

Nibbles n Natter Customer Forum

Q&A from 20 July, Clitheroe (St. Mary's Centre)

Raised by	Issue	Outcome	Dealt by
online	<p><u>Planned Works</u></p> <p>I have lived at my property since 11 May 2009. The kitchen especially is now looking tatty, with cupboards and drawers no longer fitting as well as when the property was originally built. The kitchen worktop around the sink area is unsightly. However, the bathroom isn't too bad considering how long it was fitted. Approximately 6/7 years ago, a surveyor was asked by Mosscafe St Vincents to make a visit to me, in order to access the overall condition of the flat. The surveyor made mention to me about areas of the kitchen looking a bit shabby and he duly wrote this on his report. Are there any plans in the near future for planned works when the merger takes places with Great Places?</p>	<p>Kitchens are scheduled for renewal in 2024/25 programme. It should be noted that all maintenance replacement dates are predictions based on knowledge at the time of survey and are formulated for business planning purposes. The process of predicting life cycle replacement is not a precise science and will always be subject to on-going review. This means that the above dates are a present-day evaluation and may be subject to change.</p>	Mark Jones
online	<p><u>Social events in Ribble Valley</u></p> <p>As a tenant of MSV and as a lady living alone with physical disabilities who spends the majority of each day alone at home, that I am not mentally stimulated enough due to lack of social interaction or events happening in the Ribble Valley. Most neighbours go to work which leaves me very lonely. I do speak to friends every day by phone, but this isn't the same as meeting people and forming relationships. I have often read the MSV newsletter and it is obvious that in certain areas and within certain age groups, much attention is given. Will the merger with Great Places change all this? I hope so.</p>	<p>RM & CF to contact tenant and discuss further. Contact with Great Places and local partners to look at other activities. RM has made contact with tenant and arranging a meeting to look at a new group.</p>	Steph Williams
online	<p><u>Maintenance</u></p> <p>I am happy with the repairs service, regular communal window cleaning and ground maintenance work. Will this continue to be as regular and reliable when the merger with Great Places takes place?</p>	<p>Yes we will be looking to continue to deliver the same standards of services on the same frequencies following the merger. Should this change for any reason tenants will be notified of any changes prior to this happening.</p>	Jon Stones
online	<p><u>Housing stock availability</u></p>		

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	As a result of the merger with Great Places, will there be more opportunities to apply for vacant properties, and what areas will be covered?	Spoken to resident about housing options as wishes to downsize, but ready at the moment and will contact us again when ready to move.	Joanne Ashworth
online	<u>Rent</u> As a result of the merger with Great Places, will the rent of our properties rise?	There will be no rent increases due to the merger. Rents are reviewed annually in line with legislation.	Joanne Ashworth
online	I would like to say how much I enjoy living here. It's such a nice location and very peaceful. So good for later years. A couple of topics that would be nice if you considered are Modernising the bathrooms and kitchens - mine is adequate but very dated. <u>Bathroom</u> The toilet does not have a dual flush so wastes a lot of water. <u>Kitchen</u> More cupboard space in the kitchen would be good and a more modern efficient boiler. I recently received information from MSV regarding dual ownership - but this scheme does not include all tenants and those wishing to part own the home where they already live	Assets have responded on the timescales around refurbs <u>Bathroom and Kitchen</u> Bathrooms are due for replacement in 2025-26 and Kitchens in 2034-35. It should be noted that all maintenance replacement dates are predictions based on knowledge at the time of survey and are formulated for business planning purposes. The process of predicting life cycle replacement is not a precise science and will always be subject to on-going review. This means that the above dates are a present-day evaluation and may be subject to change.	Loretta Haslam
online	<u>Parking Signage</u> Another consideration might be the placement of a private parking sign. The public frequently use the car park which can at times be inconvenient to the tenants Hope this provides some areas of conversation	A Private Parking sign has been agreed – MSV marketing arranging the sign.	Loretta Haslam
online	<u>Bungalow</u> Do you have any bungalows to rent in the Clitheroe/Barrow/Whalley areas?	Unfortunately, we do not have any bungalows in these areas. the nearest we have this type of stock is in Longridge and there are only 8 in total with no current vacancies	
online	<u>Pothole</u> There is a large pothole near the turning area on John Wall Court. Water seems to lodge there after a downpour.	<u>Pothole</u> Job raised for 23/08 <u>Mould</u>	Property Care

