

Nibbles n Natter Customer Forum

Q&A from 26 April, Clarence Gardens (Bury)

Raised by	Issue	Outcome	Dealt by
online	<p>How do I report a tenant constantly abusive drug taking and alcohol and verbally abusive in the streets and in the premises? Security don't seem to be bothered causing so much stress and anxiety for local home-owners and is only going to get worse with the lighter nights and lingering summer days</p>	<p>Community Safety and Supported Housing made aware of the situation. Further discussions will take place with those affected.</p>	<p>Alice Welsby</p>
online	<p>Gardens: We have nominal access to tiny front gardens and gardening is part of our rents. But no gardening has ever been done, but the MSV is paid by Manchester Council to get it done. It would be great to sit in "our tiny little garden" but it is overwhelmed by bushes, weeds and rubbish. Furthermore, MSV obtained planning permission to convert most of our tiny front gardens into car parking. We would like to know who the car parking spaces are intended for. Are they for MSV tenants/visitors of adjoining street, or for tenants/visitors of the MSV scheme?</p> <p>Solar Panels: MSV submitted a planning application re putting solar panels on the MSV property (Jack Edwards Court and Pandora Street). Excellent. Is the electricity for residents in Jack Edwards Court & Pandora Street?</p> <p>Bat Survey: Bats are abundant not only in pandora street airspace, but also in the excellent MSV gardens behind Jack Edwards Court. They do aerobatics past our windows, front & back. One flew in through my kitchen window and I managed to shoo it out through the living room window. Bats are strictly protected by law, so is a professional bat survey being done in the attics, walls and gardens as part and parcel of the two planning improvements that MSV has planning permission?</p> <p>Cherry Blossom Trees: MSV was granted planning permission by the council to increase space for resident car parking. Good - but the permission includes destroying some of the cherry blossom trees in the MSV gardens. These blossom trees are a delight to see and smell in springtime, and rich in insects that attract evening moths that attract the hungry bats, and the trees are also important for quite</p>	<p>The proposed works at Jack Edwards Court were postponed last year. It is now anticipated that that works will now commence late in 2023.</p> <p>MSV will engage with residents to share and finalise proposals and have noted your comments below. Once the consultation dates have been set (likely to be late summer) we will invite you to go through the proposals and your queries in detail.</p>	<p>Mark Jones</p>

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	<p>varied birdlife. It is also a significant part of the designated conservation area. My measurements show there is room enough to achieve more parking spaces without needlessly destroying any of the magnificent cherry blossom trees. A moot point is that MSV employed a forestry expert to decide which trees to remove. Cherry blossom trees are not forestry trees. Replacement trees could and should include one of many varieties of tall narrow cherry blossom trees such as amanogwana, and not the street trees selected by a well-meaning forestry expert.</p> <p>Guttering: Out of normal view, but easy to see from my rear windows, the guttering is now somewhat colonised by grass and seedlings.</p>		
online	There is insulation in the loft, but the insulation is incredibly thin and does not meet current standards. Does MSV have a program to reach insulation standards before next winter?	We will arrange for the roof spaced to be surveyed. Liaising with tenant regarding access.	Mark Jones
forum	Cleaning: Internal cleaning of building is awful. Spoken with officers, have been asking for entry and lift area to be cleaned for a long time. Spoken with contractor but they say they only have half an hour, which is not enough time to clean the building. This has also been reported through MSV Scrutiny meetings.	We will discuss with the cleaning contractors. Following discussions with the cleaning contractors they have advised that following each audit that is carried out of the site with staff from MSV it has been noted that the communal cleaning is always to a high standard. The comments of the teams only having 30mins for each visit is incorrect and the team stay on site until all contracted duties have been undertaken whether that be 5ins or 2hrs. That can also be evidenced via the reports they submit after after each visit which have also been proven and evidenced to the scrutiny panel.	Gareth Eadsforth
forum	External Lighting: With elderly tenants living in the building, there needs to be lighting up the main entrance steps. From a health and safety standard, this is a trip hazard as the steps are in darkness. Need lighting in walls or on the steps. Have brought to attention of officers previously.	Now we are aware of the issue, we will investigate the lighting possibilities	Gareth Eadsforth
forum	We want our old housing officer back.	Your previous officer is currently working on other areas of the business carrying out a different role.	Asif Iqbal
forum	Emailed repairs to housing officer, took fortnight to get the shower fixed, was told if it wasn't a necessary fix, I would have to pay for it	This would have been forwarded to repairs by your housing officer, this would then be picked up by the relevant department. As mentioned by our AD for Property Care we are going through a period of change for our repair service. We understand customers are	Asif Iqbal Jason Cannon

