

The Voice

Winter 2026



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IMAGE: Resident Tom celebrating 40 years of Jack Edwards Court and the refurbishment of the scheme in Didsbury.



Welcome



Hi everyone and welcome to the Winter edition of The Voice, a magazine just for customers of MSV.

We have lots to tell you this month, in a packed edition, including our new on-line survey where customers can win a £100 voucher.

We are doing the **Me and My Home survey** because it's absolutely essential that we have up to date information about all our customers and the people who live with them – whether that's family or someone else. This is so that we can make sure we are providing relevant services which help people live in their home as comfortably as possible. An example of this might be if English is not your first language, or if you have a disability that could affect how we communicate with you. You can find out more about the survey and how you could be in with a chance to win on [page 4](#).

Something which is very close to my heart is the work we do to invest in people's homes. There is nationally a huge focus at the moment on building new homes, and that's important as we have a housing emergency in the UK, but improving existing homes so that customers can live safely is just as important, if not more so. Investment takes many forms, including new kitchens, bathrooms and roofs, but can also be about making customers' homes warmer through insulation or new windows and doors – helping to lift people out of fuel poverty.

Helping customers drive down their energy costs is a key priority for MSV and we have lots of information on our website with really useful tips on how to keep your bills and thermostats low – please take a look on the website by hovering your phone's camera over the QR code here or [here](#).



If you are not on-line you can get in touch with the Financial

Resilience team by calling them on 0161 226 4211 or emailing IFR@msvhousing.co.uk.



I talked in the last edition of the Voice about a new law which has come into force called **Awaab's Law** and we provided loads of information about how this law will impact customers. Basically it means housing associations, such as MSV, have very strict timescales to respond to customer complaints or reports of issues such as damp and mould, or other issues relating to their home which could have a serious impact on a customer's wellbeing. [You can find out more about the new law and our responsibilities on the website here](#).



As always we have lots of community events, such as **Nibbles N Natter** and **Neighbourhood Walkabouts** lined up for the next three months, if you want to find out more about this have a look at [page 13](#) where we've explained what we do at these events, and check out the *Events* page at msvhousing.co.uk to see which are coming up soon.



As always a big thank you to the many customers who work with MSV to make our neighbourhoods a better place for everyone to live, whether that's by volunteering in your local community, checking in on neighbours, or being involved with MSV through our Customer Voice.

I will speak to you all again in the Spring edition of The Voice, if I don't see you before hand at an event. It has been lovely to see some of you when visiting schemes in Rochdale, Bolton, Salford and Manchester in the past couple of weeks – customers I have known for many years.



**Need to chat?
We're just a click away**

Contact us quickly and easily using webchat on our website.

Look out for the chat icon in the bottom right-hand corner of any page on our website to start a conversation with our team. **Webchat is available Monday to Friday, 9am–4pm.** If webchat is temporarily unavailable, a message will appear on screen to let you know.

Visit msvhousing.co.uk and click the chat icon to get started.

Webchat is a great option if you:

- ✓ Have a quick question?
- ✓ Need help finding the right service?
- ✓ Prefer not to call?



BLUNT TRUTH

Earlier this year, we launched The Blunt Truth campaign in South Manchester — a project shaped by open, honest conversations with young people about knife crime. The real impact it can have, and the choices and support that can help prevent harm. Through interactive workshops in schools and youth services, young people are given space to talk, reflect and build confidence for the future.

So far, the project has reached over **1,700 young people** and will continue throughout 2026, working closely with Partner organisations, local schools and community youth organisations.



Cllr Bev Craig helped launch the event at The Millennium Powerhouse in Moss Side In January. She said:

"We want to have a city where no young person feels the need to carry. And every young person feels safe. Projects like this give me the hope that actually we can make the change we need to keep all of our young people safe"

— Cllr Bev Craig OBE, Leader of Manchester City Council



Scan the QR code or [click here](#) to watch the Blunt Truth video and hear from people in the community affected by knife crime





Me and My Home Survey

What are we doing and why?

We believe that knowing our customers well is vital to delivering great services and building strong communities. We know circumstances change - whether it's your contact details, household, or something else - and we want to make sure our services reflect your needs. That is why we will now carry out a short survey every year, just a few questions about your current situation: it's a quick and easy way for you to update your information all at once.

We cannot make improvements without your help. But by sharing a little about who you are, we can design services that meet a wide range of needs, reduce duplication, and ensure we always consider those who may need extra support.

How will we use your information?

Your trust matters to us, so we handle your data with the highest standards of security and confidentiality, in line with data protection laws. By keeping your details accurate and secure, we can provide services that truly make a difference for you and your community.

How does completing this survey benefit me?

MSV collects information so we can understand the needs of everyone in your home. Some questions are personal, but they are essential for us to tailor our services to you. For example, you might need to communicate with us differently because of a health condition or disability and knowing this helps us provide the right support.

