

Cover story: Janet Walker from Stockport is a volunteer and helps out at the Crafting Sessions at the Jean Byers Hub in Bredbury. Find out more about what goes on at MSV's hubs on page 18.

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Welcome to MSV's Spring Newsletter for Customers



from Charlie Norman, Chief Executive



Hi everyone and welcome to the Spring edition of The Voice, I hope this finds you well.

First of all, I wanted to bring you up to date with the Government's new Consumer Regulation Standards for social landlords which came into force on 1 April 2024. These standards set out clearly what customers can expect from MSV in terms of service delivery and quality of homes. More on the 4 new standards are on pages 4 - 5.

As well as MSV's services meeting these standards, we must ensure that customers are at the heart of MSV, taking the lead on shaping policies and making decisions which affect them and their families.

We will report on performance quarterly in this newsletter, on our website and social media and annually in the customer annual report. MSV must also keep the regulator informed if we fail to meet the standards in any way.

We have produced an animation which aims to provide everything you need to know about the Consumer Standards and what you can expect from MSV.

Simply scan the QR code on page 4 using your phones camera to watch the video. In case you don't have access to the internet we have also produced an infographic of the standards on page 5.

As well as the new Consumer Standards, the government has also introduced a set of performance measures, known as the Tenant Satisfaction Measures, or TSM's for short. The TSM's show how MSV is performing and whether we are meeting our targets or not. We've been reporting on these for some time now in this newsletter, on our social media channels and you can take a look at our performance against the TSM's on page 6.

I really do hope you find this extra layer of information and regulation helpful. It certainly is our intention that the new Consumer Standards will mean our customers have lots more involvement and input into the way your homes and neighbourhoods are managed.

Ultimately, our number one priority remains to keep people safe and homes healthy. If you would like



any more information on either the Consumer Standards or the TSM's please get in touch.

Also in this newsletter we are giving customers advice on how to avoid those unscrupulous companies who would love nothing more than to get into your homes and con you out of money – please have a read, some of the lengths scammers will go to are quite extraordinary.

We have widely consulted customers on our new MSV Way, which is our plans for the next three years. Part of that plan has seen the introduction of a new Customer Promise (below). A huge thank you to the many customers who have helped us shape the new MSV Way.

You can have a look at the full plan on our website (QR code) or request a copy by emailing my colleagues in the marketing team at marketing@msvhousing.co.uk.



We are also having a focus on health and safety in the home in this edition and you can have a look at this on page 10 - 11.

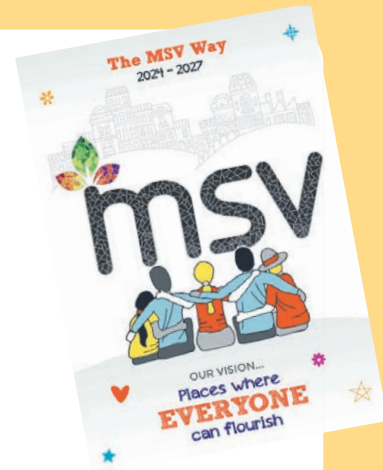
Finally, we are now providing customers with clearer and hopefully more accessible ways of getting in touch with MSV.

For example we have extended the number of languages on our website and access statement, which you can find on the home page of our website.

We're also training MSV colleagues to help customers who may find traditional ways of communicating difficult.

In the meantime I hope everyone stays well and enjoys the warmer months ahead.

Best wishes





New Standards for Your Home at MSV

The government has introduced new standards for social housing providers. These standards are all about making sure you have a safe, comfortable home, that we involve you in making decisions that affect you and your community and that we communicate clearly with you.

What does this mean for you?

The new Consumer Standards set out very clearly the standards all social housing landlords like MSV must achieve. They give customers more say and a stronger voice in decisions that affect them and a clear pathway to hold landlords to account if they fail to do this.

There are 4 key standards plus the Tenant Satisfaction Measures (TSM's) on pages 6 - 8



The Safety and Quality Standard

A safe and secure home

We'll ensure your home is healthy and well-maintained.



The Tenancy Standard

Stable and supportive living

We will ensure that we allocate homes fairly, manage tenancies and provide information and support to customers should they wish to move on.



The Transparency, Influence and Accountability Standard

Clear communication

You'll have more opportunities to influence decisions and hold us accountable for meeting these standards.



