

# Nibbles n Natter Customer Forum

## Q&A from 28 September, Bolton (Bolton HUB)

### REPAIRS, PLANNED WORKS

Issue	Outcome
<p><u>Replacement Windows</u> Will we be getting new windows on the property? Mine whistles when it's windy. Also the window opens at the top you don't get much air quality in summer, the kitchen and bedroom open outwards which are better.</p>	Emailed renewal date
<p><u>New Bathrooms</u> Will we be getting new bathrooms? I have a walk-in wet room and it needs upgrading.</p>	Emailed renewal date
<p><u>Gas Radiators</u> The living room works very well but the bedroom and hallway don't heat up the rooms at all I can have them all day you can't feel the warmth when I have a shower, I have to come in the living room to get dry so if that could be arranged to have two new heater I would be very grateful.</p>	CRM raised for Gas Team to check radiators
<p><u>Maintenance</u> The upkeep of John Boste Court is extremely poor on ALL levels causing myself a lot of stress and anxiety.</p>	This is related to drainage issues at the site which is being addressed by property Care.
<p><u>New Kitchens Visit</u> Why did our home visit with regards to new kitchens not go ahead? The letter of information gave a date but no time - even an approximate time. I am aware that some neighbours had to cancel other appointments so that they were able to remain home all day for the consultation.</p>	The tenant has been contacted by the contractor Emanuel Whittaker. The tenants son has refused the kitchen upgrade due to his father being elderly and in ill health.
<p><u>Kitchen improvements / planned works</u> The kitchen cabinets aren't in good condition. Are we close to any planned works ? I'm disabled and have a carer. A new kitchen would be a big help.</p>	Emailed renewal date
<p><u>Intercom not working</u> My son has lived at Vincent Court for several years. He has hearing impairment and learning disabilities and is very happy and settled. Repairs and maintenance have always been dealt with promptly, however the intercom to his block of flats has not worked for many months. When it did work, he could hear it and respond accordingly but now he has missed friends and social workers and not everybody has a mobile phone.</p>	Chased with Contractors parts received and booked in. Scheme Coordinator spoke to customer and they have received and is happy with the response
<p><u>Fire Alarm and Doors</u> The fire doors are too heavy anyone with any disablement would find it hard to exit in a emergency. The fire alarm</p>	Fire service are now aware and all access information has been provided to them.

Issue	Outcome
<p>keeps going off and the fire brigade have not been told the property is occupied. There is no flashing light when the alarm goes off and some areas cannot even hear the alarm.</p>	<p>Property is a stay put policy, so flats don't need to be notified of an issue in the communal area</p>
<p><u>Cleaner</u> Haven't seen a cleaner ever.</p>	<p>Last record we have for the cleaning visit (prior to Customer Forum) was on 31/8/23 although the contractor did attend and was witnessed by an MSV officer (7<sup>th</sup> September), when on site. I have raised the concerns about quality during visits and this will be addressed on the next visit due on 27<sup>th</sup> September – cleaning visit aim for fortnightly. An audit has been carried out on the 27.9.23 to ensure they are meeting the standard we expect and require from them, if you have any issues with the standard of cleaning or gardening please contact <a href="mailto:Jonathon.stones@msvhousing.co.uk">Jonathon.stones@msvhousing.co.uk</a> or speak to one of the housing management staff who visit your scheme</p>
<p><u>Bathrooms</u> The bathrooms are not fit for purpose. It took me six months to get the leak in the bathroom repaired. When it was finally decorated the bottom was white and the top grey. The toilet had been connected with masking tape! Might be other tenants also have this issue. The builders did a rushed job!</p>	<p>Check all toilets to see if the joints on all the toilets have been done incorrectly/poor</p> <p>Tyson's contacted tenant to arrange to get the bathroom redecorated. Tenant advised he is going to decorate it himself as he fancies a change. Compensation was provided to tenant from the plumbing company due to issues with the leak</p>
<p><u>Kitchen Repairs</u> Kitchen cupboards need updating (Formica peeling off).</p>	<p>Updated customer on asset renewal of kitchens and bathrooms as discussed at Customer Forum session. According to our information Chestnut Court was built in 2009.</p> <p>With our business plan we expect kitchens to have a life span of 20 years, therefore they would be looked at to be included in a renewal programme in 2029/30. The bathrooms have an expected life span of 30 years and therefore are due to be looked at for renewal in 2039/40.</p> <p>Data we have for the property: Our stock condition surveys Rands have recently carried out surveys inspecting the properties and the proposed renewal years are in line with our data.</p>
<p><u>Door Repairs</u> Front and Back doors of flats need attention, front door not accessible with fob therefore intercom will not open it. Back door not closing every time. Been reported on several occasions over 12 months.</p>	<p>CRM raised</p>
<p><u>Shower Cubicle</u> In the shower cubicle there is a cut in the flooring we are concerned that this may lift the flooring.</p>	<p>Tyson's arranged for this to be done. Waiting for confirmation</p>

Issue	Outcome
<p><u>Cleaners</u> The cleaners we have are ridiculous, windows aren't cleaned properly cobwebs spiders accumulate in corners !</p>	<p>Site inspection carried out on 13/10/23 and there was no evidence of poor cleaning at the site, it was in good clean condition following the recent clean.</p>
<p><u>Communal Carpet</u> We were told after ten years of moving in here we would get new carpet in the hallways and needs repainting on the walls, most of us have been here 14 years now! And it looks untidy.</p>	<p>CRM raised</p>
<p><u>New Kitchens and Bathrooms</u> Would also say new kitchen and bathroom should be changed as the plastic is coming away on the kitchen cupboards after all these years.</p>	<p>Emailed renewal dates</p>
<p><u>Planned Works - Windows and Doors</u> Our Windows and doors were supposedly being replaced in 2020 but were delayed due to the Covid19 and then the excuse that the parts were not available, to complete the job. Some small amount of communication was made with us, the tenants, but not regularly enough and left lots of us, with no idea when, or if, it would happen! I was promised help with my furniture to be moved, so the job could be done, but no help was given and I was left to struggle, alone. So no trust in the firm, before they even did the job! The surveyor failed to give Connellys the right information, on the adapted property, so both the front door and the patio doors, had to be replaced twice, to accommodate the flat level for my wheelchair access. I then had to have Connellys return on multiple occasions to sort out the patio doors, as they were not safely locking properly! I still have issues with Connellys about the doors, that remain unresolved and they are ignoring! The windows design has not taken into consideration the needs of any disabled, or elderly tenants, as I am unable to open the top windows, in any room, or reach the vents to let air in. Quite clearly our problems were not even remotely thought about, by anyone!</p>	<p>Emailed renewal dates</p>
<p><u>Planned Works – Bathrooms</u> The recent so-called bathroom upgrades. Where do I start with this issue! They chose to start my upgrade on the 25th August 2023 and initially told me that I would lose my upstairs toilet between the Friday and the Tuesday, over the bank holiday weekend. They eventually, very reluctantly, left me with a working toilet, but in a very unsafe bathroom and I found it very difficult to use, especially overnight.</p>	<p>Email sent with renewal dates for kitchen and bathroom.</p>