With your help, we can reduce the number of times you need to contact us, and design better, more targeted services that work for everyone.



We'll soon be sending the **Me and My Home Survey to customers by text message.**

The text will contain a secure link so you can complete the survey quickly and easily on your phone.

Will anyone else have access to my information?

Absolutely not, completing the survey will not change who your information is shared with. Only MSV colleagues and trusted partners who deliver services on our behalf will have access to your data - it will never be passed on to anyone else. We handle your information securely and in line with data protection laws, so you can feel confident that your details are safe. Your information will only be used for this survey, handled confidentially, and never shared with anyone else. All personal data will then be securely destroyed by MSV. You can [read MSV's Privacy Policy on our website here](#).



Do I have to fill out the 'Me and My Home' Survey?

No, taking part in the survey is your choice - it's not compulsory and you have the right not to participate. You do not have to answer every question; if there's something you are not comfortable sharing, you can skip it.

But by completing the survey, you will help us make sure we are providing the best possible service for you and your household.



Win a £100

Amazon Voucher
.... by providing a few details in our survey you could be one of 6 people to win!

Protecting Homes Against Tenancy Fraud

To make sure our homes go to the people who really need them, we're continuing to work with partners to tackle tenancy fraud, which can keep families on waiting lists for longer.

Tenancy fraud includes things like subletting a home, not living in the property as your main home, or giving false information on an application. It is a criminal offence, but prevention and early action help protect homes for those who need them most.

If you're concerned about possible tenancy fraud in your community, you can report it in confidence by speaking to your Neighbourhood Officer, emailing enquiry@msvhousing.co.uk or by calling 0161 226 4211.



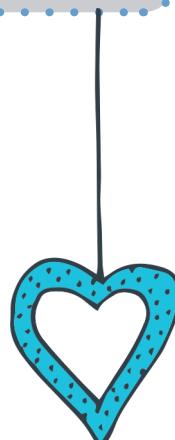
Please scan the QR code or [click here](#) to read more about tenancy fraud and how to report it.



Unsure about your tenancy?

If you're currently in a situation that could be considered tenancy fraud, we encourage you to contact us as soon as possible on 0161 226 4211 or jump on our [webchat](#) on our website at www.msvhousing.co.uk.

If you come forward voluntarily, we'll talk through your options and help you resolve the situation. We won't take criminal or civil action against anyone who chooses to end a tenancy they're no longer entitled to.



It's not too late to put things right.

Housing Ombudsman – New complaints process

From January, the Housing Ombudsman no longer accepts new complaints by email. Instead, complaints must be made using the new online complaints form or by calling 0300 111 3000.

Existing cases are not affected.



Please scan the QR code or go to www.housing-ombudsman.org.uk for more details.





Independent Living Strategy Survey

Thank you to the 140 customers who shared their views with us during summer 2025.

Most people took part through our online survey, and we also offered paper copies to customers living in our Supported Living accommodation and our Foyers, with staff on hand to help where needed.

Your feedback has been incredibly valuable, and we want you to see just how clearly your voices came through. Across all services, customers told us that feeling safe, living independently, being treated with respect and staying connected to others really matter.

Many of you also highlighted how important digital access, building confidence and clear communication are in helping you feel supported and in control of your home life.

We heard from customers across all parts of our Independent Living service - including Later Living schemes, Supported Living services and Younger Living provision. This wide range of feedback has given us a clear and honest picture of what matters most to you, and it's already helping to shape the work we're doing next.

Your thoughts.. at a Glance



Theme	Later Living customers	Supported Living customers	Younger Living customers
Feeling safe	You mostly feel safe. Some customers said they feel even safer when communication is clear and the building is well looked after.	Customers said they feel very safe and trust the staff.	Customers feel safe, especially when things are stable and they can be independent.
Independence and choice 	Being independent matters, but this can sometimes depend on how consistent the service is.	Customers feel involved in decisions about their daily routines.	Independence is really important, especially when thinking about the future.
Support from staff	Support is appreciated when it's consistent. In schemes without staff on site, experiences vary.	Staff support is a real strength — customers trust the support staff.	Staff support is valued and makes a big difference.
Community and connection	Customers would like more social activities and chances to meet others.	Customers feel part of a community. 	Young people want more chances to build confidence and learn new skills.
Digital access 	Many customers said they need better Wi Fi and help using devices.	More customers are starting to use digital tools.	Digital access and skills are very important
Home upkeep and improvements	Some customers said that quick updates and clear communication help them feel reassured.	Most customers are happy with how things are looked after.	Mentioned less often, but still important for comfort and feeling settled.



What Happens Next



Your feedback is now shaping the final **Independent Living Strategy**.

While the strategy is still going through its approval process, the themes you raised **independence, wellbeing, communication, digital access, community, and strong staff support** are already guiding the work ahead.

