

MSV Customer Annual Report Summary 2025 - 2026

How we have met the safety and quality standard

Keeping customers safe remains our top priority. This year, we have:-

- Strengthened our repairs and compliance teams, introduced new specialist roles, and invested in technology to help us identify problems earlier and improve services.
- Continued to meet high standards across all key safety areas, including gas, electrical, fire, water hygiene, asbestos and lift safety.
- introduced new ways of working and technology to respond more quickly to damp, mould and other health hazards.
- Completed more than 40,000 repairs during the year and carried out 68 major home adaptations.
- Made it easier for customers to access repairs by improving appointment availability and are working towards introducing online self-service booking.

How we met the Transparency, Influence and Accountability Standard

Customers continue to play a crucial role in shaping our services. During the year:-

- 410 customers helped influence decisions through surveys, scrutiny reviews, engagement events and customer groups.
- We expanded the ways customers can contact us, including webchat, online services, telephone support and face-to-face engagement through Nibbles 'n' Natter sessions
- We focused on improving digital services eg improvements to the My MSV account on the website.
- Our Scrutiny panel (made up of customers) reviewed the operations of the Service Centre helping reduce waiting times and improve the overall customer experience
- We strengthened our complaints service, achieving 100% compliance with Housing Ombudsman response times for stage one complaints.
- Satisfaction levels increased across all Tenant Satisfaction Measures, reflecting improvements in the services customers receive every day.

How we have met the Neighbourhood and Community Standard

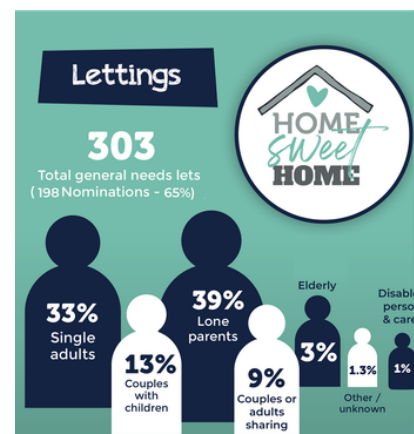
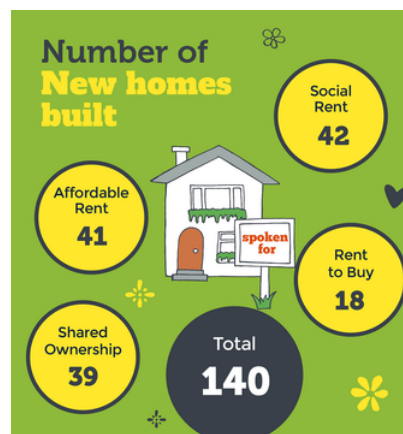
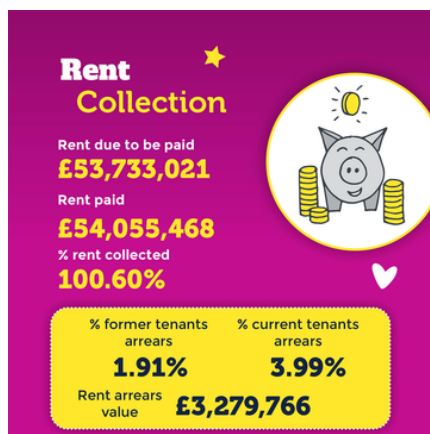
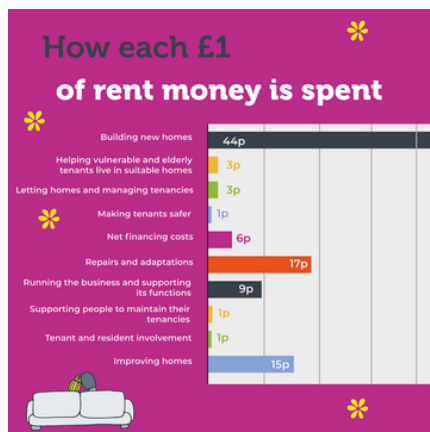
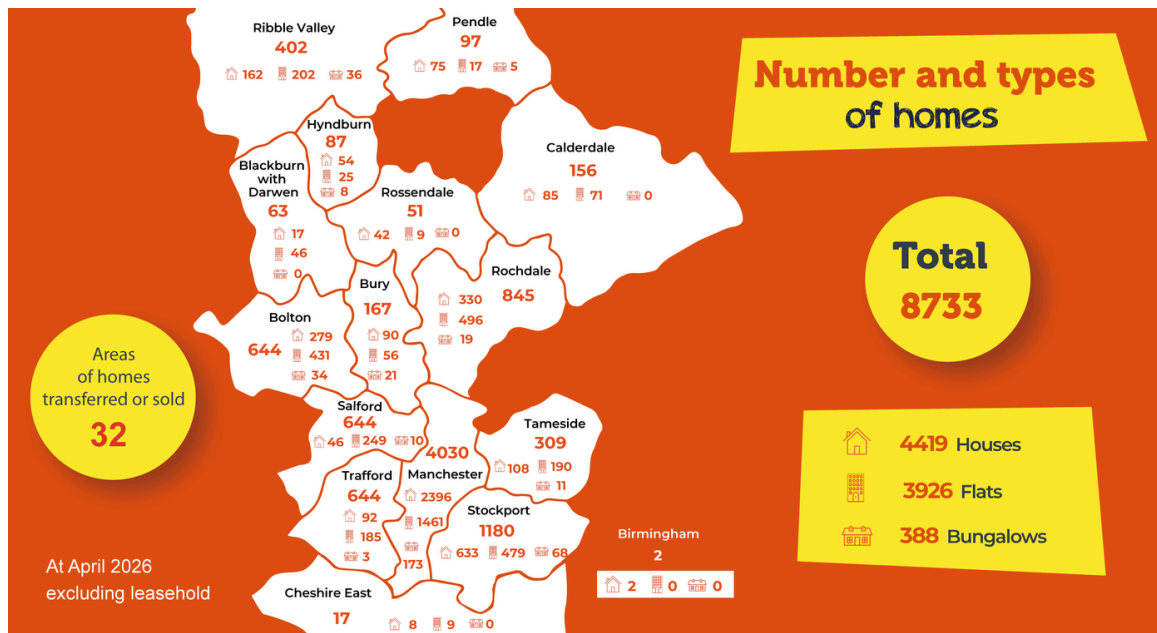
We have continued to work alongside customers to create safer, cleaner and more welcoming neighbourhoods. During the year:-