The Neighbourhood and Community Standard

Stronger communities

We're working to create a safe and positive environment for everyone in your neighbourhood.



Find out more

Scan this QR code to watch a short animation on the new consumer standards.



consumer standards

From 1 April 2024 all social Landlords, including MSV, must demonstrate they are meeting the Government's new Consumer Standards.



There are **four standards** below plus the **Tenant Satisfaction Measures**:-

safety and quality standard



our stock

- Hold an accurate, up - to date record of our stock condition
- Ensure our homes are good quality, well maintained and safe

health and safety

- Ensure compliance with health and safety legal requirements and the Decent Homes standard

repairs

- Ensure it is easy for customers to report repairs and maintenance issues
- Keep tenants informed about repairs, maintenance and planned improvements in a timely manner. Ensure these works are informed by the needs of tenants and provides value for money

adaptations

- Ensure we offer an adaptations service for tenants and clearly communicate this

neighbourhood and community standard



maintenance of shared spaces

- Ensure communal spaces are well maintained and safe

local co-operation

- MSV will work with other organisations to keep neighbourhoods safe, for example local councils, the police and other landlords

anti-social behaviour

- We will support customers who have been affected by anti-social behaviour and work with partners to help stop anti-social behaviour from happening

domestic abuse

- MSV will set out clearly how we will work with other partners to support customers with domestic abuse

transparency, influence and accountability standard



diverse needs

- Ensure all tenants have fair access to our services and publicise this. Tenants should be supported to access these services if required
- All communication should be clear, accessible, and appropriate to the diverse needs of our tenants

engagement with tenants

- Give our tenants opportunities to influence and scrutinise our strategies, policies and services

information about our services

- Provide clear information to tenants about our services, policies, safety standards, rents and service charges tenant and landlord responsibilities

our performance

- Publish information on our performance against the tenant satisfaction measures (TSM's)

complaints

- Ensure our approach to complaints is simple and accessible, clearly publicising the process

self referral

- Let regulator know if our standard is not being met

tenancy standard



allocations and lettings

- Assist local authorities to meet local housing need with homes designed to meet specific need
- Take action to prevent and tackle tenancy fraud
- Fair, reasonable, simple and accessible appeals process for allocation decisions.
- Record all lettings and sales

tenancy sustainment and evictions

- Provide services that support tenants to maintain their tenancy and prevent evictions
- Provide tenants with timely advice and assistance about housing options before the tenancy ends

mutual exchange

- Support customers to swap homes if they wish and explain if there will be any changes

How We're Doing

The TSM's provide customers greater transparency about how well MSV is performing. They are broken down into specific areas; for example how satisfied customers are with greater service overall, and how they rate repairs and home safety. They also look at how well we are handling complaints and our work in neighbourhoods.