When the strategy is approved, we will write to you again to explain the full plan. Please look out for this in the next edition of the newsletter.

Customer Rent and Service Charges

We know that changes to rent and service charges can be worrying, especially with the ongoing cost of living pressures. Your rent and service charge letters for the new financial year have now been sent, with changes taking effect from 6 April 2026.

These changes are made in line with Government guidelines and help us continue to invest in keeping homes safe, warm and well maintained, while supporting essential services for our customers and communities.

Please scan the QR code or [click here](#) below to read more on our website and watch our short animation, which explains how rent and service charges are worked out and how your rent is used.

Here to help

If you're worried about paying your rent or finding things difficult financially, please don't wait — support is available. We have a dedicated Income and Financial Resilience Team ready to assist with budgeting advice, benefit checks and payment support.

You can contact the Income and Financial Resilience Team by:



Email: IFR@msvhousing.co.uk



Logging in to your **My MSV customer account** at msvhousing.co.uk



Using **webchat** on our website (look for the chat icon)



Calling us on **0161 226 4211**

What about my service charges?
Your service charges reflect the costs of providing services to you. These charges are based on what we reasonably expect to pay over the next 12 months.

Universal Credit or Other Benefits
If your housing costs are covered by Universal Credit, you will receive a 'To do' item on your UC portal in April to confirm your housing costs. Please use the details in the attached letter to complete this task by the due date. No additional contact with Universal Credit is required.

How each £1 of rent money is spent

Category	Amount (£)
Building repairs and maintenance	10%
Helping you live safely and comfortably	10%
Letting fees and managing tenancies	10%
Staffing and administration	10%
Marketing tenancies	10%
Acquiring the homes we maintain	10%
Tenants and customer services	10%
Improving homes	20%
Total	£1.00

What is the rent increase for 2026/2027?
The rent year 2026/2027, we will be raising your rent by 4.8%, in line with government guidelines. For example, if your rent is £80 per week, this will increase by £3.84 per week.

What happens to the additional rent you pay?
We strive to keep rents and service charges as low as possible, but in order to continue delivering high-quality services and maintain homes, we must implement this increase. The additional rent enables us to:

- Maintain and improve homes.
- Deliver services now and in the future, despite inflation-driven cost increases.

As a not-for-profit organisation, we reinvest all income into improving homes and providing services. Without this increase, we would not be able to continue meeting these goals.

Planned Improvement Works
You can view our major works programme on our website, which outlines the planned improvements for existing homes. Visit the "You and Your Home" page and select "Planned Improvement Works" for more details.



What will my new rent be?
Enclosed, you'll find the formal notification of your new weekly rent, which will take effect from **6th April 2026**. If you are subject to a service charge, you will also receive a detailed breakdown of the new charges.

Contact us

- IFR@msvhousing.co.uk
- Log-in to your 'My MSV' account on the website
- Call the Income and Financial Resilience Team on **0161 226 4211**
- www.msvhousing.co.uk

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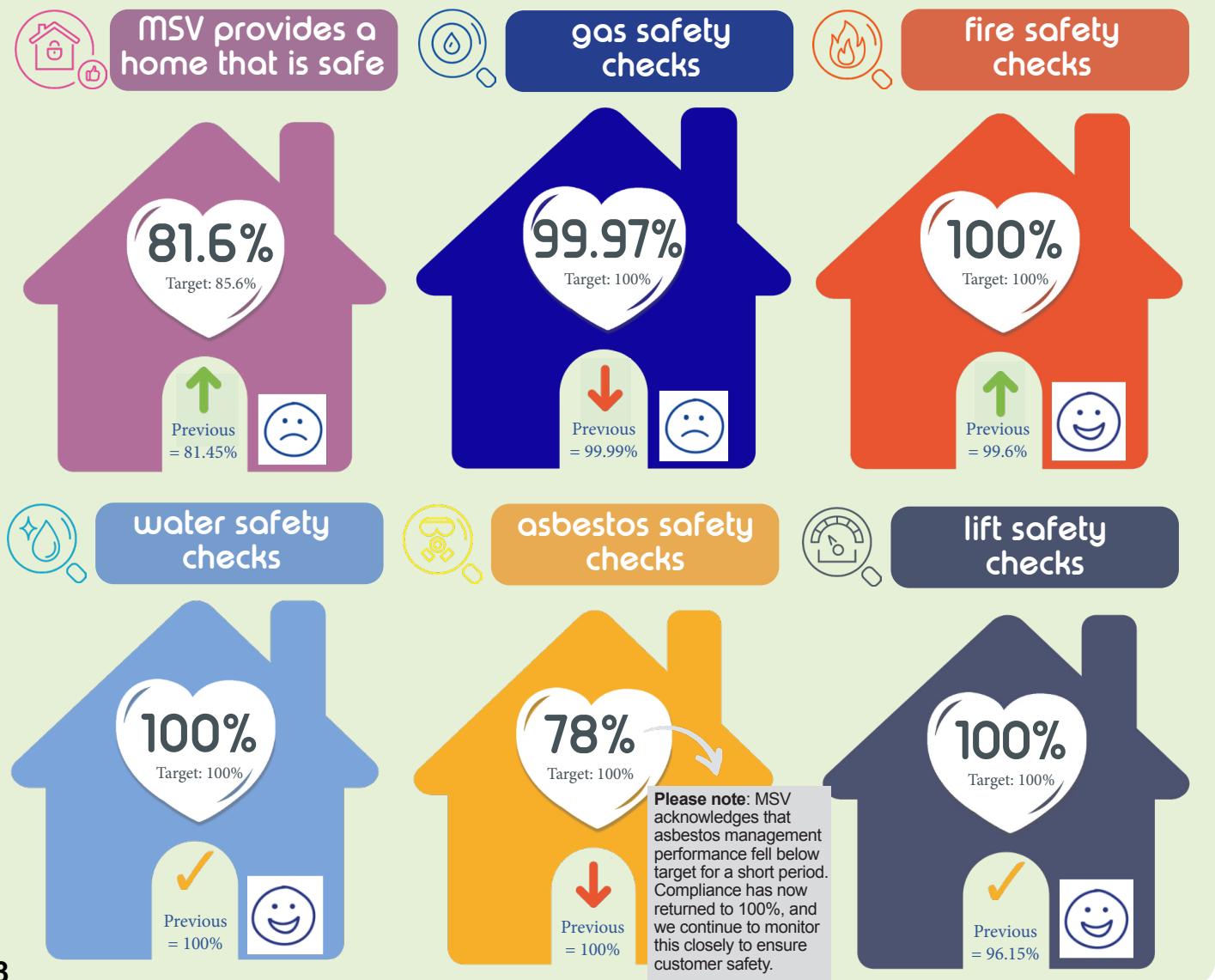
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Tenant Satisfaction Measures