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		unhappy with the wait time and communication. We will continue to work on improving these important areas of service delivery.	
forum	Communication is not always good. You tell us to go on the portal, but I am unable to go on the portal.	Noted	
forum	<p>Car Parking Area: Parents of the local school (St. Joseph & St Bede RC Primary) constantly block the entrance to our car park. Has been reported before but nothing has been done.</p> <p>Can we get double yellow lines?</p> <p>Is it possible to have gates on the car park?</p> <p>If not gates, maybe a barrier?</p> <p>Or the rising bollards?</p>	<p>We reached out to the school previously who were going to inform parents through their communications. Bury Council were approached about double yellow lines, but we were told there would be enforcement issues.</p> <p>We would need to raise with highways.</p> <p>We would need to investigate this further to see what is viable. Our experience with electronic gates is they are temperamental and tend to breakdown/cause issues.</p> <p>There would also be an impact on service charge</p>	<p>Ruth Shedwick</p> <p>Gareth Eadsforth</p> <p>Gareth Eadsforth</p>
forum	<p>Postal Address: The front door to the building has been moved, we are now on Chesham Road, not Danesmoor Road. Address is an issue with the bank. We get our parcels dropped off at houses far away from us because of the confusion.</p> <p>Post/deliveries never find us from the postcode. Flat 1 Number 9 is very confusing. We also get post for the bungalows behind us mixed up regularly.</p> <p>MSV need to change the way they have our postal address. It is too confusing for getting post/deliveries.</p>	We will look at this with our development team	Gareth Eadsforth
forum	<p>Balconies: Glass panels in the balconies have dropped.</p> <p>Feel unsafe on the balconies, there is debris falling from balconies above.</p> <p>Still waiting for part on balcony</p> <p>Rusty fitting on balcony, steel rod, spoken to operative who said it's a design fault</p>	<p>The development team are aware of this problem and put some measures in and are working on it. We will go back to the architect concerning this.</p> <p>Will liaise with flat 11 tenant</p> <p>This will be picked up</p>	Gareth Eadsforth
forum	When will we hear feedback?	<p>We will feedback as part of tonight's meeting.</p> <p>Given the various issues raised we will speak with other departments. Hopefully within two weeks.</p> <p>You will receive letters with your questions raised and outcomes reached. Though this will take some time to coordinate as other</p>	<p>Asif Iqbal</p> <p>Gareth Eadsforth</p>

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		officers need to be contacted. It is hopeful this will be within two weeks, hopefully sooner, but this may take time given the different concerns raised.	Ruth Shedwick
forum	The brochure said everyone will be on wifi, digitally connected. But we are not	This refers to infrastructure in flats if wanted. Does not say about communal areas. Asif did ask all residents present if there are any issues around the wifi and majority said no. Q: (Asif) Is there an issue with wifi? A: No	Gareth Eadsforth Asif Iqbal
forum	There is a TV which has appeared in our communal room, its not connected, there is no connection. No one knows who brought it in	Your housing officer will have already written out regarding this issue. This is not provided by MSV and if we will make arrangement to remove this from the communal area.	Asif Iqbal
forum	Scaffold/Roof: When are they taking scaffolding down? Who is paying for the scaffolding? The person who was on the roof said it was “spongy”, I have worked in the building trade, and I know that doesn’t sound good. Manager spoke with contractor. Another contractor came six months later. They said it was spongy and unsafe. Been months with scaffolding up. Nothing happening. It’s a 6 year old building and looks awful, lots of people paying money and things failing in this building. You can see the mould going across, working its way across the roof with moss and mould	The scaffolding was temporary access to see the flue, looking at roof conditions Tenants are not being charged for the scaffolding Mould on building late defect, its not being ignored, being addressed with architect	Gareth Eadsforth
forum	I now have two damp spots on my ceiling since they have been to inspect the roof. Was told a damp condensation spot. I feel vulnerable, being told its OK, then get mould. With recent issues at Rochdale Housing recently coming to light.	We will get someone to go out to have a look. Short term measure to alleviate concerns regarding the mould inside.	Gareth Eadsforth
forum	Everything on MSV website is talking about MSV and Great Places and all the work being done elsewhere. Nothing at Clarence, we are left out, there is nothing North Manchester	Noted	
forum	Can we use the cupboards next to each property for storage? No storage for one bed flats. Initially told we’d have a key to store, then told no due to health and safety.	We would need to investigate why they are not already storage	Gareth Eadsforth
forum	There is rust on the windowsill on communal way. Inspected by Taranjit in 2019, put right, been like that for years due to Covid	Something in place to sort, development will address	Gareth Eadsforth