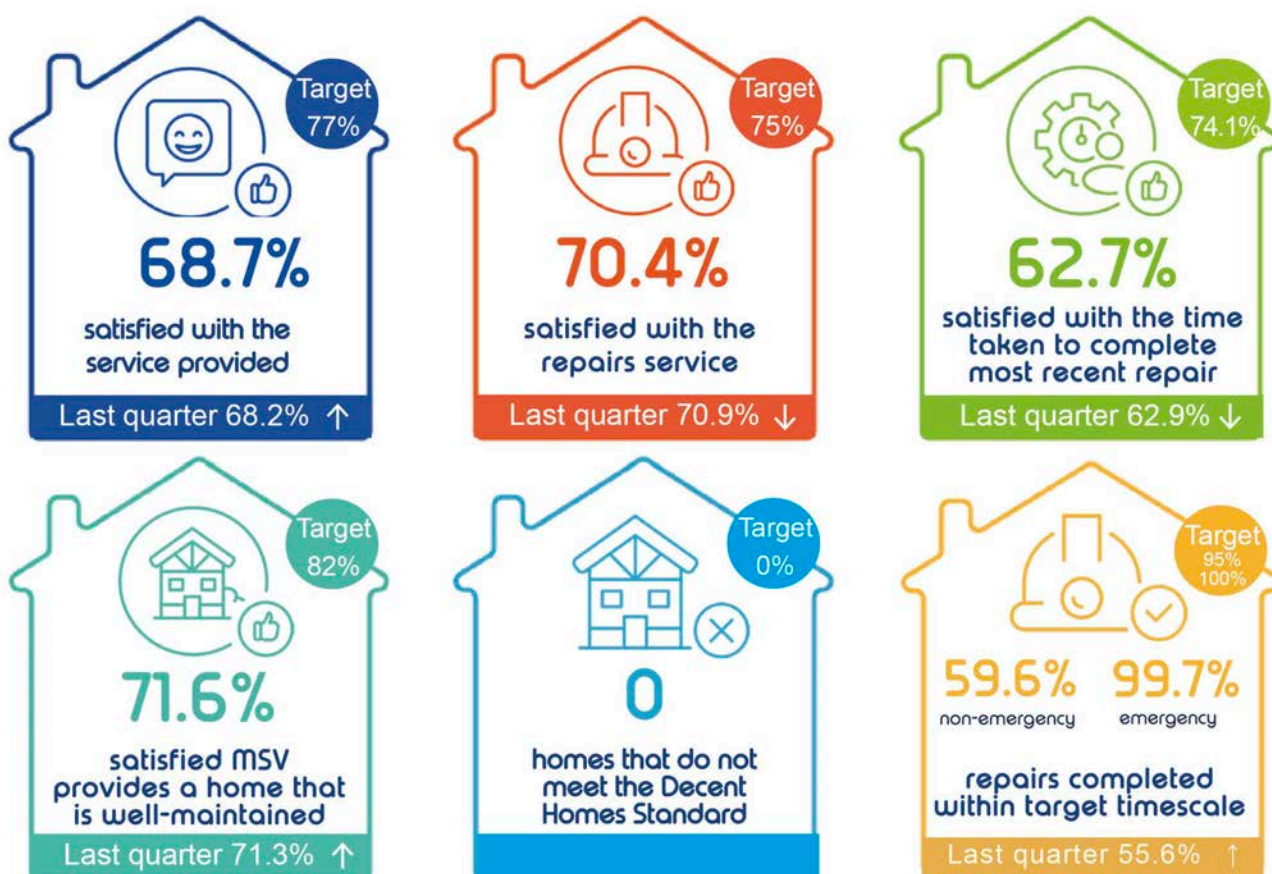
We report on the TSM's every quarter in this newsletter, on our website and social media. You can also find out how we have acted on your feedback in the You Said, We Did feedback on page 19.

The TSM's measure data from the Tenant Satisfaction Surveys which reflect how our customers feel about the services they receive and gives us real information to inform our improvement plans.

The Tenant Satisfaction Measures

April '23 to March '24

Overall and Repairs



Maintaining Building Safety



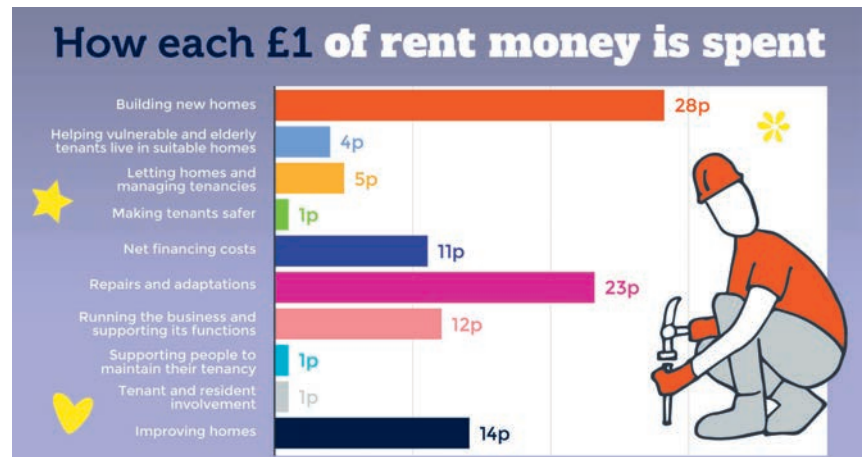
Effective handling of Complaints



Respectful and Helpful Engagement



Responsible Neighbourhood Management



* Some figures may change slightly, you can get the most recent performance information on our website



Thinking of ending your tenancy?

If you want to end your tenancy there are a few things you need to know. The process is fairly straight forward and our helpful Lettings Team are on hand to give advice every step of the way. Here's what you need to know:

- 4 weeks' written notice is required. Please contact Lettings Team for a form to complete.
- Notice is binding: Changing your mind means a new tenancy agreement.
- Ending tenancy for someone who has passed away. Please provide death certificate, proof of ID, and (if applicable) a will and executor permission.