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	<p><u>Mould</u></p> <p>The ceiling in bedroom has a bit of black on it at the edge nearest to the gutters which is at the rear of the building.</p>	<p>Requested inspector visit 24/07 regards the gutters and cleaning of the mould</p>	<p>Jon Worsley</p>
<p>online</p>	<p><u>Parking Signage</u></p> <p>The signage for parking on John Wall Court could be clearer. Specifically, there is often a problem with visitor cars parking down the access road. It would be much more sensible if ALL VISITORS had to park in the big park right at the entrance. There is never many parked in there. The rest of the parking should be reserved for residents only. A bit of extra signage would resolve a growing problem.</p>	<p>Agreed with customer that a letter is required reminding residents that visitors should park in the main car park at the scheme entrance if they are staying for any length of time.</p> <p>New residents parking only sign ordered.</p>	<p>Joanne Ashworth</p>
<p>online</p>	<p><u>Parking Signage</u></p> <p>Sometimes people visiting the village (not residents or visitors of Edmund Gennings) have used the car park using the excuse that there is no 'Private Parking' signage. A parking sign would at least discourage people parking here.</p>	<p>Requested a private parking sign 21.7.23 - marketing looking to order this</p>	<p>Loretta Haslam</p>
<p>online</p>	<p><u>Service charge</u></p> <p>The service charge is for maintenance of the scheme. I can't see where any work has taken place over the last 10 years apart from replacing a loose stone on the car park wall. There is no weeding or cleaning done on the street.</p>	<p>The service charge for Landscaping at this site should only apply to the flats and not the houses as we do not maintain any of the House gardens or anything else on the estate Nichola will remove the charge moving forward and issue refunds for monies paid if applicable.</p>	<p>Jonathan Stones</p>
<p>online</p>	<p><u>Repairs</u></p> <p>We have lived in our property now for just over 22 years. There are several jobs that would be done if we move out. As we have maintained the property could some of these jobs be looked at being repaired. Example is a crack in the downstairs sick from something falling in it years ago, a chip in the bottom of the bath (that's been there since we moved in, damaged architrave around the bathroom door.</p>	<p>Job raised 03/08/23</p>	<p>Rick Bartlett</p>
<p>online</p>	<p>Could we receive a summary of the things discussed as we would have attended had we not had a prior engagement.</p>	<p>Tenant provided with link to Nibbles n Natter Q&A area of website https://www.msvhousing.co.uk/your-community/get-involved/nibbles-n-natter/</p>	<p>Ruth Shedwick</p>