Issue	Outcome
<p>When they resumed the upgrade works on the Tuesday, we had endless issues, every day with things not being done properly, or sorted.</p> <p>It remains unfinished and is not the full inclusive upgrade, that I agreed to have done, when it was surveyed in July 2023.</p> <p>I am told that the missing fixtures, are not included in any of the upgrades and MSV will not pay for them, which leaves me extremely angry, disillusioned, and frustrated, that the basics in a bathroom, cannot be proved!</p> <p>As part of the upgrade, new fuse boxes were installed, and all our wiring was repeatedly checked.</p> <p>Issues with the two different lights and the sockets remain and you do nothing to sort these. So I live in a unsafe property yet again!</p>	
<p>Requested a repair on my rear patio doors that was potentially a security issue, first time it occurred you took several months, not weeks to assess it, let alone repair it.</p> <p>The more recent similar issue, was reported back in May 2023, never assessed as promised, I had to chase it up continuously and was told in late August 2023, that it might be repaired over a month later!</p> <p>Clearly no concern for me as a tenant and left in a unsafe and unsecure property, for several months!</p> <p>Not good enough in my view!</p> <p>Appointments made that we tenants no nothing what so ever about, are not informed and in some cases, are not in, when the repair operative arrives.</p> <p>Consequently, the whole process has to be repeated, often multiple times, before the issues are resolved!</p> <p>There seems to be a reliance that once a repair is requested by us tenants, that we have to constantly keep checking the website repairs section, in our accounts, for messages, dates and replies and also our emails.</p> <p>Not every tenant lives their lives online, or has the time every couple of days, to keep checking their accounts!</p> <p>Reported a issue with my kitchen taps dripping badly and it took over seven, yes seven weeks, before it was repaired.</p> <p>Wasted a lot of water in that seven weeks, which have cost me money in water bills and the advice from your team, "you can turn the water off in your kitchen".</p> <p>If I had done that, no water in the whole house, to use!</p> <p>Then the repair was a botched job and cobbled together with no proper replacement, as apparently you refuse to buy the needed parts, so I am now left, struggling in my kitchen, with adapted equipment that you refuse to repair properly, or replace.</p> <p>So much for caring for your disabled tenants!</p>	<p>Patio Doors – jobs raised 25/09/2023 and 15/07/2020</p> <p>Visited tenant 02/11/23, the garden looks great, tenant very pleased.</p> <p>Fixed the rubber seal on back patio door which up to now has stayed in place.</p> <p>Regarding lift, MSV has contacted tenant about it but as yet nobody has been out.</p>

Issue	Outcome
<p>Requested a repair on my house front and back gutters, took nearly three weeks for you to reply and then say, that you could not even set a date to repair them!</p> <p>So if my property brickwork gets damp, you're not bothered what so ever!</p> <p>The most serious repair issue that I have, is with the central heating boiler and your negligence in listening, let alone dealing adequately, with us tenants!</p> <p>Came downstairs on the 19th September 2023 to no working boiler and no heating.</p> <p>Reported to the so called "out of hours service" at 7.45am and made sure repeatedly, that they knew that I was a vulnerable tenant.</p> <p>Told that someone would be out that day to sort it.</p> <p>The repairs information in my account had a date of over a week to wait!</p> <p>So am in a cold house, very ill and you do absolutely nothing, with excuses about having no repairers available!</p> <p>Repair operative supposedly found the issue on the 26th September and you reluctantly agreed, to get the part needed.</p> <p>They left with the heating continuously cutting out for the rest of that day and on the 27th another repair engineer had to come out and sort it, yet again.</p> <p>So the claim that we disabled and vulnerable tenants get priority and quicker help with emergencies, is a total untruth and has left me with yet more distrust in you as a company!</p> <p>As for the latest repairs policy information that was sent out to us tenants in July 2023, a total waste of meetings, thoughts and paper.</p> <p>As it is in my view and other tenants views, a document that is neither a prompt service, defiantly not a efficient in any way service, value for money to us tenants and the whole system needs improving at all aspects and levels, to make it fit for purpose and should put us, tenants first, not your profits!</p> <p>I could write a lot more on this subject but will not bother, as you will not listen!</p>	
<ul style="list-style-type: none"> <li>• Poor fencing, pictures provided blocked drains on the car park</li> <li>• Over ran with vermin</li> <li>• Wagons using the entrance of the scheme to turn their vehicle around</li> <li>• Daughty windows</li> <li>• Outstanding repair</li> </ul>	<p>Job booked in for the drafty windows and outstanding repair of the brick now booked in – advised the customer</p> <p>Once drainage has been addressed our officers will put job on for Acorn to attend site to treat the area. Job has been raised with Clearways to attend site and clear the drains.</p>

