

Customer Forum (Moss Side)

Q&A from 27 November 2023, Moss Side (St. Andrews Church)

Development

Issues Raised	Comments
Information on Moss side redevelopment	Information provided to tenant on the day also provided with the leaflet and link to website advised once firm scheme more info will follow.
Do they have the right to acquire?	Phone is switched off, left a message to let them know the property does not have RTA (right to acquire) and officer contact details given in case they would like to discuss further.
Query on right to buy and shared ownership please send information on how this works.	Calling back to discuss as currently at work.
Buy or swap property or right-side or bungalow opportunity to buy	Spoke to tenant. Doesn't have funds, not able to purchase anything. Somebody came to assess the suitability of property and suggested a stairlift. Enquiry regarding payment for stairlift.
Family of 6 - in 2 bed - 3 teenagers in need of 4 bed would like info on Moss Side development	Information provided to tenant on the day also provided with the leaflet and link to website advised once firm scheme more info will follow.

Lettings

Issues Raised	Comments
Letting/re-housing enquiry. Tenant is in a 3 bed house - 8 people in total, would like advice on re-housing. Overcrowded, 8 people in 3 bed house. Needs to update Mcr Move application. One of the children has diabetes and Aunt is elderly with poor mobility, they want to stay together	Advised to register on Manchester Move as no live application. Also advised to upload documents with application and advised there is a backlog of assessing applications of 2 months. Asked if required any further help, tenant said they will get a friend to help register on Mcr Move.
At the moment living in a two bedroom, requires a 3 bedroom - has two children (Boy aged 10 & Girl aged 6).	Advised to register on Mcr Move and advised of average wait times. They requested an email with all info on how to register.
Or lettings dept - Tenant would like re-housing advice	Private rented tenant currently on Manchester Move in Band 4 has been bidding for years and had nothing. Advised re waiting times and checked current circumstances. Advised needs to speak to Manchester Housing Solutions - already done this and they advised once served with a legal notice to vacate to come back to them for help. I explained this is correct and reassured them that in the mean time his landlord cannot evict him without going through the legal process first, so currently is secure. Asked if needed help with anything else and confirmed no.

Lettings depth- would like re-housing advice and unable to bid having problems with Mcr Move	Tenant not been able to bid on Mcr Move since around March - checked application and advised status has been set to pending instead of live but unsure as to why. Application is with MCC Housing Services so we are unable to make changes for him - advised there is a note on application from 28th Nov with someone raising a task to query this as well. Tenant advised to contact MCC and chase, number was provided.
Wants new home in Moss side - 4 people (2 children 13 &17)	Enquired about wait times on Mcr Move. Advised average wait times of 40 months.
Lettings enquiry - would like someone to contact in regards to her re-housing application.	Advised been on Mcr Move for years and is not getting anywhere. Checked app and can see in Band 2 since 2014 which is unusually long. Son is autistic and needs his own room and their circumstances are worsening, he cannot sleep with his siblings so it is causing strain for the family. They currently have Band 2 medical and overcrowding which is correct for their circumstances but due to size of property they require they're being outbid by many Band 1 applicants in most cases. Advised we will speak to manager about application and see if there's anything else we can advise/do to support because the waiting time is much longer than average for the banding.
Lettings department- Mcr Move enquiry regarding re-housing. Other available developments close to Moss side that might have four-bedroom properties please could get info	Phoned and emailed to advise what help/advice is needed regarding Manchester move and rehousing

Money Management

Issues Raised	Comments
Benefit and money advice - tax credit overpayment.	Advice given on the night, but tenant failed to attend a follow up appointment. Tenant advised to contact HMR directly about repayment arrangement.
General advice on money and benefits.	Advised tenant to apply for a new benefit to get some help with rent.
Child Tax Credit overpayment.	Advice given on the night. No further action required.
Benefit calculation.	Advice given. Further appointment completed and dealt with enquiry.
Cost of living inquiry	Query resolved. No further action required.

- Major issue with utility bills, owes over 2.5k and still pays £400 per month - can someone from money management assist and possibly look at hardship fund to assist this customer.	Advice given on the night. Advised tenant to contact supplier and look into swapping supplier if necessary.
Extremely high energy bills, need help with the current balance. The insulation works have been completed but these costs were incurred prior as the home wasn't holding the heat.	Met the tenant on the night and advised to negotiate with supplier about repaying the bill. Also advised to compare prices and switch if possible. The bill had reduced since the insulation works have been completed.
Call back from the money management team	Referral made to money management – tenant contacted
Money advice and universal credit advice	Offered support, still working on case.
Benefit and money advice.	Met tenant to resolve UC payment. It is still being worked on.
Energy bills	Advice given
General advice on welfare benefits.	Advice given, No further action required.
Energy bill - gas bill high.	Advice given – tenant also spoken to another member of staff about property condition
Energy bills	Advice given accordingly.