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forum	<u>Fly tipping in communal bin area</u> The residents of the flats are regularly leaving items in the communal bin area that the bin men will not remove. There is currently an armchair in there.	Letter sent out to the residents of the flats asking that the armchair is disposed of by whoever left it there. If this is not done the removal will be arranged.	Joanne Ashworth
forum	<u>Communal garden</u> Customer enquiring when communal gardening services are due to start as the grass hasn't been cut since the start of the tenancies in February	Chased update with contractor with regards to attendance at this site and they have been in attendance. Due to it being mainly hard standing there is only minor bed works to be undertaken there, that is why it is only once a month visits unlike fortnightly visits at other sites. The next visit due is on 31/07/23.	Jon Stones
forum	<u>Repair</u> Customer has recently had a leak, he sent in pictures and it was reported under defects. His shower has now been resealed but was told further work needed doing but no-one has been back	Job raised 03/08/23	Rick Bartlett
forum	<u>Gardening services</u> Gas meters have become overgrown so residents can't access them to read their meters. Also the bushes have not been cut back in a while and are up to window height. <u>RTA</u> These flats were previously Gateway properties and customers were told they were eligible for RTA but when MSV took them over they were told they were not eligible for RTA <u>Parking</u> Car park gets full of visitor cars at the weekend which leaves residents unable to park on their own car park	<u>Gardening Services</u> Both of these issues were addressed by the gardeners on the last attendance to this site 20/07/23 <u>RTA</u> These properties were acquired from Community Gateway by MSV in March 2020. They were Section 106 properties and therefore have no Homes England funding in them. They therefore do not qualify for the RTA. If residents were told by Community Gateway at sign up that they were eligible for the RTA then they have been mis-informed. <u>Parking</u> Letter sent regarding visitor parking at the scheme	Jonathan Stones Rachel O'Connor Joanne Ashworth
forum	<u>Damp Mould Repairs</u> Ongoing damp issue in the stairwell which was raised early November 2022. Getting worse. Photo evidence provided.	CRM raised. Buildings Defects Team/Repairs investigating	
forum	<u>Extension on property</u> Emailed enquiries a few weeks ago and no one has got back to tenant, wants to discuss an extension on his property	Responded to tenant and confirmed will look into it but believe the SO Lease will prevent tenant from doing an extension	Edward Taylor
forum	<u>Ivy</u>	<u>Ivy</u>	

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	<p>Complained about the Ivy on the communal back - needs treating & cutting back.</p> <p><u>Downsize</u> Tenant doesn't understand shared ownership. Wants to downsize and get a one bedroom rented or shared ownership.</p>	<p>The ivy was maintained on the 18/07/23 up to MSVs boundary line as we are legally not allowed onto the private land behind to carry out more intensive works.</p> <p><u>Downsize</u> Tenant asked to contact Ribble Valley Council seeking independent advice and contact the local MP for support. Spoke to tenant on Monday 24th of July and went through next steps for downsizing from a Shared Ownership property. Confirmed if they wish to be in a social housing rented property then would have to sell her home. Spoke to Lettings and got details from them on how it works in RV and passed these by email to tenant.</p>	<p>Johnathan Stones</p> <p>Edward Taylor</p>
forum	<p><u>Communal area Ivy</u> Complained passionately about the ivy issue in the communal area which comes from the print works. The gardeners are only there a couple of minutes.</p> <p><u>Gate</u> Someone has put a gate in MSV shared fence, the council will not act as the gate is on our land. Can the rent refund just go on rent account instead of requesting the credit?</p>	<p><u>Ivy</u> The ivy was maintained on the 18/07/23 up to MSVs boundary line as we are legally not allowed onto the private land behind to carry out more intensive works. Also because the site is very well maintained there is not a need to spend a great deal of time on site for every visit as the majority of works was done on the previous visit The site is pristine.</p> <p><u>Gate</u> Spoke to tenant on Monday 24th of July – customer advised to contact Council. Confirmed will review again and see what may be done.</p>	<p>Jonathan Stones</p> <p>Edward Taylor</p>
forum	<p><u>Scrutiny</u> Interested in MSV Scrutiny group</p>	<p>Tenant contacted through Residents Engagement with details of Scrutiny Panel</p>	<p>Ruth Shedwick</p>
forum	<p><u>Planned Works-Damp/Mould</u> Kitchen needs redecorating. Also damp and mould.</p> <p><u>Repairs</u> Pipework needs looking at. Discoloured water. Also pipework in dining room across ceiling needs looking into.</p>	<p><u>Damp/Mould</u> Aiden to check and cleaning of the mould, will need further triage which will do at the same time raising a survey if needed</p> <p><u>Repairs</u> Job raised for 04/09</p>	<p>Jon Worsley</p> <p>Property Care</p>
forum	<p><u>Shower Required</u> Shower needs putting in as still struggling. Getting through on the phone has been an issue.</p>	<p>Adaptation request. Neighbourhood Officer to advise of process. Have advised tenants of process for installing a shower</p>	<p>Joanne Ashworth</p>