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	<p>Site visit booked in for Louise Definis to attend to look at the scheme fencing and contact Tesco who are responsible for some of the fencing.</p> <p>Evie to contact sat nav/google to try and stop wagons coming down the road. Rerouting</p>
<p><u>Fencing</u> Inspect fencing in back garden</p>	<p>Job completed 29/09/2023</p>
<p><u>Radiator in Bathroom</u> March 2023, radiator fell from wall. Contractor will not start the job on leaking toilet because of the radiator.</p>	<p>Job ongoing</p>
<p><u>Kitchen</u> Kitchen fallen down, hot water pump pressure issues, too much water has flooded the kitchen. Ceiling space is open and exposed wires.</p>	<p>No repairs have been reported regarding the kitchen in Orchard</p>
<p><u>Bathroom light</u> Light needs fixing, wiring issues</p>	<p>CRM raised</p>
<p><u>Windows</u> Handles do not work/broken on the windows downstairs in dining room</p>	<p>No repairs have been reported in Orchard Letter sent renewal dates</p>
<p><u>Lighting</u> Front door light is very dim. Can not see who is outside.</p>	<p>CRM raised</p>
<p><u>Rising damp</u> Bottom of curtains are damp, smells damp and have to use a lot of air fresheners</p>	<p>Voice message left with customer, looking to get an Inspection booked in</p>
<p><u>Lift</u> Lift breaks down, people trapped in between floors (5 instances in recent months). Not working at all currently / circuit box?</p>	<p>Lift was out of service for two weeks in October due to specialist parts required. This is now back in service. Any additional faults are visited the same day. Lift due to be replaced in the near future.</p>
<p><u>Roof</u> Roof leaks, 3 months to resolve. Rainwater goods blocked. Scaffold up for 8 months before anything happens.</p>	<p>CRM raised</p>
<p><u>Gas Boiler</u> Gas Boiler not working properly, relatively new. Heating is temperamental.</p>	<p>Job completed</p>
<p><u>Kitchen</u> Kitchen units falling apart. Sink leaking.</p>	<p>No repair has ever been reported Emailed renewal dates</p>
<p><u>Shower</u> Shower (electric) no hot water (episodic)</p>	<p>Job completed</p>
<p>Bathroom Toilet and sink leaks, history of leaks</p>	<p>No repair has ever been reported Emailed renewal dates</p>
<p><u>Planned Works – Bathrooms and Kitchens</u></p>	<p>Emailed renewal dates</p>

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<p>The White Paper also outlines the Decent Homes Standard, health and safety new nominated responsible person(s) for health and safety and consumer standards, and an intention to tackle anti-social behaviour by clarifying the roles of different agencies.</p> <p>We were promised that our kitchen and bathrooms would be upgraded after 10 years but to date, 17 years later, these have not been upgraded.</p>	
<p>Back door still sticks, possible structural engineer to attend,</p>	<p>Repair carried out in March 2023 no further repairs reported</p>
<p>Side gate and posts collapsed</p>	<p>No repair on the system</p>
<p>Kitchen programme?</p>	<p>Letter sent renewal dates</p>
<p>Solar panels who does the savings go to?</p>	<p>Emailed Anesco for information</p>
<p>Very happy with new fitted kitchen, kitchen extractor stopped working.</p>	<p>Emailed Emmanuel Whittakers to attend</p>
<p><u>Gutters</u> Gutters at front and rear of scheme need attention</p>	<p>Gutters are being looked at to be put on a planned programme</p>
<p><u>Planned works – windows and doors</u> Not had windows and doors replaced</p>	<p>Letter sent renewal dates</p>
<p><u>Service Charge</u> Querying service charges</p>	<p>Service Charge query raised as CRM</p>
<p><u>Gutters</u> Always been poor quality. Always leaking and broken, overflowing. Phoned saying they are being done. What are timescales for repairs?</p>	<p>Gutters are being looked at to be put on a planned programme</p>
<p><u>Maintenance</u> Gardening, windows, communal cleaning. General feeling amongst tenants is they are ending up doing the maintenance themselves. The workmen look at their phones when on the job, sit in their vans for over an hour doing nothing.</p> <ol style="list-style-type: none"> <li>1) Cleaners. Poor quality and not enough time. They come for 5 minutes, is not long enough.</li> <li>2) Don't clean windows. Window cleaner on Number 7 have used abrasive brush and window is completely scratched. When are they getting replaced?</li> <li>3) Lights are not working properly in the hallway. Emergency lights not working and MSV need to come out and fix</li> </ol>	<p>A cleaning audit was carried out in the communal block on 14/10/23 and it was found to be in good clean condition following the recent clean with no issues to address with the contractor delivering the service. The amount of time taken by the teams attending is irrelevant as long as all contracted duties are completed during each visit which this seems to be the case.</p> <p>I have checked the live attendance portal for the window cleaners and this site has received its routine monthly attendances. Replacement windows would site with either repairs or planned works if due for replacement based on their condition and recommended lifespan.</p> <p>Emergency lights repair/replacement works completed 27/09</p>
<p><u>kitchen query</u> One resident of Arrowsmith Court only wanting tiling done but we wouldn't do it. Feel could've done just a small job for customer service.</p>	<p>Spoke to customer, they understood but said it would have been nice to of had it done.</p>

Issue	Outcome
<u>Customer Call Centre</u> When we phone up, CCT sometimes block and pass on messages, and they do not phone back.	Customer Call Centre notified
<u>Flooring</u> Had damp on the floor in kitchen. Meter readings really high. 2 men came round from the floor company. 6 weeks ago, said they go back, if not they'll come back. Rang back and said get it replaced. No meeting has taken place. Need to have good notice to arrange meeting.	Called and left voicemail. Will arrange a visit with Tysons to look at the issue
<u>Watermark Stain</u> Wardrobe in hallway, long brown stain watermark 14" high up on the ceiling.	Will arrange for Tysons to attend
<u>Repairs requested</u> Needs radiator moving in the kitchen from behind fridge to side wall Needs shower unit moving due to water damage and health and safety Requires a regulator fan – so not on full power when light turned on	Added CRM requesting inspector to attend Requires additional socket in the bedroom Added CRM Added CRM all jobs have been passed for an inspection, emailed customer
<u>Planned Works windows and doors</u> Wants to know when windows and doors are being replaced	Carrying out surveys Oct 2 <sup>nd</sup> /3 <sup>rd</sup> and 4 <sup>th</sup> October asked coordinator to inform customer. Flyers gone out to customers, they have chosen date for survey
<u>Communal Washing Machine</u> Issue with spin speed of one of the communal washers in the laundry – not spinning clothes properly	The washer is only on 40 min wash that spinner is 800rpm if he uses other washes spin is higher rpm. It is purely to save time that tenants put into other washer on 6 min spin. I showed him how to do it if he wants to use 40 min wash as opposed to 1hr 5 min, it is to save time.
<u>Planned Works Bathrooms and Kitchens</u> Want to know when bathrooms and kitchens are due to be replaced Main issue is that the kitchen veneer is peeling off and one customer has had repairs done on her kitchen 3 times	Chestnut Court was built in 2009. With our business plan we expect kitchens to have a life span of 20 years, therefore they would be looked at to be included in a renewal programme in 2029/30. The bathrooms have an expected life span of 30 years and therefore are due to be looked at for renewal in 2039/40. Our stock condition surveys Rands have recently carried out surveys inspecting the properties and the proposed renewal years are in line with our data.