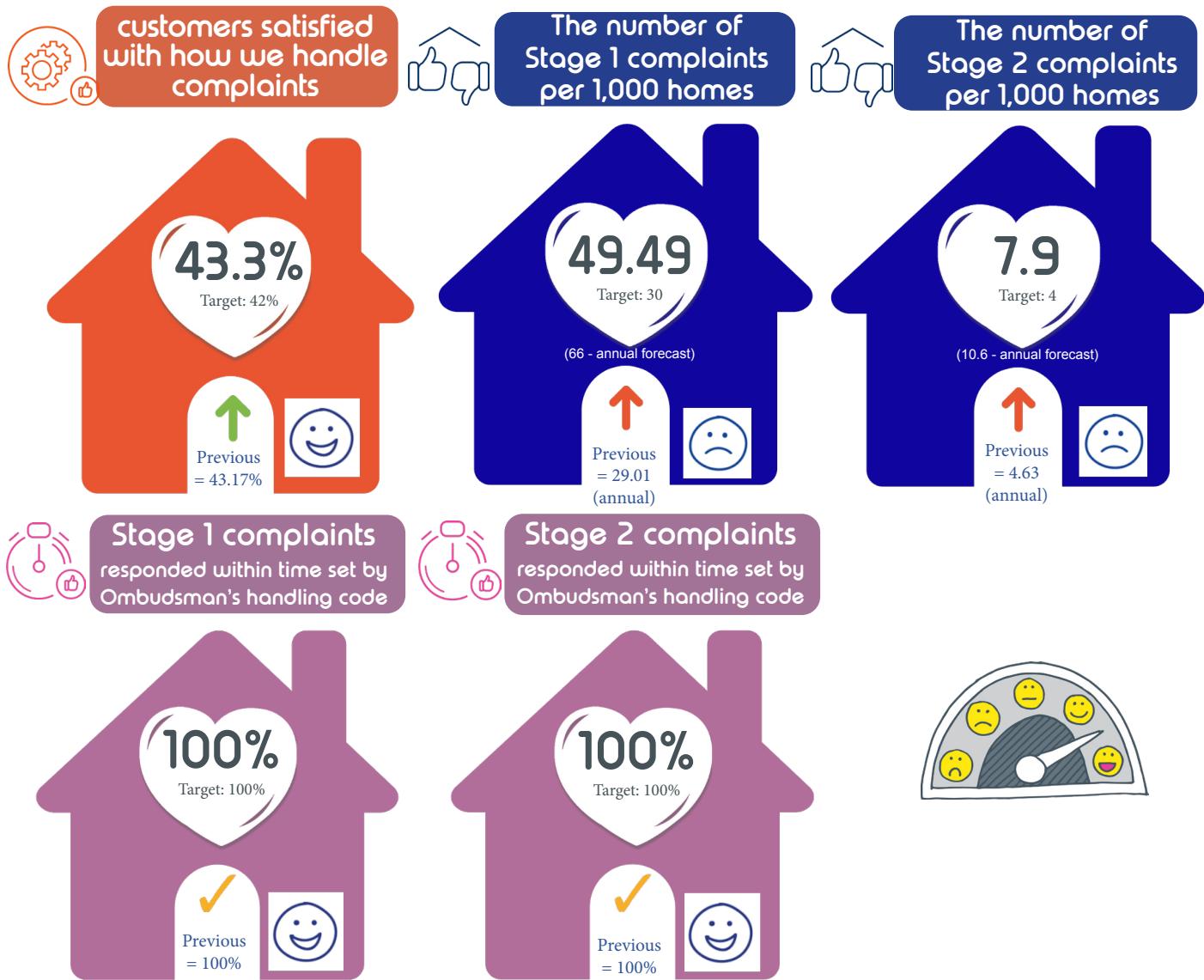
– improving services together –

Tenant Satisfaction Measures (TSMs) show how customer feedback on repairs, home safety, neighbourhood support, complaints and overall service from **April to December 2025** is helping us stay transparent, focus on