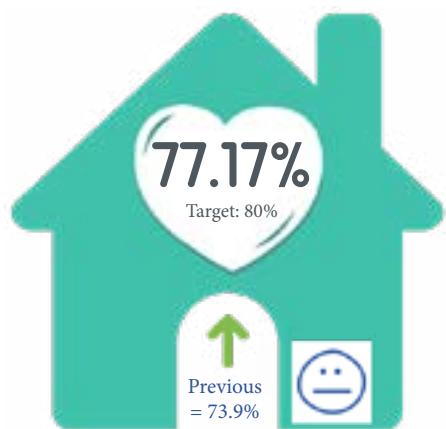
MSV homes that are well-maintained



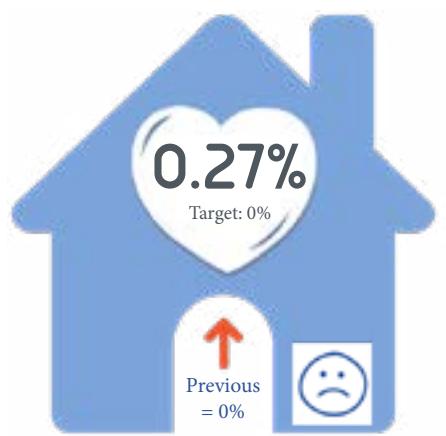
Emergency repairs completed on time and on target



Non - Emergency repairs completed on time and on target



homes that DO NOT meet The Decent Homes Standard



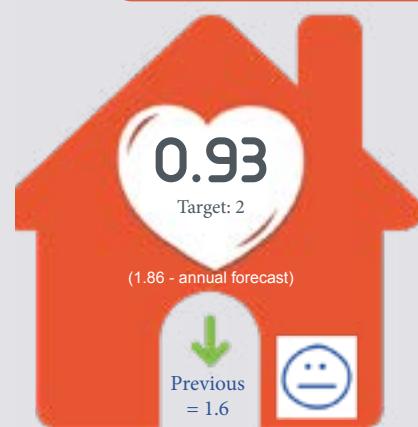
## Responding to anti-social behaviour and hate crime



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



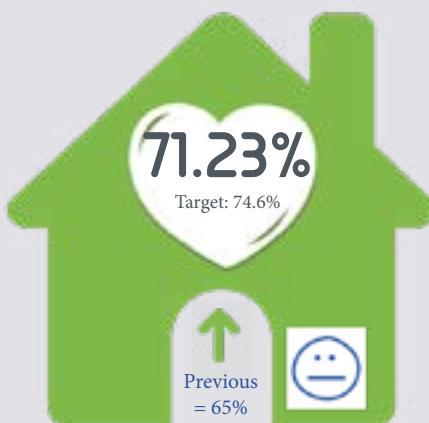
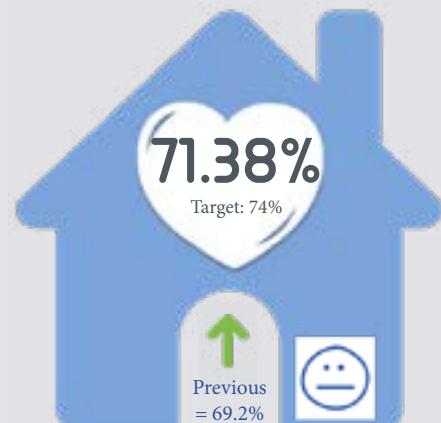
communal areas are kept clean and well-maintained



MSV makes a positive contribution to your neighbourhood



satisfied with our approach to anti-social behaviour



## Reporting Anti-Social Behaviour

Please report any incidents of crime or anti-social behaviour even if you wish to remain anonymous.



### Report Anti-Social Behaviour:

- Call: MSV's Anti - Social Behaviour Team on **0161 226 4211**
- Email: [staysafe@msvhousing.co.uk](mailto:staysafe@msvhousing.co.uk)
- Online via 'My MSV' online portal at [msvhousing.co.uk](http://msvhousing.co.uk)
- Or in person at our Hubs - search for Hubs at [msvhousing.co.uk](http://msvhousing.co.uk) to find opening times

### Report Crime:

- If there is **immediate danger**, dial **999** immediately
- **Non-Emergency:** For other crime or suspicious activity, contact Greater Manchester Police on **101**. Or report online by searching for **report a crime** at [gmp.police.uk](http://gmp.police.uk)
- **Anonymous Reporting:** Report anonymously to Crimestoppers on **0800 555 111** or visit [crimestoppers-uk.org](http://crimestoppers-uk.org)



[msvhousing.co.uk](http://msvhousing.co.uk)



# Reporting Fly - Tipping

Fly - tipping is a crime - please report it



## What is fly-tipping?

Fly-tipping is illegal dumping of liquid or solid waste in public or private places and can include anything from household rubbish to furniture, electronics, or construction debris.

## The impact of fly - tipping:

Help keep our community healthy, safe, and clean by reporting fly-tipping! You'll be protecting the environment and helping to avoid extra cleanup costs for all of us.



## How to report fly - tipping:

- Report online: Search for litter and fly - tipping at [manchester.gov.uk](https://manchester.gov.uk)
- Call: Environmental Services at **0161 234 5000**
- Email: [environmentalservices@manchester.gov.uk](mailto:environmentalservices@manchester.gov.uk)



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

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

Si vous voudriez ces informations dans une autre langue ou format, prière de nous contacter.  
Si vous quisiétes ces informations en otra lengua o formato, por favor contáctenos.

لما كنت ترغب في الحصول على هذه المعلومات بلغة أو مسوقة أخرى، فلدينا القدرة على



telephone  
0161 226 4211



email  
[enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)



visit  
[msvhousing.co.uk](http://msvhousing.co.uk)