## TREES & GARDENS

Issue	Outcome
<u>Trees</u> At the back of my property on MSV land, there are trees across the whole street which are causing various issues. The trees have only been pruned once since moving into my property 10 years ago, they are overgrown, blocking	Following a review of these trees significant reduction works were carried out to them by a specialised tree surgeon contractor in Sept 2021 who advised that no further works would be required again until 2025 when a further review will be carried out.



<p>the light and creating a mess in the gardens which is becoming unbearable to maintain. The trees are not pruned back enough. During summer the lights are always switched on in the kitchen and back bedrooms during broad day light. Birds are nesting directly above garden which is causing a mess of bird faeces all over the gardens flags, garden furniture, children’s play equipment and fencing. I cannot peg my clothes outside to dry during dry days as they need to be re washed again because of this I am using so much water to wash the mess of faeces and using my garden hose constantly to get rid of it. The mess is very hard to remove as it stains the flags. I have had to buy a dryer which is not cost effective. It’s having an impact on me financially.</p> <p>I would really appreciate and would like a solution (long term) for the issues that we are experiencing. Sitting outside in your garden in the sun should be a joyful experience without fearing mess deposited on you. My mental state is affected because I cannot make the most of my outdoor garden through spending time outside. I have contacted my local councillor and local authority and they have advised me that as the land belongs to MSV it is their duty and responsibility to keep maintenance. They are happy to carry out the job, however they need a go ahead from MSV.</p>	<p>Although we understand your frustration with restricted light into your garden and the fall of unwanted leaves from the trees unfortunately we will not be looking to carry out any further reductions to those trees until the next review in 2025. Bird mess in your garden is an unpreventable situation as this is common nature especially with properties surrounded by green spaces and although tree pruning may slightly prevent birds in the area, it will not resolve the issue once and for all. Again restricted light in your garden due to trees is also not a reason for the trees to be reduced as legally no person has a right to light within their garden or home.</p> <p>MSV is committed to maintaining trees and green space where possible and have demonstrated the maintenance of these when they were last reduced 2 years ago and as stated above we will continue to monitor moving forward, but our current stance with regards to tree maintenance is that we will only be carrying out emergency tree works. Emergency tree works are that if trees are in close proximity to one of our properties and are causing structural damage or have a potential to cause danger to our residents or the public which unfortunately these are not.</p>
<p><u>Trees</u> Over grown trees on the scheme health and safety risk</p>	<p>Carried out a site visit to inspect the trees 4<sup>th</sup> October 2023. No immediate H&amp;S issues noted, The Tree that was raised as a concern in carpark area is stable and in good condition.</p>
<p><u>Trees</u> We also feel the apartment on the ground floor is extremely dark with minimal natural light. We wanted to see if it would be a possibility to cut the trees at the side of the building to create more light</p>	<p>Need to look at planning to see if trees can be cut down</p>
<p><u>Trees</u> Trees overgrown preventing light on patio and bedrooms</p>	<p>MSVs current stance with tree works is to only act if a H&amp;S concern. There are no recommendations on the tree survey info advising of any immediate works at the site. Restricted light into a property or garden/patio does not warrant works to be carried out as legally no person has a right to light in their property due to trees. If any works were noted by the gardeners during their visits this would be acted upon where required.</p>
<p><u>Trees</u> Issues with trees blocking out light</p>	<p>Restricted light into a property or garden/patio does not warrant works to be carried out as legally no person has a right to light in their property due to trees. If any works were noted by the gardeners during their visits this would be acted upon where required.</p>
<p><u>Garden drainage</u> I would like to discuss garden how it has a domino effect on the hole property and my property particularly at this</p>	<p>Job has been raised for Clearways to attend the scheme and unblock drains</p>