what matters, and improve our services — scan the QR code to visit www.msvhousing.co.uk.

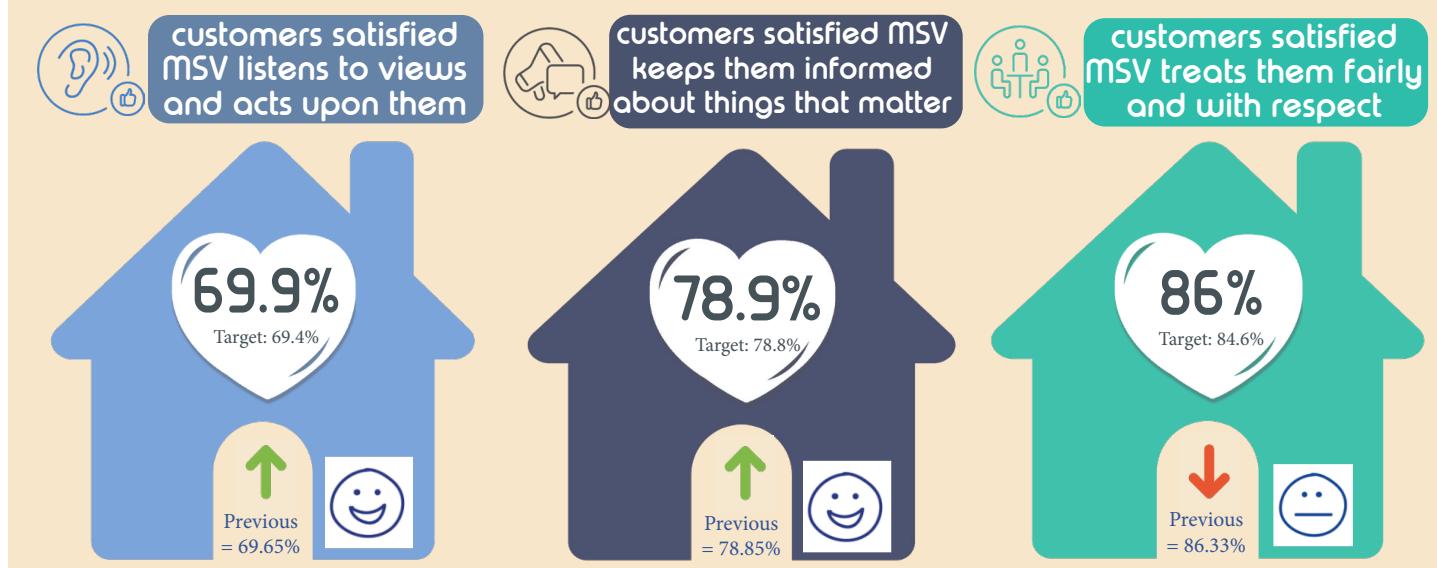
Maintaining Building Safety



Effective handling of Complaints



Respectful and Helpful Engagement



Overall and Repairs

MSV customer satisfaction ..



