

Nibbles n Natter Customer Forum

Q&A from 17 March 2022

Raised by	Issue	Outcome	Dealt by
online	Last year, you were encouraging people to use My MSV account more, so had a prize draw to win an iPad or tablet. One a month for 12 months. Did this happen and if so, why have you not published winners names on the website? Same for the Valentines prize draw. MSV do good things, why not shout about them! Before you say it's a data protection issue, you could say this month's winner is from Blackburn or wherever	MSV has run a few draws for iPads, however only one person wanted publicity and we are awaiting to confirm details of that publicity with our customer. We are hopeful this will appear in the next newsletter. We are encouraging more of these prize draws for people using the MyMSV account in the future.	Sarah
@forum	Disabled persons panel existed to canvas disabled people accessibility checked by disabled people so people could read website, access buildings etc. Is there any scope for disabled tenant's user group for MSV? For those with hearing impairment struggle at resident meetings. Accessing MSV services easier for disabled tenants, don't know if anyone else would be interested. Never seen anyone in the MSV offices with a physical disability (aware there are those unseen disabilities). Officers making decisions without knowing what it is like to have a disability and what is needed.	We recently held a meeting with a customer in Bolton with a recent diagnosis to discuss how we could tailor our services for their disability. We welcome any tenants to discuss their needs and how we can tailor our services accordingly and recognise our diverse customer voice and customer involvement demographic. We would certainly welcome working with the disabled person panel and how we can take this forward.	Taranjit Matt
@forum	Regarding disability. Things need to move faster, especially for those with disability (i.e. burst pipes, those with children, no shower facilities for 6/8 weeks). Disability Panel is needed and needs to be acted upon within 2 week repair period.	Made note of disability panel and will take this forward as part of the Panel discussion and service provision. Noted point on timescales for getting repairs responded to more quickly where there are household vulnerabilities. We will feedback further on this.	Sarah
Online	Communal repairs reported via My MSV are now listed against Block repairs and so can be tracked. Why does this not happen if you phone in?	Making a lot of improvement on the self-service account where customers can view repairs for their own property and communal repairs. These can be seen better on the website but can also be done on the phone if the customer explains whether 'communal' repair.	Taranjit
Online	How many Fair rent tenants do you have?	MSV have 187 fair rented properties	Kevin Appleton
Online	How many staff are answering phone calls and has this number reduced? The waiting time is ridiculous. Recently I was waiting more	We are aware the time to answer calls is not at the level we want to happen. Putting more people on the phones and will handle digital traffic outside call times. Absence levels are high and calls are taking	Taranjit

@forum	Recently been door knocking within the Moss Side community for a political party. When going around asking if they had issues, no one mentioned anything negative or if they had any issues with MSV as a housing provider. Feel like we have all the right services available except youth working.	We will chat with youth ambassadors within the community outside of the meeting to move this forward.	Sarah
@forum	MSV help community with funding for events and cannot fault how they do help us put on community projects where others turn you away. What are MSV doing to help customers during Jubilee? Concerned about road closures and noise disruption	We have had a lot of people say they would like to host an event and celebration for the Jubilee, at schemes, street and park parties. MSV have a community Kindness Fund where you can apply for up to £1,000. If there are road closures needed, this would need to be written into the application and the group would need to speak to their local council about relevant permissions. MCC would dictate any restrictions such as time limits allowed. We just have to play our part with local council and GMP to ensure events pass off smoothly Valid point on noise disruptions. Feel we have been successful dealing with issues in the past few years (i.e. carnival) where we have worked closely with GMP and local council. We will raise this with our partners. It's a fair challenge	Ruth Taranjit Matt
Online	Are staffing levels for repairs higher or lower than before COVID?	Staffing levels/resources have increased, particularly in response to disrepair and to combat damp and mould issues. Appreciate it may not seem that way for customers. Unfortunately, we have a huge demand on the repairs service currently which is as a result of the pandemic, different stages of lockdown. Over 4000 jobs outstanding currently, wait times of over 20 days for some trades and completing circa 95 jobs per day versus 120 being raised. It's a bit of a perfect storm and is also being complicated by increased materials cost, supply chain disruption and difficulties in recruiting and retaining staff in key trades. We are working hard to mitigate these issues which are being experienced across the sector. We do not underestimate that the impact on customers experiencing delays may be significant	Matt
@forum	Have Jobs gone down 4000 jobs outstanding, are you at a level where still outstanding?	It was at its peak, gone down, when we came out of lockdown, peak at 4,500 jobs outstanding. Getting 120 new jobs a day and doing 95 – but doesn't make us unproductive, it's an average benchmark. We do have some challenges to face, increase productivity or reduce the demand. Two sides of the same coin Need to look at increasing work force, offer weekend and overtime as well as tackling inherent efficiency issues. We are committed to dealing with this but it may take some time. Big priority for 2022.	Matt