<p>moment in time, how when jobs are done, they are patch up jobs and then of course we end up back to square one by having to contact MSV and ask for the same job to be done again and again.</p> <p>Attaching a picture of my son having to unblock the grid so I can leave my flat though entrance without having my feet under water</p>	
<p><u>Gardeners</u></p> <p>The gardens have not been attended to my knowledge for the last four weeks</p>	<p>The last visit (prior to Customer Forum) was on 30/08/23 and would have been due again the week of the 18<sup>th</sup> September, but was deferred until the week of the 26<sup>th</sup> September due to the down pours we had, so in essence they are a week behind on grass cuts for all sites.</p> <p>The gardening spec is the same across all sites, Fortnightly Grass cuts and shrub pruning (March – Oct) then during the winter seasons its hedge reductions and bed works, moss removal and leaf clearance (Oct – March).</p>
<p><u>Gardeners</u></p> <p>Been here 21 years. Pay extra on rent for the service and not getting value for money. Whole estate looks a mess, needs someone to look at whole landscaping. Wants an appointment with an officer to discuss on site.</p> <p>They are not really gardeners, just pushing lawnmower, with shoddy equipment which does not pick up grass and leaves ruts in lawns. The gardeners are aware their equipment is not fit for purpose and say its first come first served at their depot.</p> <p>Hedges are very overgrown, have to walk in road because of this, which is very dangerous.</p>	<p>Left message for tenant to advise officer will be attending site with the gardening contractor on 17/10/23 to address the reported issues. We will also knock at the property once on site.</p> <p>Met with tenants and confirmed what works will be undertaken around the site over the coming winter months. They were happy with these proposals.</p>
<p><u>Communal Gardening</u></p> <p>The communal gardening team are continuing to do the front of the property but refuse to do the back garden. I note that they do another neighbours back garden regularly, but not mine?</p> <p>This means that I am reliant on the good will of my neighbours, or it remains as overgrown, as it currently, now is.</p> <p>I do not have spare cash, or savings, to get gardeners in, unless you want me to, not eat, or heat, my property?</p> <p>A response to this, needs to be more than the cold sentence from my neighbour officer that said, "The service charge does not include this, it is your responsibility".</p>	<p>The resident only pays for communal gardening on the street and for their front garden to be maintained at their property. We do not maintain any individual rear gardens on the street apart from the communal garden to the flats at the far end.</p> <p>Unfortunately, this forms part of the tenants tenancy agreement responsibilities, which has been explained to them on numerous occasions by their neighbourhood officer.</p>
<p><u>Gardeners</u></p> <p>Whole estate looks a mess, needs someone to look at whole landscaping. Wants an appointment with an officer to discuss on site. Been here 21 years. Pay extra on rent for the service. Not really gardeners, just pushing lawnmower, shoddy equipment, not picking up grass. Leaves ruts in lawns. They say its first come first served at their depot, they are aware their equipment isn't fit for purpose</p>	<p>CRM raised</p>

<p><u>Gardening</u> We pay charges for gardening but in Winter, there is no gardening on our Estate, why do we still have this charge?</p>	<p>Residents still pay for gardening during the winter months as duties are still carried out around the estate although we are not grass cutting. Duties include litter and left collections and moss removal.</p>
<p><u>Gardening</u> Trees are not pruned or been cut, this time of year need the trees cutting back. Garden along path never done. No weed killer, need to weed. Light blocking windows due to overgrown hedges. The gardeners ignore requests to do work (i.e. hedges) are very laid back and not accommodating.</p>	<p>Officer attended site (14/10) to inspect the reported issues and the site was in good condition. Additional hedge reductions will be carried out over the next few months as this forms part of the winter programme works along with moss treatments to paths etc. MSV are currently only acting on H&amp;S issues with trees and there were none noted during this visit that warranted any immediate works.</p>
<p><u>Gardeners</u> Gardeners not doing the job left to residents</p>	<p>Left message for tenant to call back with further details about concerns with the gardening.</p>

## NEIGHBOURHOODS & ASB

Issue	Outcome
<p><u>Safety</u> Lived at property for 7 years. 2 bed ground floor. Fairly quiet area, but we have had attempted break into windows. PVC windows have been cut and tried to pop them out. There is a garden latch access to car park behind with a buzzer system, but people are still getting in there. The building is very open to anyone. Is not secure and we don't feel safe. Also backs onto where a lot of drug use in area.</p>	<p>CRM raised</p>
<p><u>Regular visits from officers</u> In the 8 years we have lived in an MSV property, we have only seen one member of the MSV team once and that was simply to pass on some 3-pronged light bulbs!!</p>	<p>Neighbourhood Officers will arrange a walkabout on the Street.</p>
<p><u>ASB</u> In the past 4 months we have experienced extreme anti social behaviour involving other residents with MSV, and it occurs to me that this behaviour MIGHT have had less chance of starting if we were being visited on a reasonably regular basis. Here in Horwich, everything can be fine until something goes wrong and then it is possible to feel isolated and vulnerable very quickly.  So what does the team think about an annual "audit" of a property (to make sure the right people are still living at the property as well as the general condition of the property), and a 3-6 monthly "How Are You Doing?" visit from the area managers??</p>	<p><u>ASB</u> CST investigating ASB.  <u>Visit</u> Walkabout due to take place on 16/10/23 Attempted contact with tenant</p>
<p><u>Vandalism and Break-ins</u> Anti-social behaviour overall is a problem. The premises have been broken into three times, as a result a keypad has been put on the rear gate (but no one</p>	<p><u>ASB</u> Please accept our apologies we assumed the code had been given out to all residents, will ensure this code is posted through the doors of all customers.</p>

<p>has the code) its academic as the gate opens and closes at will.</p>	<p>MSV are working with the development team to assess what additional security features can be added to prevent unwanted visitors accessing your scheme. I will ask that the housing officer responsible for your scheme communicates with yourselves as we get decisions on how best to prevent any future unwanted guests.</p> <p>The local police have been met at the scheme to try to get identification and all CCTV has been provided, my details have been passed to the neighbourhood policing section and requests for additional police presence have been made. I will ask staff to make contact again to discuss the increased police presence.</p> <p><u>Vandalism and Break-ins</u></p> <p>Diocese taking over the land and to take over and put on gate. MSV do it on other land.</p>
<p><u>Balcony privacy</u></p> <p>There is no privacy on the balcony or main bedroom unless the blinds are permanently closed. Youths are getting up the banister on flat roof up on balustrade and then sitting in our communal room with feet on table watching TV. This has happened several times and we don't feel safe. Design and access point of how they are getting in need attention.</p>	<p><u>ASB</u></p> <p>Details to Community safety</p>
<p><u>Bin Store</u></p> <p>One tenant cleans the bin store. The bin store is adequate at the moment, but in the future, it will be too small.</p>	<p>Residents need to take responsibility for the refuse area and the amount of waste they are generating. The capacity will have been confirmed by planners as to what capacity was needed for a scheme this size</p>
<p><u>Selling Property</u></p> <p>As you have probably guessed by my tone am really disappointed so much so I have asked on many occasions for you to buy it back or how do I go about selling it?</p>	<p>CRM raised</p>
<p><u>ASB – Roden issue due to discarded food</u></p> <p>Rat infestation caused through neighbours depositing food at front of property. Dozens of pigeons being fed by same tenant, who has been interviewed but sadly problem still exists.</p>	<p>ASB officers have been out to visit the tenant who insists they are not feeding any birds and has also taken down bird feeder.</p> <p>I've had Acorn at the scheme and there were no issues and no vermin detected.</p> <p>The last evidence tenant sent was just a photograph of grass, I could not detect any bread or birdseed on the grass.</p> <p>Will arrange for Acorn to attend again and inspect the scheme for vermin.</p>
<p><u>Laundry Area</u></p> <p>Due to the dampness in the flat we are not drying clothes in the building and can be a problem trying to dry clothes on the balcony. Could we make a suggestion for a dedicated area on the grounds to be used for drying clothes?</p>	<p>No space in building for drying area and explained to customer. Looking to see if there should be rotary dryers in grounds</p>