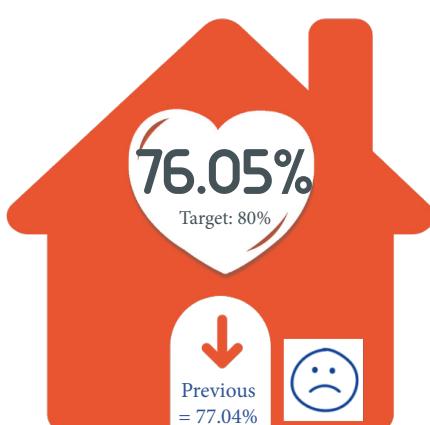
overall service provided



repairs service provided



time taken to complete your repair



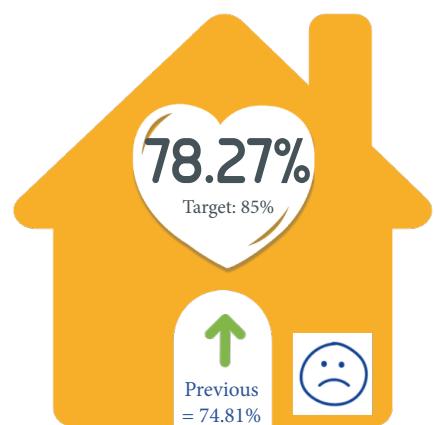
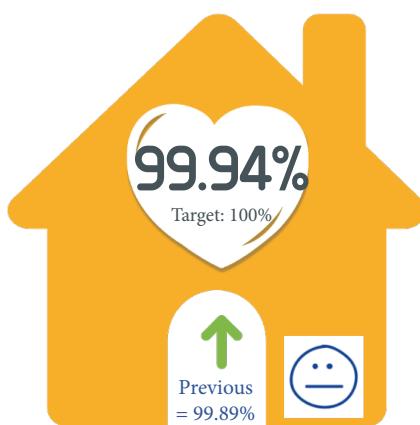
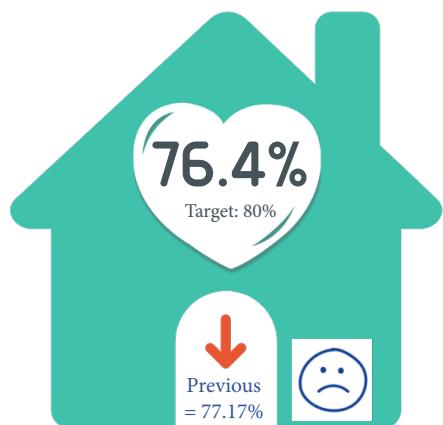
MSV homes that are well-maintained



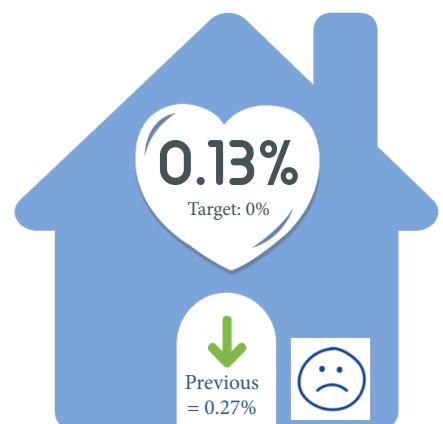
Emergency repairs completed on time and on target



Non - Emergency repairs completed on time and on target



homes that DO NOT meet The Decent Homes Standard



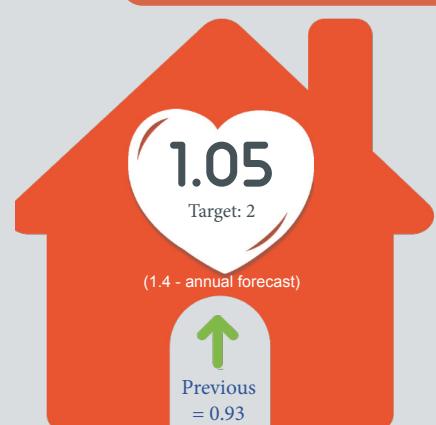
Responding to anti-social behaviour and hate crime



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



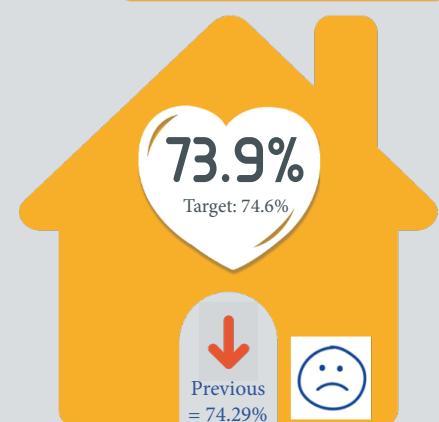
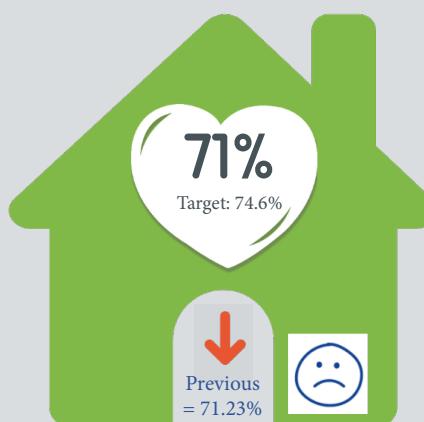
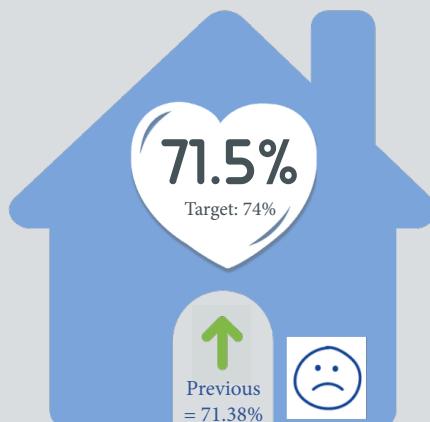
communal areas are kept clean and well-maintained