Leaving your home in good condition for the next tenant.

- Remove all belongings from entire property (including loft, garden, sheds).
- Leave the property clean and free of rubbish (charges may apply for cleaning).
- Inform relevant parties (mail, utilities) of tenancy ending.

We have a handy checklist on our website with some further information, so please take a look. Alternatively you can contact the Lettings Team who can send you a leaflet by post. Contact details are on the back cover of this newsletter.



Welcome to our Four New Customer and Communities Committee Members



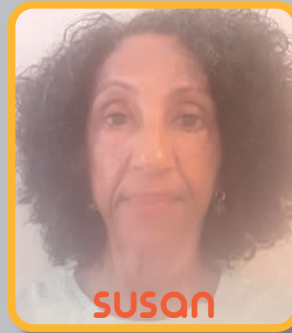
We're delighted to welcome four new customer representatives from across the North West to our Customers and Communities Committee.



alexandra



karen



susan



andrea

They've already hit the ground running! All four bring a wealth of experience and knowledge from a diverse range of backgrounds. You can find out more about our four new members on the Meet the Board and Committee page on our website.



Podcast – new episode!



View our latest podcast where our Head of Customer Experience, Rick Bartlett, and Head of Repairs, Sam Hall, were asked some challenging questions by our Scrutiny Panel Members, Linsey from Rochdale and Gregory from Whalley Range. Scan the QR code to listen online.

Open Day at Elmswood Park

Join us for an open day at Elmswood Park on Tuesday 14th May from 11am.

Elmswood Park is an Extra Care scheme for over 55s. Come on down to our open day, anytime between 11am to 3pm, for cake and a cuppa and see if Extra Care Housing is something that will suit the next stage of your life.

If you unable to attend the open day but would like more details, please contact Jackie Waldron on 07936 952363 (general questions) or Lauren Bower (activities) on 0161 232 5661.



Elmswood Park, Bowes Street, The Depot, Whalley Range, Manchester, M14 4BT

Keeping you safe in your home

Customers frequently tell us that the Repairs Service is a high priority for them. We've set out below how you can easily access this service, either digitally or by phone.

How to Report a Repair

The method for reporting a repair depends on its urgency.

Emergency Repairs

Call us immediately on 0161 226 4211 (24/7, 365 days a year). We address emergencies within 24 hours, ensuring your safety. Examples include severe leaks, burst pipes, or exposed sewage.

Routine Repairs

These non-urgent repairs can be reported through various methods. Examples include minor joinery or plumbing issues.



My MSV Account

Register for a free account on our website to report issues quickly and track repair progress.



Call Us

0161 226 4211 (Monday-Friday, 8.30am-5pm, excluding bank holidays).



Email

enquiry@msvhousing.co.uk



Online Contact Us Form

Visit the Report a Repair page on our website at **www.msvhousing.co.uk**

Scan the QR code to go to the Report a Repair on our website!



We aim to offer you a range of appointment slots where possible to include:

First call: 8.00am - 9.30am

AM: 8.00am - 12.30pm

PM: 12 noon - 4.30pm

All-day: Occasionally the job booked requires full-day access

What Information Do We Need?

When reporting a repair, please provide:

- your tenancy number, if you have it to hand,
- details of the issue and its location,
- availability for contractors to access your home,
- any special circumstances we should be aware of.

What Repairs Do We Carry Out?

We take care of repairs to your home's structure and exterior. However, some repairs are your responsibility as set out in your Tenancy Agreement.

Unsure about what's covered?

Find a handy guide to customer responsibility for repairs by searching 'report a repair' on our website.

Planned works

In addition to our repairs service and safety checks we also undertake an ongoing programme of home improvements. Scan this QR code to find out more



Post-Repairs Surveys



We are contacting 2 out of every 5 customers who have received a home repair recently to complete a survey - if you are one of the two you will receive a text. Thank you for taking part!



You could win a £50 voucher.

Safety in your home

Keeping you safe in your home is a top priority for us

If you have any questions regarding health and safety in your home please contact the ComplianceTeam@msvhousing.co.uk or call 0161 232 5687.