<p>I have been here since day one when the building was opened! My concerns for this building and some tenants who live here are really concerning!! Sorry to be seen as complaining but they are major issues going on in this building and really need addressing !</p>	
<p><u>ASB - Rodents/Pests</u> We still have issues with same person constantly feeding the birds which we have had many issues over this for years yet nothing gets done ! After seeing rats and foxes are a major concern!</p>	<p>Will arrange for Acorn to attend again and inspect the scheme for vermin.</p>
<p><u>Drugs</u> There is a very strong smell of the drugs (weed) coming from the top floor! Noticed someone loitering on many occasions who is not a tenant. Tenants worried this is drug dealing as regular.</p>	<p>CST have opened an ASB case regarding the cannabis use and will report this to GMP</p>
<p><u>Health and Safety</u> A visitor to a neighbour leaves electric bike in the hallway on many occasions sometimes left overnight. Concerned about the fire risk. 3 elderly people on the ground floor and feel these bikes are not safe ! They have been noted in the papers how dangerous these bikes are.</p>	<p>Letter has been sent to all residents reminding them to refrain from leaving items in the communal area.</p>
<p><u>Shed</u> The shed (as known) is supposed to be a bike shed, but is full of many carry bags, all sorts of rubbish in there, yet another hazard</p>	<p>Officers will inspect on next scheme audit.</p>
<p><u>ASB</u> We have several drugs issues and the safety of our residents, is being regularly compromised. There are two different areas where drugs are being dealt, sold and the dodgy characters come and go, at all hours of the day and in the evenings. The nightly visits of cars staying briefly and then rushing off, most nights after midnight, is not helping either. Nothing has changed from the previous neighbourhood officers visit, all goes quiet and then it all starts again. Why should I have to constantly keep breathing in, other people's nasty illegal drugs and get worse, healthwise, than I already am. Time you all sorted this properly!</p>	<p>Organise a partnership walkabout on site along with other registered provider partners/police  Partnership walkabout arranged for 16/10/23. Will inform tenant of walkabout and arrange to visit.</p>
<p><u>Road condition</u> Condition of road/cobbled, can we raise with Bolton Council?</p>	<p>CRM raised</p>
<p><u>Right to Buy</u> Right to buy / right to acquire enquiry</p>	<p>CRM raised</p>
<p><u>Living Conditions</u> Kitchen is very small. 5 people living in 3 bedroom house. Grandma (78), on settee bed, 3 boys (6, 10, 11).</p>	<p>CRM raised</p>

<u>Disable Parking Sign</u> Tenant has 2 disabled children and her partner has mobility issues. Can we put a sign or disability sign on the road for parking?	CRM raised
<u>Rats</u> Rats under car park block drains contributed to this	Request for the drains to be unblocked at the scheme and once complete to instruct Acorn to carry out treatments at the scheme Job raised for Clearways to attend site and clear drains
<u>Car Park barrier</u> MSV replaced car park wall with a wooden fence. Would like a barrier. Would like car park blocking off.	Officer visiting scheme to check whether we can do this
<u>Bird feeding mess</u> People are feeding the birds and pigeons. Now have squirrels gnawing the wires. Feeder needs to move back as now there is a lot of poop over the cars.	Communication to be sent out to all residents reminding them to refrain from feeding pests at the scheme
<u>Railings</u> Railings all the way around the scheme got painted 30 years ago and they never completed the job. Need to go back and complete the painting. It does not suit the scheme.	We have no immediate plans to carry out external decoration works to the scheme. However, we will be scheduling properties into an external annual painting programmes in the coming months and your request has been noted. We'll advise on programmes and proposed dates in due course.
<u>Visits</u> Because the scheme is easy to manage, feel like they are forgotten about.	Quarterly scheme audits are carried out here. Will arrange next scheme audit before end of Oct and commence individual tenancy audits in Nov.
<u>Lounge closure</u> Raised an issue, led to the lounge being shut	Manager to meet with staff to discuss best course of action for any future issues and how we hope to deal with issues moving forward
<u>Lights</u> Outside lights carpark and the front of the building not working,	Repair needs raising
<u>Manhole covers H&amp;S issue</u> Manholes higher than the grassed area	Inspection to be raised
<u>CCTV signs</u> After reports of stolen cars having number plates changed to deter in the future	There is no CCTV at scheme. Signs are for a deterrent to stop on going issues with cars
<u>Later Living</u> Wants to have further information about later living accommodation	Manager to arrange a visit
<u>Rent</u> Not on the internet no rent statements	Rent I have already dealt with this. I spoke to them on the night and sent a rent statement last week. I advised they could call me anytime regarding a statement.