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forum	Patio doors are hard to shut, doors have dropped. Need to slam shut	Will investigate this if affecting everyone, may be a common fault	Gareth Eadsforth
forum	Handles need replacing as corroded	Will liaise with flat 12 tenant	Gareth Eadsforth
forum	Internal doors to bedroom not working properly	Will liaise with flat 2 tenant	Gareth Eadsforth
forum	Never heard the fire alarm tested, not sure if there are appropriate sirens in building/flats	Health and Safety officer to look into this	Gareth Eadsforth
forum	The fencing and gates at the side of the building have not been treated and will rot. Someone fixed the door at communal bins but put the lock on wrong. Needs treating as moves when it rains	Noted	
forum	Lighting system goes on/off all the time. Unnecessary and not very energy efficient	An electrician will come out to investigate – this has been reported to our property care department and an operative will come to carry out the work on 17 th May 2023.	Asif Iqbal Jason Cannon
forum	Where do I get spare keys from?	Anyone that requires a fob replacement needs to contact the customer communication centre for a request – there is a charge for key replacement which is currently £30.	Asif Iqbal
forum	Current windows cleaners are rubbish. The previous contractors were so much better. Why did you change? Everything gets wet. Balcony gets wet through and ruins balcony furniture.	Will pick up with contractors	Gareth Eadsforth
forum	Rent increase very high. We need a consultation on rent. We were supposed to be told 4/6 weeks before an increase happens.	Affordable rents 80% of market rent. Raised rent in line with what we could (11%). We were hit with recent utilities spike which brought forward the increase, however, we are working internally if we can pass on savings on what impact this can have positively. Currently going through legal, we will provide update as this progresses. If tenants are struggling, we offer help and advice through our hardship fund. Speak with your housing officer in the first instance. We also give months' notice before the rent increase and all letters should have been received by end of Feb.	Asif Iqbal

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forum	We haven't had a breakdown of service charge. We want transparency on what we are paying for service charge and what we are paying for rent.	<p>Will take back to finance –</p> <p>Affordable rents are inclusive of service charges so customers on affordable rents only pay the rent, which is set at 80% of the market rent at time of tenancy commencement. Although we split out the rent into budgets for different things (in a similar way to service charges) - our customers only pay rent, which is why they did not receive a breakdown. I understand that previously they did receive the split on how their rent was spent but this can be misleading and should not be provided as part of the notification of changes to rents.</p> <p>Affordable rents can only increase annually by CPI +1% in the same way that formula rents are increased, however with formula rents any service charges can increase to meet costs, so this year increases in energy prices saw customers get massive rises in service charges, whereas with affordable rents the increase was capped at CPI+1% regardless of the costs of running the scheme.</p> <p>This will be available; we will obtain the breakdown and get back to you</p>	<p>Asif Iqbal</p> <p>Kevin Appleton</p> <p>Gareth Eadsforth</p>
forum	I'm on the ground floor, why am I paying towards a lift I don't use?	Common with service charge everyone in building pays for the services available whether you choose to use them or not	Gareth Eadsforth
forum	Fire doors on ground floor dangerous, they need to have glass panel so you can see if anyone is on the other side. There have been a couple of incidents where tenants have opened the door on each other. Compliance Manager came out 4 January and agreed should be replaced with glass panel, not heard anything since	Will investigate this	Gareth Eadsforth
forum	Have had 3 rd intercom issue within 2 months. An operative we spoke to agreed it all needs taking out and replacing. Intercom camera doesn't work	We will get someone to inspect	Gareth Eadsforth
forum	CCTV storeroom has lots of wires on the floor. Been inspected by fire safety officer. Live wires loose on floor. Should be vented and is a fire risk.	This will be reported to our health and safety team	Gareth Eadsforth
forum	What is happening with the Merger changes?	In respect of rent and utilities will stay the same. Finance team are looking at how we can pass on savings this year back to residents. MSV will become Great Places and like MSV – Great Places have and focus	Asif Iqbal

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		on later living schemes. Together we will continue to have a focus on later living services.	
forum	What do MSV do for charity?	<p>We work extensively with many community partners, volunteers and organisations. These include food banks/parcels, mustard tree, Mind, homelessness, welfare advice. We have given over £26,000 to 38 community projects in the last financial year through our Kindness Fund and continue to support where possible.</p> <p>Q: This is great, we want to hear more about this, why don't we get told about this?</p> <p>A: Information goes out in the MSV Newsletter</p> <p>Q: We don't get the newsletter because its digital</p> <p>A: We can discuss with our comms department about getting copies out to schemes and utilising notice boards</p>	Ruth Shedwick

Attendance: 11 tenants

MSV Officers present:

Jason Cannon, Interim Assistant Director Property Care & Customer Experience

Asif Iqbal, Assistant Director Independent Living

Gareth Eadsforth, Head of Asset Management

Ruth Shedwick, Resident Engagement Officer

MSV Officers not present (answering queries):

Alice Welsby, Trainee Community Safety Officer

Mark Jones, Capital Investment Manager

Kevin Appleton, Income Manager