Gas Safety

The majority of our homes have some form of gas appliance installed and MSV is responsible for the annual gas safety check of the appliances owned and installed by us. We'd appreciate it if you can do everything possible to be at home and allow access to carry out maintenance and safety checks. Watch a short video and hear from Gas Engineer Karl. He talks about the gas safety team's responsibilities when visiting customers' homes for annual checks and repairs. Scan the QR code to view the video.



Electrical and fire Safety

Electricity is a common source of fires as well as serious injuries and even death. It is important that you keep safe by always checking equipment for common hazards before use.

It is recommended best practice that MSV arrange for an Electrical Installation Condition Report (EICR) to be carried out every five years. EICRs are important to verify the electrical safety of properties and spot hazards.

To book or rearrange an Electrical Installation Condition Report, please email Gas.Team@msvhousing.co.uk and scan the QR code to watch this fire safety video to find out about preventing electrical fires.



Fire Safety

We take fire safety extremely seriously, and as your landlord, we ensure all our properties meet current Fire Safety Standards. We also conduct regular Fire Risk Assessments to check the fire safety of your building.

Communal Areas

If you are a resident at one of our schemes or foyers it is important that you follow some basic fire safety rules. Information on Safety in Communal areas and residential blocks can be found on our website. Please scan the QR code.



Identifying and assisting vulnerable customers

As part of our commitment to keep customers safe we keep a record on our computer system if someone is classed as vulnerable. This is known as a vulnerability marker.

The marker alerts MSV colleagues to check what action needs to be taken when delivering services to that person. For example, if a customer has a hearing impairment they may not hear an Operative knocking at the door, so it's important the Operative knows this before carrying out the appointment at the customer's home.

It's not our intention to identify everyone with a vulnerability or disability, instead we will keep a record of those people who we need to tailor our services to so that we can make sure we are responding in an appropriate way.

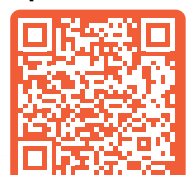
We define a vulnerability as anyone who may require tailored services due to their age, health, disabilities, or other factors such as end of life care or rehabilitation after a hospital stay.



Under the General Data Protection Regulations vulnerable markers are classed as sensitive information, so we would only ever keep this information with the permission of our customers and would remove it if the customer requested.

Our colleagues have been trained to use vulnerability markers – if you feel you are classed as vulnerable please let your Neighbourhood Officer know, or call the Service Centre and we will update your record.

Alternatively, you can update your own record by logging into My MSV on the website, if you already have an account, just scan the QR code below. If you don't have an account you can easily set one up in the same way.



Spotting problems in your home: A quick guide

Identify issues in your home before they get worse. If you see any of these issues, report them as soon as possible:

Leaks: Roof, gutters, pipes (inside or outside)

Damage: Missing roof tiles, flat roof problems, rotten windowsills

Blocked vents: Blocked gutters, blocked or missing air vents

Cracks: Crumbling brickwork or chimneystacks

Damp, mould and condensation

Damp, mould and condensation can damage your home and health. If you see any signs please get in touch with us straight away by calling 0161 226 4211 and we will arrange a visit to your home.

What to look for:

Condensation: Moisture on windows or in corners/behind furniture

Rising damp: Stains on lower walls (ground floor)

Mould: Black patches in areas with low airflow

Water leaks: Around windows, doors, gutters or from pipes.

How to prevent them:

Reduce moisture: Cover pans while cooking

Improve ventilation: Close doors and open windows in kitchens and bathrooms while using them. Use extractor fans if available. Keep windows and vents open whenever possible.

Dry clothes properly: Dry clothes outside if possible. If drying indoors, use a well-ventilated space and avoid radiators.

Heating: Keep a low level of heating on throughout the day (if possible)

Minimise contact with outside walls: Keep furniture away from outside walls

Wipe down windows: Especially during cold weather

Report any repairs needed to your home straight away to help prevent damp and mould issues. Call 0161 226 4211 or email DampMould@msvhousing.co.uk.

Find out more on our website by scanning this QR code.



Making a Complaint

Everything you need to know!

An easy to follow complaints system is the bedrock of good customer service and we wanted to make sure that when our service fails to meet the standards expected, customers can quickly and easily let us know.

We consulted our Scrutiny Panel, a group of customers, and asked what they thought the complaints system at MSV should look like. They made a number of suggestions which we have acted upon and, as a result, have now launched our new complaints policy.

From 1 April we moved from a 3 stage process to a 2 stage process. This means that your complaint will be dealt with much more quickly and you will receive a faster response from MSV.