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forum	<p><u>Korean War Forces Anniversary</u> Forces celebration (photo for newsletter) 70th anniversary end of Korean War.</p>	Photo sent via Chair of Barrow Brook Resident Group. Sent onto Sarah for newsletter.	Ruth Shedwick
forum	<p><u>Building Inspections</u> Our property is now 12 years old and needs a building inspection. When officers attend audit, they should be checking in on tenants, ask how they are while they are there. They should also check windows, doors etc., are up to scratch.</p> <p><u>Operatives</u> Would be ideal if the same officer deals with the same issue. We have different operatives attending the same ongoing issue and have to relay the same information. Its confusing for us and the officer. Operatives come and see things but they are never picked up or dealt with. Why don't they log issues when they are at our property? They only want to deal with the job they have been assigned to do that day.</p> <p><u>Communications</u> We need ongoing communications and feedback. Especially after a job.</p>	<p><u>Building Inspections</u> We need to check when our consultants are due to carry out SCS survey and will get back to you.</p> <p><u>Operatives</u> New follow on process for operative to order own materials plus the new area split to ensure same operative re-attends unless holidays/sickness don't allow</p> <p><u>Communications</u> Noted. Our service centre is improving as we make further changes.</p>	Mark Jones
forum	<p><u>Solar Panels</u> Whole system needs maintenance, the ones at 1 and 5 have never worked.</p>	<p><u>Solar panels</u> Solar thermal panels. If they are not working, jobs need to be raised in the normal manner for a contractor to attend and rectify. Will arrange for contractor to attend, rectify provide reports.</p>	Mark Jones
forum	<p><u>Boiler</u> Violently vibrating, loud and gas engineer said something is wrong and needs looking at.</p>	Job raised 03/08/23	Rick Bartlett
forum	<ol style="list-style-type: none"> 1. Portal leaves a lot to be desired. Password issue 2. Sitting out in external area Area B 3. Washing lines - not enough 	<ol style="list-style-type: none"> 1. Unfortunately, this is a standard security feature. The portal will auto log out after 10 minutes of inactivity. There is an option to select "forgotten details" which will emails a link to reset the password. If you don't receive the email you may need to contact us to check your details are correct. 	Alison Piggin

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	<p>4. Comms an issue re. telephone</p> <p>5. 12 year old building – damp from roof to door</p> <p>6. Door problems with fob metal ore lock</p> <p>7. Email from MSV to all regarding the importance to check/ask if Neighbourhood Officer there</p> <p>8. Fire system – external contractor. Need to ensure right contractor sent</p> <p>9. Wall heater – blew all fuses. Repaired but faulted. Now repaired but taken a while</p> <p>10. Lights on 1st landing out. Have been reported this week.</p> <p>11. F4 – electric cooker kept going off. Hardwire burnt through. Safety concern – repaired own expense.</p>	<p>2. Not sure what is meant by Area B but all residents have the right to sit out in any of the communal garden.</p> <p>3. Contacted customer, advised will conduct scheme audit and look at washing line</p> <p>4. Noted. Our service centre is improving as we make further changes.</p> <p>5. Building Defects Team raising job</p> <p>6. Service Team have raised jobs to action any defects with the access equipment.</p> <p>7. All health and safety information is provided at signup and is publicly available on our website (https://www.msvhousing.co.uk/you-and-your-home/health-and-safety-at-home/). This property is inspected monthly by our compliance inspector who also notes health and safety risks.</p> <p>8. The fire alarm system is tested weekly, with all defects actioned through our specialist contractors Automatic Alarms Ltd. Compliance Inspector has noted there are no issues with the system at present.</p> <p>9. Noted</p> <p>10. Emergency lighting repair raised.</p> <p>11. Emailed Electrical Safety Manager to enquire about the defective cooker.</p>	<p>Joanne Ashworth</p> <p>Joanne Ashworth</p> <p>Samey Haider</p> <p>Callum Jones</p> <p>Callum Jones</p>
forum	<p><u>MSV Portal</u></p> <p>Portal times out too quickly, needs another 5 minutes at least. Stopped using Portal as had password issues which were never resolved.</p>	<p>Unfortunately, this is a standard security feature. The portal will auto log out after 10 minutes of inactivity. There is an option to select “forgotten details” which will email a link to reset the</p>	<p>Alison Piggin</p>