## MONEY MANAGEMENT

Issue	Outcome
<u>No flexibility from MSV</u> Overall unhelpfulness when I am struggling to keep going to work to pay my rent etc ... how i am expected to be	Query raised as CRM

<p>home week days between the hours of 8 and 4.30 with no flexibly from MSV appointments time visiting the property and repairs.</p>	
<p><u>Money Management</u></p> <p>I was being helped both last year and earlier this year, by a member of the team, but in mid-April was informed that in future they would not be giving me any more help and I had to go through my neighbourhood officer, instead.</p> <p>So all the trust and friendly rapport that I had spent time building up with that member of staff and who knew my situation, has all been wasted and I am now left to fend by myself!</p> <p>So much for caring about us, tenants, forget it!</p>	<p>Spoken to tenant and discussed housing benefit, rent arrears, bedroom tax, disability benefits and DHP application. I did a benefit calculation to ensure getting the maximum benefit entitled to given disability and health problems. Gets the maximum benefit available.</p> <p>Rang Bolton Council on a three-way conversation to sort this out for tenant, unfortunately, their voice was not clear and as a result couldn't proceed with the call. Tenant will contact them tomorrow and I will give them a call on Thursday to ensure the matter is resolved.</p> <p>Regarding the bedroom tax, one of the three bedrooms is classed as occupied because tenant needs an overnight carer due to disability. As per housing benefit rules, tenant will not be awarded DHP for the third room, therefore, they need to pay per week. Tenant upset with MSV as wanted to set up a payment arrangement every four weeks online with benefit payday, unfortunately the Neighbourhood Officer has declined. Tenant is happy to leave it as it is for now.</p>
<p><u>Cost of Living</u></p> <p>What help to us, tenants? None whatsoever that I have received, or any one that I know?</p> <p>Struggling to buy adequate healthy food and have been recently told by my GP, to increase my meat and green leaf vegetables, eat larger plate portions and vary my weekly food choices, much more.</p> <p>All of that costs money these days and my monthly budget for food has already been significantly increased, in recent months.</p> <p>The local council here in Bolton sent out a food voucher to me, that Asda refused to accept for a online shop and I am unable to go a store shop.</p> <p>As for any other help, forget it, as a single person, my needs are not considered.</p> <p>So no, help from you has as yet, not been offered, or received.</p>	<p>Money Management has reviewed and spoken to customer – all support put in place and matter resolved</p>

## DEVELOPMENT

Issue	Outcome
<p>Unfortunately there are a number of issues at St Columbus court which never seem to get resolved. In short this is cheap build which will fall further into disrepair over the winter.</p>	<p>We will not be repositioning kitchen windows on this scheme. Recommendation, opaque half window screening film</p>

<p>This certainly is not what was promised what happened to the bright rooms sitting here in the dark with the blinds closed for privacy, same with the kitchen window (you certainly need a new architect). A lot of jobs unfinished and building was signed off and still have issues unresolved.</p>	
<p><u>Car Park</u> The car park is too small the parking and visitor parking will be non-existent if this place ever fills up. (friends have had their cars vandalised parking on the street). We were promised 24 spaces, but there are only 17 spaces. There are also supposed to be 2 electric input points for electric cars and there aren't any.</p>	<p>Development and Later Living team investigate</p>
<p><u>Conservatory Request</u> Permission to build conservatory. Can we explain process and give info please</p>	<p>Unfortunately, MSV are unable to approve the installation of a conservatory. The reason for this is the reduction in the size of the garden and future maintenance and replacement becoming MSV's responsibility in the event that the current customer leaves the property.</p>

## DAMP AND MOULD

Issue	Outcome
<p><u>Damp</u> Ground floor flats have damp and the carpet tiles in the downstairs corridors are lifting with the damp. Kitchen floor bubbles.</p>	<p>Tyson's attended, no signs of damp. Flooring operative going to attend and look at the carpet tiles</p>
<p><u>Damp/Mould</u> Over 6 months ago we noticed a severe problem with damp in the apartment. This has become a big issue and very concerned now moving into the colder months. The damp has caused numerous items of clothing to be damaged with mould and consistently water is being collected by the dehumidifier. This has to be in use 24/7 reduce to damp. This is causing a issues for my elderly mum who is struggling with the ongoing damp problem which could potentially affect her health. This was raised to Teresa a few months ago as it appears this problem is happening to other people in the building. I have taken steps to reduce the problem by keeping ventilation in the apartment ie windows being open however the damp is not going away.</p>	<p>Visited with Tyson's on Tuesday 3<sup>rd</sup> October to have a look. No signs of damp in the property. Tyson's explained it is still drying out but there is no damp. Customer was happy and she has my contact details if she has any further issues. Advised to keep window vents open and use fans as needed when cooking, showering etc.</p>
<p><u>Damp/Mould</u> My concerns are about damp I experience in some rooms. I am constantly cleaning, painting and redecorating to try and combat the problem. I ventilate the rooms and never dry washing on the radiators. I have had to replace beds, clothing and other furniture due to mould growth and cannot have furniture along the gable end wall in either the living room or bedroom because of mould growth on the furniture and walls. I'm 69 years old and have health</p>	<p>Inspection booked in for 10/11/2023</p>



problems and am finding it increasingly difficult to keep up with all this work. My husband has a heart condition and Diabetes and can't do too much. I would really appreciate some help and advice to resolve it.	
Provided pictures of the damp and mould in flat	Requires follow up visit and any actions from Defects teams. Jon spoke to her on the night and agreed actions
Damp and mould at property	Inspection booked for the 10/11/2023

