

# Nibbles n Natter Customer Forum

## Q&A from 11 May 2022

Raised by	Issue	Outcome	Dealt by
Online	There has been a recent spike in ASB around the scheme (Alexander Bryant Court) and the cameras do not cover the areas where teenagers in particular are gathering and sometimes displaying abusive behaviour. The tenants would like to know if this can be looked into as they had a survey for new cameras a while ago and haven't heard anything since. They are worried about things escalating particularly at night/weekends.	We will of course investigate these concerns in conjunction with customers and will see what we can do to address these issues in conjunction with GMP. Identification will be important in terms of taking further action. An update will be provided in respect of CCTV. We will certainly flag this as a potential emerging hotspot with partners.	Asif Iqbal, Loretta Haslam, Community Safety Team
Online	The tenants would like to know if a Nibbles and natter will take place locally to them (Alexander Bryant Court) as on a whole they feel disconnected from the organisation.	The idea of Nibbles and Natter events is that they are an opportunity to engage regarding community issues. We have held 2 in Moss Side and Central Manchester now and it is likely the next 2 will be in Stockport and Rochdale. If there are concerns regarding AB Court and residents feel disconnected and wish to raise separate issues relating to that scheme we'd be happy to arrange a separate meeting.	Loretta Haslam and Ruth Shedwick
Online	Is there anything MSV can do to prevent tenants dumping large items of rubbish in communal bin areas? This should be collected by the council and paid for by the tenant, not removed at MSV's expense.	We'd agree, communal bins are not for disposal of bulk waste. We will get some communication out on this noting that people may be struggling to dispose of these items themselves. Cost also likely to be an issue currently.	Scheme Manager
forum	Want to know about the reopening of area office in Moss Side and the use of new facilities at Great Western Street. Why is it not opening as an office?	We are opening a new facility at GWS but principally as an employment hub as well as some community usage. We are not reopening an area housing office post pandemic as we want to encourage customers to contact us digitally and over the phone as well as being more visible in Neighborhoods i.e. taking services to communities and providing lots of opportunities for people to engage with us face to face	Matt Jones
forum	Currently experiencing issues with the main gate to car park	The padlock on the main gate is working, just needs a little time to operate, please be patient	Gareth
forum	Issue with young people congregating in the car park area. Very noisy for residents. Boy racers are using the car park as a race track. We could do with some speed humps	We are aware of this recurring issue, though we noted this has significantly improved from two years ago. This was the feedback we received from residents who attended today who reported that with	Matt Jones

		CCTV, the scheme at Gerry Wheale Square was much quieter compared to 2 years ago.	
Forum	currently experiencing issues getting through to call centre for repairs	We are aware of current difficulties in people getting through to the call centre and are working to address this issue. Acute staff shortages have been a factor, but things are starting to improve now and average wait times are down to 9 minutes. We'd ask that people bear with us and consider using digital contact methods as an alternative. These will be responded to within 24 hours.	Matt Jones
Forum	Allotments Fly tipping and litter being dumped in the area, especially around the allotments	Ongoing work in the area around fly tipping, high priority	

**MSV Officers present:**

Charlie Norman, Chief Executive  
Matt Jones, Executive Director (Customers)  
Gareth Eadsforth, Head of Asset Management  
Rachel O'Connor, Development Director  
Tracey Ferguson-Black, Head of Neighbourhoods  
Steph Williams, Community Projects Manager  
Ruth Shedwick, Resident Engagement Officer  
Natalie Samuels, Positive Futures  
Cath Coombe, Community Projects  
Jennifer Robertson, Neighbourhood Manager  
Rafiq El-Bouaeshi, Neighbourhood Officer

**MSV Officers not present (answering queries):**

Loretta Haslam, Later Living Manager  
Asif Iqbal, Head of Supported Housing