Damp and Mould

Issues Raised	Comments
Reoccurring issue with mould in the bathroom, only small but keeps coming back after it's cleaned.	Requested pictures to identify issue
Tried to report damp and mould and was told to send an email. No one responded to date.	Issues ongoing - being dealt with
Damp problem at property. Need to raise a survey to review if works are required. Does not have an existing case	Issues ongoing - being dealt with
Case, damp and mould. It's already been reported. A few months ago. Has black around the windows. Survey was undertaken months ago but no one has come back.	Officers originally requested pictures which were not received, sent further request so we can identify issue - if mould round windows may just be condensation which can be wiped by customer.
Damp in the bathroom. Black around the windows. Radiator in bathroom is rusty. Needs follow up action and communication from damp report	Officers originally requested pictures which were not received, sent further request so we can identify issue - if mould round windows may just be condensation which can be wiped by customer.
Damp and mould in bathroom is coming from loft. Was supposed to get a machine to dry it out but not enough space for it, no one been back.	Property is on program from building defect program - property will be getting a survey completed - no further action required
Damp and mould in bathroom and toilet dining room and rear door including living room	Waiting for works to be carried out from WRPS. Recently had a mould wash – tenant asked to send in pictures so can identify why it has come back so soon may be because of outstanding repair

Mould clean urgently required as per Jon Worsley	Waiting for works to be carried out from WRPS. Recently had a mould wash – tenant asked to send in pictures so can identify why it has come back so soon may be because of outstanding repair
Full survey to be completed	Waiting for works to be carried out from WRPS. Recently had a mould wash – tenant asked to send in pictures so can identify why it has come back so soon may be because of outstanding repair
Damp (mould) to both bedrooms	Request to send in pictures to triage can start also had a look and tenant is on building defects program, home visit will be getting booked in.
Slight mould to bathroom, to be checked on Jackson and Jackson program (building defects)	Property is on program from building defect program - property will be getting a survey completed - no further action required
Bathroom, Kitchen and Hall of the property are all suffering from heavy mould, needs to be sent to Building Defects Team to investigate. Likely to require a survey to be booked	Triage started 7 days ago
Damp (black mould reported across the property) tenant not happy that it has caused damage to furnishings. Suspect that this is best to be sent to Building Defects team and attend with tenancy team	Open disrepair job booked for inspection
Damp & Mould in property arrangements made to inspect	Visit booked
Damp patch on external wall. moss growing on the wall, Rawlinson been out twice, coming out 1st December with a cherry picker.	this is for development
Damp in the bedroom, open job, looks like gutters need addressing and cold spot in the loft. Can Sammy Haider recontact and appoint another job, the mould needs cleaning off. Discussed with Jon Worsley who looked at the Resident picture.	property is on program from building defect program - property will be getting a survey completed - no further action required
Damp in living room and 2 bedrooms. This is on the walls, it was addressed in 2021 but then it has reappeared. Calling contact centre and they book a job and nobody attends. Showed 3 appointments on the phone and nobody attended. Affecting the health with coughing and feeling unwell, son has hayfever. Daughter has asthma. Costing Resident money to clean and paint. Ruined clothes. Gutter leaking onto external wall and green down the wall.	Property is on program from building defect program - property will be getting a survey completed - no further action required
Damp and mould in bathroom ceiling. No bathroom fan. Reported 7 months ago and no contact received	Property is on program from building defect program - property will be getting a survey completed - no further action required
Damp in 2 x bedroom.	Property is on program from building defect program - property will be getting a survey completed - no further action required

Hole in the attic, every morning having to clear condensation. Worried about damp and mild building. It has been reported but had no further contact to confirm any dates.	Chase roofing works - property to be checked on Jackson and Jackson program
Condensation issues within the property, windows are full of water every day. Extraction is not working, it was replaced but its broken again.	Raised work order for M&E team Property care. Damp & mould team to request pictures from customer so triage can start
Has a live D&M case. Vent in loft was specified at first visit but has not been fitted. This should be completed by now. Needs an update on the above.	Damp and Mould team to update - works to be completed in new year
Condensation in all three of the bedrooms	Damp and Mould team to update works to be completed in new year

