

Raised by	Issue	Outcome	Dealt by
		with the rotting fence so advised she should go through correct channels to raise this repair and we would follow for progress. I did inform tenant due to high demand there is as it stands a delay on groundworker appointments which she was fine with as long as she was communicated to.	
Forum	<p>Had damp and mould recently, had a new extractor fan fit but was not installed near the cooker so was unsure if it was fit for purpose, also bathroom extractor fan was not working properly but since been sorted but has taken a long time.</p> <p>Had a new double-glazed unit fit but first operative did not seal correctly so had to send another to finish the job.</p> <p>When workmen attend to complete jobs, they stay 5 minutes then go out and sit in the van for an hour, felt this was not fair when we have such a back log of work.</p>	<p>Explained to tenant that extractor fan will be fine in position installed, this does not have to be next to a cooker, our operatives who fit these are aware of regulations. Told tenant that damp and mould is a high priority for MSV and that any reported we make sure this is inspected and dealt with appropriately.</p> <p>Apologised on behalf of MSV if any operatives were sat about in their vans outside our tenants' properties and again explained this would be picked up internally with the Property Care team.</p>	Jonathan Hunter
Forum	<p>Khursuret House Tenants</p> <p>Several tenants from Khubsuret House wondering about their Scheme Manager as they had no point of contact for over 3 months.</p>	Information passed to Shaheen Yousaf. Being dealt with by Loretta Haslam	Jonathan Hunter
Forum	<p>Tenant</p> <p>Praise for MSV as a whole and, in particular, the repairs team, who, tenant reported "were lovely"</p>	Compliment gratefully received and appreciated	Jonathan Hunter
Forum	<p>General overview</p> <p>Tenant main frustrations were communication as a whole organisation.</p>	<p>Current pressures on resources at Property Care were explained and what MSV are doing to combat these issues. We have a fixed resource, but we are moving void operatives on to reactive works and sub-contracting void works out.</p> <p>Number of repairs coming in and number complete (year to date): 12671 in, 11371 complete, 1300 more jobs in this year alone)</p> <p>Tenants were appreciative of the stats information. Once aware, more understanding.</p> <p>Tenants stated they would rather be told of delays than not knowing and being updated on when these issues are going to be dealt with.</p>	Johnathan Hunter
Forum	Enquired about the balance on account and current payment plan as well as requested a full rent statement	Action completed for the tenant	Tanique Daley
Forum	Tenants husband has mobility issues and is currently unable to use the shower, reported this to MSV 6 months ago but the issue remains	05.10.22 - Spoken with tenant's daughter with mother's permission. Advised to go back to Adult Services and request for a home	Shaheen Yousaf

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	unresolved. she's spoken to adult social care, but they have referred it back to MSV	assessment and OT report for aids and adaptations. We may then be able to progress any adaptations required.	
Forum	Tenant has been waiting for an extractor fan for over 3 months	Issue Raised and Dealt with by Property Services	Property Services
Forum	New kitchen, bathroom, windows, and doors needed throughout the property	Services/capital investment team to communicate when these components are being replaced. 07.10.22 – letter sent to all residents on Clifford St advising of future dates for Capital works	Capital Investment
forum	Tennant reported it is hard to get through to repairs team, they always cancel, don't carry out the repair first time (been out 4 times for the extractor fan but it is still not completed), we constantly send different people out to the same job	Issue Raised and Dealt with by Property Services	Property Services
forum	Tenant has noticed a difference in the people coming out (different attitude) they don't appear to care and act as if they don't want to be there.	Issue Raised and Dealt with by Property Services	Property Services
forum	New, kitchen, bathroom, windows and doors needed throughout property	Services/capital investment team to communicate when these components are being replaced. 07.10.22 – letter sent to all residents on Clifford St advising of future dates for Capital works	Capital Investment
forum	Damp in the back bedroom and Bathroom radiator doesn't work	Issue Raised and Dealt with by Property Services	Property Services
forum	Tree in the back garden is blocking windows and blocking the light	Trees in the tenants' gardens are their responsibility as per there tenancy agreement. Jon to contact tenant and advise 23/09/22	Jonathan Hunter
forum	Tenant has mobility issues and can no longer use the bath she would like help with adaptations to get a shower fitted (grab rails already installed)	05.10.22 - Spoken with tenant advised to go back to Adult Services and request for a home assessment and OT report for aids and adaptations. We may then be able to progress any adaptations required.	Shaheen Yousaf
forum	Bathroom tap is leaking into the kitchen ceiling this has been going on for months last came out 2 weeks ago, but the leak is still there	Issue Raised and Dealt with by Property Services	Property Services

