

# Merger Consultation

## Q&A from 15 March 2023, Jean Byers HUB (Bredbury)

| Raised by | Issue  | Response  | Dealt by                                 |
|-----------|--|---|--|
| forum     | How many mergers have MSV been through?  | <p>One. When Mosscaire and St. Vincent's merged together. Great Places have been through several most recently 2020, the Equity merger</p> <p><b>Q:</b> How many here tonight have heard of the proposed merger?<br/> <b>A:</b> 7 out of 17 tenants indicated they had</p>        | Matt Jones                               |
| forum     | <p>Can MSV get the basics right now?</p> <p>Why invest in 1,000's more houses when you can not look after existing stock</p>   | The operating environment is challenging and we need to be investing in existing stock, carrying out repairs and building new homes to play our part in tackling the housing crisis and homelessness.   | <p>Matt Jones</p> <p>Rachel O'Connor</p> |
| Forum     | Need to get windows sorted, officers don't know when they're due   | <p>Component replacements include window schemes. Life cycle is 25 years and cannot cite when they are due for every single scheme without reference to our asset records</p> <p>If windows have been installed incorrectly then clearly we need to address that.</p>             | Matt Jones                               |
| Forum     | Where is the money coming from. Is it from the government?   | It is affordable from government at lower/rent, first time buyers which is how MSV get the funds. Subsidy from government, no profit allowing us to give the lowest rent we can charge. With 1,000s on the waiting list, we couldn't develop new homes without government funding | <p>Matt Jones</p> <p>Rachel O'Connor</p> |
| Forum     | <p>MSV need to deliver core services...</p> <ul style="list-style-type: none"> <li>- Answer the phone.</li> <li>- Turn up for repairs with the right tools.</li> <li>- Replacement items need to be dealt with.</li> <li>- Tackle ASB</li> <li>- Support for people with hardship concerns.</li> </ul> <p>Things have got worse since the last merger. How can you assume it will improve when it gets bigger?</p> | It's a mechanism to deliver more effective services in a larger organisation with more resources and a bigger infrastructure for things like repairs and call handling.   | Matt Jones                               |

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| Forum     | This is just simply a takeover  | <p>This is not a takeover. Conversations have been had regarding the name. MSV will join Great Places under a transfer of engagement. This is the quickest route to merger and should not be perceived as a takeover.</p> <p>The larger organisation in the merger usually retains their names and this is quite usual. Landlord will change to Great Places, however, your tenancy terms will remain the same.</p> <p>In areas where there is a strong presence (historically and recently), we will look at how we could maintain the MSV brand in some way alongside the new organisation name of Great Places. Exploring options for this.</p> <p>MSV’s own CEO Charlie, is Chief Exec Designate, which is a position required for the merger to go ahead. Charlie will be taking the same values and carrying them forward. Staff members are reassured Charlie is CEO of the proposed merged company.</p> | <p>Matt Jones</p><br><br><br><br><br><br><br><br><br><br><br><p>Tracey Ferguson-Black</p> |
| forum     | Will all community hubs stay open? We need more local contact   | <p>Yes. Community Hubs will stay open.</p> <p>Great Places have a head office not far from our existing office. Staff would transfer to one building. They also have offices throughout the North West. Local offices are something we will be looking at more closely and you will be kept up to date on progress. We want to enhance local presence not reduce it as we know it’s important to tenants</p>  | Matt Jones  |
| forum     | Feel sad not a lot of tenants have come tonight out of 1,800 in the area, therefore I feel I need to apologise. I think there is a feeling that a lot have given up and that nothing will happen. | Noted, it’s always difficult to engage tenants at scale but we appreciate those that have attended giving up the time.  |   |

**Attendance:** 17 tenants

- MSV Officers present:**  
 Matt Jones, Executive Director (Customers)  
 Rachel O’Connor, Development Director  
 Taranjit Dosanjh, Strategic Lead Customer Voice & Influence  
 Elizabeth O’Connor, Assistant Director Property Care & Customer Experience  
 Ruth Shedwick, Resident Engagement Officer  
 Cath Finch, Community Projects Officer