We are also training all our complaint-handling colleagues to make sure we are giving the best possible service, and you feel we are taking your complaint seriously.

The Government has launched the 'Make Things Right' campaign which encourages tenants to report any issues to their landlord, and make a complaint if necessary.

You can find out more about the Government's Make Things Right campaign on the their website or by scanning the QR code below

Social housing issue?



Stage 1

Get in touch in any of the 4 ways shown opposite. We will try and resolve the issue straight away.

If we can't and we need to look into your complaint further, we will assign a complaint handler, and respond within 10 working days.

If you are unhappy with MSV's response to your complaint or you remain dissatisfied, you can escalate your complaint to stage 2.

Stage 2

We will only escalate a complaint to stage 2 of our process at your request. You have 12 months to escalate a complaint to stage 2.

We will acknowledge the escalation of your complaint within 5 working days of receiving the request.

Your complaint will be assigned a case handler (someone different to the stage 1 case handler) who will make contact with you within 5 working days to acknowledge and discuss your complaint.

We aim to respond fully to you within 20 working days of your escalation to stage 2.

The 4 ways you can make a complaint

Give us a ring on **0161 226 4211** and speak to a member of the service centre. We will do everything we can to deal with your complaint there and then. If we can't deal with your complaint straight away, for example we need to speak to colleagues or get some further information, we will log your complaint and promise to get back to you with regular updates on how your complaint is progressing



You can drop us an email to **complaints@msvhousing.co.uk**. The benefit of emailing is you can do this at a time that suits you and we will respond to your email on the first working day following your initial contact.

We also have an email address at **respect@msvhousing.co.uk** - if you feel that you have been spoken to or dealt with in a disrespectful manner by any MSV employee, we would like to hear about it.



You can make a complaint using our online services at msvhousing.co.uk. You will need a My MSV account, which is quick and easy to do, but you will need your Tenant Reference Number which you can find on a rent statement, or you can ring us and we can tell you what it is. To log-in simply head over to the home page and click on My MSV Account top right of the page. Alternatively go to the Contact Us page on the website and fill in the contact form



You can text your Neighbourhood Officer who will give you a call back to discuss your complaint. You can find the details of your Neighbourhood Officer on the website, just scan the QR code opposite and pop your postcode in.



You can contact the Housing Ombudsman at any point during your complaint by phoning the Ombudsman on 0300 111 3000 or emailing them at info@housing-ombudsman.org.uk



Lets Talk

We want to make it as easy as possible for customers to get in touch!

At MSV, we want accessing our services to be a breeze for customers and understand that clear communication is key. The services we offer include:

- A repairs service
- Neighbourhood teams in your area
- Adaptations to your home
- Home safety checks such as gas servicing
- Complaints
- Mutual exchange
- Money management
- Well-being
- Postive Futures Employment and Training Service.

All of MSV's services are available through the website or by calling us.

There are a number of ways you can contact us:

call

0161 226 4211 (Mon - Fri from 8.30 am to 5 pm, closed bank holidays)
please note, call this number for out-of-hours emergency repairs.

email

enquiry@msvhousing.co.uk

online

www.msvhousing.co.uk

complete the online **contact us form**

log in to your **My MSV customer account.**

create a customer account to manage your tenancy and repairs.

in person

Speak to your **Neighbourhood Officer** (use the postcode search found on our website for contact details).

Or visit one of our **Community Hubs** (page 16 for opening times).



Accessing our services

Being able to access our services in a straightforward uncomplicated way is a priority for MSV. Please let us know if you have specific language or access needs. Our colleagues are trained to understand the needs of customers, and being able to offer translation and interpretation services can help our customers feel included. We also use plain language to make our communications easier to understand, avoiding jargon and technical terms. Find out more below about the accessible services we offer.



Speak/Translate Services on our website

We have a Speak/Translate button at the top of our website.



- Read aloud
- Translate
- Obtain a picture dictionary definition
- Download an MP3
- Screen mask
- Enlarge text
- Simplify page



Alternative formats

We can provide alternative formats on request. For example we can provide written documents as an electronic sound recording.

Interpretation

We also offer the following services:

- Face to face interpretation - for spoken language or British Sign Language.
- Video interpretation - For spoken language or British Sign Language
- Telephone interpretation - either at home or in person with our staff who have a specialist app
- An in person interpreter is particularly useful for sensitive topics such as legal issues or housing matters, to ensure clear communication and to protect confidentiality.