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forum	New bathroom, kitchen, windows, and doors	07.10.22 – letter sent to all residents on Clifford St advising of future dates for Capital works	Capital Investment
forum	Tenant said language is a barrier when dealing with MSV, tenant cannot always explain or understand what is being said – tenant would like interpreters	10.10.22 – rang tenant and explained they can request an interpreter. MSV are signed up to Language Line and this will be used.	Property Services
forum	Tenant said she waited over an hour to get through to repairs	Issue Raised and Dealt with by Property Services	Property Services
forum	Tenant wants to know about Right to Buy	Issue Raised and Dealt with by The Growth Team	Growth Team
forum	Big tree in the front garden needs cutting down blocks the signal from her sky box	Trees in the tenants' gardens are their responsibility as per the tenancy agreement. Jon to contact tenant and advise 23/09/22	Jonathan Hunter
forum	The back door currently does not open or close – reported to maintenance 3 times, and they said it's not an emergency (tenant cannot use back door). Back door is also rotten.	Issue Raised and Dealt with by Property Services	Property Services
forum	Damp throughout the property New front and back door needed New bathroom, kitchen, windows	07.10.22 – letter sent to all residents on Clifford St advising of future dates for Capital works	Property Services
forum	Tenant doesn't speak English and struggles to use MSV services	10.10.22 – rang tenant and advised to ask for urdu/Punjabi speaker. MSV are signed up to Language Line and this should be used.	Shaheen Yousaf
forum	Lots off road bikes (quad bikes) riding up and down at the back of the houses, tenant is scared because they are drunk and noisy.	05.10.22 – rang tenant advised land behind all properties on Clifford Street is owned by Rochdale Council and for them to address. Tenant needs to contact Environmental Management Team and report the issue.	Shaheen Yousaf
forum	Big Forrest directly behind the houses, the trees are blocking all the sunlight, trees over hanging into tenant's garden	05.10.22 – rang tenant advised land behind all properties on Clifford Street is owned by Rochdale Council and it is for them to maintain. These are not the responsibility of MSV. Tenant needs to contact Environmental Management Team and report the matter.	Shaheen Yousaf
forum	Issues with rats and mice	05.10.22 – rang tenant advised will raise a job with Acorn to treat for vermin.	Shaheen Yousaf
forum	Solar panels on the roof are attracting pigeons, the pigeons are logged into the panels and laying their eggs in there. The pigeons are pooing everywhere, on the roof, windows, cars, gutters, pooing on washing	05.10.22 - Emailed Pat McKendry requesting job raised with Anesco for netting around the PV panels. Informed tenant	Shaheen Yousaf

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	etc.		
forum	<p>Windows, doors, bathroom, kitchen all needs replacing</p> <p>Kitchen cupboards are crumbling</p> <p>Bathroom floor rotten</p> <p>Large gap between front door and frame</p> <p>Window frames are rotten</p> <p>Mould and damp throughout</p> <p>Kitchen and hallway cold</p> <p>Mice in the garden</p> <p>Trees at the back – roots are in the garden causing damage</p> <p>Bathtub is leaking into kitchen</p> <p>Tree in the front garden – tenant would like this removing</p> <p>Gutters at the front of the property are all blocked</p> <p>Front door broken</p> <p>Double glazing steams up</p>	<p>Overgrown trees on land behind all properties on Clifford Street are on land owned by Rochdale Council for them to maintain. These are not the responsibility of MSV.</p> <p>Roots need to be looked at by an inspector</p> <p>Tree in the front garden is the tenant's responsibility as per there tenancy agreement. Jon will call tenant and advise 23/09/22</p>	Jonathan Hunter
forum	Tenant wants to know about RTB	<p>Sales team will make contact to talk through eligibility and options.</p> <p>Phoned tenant explained that unfortunately, their tenancy and property do not meet the criteria required for either RTB or RTA.</p> <p>Also set out the Gov did say that they had plans to extend the RTB to all HA tenants, but as of yet, this has not materialised and may not happen with all the changes going on in Gov at the moment.</p>	Growth Team
forum	Complaining since March 22 about the pigeons, been out several times but issue remains unresolved	07.10.22 advised customer CRM raised. Job been raised on the 30 th September 2022 Anesco for netting around the PV panels.	Shaheen Yousaf
forum	Tenant waiting for an hour on the phone to get through	Issue Raised and Dealt with by Property Services	Property Services
forum	Language issue with dealing with MSV staff	Tenant does not have a language barrier	Shaheen Yousaf
forum	<p>Shower broken for the last 3-4 weeks still no one has been out</p> <p>New windows, doors, bathroom, and kitchen needed</p>	Issue Raised and Dealt with by Property Services	Property Services
forum	Language barrier – tenants who don't speak English struggle to explain and to understand what is been said	Tenants should be requesting an interpreter. MSV are signed up Language Line and this should be used.	Shaheen Yousaf