# Repairs Consultation

## Q&A from 15 March 2023, Jean Byers Community HUB (Bredbury)

| Raised by | Issue   | Response  | Dealt by              |
|-----------|---|---|-----------------------|
| forum     | Nothing will change   | If you have reported a repair, we understand your frustration, we want to know your views   | Elizabeth             |
| forum     | 35+ minutes waiting time  | We are working on our response rate at Customer Services<br><b>Q:</b> Is everyone feeling that frustration?<br><b>A:</b> 17 of 17 tenants   | Elizabeth             |
| forum     | Windows have been badly installed from the outset, with rise in gas/electric might as well open window and let the hot air out. An initial botched job. Not good enough and presented a bigger problem. Not been done right from the start.<br><br>Fans so bad in bathroom cannot close vents. Only open them because don't want mould to form. Had to use a crowbar to open window<br><br>Not defect in building, been there 13 years. Not had survey done | Possibly defect in building? Has a survey been done?<br>Defects fall within Repairs Team to resolve. Because inherited defect, need to talk to stock management/asset management.<br>Have a programmed approach over 5 years<br><b>Q:</b> How many have same issue as windows/not good when put in?<br><b>A:</b> 5 of 17 tenants<br><b>Q:</b> How many have had stock condition survey done?<br><b>A:</b> 3 of 17 tenants | Elizabeth<br>Taranjit |
| forum     | How long will it take to do the project, how long to do them and complete?  | Deal with the results as they come in. MSV triage and address the issues as they come up  | Elizabeth             |
| forum     | We want individual office, and meet locally to discuss our issues   | Anyone can meet staff at the HUB by appointment.<br>Anyone can use the portal   | Elizabeth             |
| forum     | I have issues using the Portal. Repairs get rejected all the time   | Could be technical issues at either end. Will look into our end.<br><b>Q:</b> How many use the Portal?<br><b>A:</b> 5 out of 17 tenants<br><b>Q:</b> How many find it useful and easy to use?<br><b>A:</b> 5 out of 17 tenants  | Elizabeth<br>Taranjit |
| forum     | Staff at the other end of the phone need training better on repairs and understand what we are talking about. It has led to misdiagnosis of repair being logged and takes longer to resolve. The job is then logged on the Portal as job completed and it hasn't been sorted. Those we speak to on the phone are not adequately appropriate to deal with the issues raised  | Noted<br><b>Q:</b> When we come out how many are not for the job?<br><b>A:</b> 5 out of 17 tenants  | Taranjit              |

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| forum     | We don't get notifications of operatives if they are an external contractor (roof/damp)  | <p><b>Q:</b> Are you happy to receive texts?<br/> <b>A:</b> 17 out of 17 tenants</p> <p><b>Q:</b> How many of you didn't receive texts?<br/> <b>A:</b> 8 out of 17 tenants</p> <p><b>Q:</b> How many have had jobs completed but not happy?<br/> <b>A:</b> 5 out of 17 tenants</p> <p><b>Q:</b> When an operative comes to your property, do they tell you why they are there and what they are going to do?<br/> <b>A:</b> 17 out of 17 tenants</p> | Taranjit |
| forum     | Previous service was so much better. We used to be able to speak to Housing Officers, that's also disappeared. We get no follow up locally | <p><b>Q:</b> How many want to keep the local and follow up?<br/> <b>A:</b> 13 out of 17 tenants</p>  | Taranjit |
| forum     | Needs one dedicated phone number in each area purely just for repairs. Need some other avenue to speak to someone to sort                  | Noted  |          |
| forum     | Shared door has not been fixed, had so many operatives come out and still not sorted   | This will be picked up outside of meeting  | Taranjit |
|           | --   | <p><b>Q:</b> Are you in favour of the satisfaction survey?<br/> <b>A:</b> 11 out of 17 tenants</p>   | Taranjit |

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