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		password. If you don't receive the email you may need to contact us to check your details are correct.	
forum	<ol style="list-style-type: none"> 1. Car parking – issue. Small sign/faded is ignored. Receive verbal abuse when raised. 2. Communal back garden. Boggy/slopes – all grass, no paving stones. Lumpy. Need paving area to sit. Safety wise not ideal re. washing. Tree not well – spoke to gardener today 3. Pathway at side. People cut across grass – soggy in winter. Very wobbly – safety issues 4. Dustbins – door on bin store broken 5. Drains in garden unsafe. Too high. Gaps 6. Comms poor via telephone calls and emails 7. Alarm lobby – went off for 3m. Despite chasing left as told couldn't repair. 8. Contact with Neighbourhood Officer non existent 9. Cracks originally on snagging list 10. Black mould. MSV have done protective painting, worried it may come back as property is kitchen and living room open plan and ventilation not great. 11. Communal cleaning – only there 3m. Don't Hoover. Residents do own communal cleaning 	<ol style="list-style-type: none"> 1. New residents only parking sign requested to replace faded sign 2. Inspection booked for 05/09 3. Inspection booked for 05/09 4. Job raised for 01/09 5. Inspection booked 05/09 6. Noted. Our service centre is improving as we make further changes. 7. We are not aware of any issues with the fire alarms sounding at this scheme. The block is inspected monthly and so the Compliance Inspector will report back following the next inspection. Suspect this was a false/accidental activation and once the device no longer detected any smoke it reset. Spoke with compliance inspector who confirmed there are no live issues at this site but will check and report back following the next visit. 8. Neighbourhood Officer carries out a quarterly scheme audit but this does not involve door knocking unless a resident specifically requests a visit. 9. Unable to contact tenant to gain further information. 10. Tenant advised to contact us if any mould appears in the future. 11. The cleaners are not contracted to time spent on site, if they attend a site and it takes 3mins or 3hrs it does not matter as 	<p>Property Care</p> <p>Callum Jones</p> <p>Ruth Shedwick</p> <p>Jon Stones</p>

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		March when grass cutting is not being undertaken. Letters have been sent out to all residents in July advising of this.	
forum	<p><u>Right to Buy</u> Query about right to buy. Told previously do not, but believes they qualify.</p> <p><u>Trip Hazard</u> Broken cement around front gate on the floor which is causing a trip hazard and a crack in back door. These have not been reported previously. Struggling tending the back garden. Appreciates this is not MSV responsibility but would benefit being signposted to a reputable local trade or HIA service.</p>	<p><u>Right to Buy</u> Confirmed tenancy agreement states tenant has Right to Buy. Right to Buy application form sent to tenant.</p> <p><u>Trip Hazard</u> Repair concrete near front gate job raised for 19/09 Crack in back door – job raised for 19/09</p>	Joanne Ashworth
forum	<p><u>Door Repairs</u> All reported concerns with external doors generally and condition. Have been advised they cannot stain themselves but MSV is not looking after them. Back door is in poor state.</p>	Job raised 03/08/23	Rick Bartlett
Forum	<p><u>Bathroom Repairs</u> Concerned about hole in bathroom floor that has been reported but remains as an outstanding issue. Concerned about water leaking from the bathroom into the room below and getting into electrics. Also concerned hedging between neighbouring property is too high.</p>	Job raised 03/08/23	Rick Bartlett
Forum	<p><u>Conifers – request cutting due to height</u> Concerns in regarding conifers being too close to telephone lines and could bring lines down in poor weather.</p>	Trees in residents own gardens are their responsibility to maintain under their tenancy agreements. These were assessed by the tree surgeons when carrying out works at other properties and noted that no immediate works were required.	Jon Stones
Forum	<p><u>Shed</u> Concerns that outhouse / shed roof crumbling and in poor stated and contain asbestos which is getting into stored items and making area unsafe.</p>	Raised re-inspection of ACM to determine condition and contacted the customer regarding any items stored within the garage. Removal or encapsulation will be completed should the condition be determined as poor/damaged. Further update: Spoken with the customer and ordered for the roof to be removed with Intelligent	Callum Jones