MSV makes a positive contribution to your neighbourhood



satisfied with our approach to anti-social behaviour



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
- Online via 'My MSV' online portal at msvhousing.co.uk
- Or in person at our Hubs - search for Hubs at 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
- **Anonymous Reporting:** Report anonymously to Crimestoppers on **0800 555 111** or visit crimestoppers-uk.org



msvhousing.co.uk





In your Neighbourhood



Scheme Inspections

Every three months, a Neighbourhood Officer will carry out an audit of your scheme - inspections of the communal and shared space areas. This is an opportunity to speak with your Neighbourhood Officer, so please look out for the dates and times we are in your area or at your scheme.

Please search for the *Your Neighbourhood Officer* page on our website at msvhousing.co.uk for contact details, dates and to ask any questions about time slots for future scheme inspections.

If you have provided us with your mobile phone number we will send you an SMS text message with the dates in.



Scrutiny Panel

Scrutiny is making a positive difference to both tenants and staff.

The Scrutiny Panel reviews services from a customer viewpoint, helping to ensure that what we do works for the people who use our services. Over the past twelve months, panel members have looked in detail at key areas including anti-social behaviour, allocations, external contractors, and environmental issues such as fly-tipping and pests.

This work involves reviewing detailed information and speaking directly with senior leaders, frontline staff, customers

and, where relevant, contractors. Using this evidence, the panel makes clear and practical recommendations, ranging from straightforward improvements to more complex service changes.

Progress against these recommendations is regularly reviewed and reported through to the Customer and Community Committee and the Board, ensuring actions are followed through and lead to meaningful improvements for customers.

Scan the QR code or [click here](#) for more details on joining our Scrutiny Panel!



Get involved

There are lots of ways to get involved and have your say – big or small. Whether it's filling in a survey, attending an event or helping shape decisions, every voice counts.

Ways to get involved:

- **Surveys** – quick feedback after repairs and services.
- **Nibbles n Natter** – speak directly with senior leaders at MSV.



- **Focus groups** – help shape policies and plans.
- **Resident groups** – improve your local area together.
- **Champions and Scrutiny** – influence services at a deeper level.

You can get involved by emailing involvement@msvhousing.co.uk

[Click here for more details.](#)





When you share feedback with MSV, it matters. You Said, We Did shows how your comments, ideas and concerns lead to real improvements across our services. [Read more](#)



You Said



You wanted more chances to meet the Leasehold and Shared Ownership team in person.

We did

The Leasehold Team now attends weekly drop-in sessions at our Space Manchester hub in Moss Side and the Jean Byers hub in Bredbury

You Said

You wanted to give feedback after planned work was completed.



We did

We've introduced a new electronic survey so you can tell us how it went and help us improve.

You Said



Contractors should show proof that repairs are completed to a good standard.

We did

We now require contractors to upload photos of completed work, which are checked by MSV

What's the Difference?

Neighbourhood Walkabout



- Takes place out and about in your neighbourhood
- Led by your Neighbourhood Team.
- A chance to meet the team who work in your area.
- Informal chats while walking around the area.
- Focused on local issues, estates and neighbourhoods.
- No booking needed just come along.



Nibbles n Natter



- Takes place at a fixed local venue
- Hosted by senior leaders, often including the CEO.
- A chance to talk directly to senior leaders and partners about issues affecting you or your neighbourhood.
- Relaxed sit-down conversations with light refreshments.
- Focused on specific topics, services and feedback.

[Read more to find out more about our Nibbles N Natter events](#)



Brighten someone's day with a friendly phone call

We're launching a new befriending service, and volunteers are needed to make a weekly call to customers who may be feeling isolated.

Interested? Email involvement@msvhousing.co.uk or visit our Get Involved page at www.msvhousing.co.uk





Keeping our neighbourhoods safe and well cared for

This year, we've carried out **276 neighbourhood inspections** across Manchester and Trafford, meeting our commitment to check every scheme at least once. These visits help us spot issues early – from repairs and cleaning to security – so we can take action quickly. We also share what we find and what's been done through local newsletters, so residents stay in the loop.

Listening to residents living in M16

Recently, we held a Meet and Greet in M16 with our partners, including Biffa (Waste Management) and Manchester City Council, to hear directly from residents. Thanks to your feedback, we're now putting plans in place to:

- Tackle **environmental issues** through community clean-up days.
- Strengthen **youth outreach** by working with local schools.
- Work more closely with Greater Manchester Police to **increase patrols and improve reporting** of anti-social behaviour.