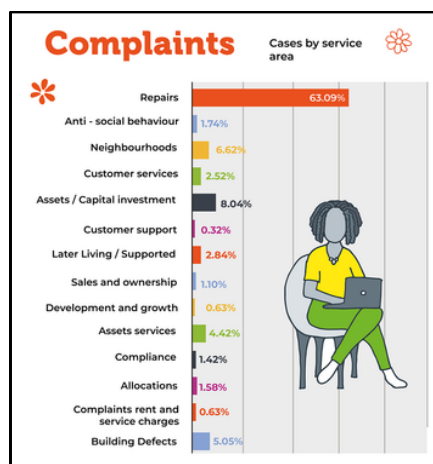
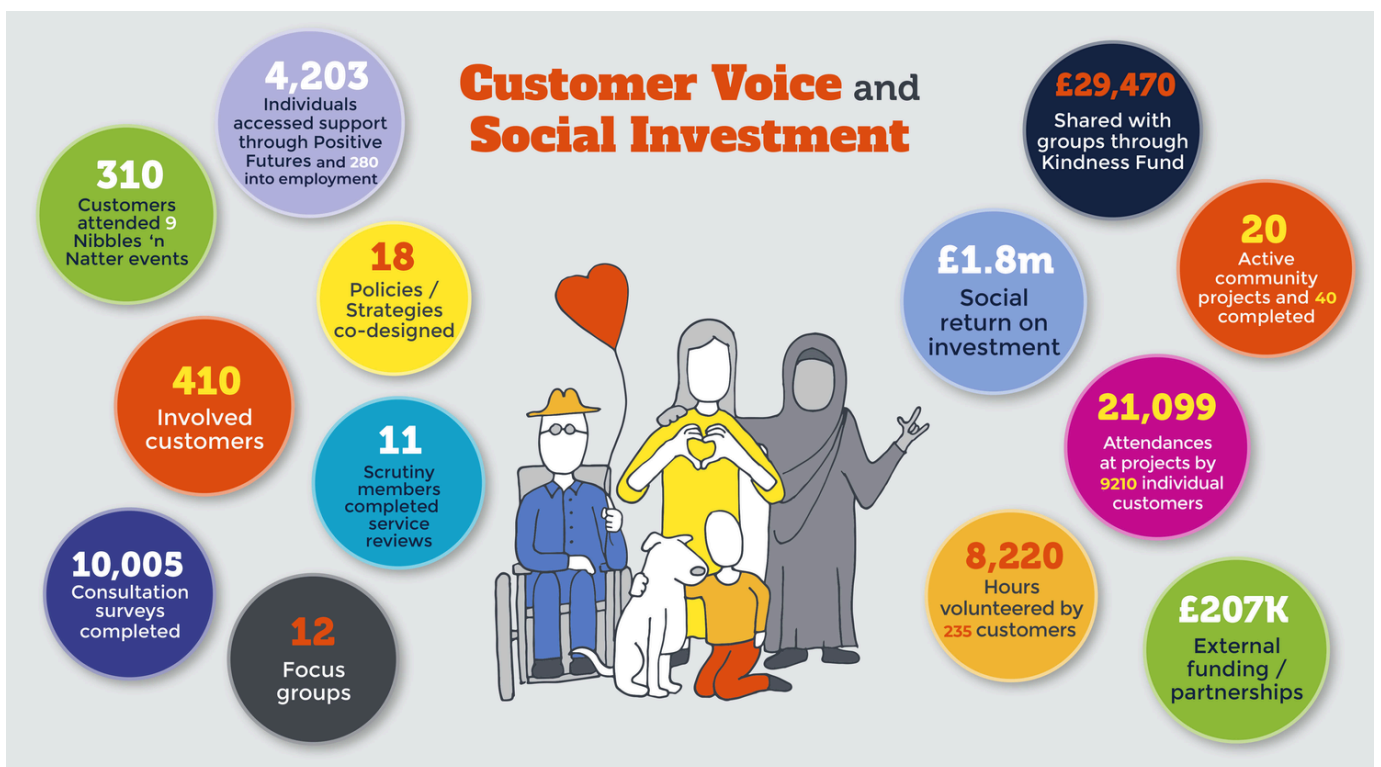
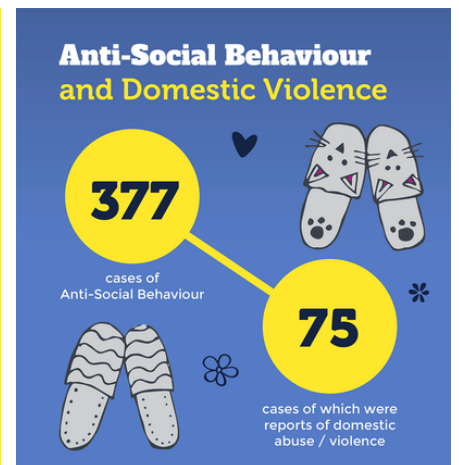
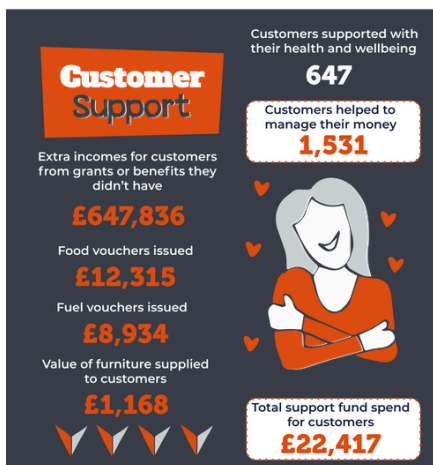
- Customer-led scrutiny reviews resulted in improvements such as new fly-tipping procedures, environmental campaigns and clearer recycling information.
- We have developed the first customer phase of our work with data partner, Connexica, which includes an intelligent, data-driven dashboard for our Neighbourhood Officers
- We rolled out A Voice in Every Home which has brought services directly to customers, allowing neighbourhood officers to visit people in their homes.
- We doubled down on our zero-tolerance approach to anti-social behaviour, domestic abuse and hate crime.