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	<p><u>Smell of Smoke</u> Is there a vent that can be put in the hallway?</p>	<p><u>Smoke</u> Further investigation. There is a corridor with no window or vent, smell in this corridor. Inspector to take a look and advise, no evidence of smoking internally.</p>	Callum Jones
Forum	<p><u>Repair- window</u> Kitchen window blown.</p> <p><u>Planned Works – New Kitchen</u> Wants to know if she can get a new kitchen?</p>	<p><u>Window</u> Logged repair for window through CRM 24/07</p> <p><u>Planned Works</u> The kitchen replacement is scheduled for 2027 -28. It should be noted that all maintenance replacement dates are predictions based on knowledge at the time of survey and are formulated for business planning purposes. The process of predicting life cycle replacement is not a precise science and will always be subject to on-going review. This means that the 2027-28 date is a present day evaluation and may be subject to change.</p>	
Forum	<ol style="list-style-type: none"> 1. Communal areas need painting, look tatty. 2. Carpets are dirty in communal areas 3. Cleaners attend around 10 minutes and don't clean properly 4. Fire extinguishers were removed 2-3 yrs ago and holes are still left in the walls 5. Pictures hanging in communal areas are old and tenants want them removed. 6. Gutters block every year. If they report the issue operative will come any only clear one section and not the whole block. 7. Broken fence panels. 8. Exterior rotary clothes airers do not spin around (ceased) 9. Internal fire doors close too fast 	<ol style="list-style-type: none"> 1. Painting schedule suggests that internal decoration is scheduled to be carried out in financial year 2024-2025. As the schedule is always under review. This means that the 2024-25 date is a present-day evaluation and may be subject to change. 2. Deep cleaning of communal carpets does not form part of the contract with the cleaning contractors. They are only responsible for hoovering if carpet or mopping if vinyl. The neighbourhood team would need to budget for this additional one off service if deemed required, but this has not been highlighted by the cleaners on any visit to the site. 3. The contractor is not gaged by time spent on site as long as the site is left in the contracted condition upon leaving on each visit. A site audit was carried out on 01/08/23 and the site was to the contracted specification. 4. Job raised. Extinguishers removed in line with best practice guidance issued by The Home Office - Fire safety in purpose-built blocks of flats. Compliance have raised jobs for the following: remove the artwork and make good any holes left by the extinguisher brackets and adjust the communal doors 	<p>Mark Jones</p> <p>Mark Jones</p> <p>Jon Stones</p> <p>Jon Stones</p>

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	<ul style="list-style-type: none"> 4. Front doors are shabby 5. Disputing electrical bill as limited communal areas and not much lighting. Lighting isn't on sensors 6. 1x radiator in the communal area that tenants can't turn off, wasted energy when not needed 	<ul style="list-style-type: none"> 3. Inspection booked 4. Inspection complete. Communal door booked in to be painted 5. Job booked to install sensors on the lighting 6. Engineer will be called out to investigate. 	

Attendance: 50 tenants

MSV Officers present:

Charlie Norman, Chief Executive

Tracey Ferguson-Black, Assistant Director (Customer and Communities)

Nicola Brandon, Assistant Director (People and Talent)

Sian Leighton, Assistant Director (Strategy and Engagement)

Sam Hall, Head of Repairs

Sarah Hodgkinson, Head of Marketing and Communications

Nicola Jackson, Property Care Assistant Manager

Joanne Ashworth, Neighbourhood Officer

Ruth Shedwick, Resident Engagement Officer