Neighbourhoods and Community Safety

Issues Raised	Comments
Issue with pigeons which will be reported to council	Neighbourhood Officer visited tenant, people throw food on the pavements which attracts pigeons and going to report to MCC. Adaptations enquiry, discussed the process with the tenant. Tenant going to contact MCC and request an OT assessment to be carried out.
Concerns of drug dealing in the community. Would like partnership working	GMP partnership working and patrols will continue.
Mice - Have had MCC pest control out, now needs holes blocked up, eradication is complete, to send to Property Care	Confirmed with tenant MCC Pest control have attended and treated the mice infestation.
Would like to note that MCC do not clean the streets	Matter raised with MCC at Moss Side Resident meeting.
Bin area needs clearing of shopping trolleys & debris	Job booked to remove items from the bin area
Concerns bins and ground full of needles. Fly tipping in the area impacting access to the rear of the address	Discussion with tenant ongoing.
Not getting any post, called Royal Mail and they said they will look into it. Still not receiving post, MSV have given access to the post office, can we check access has been given.	Checked this previously with Development who provided everything to Royal Mail. Check again and contact Royal Mail directly if needed. Customer updated.
Switch2 are very slow at getting back. Can't seem to contact them to. Switch2 said they didn't have the authorisation from MSV. Please can we check, Switch2 said MSV have not given the residents	Will contact Switch 2 and the customer

details. Doesn't know what the tariff is or standing charge.	
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Repairs, CCT, Planned Works

Issues Raised	Comments
Can we have a heat sensor rather than a smoke detector in the kitchen? Can this be accommodated?	CRM added to replace smoke detector with heat detector
Have MSV considered solar panels for Hartshorne as a big scheme and produce a lot of energy that will benefit the customers.	Unfortunately, MSV will not be looking at solar panels on any sheltered schemes currently as costs for installation currently outweigh the benefits for customers. Should suitable funding become available we may look at it, but our immediate priority is to get all our properties to Energy Performance levels of C by 2030 and our budgets reflect that.
Scaffolding in the back garden was put in 13 months ago to check the chimney and it has not been taken down. Last reported 2 weeks ago. Very disgusted that this has carried on for 13 months	Area inspector appointment needs booking. CCT to raise. Done - Inspection sent with appointment details
Insulation was carried out at the property in July - there were a lot of issues. Under the stairs where the stop cock is its leaking water on the floor - someone came last week to look at it - the job has been booked in and will be looking at the shower. Took a picture and wants to see what is going to happen with the shower.	Area inspector appointment needs booking. Assets to inspect insulation works. CCT to raise. Done - Inspection with appointment details
Post inspection process - boiler example capital programme poor workmanship. Would like to see 100% post inspections. Would like to know what year the front door is due for replacement	Door included in this years programme - door delivered to installers. Due to size of door only style that could be offered and tenant agreed to. Information provided to customer and all ok. Door installed November 2023
Bathroom radiator rusty, repair requested but no action.	Passed onto M&E team to arrange appointment Property Care.
Replacement door - delays with installation. When is this due to happen as I've not heard anything back. WhatsApp sent following request to choose door profile and colour. Would like to change preference to F1 if possible.	Door included in this years programme - door delivered to installers. Due to size of door only style that could be offered and tenant agreed to. Information provided to customer and all ok. Richmond to arrange to fit door. Door fitted December 2023. Customer is very happy

<p>Emergency repair front door lock sticking making it difficult to leave the property. This is a fire risk.</p> <p>Issue with cracks on the flat roof to the outrigger which requires inspection. No leak at present, however the cracks are visible, was also noted during main roof repair by contractors.</p>	<p>Having new door fitted this week as part of planned works.</p>
<p>Bathroom fan is quite noisy and is on constantly. Kitchen fan is the same and it's working fine, bathroom requires overhaul.</p> <p>Kitchen is in need of replacement, missed appointment for stock condition survey and tried to call back but had no response. Would like a call back.</p>	<p>Raised work order for M&E team Property care - Kitchen renewal 2025/2026. CCT to raise - Repair raised - email sent to tenant with appointment details.</p>
<p>Issues with antenna, no TV since moving into the property (over 10 years).</p>	<p>Astbury to attend and investigate issues. Kitchen renewal 2025/2026</p>
<p>Scaffolding hasn't been removed for 14 months following roof repair. Text received in relation to Job, however nothing about the scaffold. When is this being removed?</p>	<p>Area inspector appointment needs booking. CCT to raise Done - Inspection sent with appointment details</p>
<p>Outstanding repair to replace the back door however, this is repeatedly rearranged and cancelled. Spoken to someone who hasn't responded, suspect from a contractor and would like an update on this.</p>	<p>GGI have contacted customer about trying to get the door fitted before Christmas</p>
<p>Needs a Rand survey</p>	<p>Rand surveyed September 2023</p>
<p>High levels of condensation in bathroom. Another of paint has peeled off the ceiling. Also needs a new extraction fan.</p>	<p>Area inspector appointment needs booking</p>
<p>Cold spot in bedroom. Looks like loft insulation isn't adequate or even and has left a cold spot.</p>	<p>Area inspector appointment needs booking</p>
<p>Been told that the cooker fitted in kitchen is not safe. Fitted two months ago by MSV.</p>	<p>It's an integrated cooker and that isn't our spec so we need to find out why that occurred in this instance. There has been no follow up to replace or fix the cooker but need to check if MSV fitted it. If not then the customer needs communication to tell them this is a tenant responsibility as they are not aware of this.</p> <p>Area inspector appointment needs booking - Looking at the repairs history it looks like it has been fitted by Property Services sometime in 2023.</p>
<p>Cold. In need of insulation.</p>	<p>Check if on the IWI programme. Needs a Rand survey including a SAP. Rand have it in their programme to be surveyed in Year 4 (2025)</p>