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forum	The ques on the phone are too long	Issue Raised and Dealt with by Property Services	Property Services
forum	Repairs never get dealt with – they go on for months	Issue Raised and Dealt with by Property Services	Property Services
forum	Tenants are not signed up to the online portal because of language and lack of understanding	Tenants should be requesting an interpreter. MSV are signed up Language Line and this should be used.	Shaheen Yousaf
forum	Tenants do not know who their Neighbourhood Officer is don't see them	Neighbourhood Officer is Julie Vernon. Who will be returning to work on the 10.10.22.	Shaheen Yousaf
forum	<p>Residents want Scheme Manager back it's been 4 months and they have not seen her</p> <p>Missing her, she was very helpful, could speak several languages and solve a lot of problems for them.</p> <p>Unable to report some issues due to language barrier</p> <p>Feel the scheme has gone downhill since her absence</p> <p>Intercom not been working</p> <p>Rats at the scheme</p>	<p>Letters gone out to all customers about the cover at KH in Scheme Managers absence and reassured them of her return week letters sent week of 19/09/22. Temporary scheme cover in place with visiting scheme managers and housing officer supporting the scheme assistant in post. Temporary manager due to start on the 27/09/22 in Salma's absence and to support her return to work.</p> <p>Aware of issues with the new intercom system – Tynetec attending site to resolve all the issues 28/09/22</p> <p>Mice issue (not rats) aware of this, Rentokill have been instructed and have attended site and accessed all properties with the aim of rectifying the mice issue – contract entered into so as to resolve it.</p>	Loretta Haslam
forum	Shower curtain pole (attached to ceiling) has come away	Repaired and refit 23/09/22 by handyman	Loretta Haslam
forum	Experience ASB, mobility issues, rehousing to ground floor	CST rang customer no ASB issue. Letter sent on 23.09.22 regarding Aids & Adaptations. Arranging a home visit to complete the Management Move form.	Shaheen Yousaf
forum	<p>Wants home visit.</p> <p>Issues with parking.</p> <p>Rubbish being dumped by residents on Pike St.</p> <p>Trees not been cut on Clifford St.</p>	<p>Overgrown trees on land behind all properties on Clifford Street are on land owned by Rochdale council for them to maintain. These are not the responsibility of MSV.</p> <p>Home visit done 03.10.22, Neighbourhood Officer to pick up what was discussed/reported.</p>	Shaheen Yousaf
forum	Reporting 34 Clifford St breeding Bengal cats which are causing a nuisance on the estate. Have a cattery in the back garden. Advertising	Arranged visit at 34 Clifford St on 03.10.10. Wrong property – now been advised its 30 Clifford St. To arrange a visit to number 30.	Shaheen Yousaf

Raised by	Issue	Outcome	Dealt by
	on Facebook & Gum Tree		
forum	Back garden uneven has young children	Raised CRM for inspection – 21.09.22	Shaheen Yousaf
forum	Land behind Clifford St has a overgrown tree. Not sure who the land belongs to. Wants to know when they are getting new windows, doors, and fencing	Visited customer 03.10.22. Overgrown trees on land behind all properties on Clifford Street are on land owned by Rochdale council for them to maintain. These are not the responsibility of MSV. To send an email to Rochdale Council Environmental Management Team.	Shaheen
forum	Flooring damaged and insects coming up from under the floor	Handyman attended and found that there has been water ingress under wet room floor which has caused the floor to distort and come away from skirting board. CRM added for property care 23/09/22 Refit and reseal plastic boxing in in bathroom handyman 23/09/22	Loretta Haslam
forum	Concerns about bathroom floor has fallen in there	CRM added 26/09/22	Loretta Haslam
forum	Drain pump not working in wet room	Repair rectified 22/09/22	Loretta Haslam
forum	Will rents go up? if so, when?	Contacted tenant and advised that the rent & service charge will increase on the 03/04/23 and he will be notified of this by letter by the end of Feb 2023. Rent officer contacted tenant 26/09/22	Nichola Barnsley Loretta Haslam
forum	Extractor fan not working	Tenant not in 23/09/22 CRM added on for property care	Loretta Haslam
forum	Tree surgeon has made a mess. Has cut holes through privacy hedge to get to the large trees.	Issue Raised and Dealt with by Property Services	Services
forum	A number of residents described what the issues with car parking at Clifford Street are. There is not enough road space or off-road parking for the number of vehicles belonging to residents. Many people park inconsiderately. If we got rid of front garden boundaries [gates and fences] and dropped kerbs, that would make more off-road car parking.	No budget and would not be cost effective to remove garden boundaries and drop kerbs. 05.10.22 - General letter sent to all residents at Clifford Street reminding them to park respectfully, be mindful of neighbours and not to cause an obstruction when parking.	Shaheen Yousaf

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forum	19 residents are concerned that the scheme manager is off work because of a complaint made by a former tenants relative. And they want to know when the scheme Manager will return to work.	As yet we have no return date for the scheme manager, we will ensure we keep the customers informed of her return date	Loretta Haslam

Attendance: 40 tenants

MSV Officers present:

Charlie Norman, Chief Executive
Taranjit Dosanjh, Strategic Lead Customer Voice & Influence
Jonathan Hunter, Property Care Manager (Disrepair & Contracts)
Ruth Shedwick, Resident Engagement Officer
Tanique Daley, Resident Engagement Officer
Shaheen Yousaf, Neighbourhood Manager North

MSV Officers not present (answering queries):

Matt Jones, Executive Director (Customers)
Gareth Eadsforth, Head of Asset Management
Loretta Haslam, Later Living Manager
Tracey Ferguson-Black, Assistant Director Customer & Communities
Rachel O'Connor, Development Director