When assigning interpreters, we do our best to accommodate your requests, for example if you prefer a female interpreter.



Community Hubs

You can speak to us in person at one of our friendly community hubs.



Space Manchester, 125 Great Western Street, Manchester M14 4AA
Open every Monday, 10 am to 2 pm.



Bramhall Community Hub, 84 North Park Road, Bramhall, SK7 3HS
Open on the second Thursday of the month, 10 am to 12 pm.



Carrbrook Community Hub, 1 Broadbent Close, Stalybridge, SK15 3LJ
Open the second Monday of the month, 1 pm to 3 pm.



Jean Byers Community Hub, Bents Avenue, Bredbury, SK6 2LF
Open every Wednesday, 10 am to 12 pm



Your ideas Survey

There's a lot we need to tell our customers, some things that the Government's Consumer Standards sets out, some which our customers have told us at Nibbles 'n Natter Sessions or which relates to tenancy agreements and some local news.

We are interested in knowing what YOU would like to see in your quarterly newsletter - please get in touch and let us know by completing this very quick survey.

You could win a £50 voucher. Scan the QR code to have your say!



**GET YOUR
DREAM JOB!**

MOSS SIDE JOBS FAIR

17th MAY 2024 • 10AM - 1PM

POWERHOUSE Power House • 140 Raby Street
Manchester • M14 4SL

Vacancies available on the day!



**Book on to the
workshops**



📞 call Natalie on 07786 960241 or 📧 email involvement@msvhousing.co.uk

**THE TOOLS YOU NEED TO
GET THE JOB YOU WANT !**

JOB PREP WORKSHOPS

14TH AND 15TH MAY 2024
10AM - 12 NOON • 1PM - 3PM



Space Manchester
125 Great Western Street
Manchester • M14 4AA





You Said, We Did

Your feedback is essential - it helps us improve our services and ensure our policies benefit you directly. Read on for some examples of how your feedback has made a difference. We've included what customers shared and the actions we took in response.



You want to be the eyes and ears of your own scheme and communal areas, and that you want to report back about the quality of the work.

We created our Scheme Champions initiative, to enable you to be the eyes and ears on the ground, hold us to account, and challenge us so we can get things right first time

You want regular face-to-face access to MSV officers, who can deal with your issues or concerns.

We have set up 4 regular drop-in sessions in Moss Side, Bramhall, Carrbrook and Bredbury. Opening times can be found on the Community Hubs page on the website.

You would like to see news specific for those tenants in Later Living schemes, with updates on planned works, resident meetings, and social activities.

We have produced a scheme newsletter which will be shared quarterly at each Later Living scheme by your scheme manager.

You have told us that environmental issues are a concern in specific neighbourhoods.

MSV has developed an Environmental Champions initiative and are piloting the scheme in Manchester and Stockport. We also work locally with partner organisations and take part in wider environmental campaigns such as The Great British Spring Clean each year.

Nibbles and Natter sessions are beneficial and customers would like to see more opportunities to access our senior management.

We will be holding even more Nibbles 'n' Natter session in 2024 to come and speak to you, keep an eye out for updates of sessions in your local area.



MSV has involved hundreds of customers in shaping the service you receive - either through customers attending our Nibbles n Natter sessions or the Scrutiny Panel. You can find out more about those decisions on the 'You Said, We Did' page on the website.

Scan the barcode to read more.



Adapting your home to suit your circumstances

We understand the importance of feeling independent, having privacy, and living comfortably in your own home.

Making Your Home More Accessible

There are some small changes that you can have at home which will help with remain independent. Some changes MSV can do, and some you will need to get in touch with your local authority about. Either way, MSV are on hand to give you advice. These changes, called adaptations, can be equipment or alterations that help you live more comfortably and safely.

Types of Adaptations

There are two main types of adaptations:

Minor adaptations

These typically cost less than £1,000 and include things like grab rails, handrails, raised toilet seats, lever taps, and flashing doorbells.

Major adaptations

These are more extensive changes and may include level access showers, ramps, stair lifts, or specialist baths.

We will support you throughout the entire process, providing guidance and information.

We also work with other organisations to find additional funding and services to support your needs.

Things We Can't Do

There are a few for example; remove existing adaptations unless an Occupational Therapist recommends it and we cannot provide individual storage facilities for mobility scooters.