Backdoor has been replaced but front door not. Please contact about a survey.	Rand surveying 15/12/2023
New bathroom fitted. Poor quality fitting. A leak occurred during the fitting. Still a live leak. 3 months since fitting. Urgent repair. Surveyor came out about 3 weeks ago, no further contact. Reported a broken banister. Was told to email this in and it was not followed up.	Emanuel Whittakers are on site today 13/12 replacing the bath
Emanuel Whitiker did not replace the tiling. Caused damage to ceiling when looking for leaks and did not make good afterwards. Some concern that the tiling in the bathroom does not go high enough. Concerned about the finishing.	Repairs raised for: Leak and Tiling
Kitchen window handle is loose. Has not been reported before.	Job needs raising for Property care. Query property address
Double glazed window unit in the living room has blown.	Job needs raising for Property care. query property address - not a repair job as per new processes
New door is required. Was kicked in by police. Crime ref provided. Apparently this happened in Feb and her door has been bored up since (10 months). It was agreed that Richmond will install the door last Saturday. But they didn't come. Needs followed up ASAP.	Requested a Saturday install due to work and agreed to have the install done on 25/11/23. No Answer when installer arrived and no answer to phone calls. This is the one that had been boarded up and is desperate for a door. sent by Richmonds. Door installed 02/12/2023
Kitchen window broken by criminals. Reported to police. Reported to MSV. Crime ref given. Its been measured but not come to fit yet. This was 4 months ago. Urgent follow up.	Job needs raising for Property care. job was raised for City Glass 691831 - and has been completed - emailed city glass for an update
Front door not replaced like neighbours.	Front and Rear door renewal date 2028/2029
Repairs to damp completed but not decorated	Job needs raising for Property care. building defects Team
When will bathrooms be replaced over 30 years old	Bathroom renewal date 2026/2027
Bathroom fan not working	Job needs raising for Property care. CCT to raise - JN 706837 - RR 2 to attend planners to book in
Front door intercom not working	Logged fault with relevant contractor for attendance.

Try not working on hall radiator	CRM added to replace smoke detector with heat detector
Kitchen units need replacing all broken, water getting in	Area inspector appointment needs booking. CCT to raise - Inspection Raised advising of appointment date
Strip light in kitchen has a fault tubes only last a week or two	Job needs raising for Property care M&E. CCT to raise - Inspection Raised advising of appointment date
Kitchen door hinges broken	Job needs raising for Property care. CCT to raise - Inspection Raised advising of appointment date
Bathroom was flooded in 2022 went down to the kitchen and damaged floor. Tenants plastered the kitchen themselves. squelches under the flooring.	Area inspector appointment needs booking. CCT to raise with inspection - raised with appointment details
Flooring in bedroom loose and damaged from leak.	Job needs raising for Property care. CCT to raise with inspection - raised with appointment details
Kitchen cupboards also damaged from the flood. Tenant has changed worktop but cupboards need replacing	Area inspector appointment needs booking. CCT to raise with inspection - raised with appointment details
Back door very old and rotten	Area inspector appointment needs booking. CCT to raise with inspection - raised with appointment details
Middle door damaged as part of flood so rotting	Job needs raising for Property care. CCT to raise with inspection - raised with appointment details
Leak from the roof running down the wall into the hallway	Job needs raising for Property care. already raised 31.10.23 - external contractor WRPS
Electric in kitchen no longer working because of the leak	Job raised - planners to book in
Front and back door replacement required- ops have been out to take photos but not heard anything since	On programmed works see UDC
Storage door at back is not closing properly- this happened when the roof was repaired	Job raised on priority R, amended to Appointment - planners to book in
Suspected leak from roof into property, Property care to investigate	Job needs raising for Property care. CCT to raise for inspection Raised with appointment details
Concerned that the heating is not working correctly, needs to be checked (possibly bleeding required)	Job needs raising for Property care M&E.
Repairs - gate rotten - looks struggling with stairs very steep has rails.already is there Any support or assessment that can be made	Job needs raising for Property care. Inspection raised 04.01.24
Cleaning in the communal areas and outside leaves - and the communal bins not cleaned í	Grass cutting does not take place during the winter months (Oct - March) we will ensure that any cutting moving forward are removed from site when this service recommences next year. Cleaning - every fortnight due 5.12.23 standard specification wipe down areas, mop/hoover communal floors, they do not clean out the bin room.
Guttering with grass and water leaking in flat	CRM has been added for both issues raised