## RESIDENT ENGAGEMENT

Issue	Outcome
<p><u>Resident Opportunities</u></p> <p>Not sure what you mean by this, but if it means meetings like this, then very few people in my area are willing to travel into Bolton, in the evening, for a meeting, as they now consider it unsafe and the area chosen, has a bad reputation, to those who know the area!</p> <p>I am willing to be on a tenants forum or group, to discuss our needs and issues, but house bound and cannot attend meetings.</p>	<p>Provided tenant with various opportunities to get involved as an active tenant.</p> <p>Awaiting to see if interested in Scrutiny.</p> <p>Have asked how best to move forward with resident/social group given housebound and mobility restrictions. Awaiting feedback.</p>
<p><u>Merger with Great Places</u></p> <p>Not sure whether this is worth commenting on, now since being informed, that it is now not going to even happen, as yet!</p> <p>Seems to me that a lot of money had now been wasted on this, with no benefit to anyone, either us tenants, or the staff.</p> <p>For me, the so-called tenants opinions was an insult, coming as it did, after all the decisions had already been made and was nothing more than a tick box exercise and a claim that we tenants, were consulted and included!</p> <p>Many of us, including myself, were part of the merger last time, over six years back and did not believe the latest set of empty promises and blatant lies, you made to us tenants.</p> <p>As we saw the opposite, after the previous merger, worse repairs, worse communication and a overall reduction in the whole attitudes and services, to us and we are just used as "cash cows who provide rent".</p> <p>I am not the only tenant with these thoughts either.</p>	<p>The proposed merger with Great Places is now off and there is no chance that this position will change. This is frustrating on some levels given the amount of time, energy and indeed cost that was expended during the process but it is a decision taken by both Boards and we believe the right outcome for MSV. We entered into the merger discussions with Great Places in good faith because we genuinely believed there was a strong business case and that over time there would be significant benefits to tenants and communities. However, over an 18 month period the operating environment changed dramatically and it became apparent that the business case was no longer compelling. I do not accept that there we no potential benefits to tenants or staff, we wouldn't have entered into the process if we didn't believe that was the case. That said the merger isn't going ahead now so it's a bit of a moot point.</p> <p>I am sorry that you do not consider the consultation to be anything other than a lip service exercise. It was a legal requirement that we conducted one and during the course of the consultation we interacted with lots of tenants through different forums and mechanisms. There were some mixed views as you'd expect but the majority were actually in favour of the merger or were unsure. This was reported to our Board who were satisfied with the robustness of the process we had been though. In any event it's largely irrelevant now given that the merger isn't happening but your comments are noted.</p>

	<p>Finally, I am sorry to hear that you consider there to be a widespread deterioration of services and attitudes since the last merger. That is the crux of the issues we need to deal with of course and I thank you for bringing them to our attention. I can assure you that MSV do not view tenants as cash cows who provide rent, far from it. That said the nature of the landlord relationship is such that we provide a home for people to live in, rent is charged and there is an expectation that tenants pay it. That's pretty fundamental to the landlord, tenant relationship and I don't really know what to add on that point other than I am sorry to hear that your impression of the landlord and tenant relationship at MSV is such a negative one. Hopefully, the work that is being undertaken further to last week's visit will help to reset trust in terms of your relationship with MSV.</p>
<p><u>Resident Opportunities</u> Interested in Resident Involvement</p>	<p>Provided tenant with various opportunities to get involved as an active tenant. Awaiting to see if interested in Scrutiny.</p>
<p><u>Communications</u> Difficult to understand</p>	<p>Noted</p>
<p><u>White Paper – Customer Voice</u> The Social Housing White Paper in November 2022, focuses on resident voice and influence and to achieve greater accountability to residents through the Together with Tenants initiative. Why is it some of MSV Housing Estates do not have this?</p>	<p>Matt Jones attended focus session 3<sup>rd</sup> Oct where discussed overview of CS and discussions for feedback</p>
<p><u>Residents Associations</u> I believe it is not up to residents to have a Residents Association, because the Government puts the duty squarely on the Housing Associations. 1) So how is MSV going to help us who do not have a Resident/Tenant Association? 2) How can MSV build resident safety and resident voice is some of your residents do not have a voice?</p>	<p>Updated tenant around customer model and standards during 3<sup>rd</sup> Oct session.</p>
<p><u>Social Housing Framework – Jargon</u> How does MSV expect us to understand the legislation on the new Social Housing Framework jargon and what entails? We do not have the clout nor the power to refuse or challenge some programmes that MSV takes.</p>	<p>Matt Jones attended focus session 3<sup>rd</sup> Oct where discussed overview of CS and discussions for feedback</p>
<p><u>Consumer Standards Consultation</u> Added to this is that we now have the Regulator of Social Housing raised regulatory consumer standards and consultations are going on through emails. Some of us do not have access to the internet, so how are you going to get our views heard if all the information is through the internet.</p>	<p>Matt Jones attended focus session 3<sup>rd</sup> Oct where discussed overview of CS and discussions for feedback</p>

## INFORMATION TECHNOLOGY

Issue	Outcome
<p><u>Online Portal</u></p> <p>Type in a repair but they don't seem to be sending and there is no autoreply.</p>	Noted
<p><u>The basics of the website sections</u></p> <p>The system claims to have received each individual message, requesting each repair and claims that that replies will be sent, with a one day window!</p> <p>Keep seeing this message, no replies within the stated time, several days later, or even weeks, before the reply is read and action taken and then the jobs are raised at your end, but the dates to do the work, are not sent, to the tenants.</p> <p>Have had multiple issues with the computer system in recent months, with repair requests being "so called lost in the system" and spending endless time having to constantly repeat myself.</p> <p>Have two repairs made back on the 11th September 2023 that the system said they had received, but no sign of them, in my account.</p> <p>As for the length of time, to actually bother to do any of the requests, it continues to get ever longer and longer and the claims and lies that things are being sorted, shows no sign of getting any better!</p>	Noted

## WELLBEING

Issue	Outcome
<p><u>Wellbeing Support</u></p> <p>Supposedly offered this back in February 2023, by my neighbourhood officer, who said she would add me to some list or other, for a regular telephone chat?</p> <p>Well, not heard anything back, ever since, just ignored and left to cope with no support, or caring.</p> <p>I have seen this subject mentioned several times in recent things from MSV, but yet to be included, or convinced, that this anything more than just general waffle and in reality, means nothing!</p>	<p>Tenant explained they were getting reassurance calls from the community engagement team. I explained that those calls were only due to Covid during lockdown as we were unable to get out to properties.</p> <p>Tenant never came to wellbeing team as a case or referral but we will check if there is anything we can do but it won't be regular phone calls.</p> <p>I explained to tenant the wellbeing service and asked if they had any wellbeing needs that I could help with. Tenant is fine at the moment, was informed if their needs change they can contact directly any time.</p>

**Attendance:** 60 tenants

### MSV Officers present:

Matt Jones, Executive Director (Customers)

Rachel O'Connor, Development Director

Sam Hall, Head of Repairs

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

Callum Jones, Head of Building Safety and Compliance

Rick Bartlett, Head of Customer Experience

Jon Worsley, Head of Building Defects and Disrepair

Loretta Haslam, Later Living Manager

Darren Joynson, Assistant Manager (Decoration)

Louise, Neighbourhood Officer

Ruth Shedwick, Resident Engagement Officer