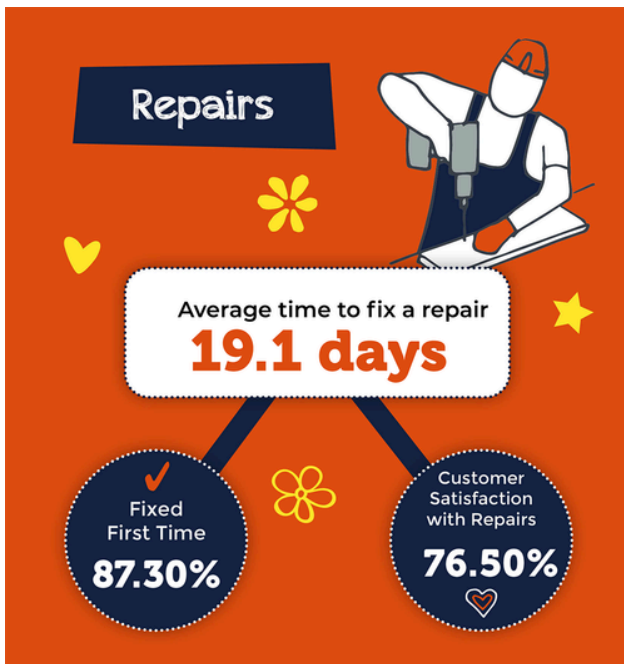
How we have met the Tenancy Standard

We remain committed to helping customers maintain successful tenancies and access the support they need. This year we:-

- Secured £648,000 in benefits and grants for customers
- Provided significant support with fuel, food, furniture and other household essentials
- Launched a new Independent Living Strategy shaped by more than 140 customers
- Continued investing in services for older people, young people and those who need additional support
- Achieved the highest possible Ofsted rating for our young people's services
- Continued to build high-quality affordable and supported homes, including specialist accommodation for people who have experienced homelessness
- Helped some customers reduce everyday living costs with our award-winning, energy-efficient developments







**View our most recent
Tenant Satisfaction
Measures (TSM's)**