online	Communal repairs - if more than one visit is required to fix something, why do we always have to chase for more information and updates? If this was entered on the block/scheme account, tenants can see if they check, or the customer service team can see it when someone phones in.	Go onto website Portal site, you can see communal repair. If you feel you need to chase something, we need to look at informing people in a different way in a proactive way. There is more we can do to communicate in a better way and are dealing with this issue. Now we have a digital portal we are looking to develop this so that customers can check information on their own account relating to their property or scheme. We also need to ensure that scheme repairs can also be accessed via our customer service teams as this will reduce frustration arising from continually chasing repairs.	Taranjit Matt
@forum	Former policy there was a phone number where it was free to log a repair. You used to get a response, don't anymore	We've already covered this. If takes too long to get through to someone on the phone, we are prioritising answering calls, looking at how we can do emails before 8.30am and after 5pm. We are aware this is not good enough and are looking at major changes. There is a freephone number and depending on your mobile contract it is also free from a mobile provider.	Taranjit
Online	Will MSV tenants be able to offer rooms to Ukrainian refugees? Have the Government offered Housing Providers any incentives to house refugees.	There are government subsidiaries available to provide support for Ukrainian refugees. Working with National Housing Federation looking to offer same scheme to our customers across Greater Manchester. We are currently awaiting details from central and local government to clarify how it will work and will tap into this and do what we can.	Sarah
@forum	A lot of people struggling and there are some people who receive letters about rent increase and won't understand. They need to know how to appeal the process and better communications. Needs more education and understanding in the community so people know what it means. Staff need better communication with tenants and to be more understanding when there is a non-payment	We are having more conversations on customer focus and a big push on the importance of respect with staff. Statutory letter notice has to go in a prescribed format, we spend a lot of time with supplementary information which goes with it. These conversations are vital to understand how our customers are receiving information and if there are issues. Money Management Team have been in place for many years, they provide support to customers and help anyone through a difficult period.	Matt Taranjit
@forum	Those long-standing tenants have said they don't know what they are supposed to pay in terms of repairs, i.e. special lights. When called MSV they said they had to repair themselves.	If there is a problem with the electrics, that is MSV responsibility. If it is bulbs, that is the tenant's responsibility. We have given advice to tenants on where to buy cheap bulbs etc. At schemes we have a handy-person service for elderly residents to help with changing a lightbulb etc.	Taranjit

@forum	Don't think Money Management is necessarily something people need. That's just managing their money. What they need is more support. Is there a pot of money with loss of income from pandemic?	Money Management will discuss any entitlement a tenant can access. In times of crisis what can we do to help people. There is a substantial pot of money through a hardship fund which is available for criteria of hardship.	Matt
Online	How can you ensure that relevant information is passed to external contractors i.e. gate codes/ issues with residents/ empty properties? I know this hasn't happened recently, from personal experience.	Communication with our contractors is key and this includes sharing relevant information required for them to be able to provide a good service. This may be making sure that they have gate codes or keys or information about a particular resident or property. Our systems hold information relating to various aspects of our properties and we use this to share with contractors when required. If changes are made to a gate code for example, then we need to ensure that we update our systems so that information that we share with contractors is current and correct. On occasions we may find that we do not get this right and when this happens, ensuring systems are updated helps us to avoid this happening again in the future.	Gareth
Online	Why has the change from one service provider to another been so problematic? Cleaning/window cleaning and grounds maintenance. I appreciate that customer expectations can be part of the problem.	We have reduced the number of contractors providing grounds maintenance, window cleaning and communal cleaning from 33 down to three. The level of service provided across 33 agreements varied considerably as there was no single agreement and specification in place. As part of the tender process for these contracts an MSV specification was produced for each service which applies to all sites where the service is provided. When the new contracts first started it took some time to get all sites up to the new standard and it took a number of visits to achieve this. Now that the new contractors have been working with us for a while we are seeing great improvement with the services, as the sites are now to the standards of new specifications. Taking handover of sites from so many different outgoing contractors across a large geographical area was a challenging process for us and our new contractors and the reduced number of contractors that we now have delivering these services will mean that this is avoided in the future when contracts are up for renewal again.	Gareth
@forum	When is next meeting? Need to have more of these meetings to hear from community how they feel and whatever feedback they can offer to MSV. Feel proud MSV are doing these Forums. We can speak to other residents and take their concerns to these meetings.	Our Nibbles n Natter customer forums will take place quarterly, the next meeting will take place on 16 June, at the Great Western Street offices at 6.30pm. They will not be hosted online, they will all be in-person events. We will also hold ad-hoc informal meet and greets in various communities with our mobile chip van where you can chat directly to our Chief Exec, Exec Director and Head of Service about any	Ruth

		issues you feel need addressing. We need that two-way conversation with you to help tailor our services.	
online	If I feel that my question hasn't been answered or that I need further clarification, what should I do next?	Contact us via email on either social media or via our Enquiry email address. Mark it for the attention of Sarah Hodgkinson or Matt Jones and we will ensure it gets to the right person who will respond	Matt

MSV Officers present:

- Matt Jones, Executive Director (Customers)
- Taranjit Dosanjh, Head of Customer Service
- Ruth Shedwick, Resident Engagement
- Sarah Hodgkinson, Marketing and Communications Manager

MSV Officers not present (answering queries):

- Gareth Eadsforth, Head of Asset Management
- Kevin Appleton, Income Manager