Sewage coming into the toilet from outside, it's backing up. This has occurred in a number of the ground floor flats. Previously a plumber has asked the customer to put his toilet paper in a bucket next to the toilet.	We have not received any reports of sewage coming into the toilets, we have had a couple of blocked toilets. A plumber attended to a property and found an issue with a soil stack, a job has been put on for a camera to inspect the area
Back door fitted in June, front door delayed due to glass, still not sorted.	Richmonds confirmed door being fitted 13/12/2023
Issues with the new roof, stack pipe smashed, guttering wobbly and job on for 30/11.	Jobs booked on: Scaffolding and Operative
New kitchen fitted, scratched kitchen door and not been replaced from when it was fitted. Also floor is uneven and has been since it was put down, brand new. Finally need a new distributor box for Elec's, never been sorted.	Emanuel Whittakers have ordered new unit door, Adam site manager is arranging visit next week re the other issues.
Faulty gas boiler, leaking tenant has been advised needs replacing still waiting for somebody to get in touch	Inspector to attend and assess requirements for replacement boiler.
Garden maintenance refusing to mow the grass debris cutting being left and not taken away	Grass cutting does not take place during the winter months (Oct - March) we will ensure that any cutting moving forward are removed from site when this service recommences next year.
Radiator valves not working, bathroom, kitchen	Job needs raising for Property care M&E
Boiler faulty engineer has advised needs new boiler	Job needs raising for Property care M&E
Windows very draughty unable to close bedroom window	Job being raised for Property Care
Drains require clearing job already logged with clearways	CRM logged awaiting job date
Access door roller shutter unusable as too heavy and not working. For the door is broken requires replacement	CRM logged for inspection on both roller shutter and new front door
Waiting time on phones 2 long when ringing repairs in	Raised with customer services manager a new Interactive voice response service is being set up this should direct people appropriately/quicker to enable people who need to speak to a customer services operative a quicker response
Replace glass in windows appointment made 7/12/23@12 noon	customer informed at the nibbles and natters
Damaged main front door to scheme inspection for replacement	CRM added for inspection
Issue with communal cleaning - no cleaning being done - pays for services but not receiving the services.	This site has received regular fortnightly communal cleaning the last visits being on 07/11/23 & 20/11/23
Property is called due to water coming through cracks in windows at the downstairs and upstairs windows. Tenant has reported previously an no one has been out to inspect this.	CCT to raise. Property is down for Healthy Homes inspection.
Main upstairs bedroom ceiling has large cracks due to ceiling leaking - leaks when it rains has to use buckets to catch the water.	CCT to raise - email sent to tenant with appointment details.

Needs a stock condition survey done. Says she never received a letter.	Rand surveying 15/12/2023
Old kitchen flooring it was replaced 4-5 years ago. flooring is coming way can we raise a job to look at it.	CCT to raise inspection job - email sent to tenant with appointment details.
Light out on the carpark for 5 days	job raised - planners to book in
Leak under bath coming through to the kitchen.	Job raised - planners to book in
Also a request for MSV to install an electric shower over the bath due to medical issues	Would require referral
Worktop next to the kitchen sink is swollen as water seems to be overflowing onto it.	Job raised - planners to book in
Drain cover removed by unknown at the front of the property which means there is now a hole which son hurt his ankle in. Please can this be replaced	Job raised emergency job
No external lighting at the front of the property. It is very dark during winter months.	Improvement to property requires referral to PC
Paving slabs front and back garden front one paving tripped on as cracked needs urgent attention	Raised emergency job
Blocked Drain bathroom and kitchen sink	Job raised - planners to book in