Working together in Moss Side

In January, our Neighbourhood Zone One team hosted the first of this year's quarterly walkabouts in Moss Side, joined by residents and partners including the police, the council and other housing providers. Together, we identified local priorities and were pleased to see many alleyways already being well looked after by the community.



Improving alleyways

Alongside Manchester City Council, we've been carrying out focused work to improve alleyways, including litter picks, clear-up days and sharing information about waste and recycling.

Following the positive changes already seen, we're now planning to build on this work – including a gated alleyway pilot as part of the Reno development in Moss Side (you can find out the Reno development on our website).



Community Drop-in

Space Manchester is a warm space to stop-by (open every Monday 10 AM - 2 PM) Find us at 125 Great Western Street, M14 4AA.





Support for over-50s and vulnerable adults

MSV is working with HMR Circle to help customers stay active, connected and supported across Rochdale, Heywood and Middleton. They offer social activities, day trips, learning and wellbeing sessions, practical help with small jobs and gardening, as well as a volunteer driver scheme for appointments and events. MSV covers your first year's membership.

Interested? Contact: Cath Finch, Social Investment Officer, by calling **07876 841 977** or by emailing catherine.finch@msvhousing.co.uk. More details can be found at hmrcircle.org.uk.

Free football for young adults (17–25 years)

Kicks Plus is a new free weekly football session delivered by Stockport County Community Trust in partnership with MSV.

When? Wednesdays, 8–9pm

Where? Stockport School, Mile End Lane, SK2 6BW. **No booking needed – just turn up!**

New Trees Planted in Bredbury Valley

We've worked with City of Trees to identify places for new tree planting across our Stockport estates. The first planting has now taken place in Bredbury Valley, with nine trees planted in January to create a new tree-lined path linking Goyt Valley Road and Meadow Walk.



Customers helped choose the tree species, with over 30 votes cast. Thank you to everyone who took part and helped shape this greener space.

Community Drop-in

Our neighbourhood teams can support you whether you have a financial, wellbeing, anti-social behaviour, local or tenancy concerns.

We hold weekly community drop-ins at:

NEW! **Deeplish Community Centre:**
59 Hare Street, Rochdale OL11 1JT
First Wednesday of every month 10 AM - 12 PM

NEW! **Kearsley Mount Methodist Church**
107 Manchester Road, Bolton BL4 8QL
First Thursday EVERY OTHER month 12 PM - 2 PM

Bramhall Community Hub

 84 North Park Road, Bramhall,
Stockport, SK7 3HS
Second Thursday of every month 10 AM - 12 PM

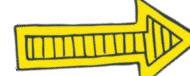
Jean Byers Community Hub

 Bents Avenue, Bredbury, SK6 2LF
Every Wednesday 10 AM - 12 PM

Carrbrook Community Hub

 1 Broadbent Close, Carrbrook, SK15 3LJ
Second Monday of every month 1 PM - 3 PM
(except bank holidays)

[Read more about our community hubs at msvhousing.co.uk](http://msvhousing.co.uk)



Nibbles 'n Natter

We're inviting you to come along to our next Customer Forum (Nibbles n Natter) — a relaxed and friendly drop-in event where you can speak directly with MSV's Executive Team and senior officers.

Date: Thursday 26 February 2026

Time: Drop in anytime between 5 PM and 7 PM



Manchester Settlement,
Ashton Old Road, Openshaw,
Manchester M11 1JG

[Find all future Nibbles n Natter events here](#)

Join Our Team

We're recruiting for a range of roles across MSV, and we're looking for people who want to make a real difference in our communities. Whether you're working directly with customers or behind the scenes, you'll be part of a team committed to providing safe, warm homes and strong neighbourhoods.



We're currently recruiting for roles including

- [Neighbourhood Team Leader](#)
- [Anti-Social Behaviour Manager](#)
- [Foyer Administrator](#)

[Search current vacancies and apply online:](#)
www.msvhousing.co.uk

Have Your Say

This is your chance to chat directly with MSV's leadership team about the things that matter to you. From repairs and planned works to wellbeing support and more.



Light refreshments will be available, and everyone who attends will be entered into a £50 prize draw.

Let us know you're coming and which service area you'd like to talk about by emailing nibblesnatter@msvhousing.co.uk. (Please mention any food allergies).

Your voice matters — we hope to see you there!

See what's possible



[Watch Heritage's career](#)

[success story](#) and discover how our **Positive Futures** team supports customers into training, employment and new opportunities.



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 voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الإتصال بنا.



telephone
0161 226 4211



email
enquiry@msvhousing.co.uk



visit
msvhousing.co.uk

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir
Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا ریک قابل متفاوت می خواهید لطفاً با ما تماس بگیرید.

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اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو ہر کوہم سے رابطہ کریں۔