We know living comfortably and independently at home is important to you so if you have any questions about adaptations or how MSV Housing can support you, please contact us by emailing enquiry@msvhousing.co.uk

Scan the QR code to find out more about adaptations to your home!





Swapping your home in a mutual exchange

Mutual Exchange is a scheme which enables social housing tenants in a rented property to swap their home with another social housing tenant. This is called the House Exchange scheme.

If you are a tenant of MSV currently living in an MSV home you are eligible for the House Exchange scheme.

MSV tenants are entitled to free membership of the House Exchange scheme which matches social housing tenants who are interested in swapping homes.

House Exchange helps thousands of people right across the UK to find their perfect home.

Simply register on the House Exchange website and you will receive possible matches by email or text message. Visit houseexchange.org.uk.

If you have already found another tenant you wish to exchange with you will need to contact your Neighbourhood Officer who will guide you through the process.

You can find out who your Neighbourhood Officer is by visiting the website and clicking on the You and Your Home page and selecting Neighbourhood Officer - pop your postcode in and all the details you need are there.

Alternatively you can give us a ring and speak to the service centre on 0161 226 4211.

MSV has a mutual exchange policy which you can find on our website here or by simply scanning the QR code.



#WeStandTogether



**Anti-social behaviour and
Hate has no place here**

**Let's build a stronger,
more inclusive North.**

Greater Manchester and the North is made up of many diverse communities, and we stand united against hate crimes and anti-social behaviour.

A hate crime is a criminal act motivated by hostility towards a person's race, religion, disability, sexual orientation, or transgender identity. This can include: verbal abuse, threats, physical assaults, damage to property. Anti-social behaviour can include things like loud music, shouting and crime.

MSV is a safe space for reporting hate crimes and anti-social behaviour. Our friendly staff can provide support throughout the reporting process.



Contact us

0161 226 4211

staysafe@msvhousing.co.uk

**"This is who I am. I have a
right to feel safe and heard,
and to not be judged."**

www.LetsEndHate.com

TOO GREAT FOR HATE



Report in Confidence with MSV



Doorstep Scam Alert

Please be extra vigilant and follow these tips to stay safe.

Doorstep scams take place when someone comes to your door intending to scam you out of your money or try to gain access to your home to steal items from inside.

It's important to remain vigilant and always question whether someone is genuinely who they say they are.

Doorstep scammers can be persuasive or pushy but also polite or friendly, and it can be easy to fall victim.

MSV customers will always be notified in advance of any work that is due to happen to their home. Depending on the type of visit, this may be in the form of a letter, text message, or phone call.

When we visit your home to carry out a scheduled visit or repair, our employees and sub-contractors will always carry ID and will never ask for money.

Please be wary of

- Cold callers informing of essential work required in your area such as blocked drains, gas repairs etc.
- Callers offering to work on repairs you are not aware of.
- Asking for personal information or payment.

Safety Tips

- Always ask for ID
- Don't hesitate to call the company directly using a trusted phone number (not the one on their ID) to verify their presence.
- Don't let urgency pressure you into a decision. Take your time, ask questions, and trust your gut. If something feels off, say "no thank you" and shut the door.
- Don't give out any personal details.
- Keep your front and back doors locked, even when you are at home.
- Display a 'No Cold Calling' sticker on your front door. Download a printable version here: www.friendsagainstscams.org.uk/NCC, or you may be able to obtain a free 'No Cold Calling' sticker from your local council or local police.

Call us for confirmation

If you're unsure about someone claiming to represent MSV, please don't hesitate to call us at 0161 226 4211. We're happy to verify their identity and ensure your safety.

If you think you've uncovered a scam, been targeted by a scam or fallen victim to fraudsters, contact Action Fraud on 0300 123 2040.

Call the Police on 101 if you know the suspect or they're still in the area. Or, call 999 if you are in immediate danger.

Translation



For a full range of accessible services available to customers, simply contact us or scan the QR code.



Arabic

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

English

If you would like this information in another language or format, then please contact us

Farsi

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

French

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

Polish

Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

Punjabi

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

Somali

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriiir

Tigrinya

ገዢ ሓበሬታ ብኻልእ ቋንቋ ወይ ቅርጺ ምስ እትደልዩ፡ በጃኹም ሽዑ ርኽቡና።

Urdu

اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔



0161 226 4211



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