

Nibbles n Natter Customer Forum

Q&A from 16 August 2022

Ralph Sherwin Court, Rochdale

| Raised by | Issue | Outcome | Dealt by |
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| online | I would like to know when an issue is submitted why there is never feedback | Anyone submitting a question through this email address is given personal response with feedback, a pdf of the document of Q&A's and a link to our webpage. All Q&A's from our Nibbles n Natter events are posted on our webpage: https://www.msvhousing.co.uk/your-community/get-involved/nibbles-n-natter This is also explained in our promotions about the Nibbles n Natter forums. | Ruth Shedwick |
| online | I was wondering if MSV would consider putting solar panels on the roofs? I am a longstanding tenant in a pre-Free Range housing house. We are not permitted to buy our houses and I would like to make the house as energy efficient as possible. It would be beneficial to put solar panels on the roofs of these older style houses. There are 5 pre Co-op houses on Whalley Grove. | MSV's Sustainability Strategy sets out our plan for improving the energy efficiency of all our homes. We do this on a priority basis and are improving the least efficient homes first. The improvements we carry out include several measures based on energy assessments. Solar panels will in some cases form part of the improvements we make to properties, but our fabric first approach means we will be considering insulation first. There are no immediate plans to install solar panels on our Whalley Grove properties, but this will be assessed as we progress through a programme of works in line with our energy reduction targets. | Gareth Eadsforth |
| online | I would like to know when will the new apartments for over 55s start to be built in Chorlton, where the old swimming baths are. And when are they due to be completed. | We are currently working towards a programme of submitting planning this year 2022, meaning that we could start on site spring/summer 2023 with a completion summer 2024. This programme is not set in stone however and could be subject to change but we're working hard on the scheme as we are keen to get started too! We will be doing the demolition at the same time as the SOS. | Rachel O'Connor |
| online | I've been a tenant for over 20 years and I would like to know what MSV policy is on radiators and renewal of them | MSV apply a 30 year lifecycle to a central heating system, including pipework and radiators. This means that every 30 years we will replace the pipework and radiators associated with a gas central heating system. Boiler are replaced twice during this time as they have a 15 year lifecycle. | Gareth Eadsforth |

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| | | If a radiator stops working and cannot be repaired we will replace it as part of our repairs service. If we can improve the heating system by other measures such as flushing the system we will do this. If there is an issue with a heating system our gas engineers will assess what is required to get it back to good working order and then we will carry out the work as necessary. | |
| forum | ASB and young people concerns | Picked up by MSV Community Safety Officers. Linked in with GMP, Neighbourhood Sergeant and PCSO , also Support Work. Will be working in partnership to address concerns. | Tracey Ferguson-Black |
| forum | Grass needs to be reinstated behind number 10 | We've picked this up with our services team and they will undertake a site inspection. | Jon Stones/ Gareth Eadsforth |
| forum | Bins keep being taken. Have ordered new bins but they were taken also. Should have MSV stickers on them to prevent this | Every customer is responsible for their bin and customers can stencil or add stickers confirming to whom the bin belongs. | Shaheen Yousaf |
| forum | CCTV: needed at the entrance to Ralph Sherwin Court | Meeting with CCTV company on the 6 th September 2022 to carry out site inspection for CCTV | Shaheen Yousaf |
| forum | CCTV: Solar lights needed with caps for existing CCTV at Ralph Sherwin | These are dummy cameras and will be removed once the installation of the new CCTV | Shaheen Yousaf |
| forum | CCTV: needed at Shawclough | To offer customer Ring Doorbell in the first instance as a solution. | Shaheen Yousaf |
| forum | Tried using the call back function through the main telephone number but it doesn't work | The system was tested on 19 August, 10.33am. This worked as intended and call back received. Taranjit will personally liaise with the tenant who raised this query. Further tests have been carried out since the event on 16/08/22 and the call back function worked. The only situation when a callback may not be completed is if the request is made in the last hour of the working day. Because the system does not carry forward uncompleted callbacks missed from one working day to the next. | Taranjit Dosanjh |
| forum | Is it possible to put a cat flap in my door? | If anyone wants to make an improvement, they must make the request and we will deal with each request based on the individual circumstances. In this case, we'd have to make sure that what was proposed would not affect the integrity of the doors. Some front doors are composite doors and adding a cat flap may not be technically possible and potentially expensive for customers. | Shaheen Yousaf |

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| forum | Need our Neighbourhood Officers to regularly come to Ralph Sherwin Court, look around whole area (like back gardens) and speak directly to tenants | We already undertake regular scheme inspections. These inspections are not advertised in advance at the moment as adverse weather can be reason why we may change the date. However, a letter was sent to residents for the scheme inspection that was carried out on the 26 th July and follow up letters were sent to all resident after the visit. | Shaheen Yousaf |
| forum | Landscaping: bushes have been cut back but left in a mess at the top end of the site. Large tree needs trimming | We've picked this up with our services team and they will undertake a site inspection. | Jon Stones/ Gareth Eadsforth |
| forum | Landscaping: Communal landscaping around the back of number 25 is poor and needs looking at | We've picked this up with our services team and they will undertake a site inspection. | Jon Stones/ Gareth Eadsforth |
| forum | Flytipping/rubbish: Where trees had been cut back there was rubbish dumped in the bushes from when they were bigger, but this had not been taken away. | We've picked this up with our services team and they will undertake a site inspection. | Jon Stones/ Gareth Eadsforth |
| forum | Pet Fouling: an issue in general, some dogs off lead running around fouling area. There is a lot of cat mess in communal areas | We will look into signage on grass verges stating 'no pet fouling' and letters sent to residents as below. Letter regarding animal fouling sent 15 th June a further letter will be sent. | Shaheen Yousaf |
| forum | Pets: dogs out of control | MSV have written to all residents at the scheme on the 23 th August to ensure dogs are kept on a lead. | Shaheen Yousaf |
| forum | ASB: tenants playing loud music | No previous reports. MSV Community Safety Team to pick up and investigate | Shaheen Yousaf |
| forum | Alteration consideration (bath to walk in shower) due to personal physical constraints | Visited customer on 31 st August with Wellbeing Officer and an Occupational Therapist referral completed. | Shaheen Yousaf |
| Forum | Repair request: outside tap leaking on the inside, worried MSV might remove the external tap entirely. | Advised resident this would not happen, needs to report it through as a repair. | Gareth Eadsforth |
| forum | Right to Acquire property enquiry | For information on right to acquire or right to buy, please contact us by emailing buy@MSVhousing.co.uk | Tracey Ferguson-Black |
| forum | Metal shed at the back of number 10/11 needs removing (had already asked the neighbourhood officer) | Order raised for shed to be removed. | Shaheen Yousaf |
| forum | Ralph Sherwin Court Resident Association is no longer operating, we no longer need the large marquee, please arrange for collection | Community Projects Team will be in touch with Chair of group to arrange collection of the marquee | Ruth Shedwick |

Attendance: 30 tenants

MSV Officers present:

Charlie Norman, Chief Executive

Taranjit Dosanjh, Strategic Lead Customer Voice & Influence

Tracey Ferguson-Black, Assistant Director Customer & Communities

Rachel O'Connor, Development Director

Gareth Eadsforth, Head of Asset Management

Sarah Hodgkinson, Head of Marketing and Communications

Ruth Shedwick, Resident Engagement Officer

MSV Officers not present (answering queries):

Shaheen Yousaf, Neighbourhood Manager North

Jon Stones, Capital Programme Officer