## Nibbles n Natter Customer Forum Q&A from 20 July, Clitheroe (St. Mary's Centre)

Raised by	Issue	Outcome	Dealt by
online	Planned Works  I have lived at my property since 11 May 2009. The kitchen especially is now looking tatty, with cupboards and drawers no longer fitting as well as when the property was originally built. The kitchen worktop around the sink area is unsightly. However, the bathroom isn't too bad considering how long it was fitted. Approximately 6/7 years ago, a surveyor was asked by Mosscare St Vincents to make a visit to me, in order to access the overall condition of the flat. The surveyor made mention to me about areas of the kitchen looking a bit shabby and he duly wrote this on his report. Are there any plans in the near future for planned works when the merger takes places with Great Places?	Kitchens are scheduled for renewal in 2024/25 programme. It should be noted that all maintenance replacement dates are predictions based on knowledge at the time of survey and are formulated for business planning purposes. The process of predicting life cycle replacement is not a precise science and will always be subject to on-going review. This means that the above dates are a present-day evaluation and may be subject to change.	Mark Jones
online	Social events in Ribble Valley  As a tenant of MSV and as a lady living alone with physical disabilities who spends the majority of each day alone at home, that I am not mentally stimulated enough due to lack of social interaction or events happening in the Ribble Valley. Most neighbours go to work which leaves me very lonely. I do speak to friends every day by phone, but this isn't the same as meeting people and forming relationships. I have often read the MSV newsletter and it is obvious that in certain areas and within certain age groups, much attention is given. Will the merger with Great Places change all this? I hope so.	RM & CF to contact tenant and discuss further. Contact with Great Places and local partners to look at other activities. RM has made contact with tenant and arranging a meeting to look at a new group.	Steph Williams
online	Maintenance I am happy with the repairs service, regular communal window cleaning and ground maintenance work. Will this continue to be as regular and reliable when the merger with Great Places takes place?	Yes we will be looking to continue to deliver the same standards of services on the same frequencies following the merger. Should this change for any reason tenants will be notified of any changes prior to this happening.	Jon Stones
online	Housing stock availability		

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	As a result of the merger with Great Places, will there be more opportunities to apply for vacant properties, and what areas will be covered?	Spoken to resident about housing options as wishes to downsize, but ready at the moment and will contact us again when ready to move.	Joanne Ashworth
online	Rent As a result of the merger with Great Places, will the rent of our properties rise?	There will be no rent increases due to the merger. Rents are reviewed annually in line with legislation.	Joanne Ashworth
online	I would like to say how much I enjoy living here. It's such a nice location and very peaceful. So good for later years. A couple of topics that would be nice if you considered are Modernising the bathrooms and kitchens - mine is adequate but very dated.  Bathroom The toilet does not have a dual flush so wastes a lot of water.  Kitchen More cupboard space in the kitchen would be good and a more modern efficient boiler. I recently received information from MSV regarding dual ownership - but this scheme does not include all tenants and those wishing to part own the home where they already live	Assets have responded on the timescales around refurbs  Bathroom and Kitchen  Bathrooms are due for replacement in 2025-26 and Kitchens in 2034-35. It should be noted that all maintenance replacement dates are predictions based on knowledge at the time of survey and are formulated for business planning purposes. The process of predicting life cycle replacement is not a precise science and will always be subject to on-going review. This means that the above dates are a present-day evaluation and may be subject to change.	Loretta Haslam
online	Parking Signage Another consideration might be the placement of a private parking sign. The public frequently use the car park which can at times be inconvenient to the tenants Hope this provides some areas of conversation	A Private Parking sign has been agreed – MSV marketing arranging the sign.	Loretta Haslam
online	Bungalow  Do you have any bungalows to rent in the Clitheroe/Barrow/Whalley areas?	Unfortunately, we do not have any bungalows in these areas. the nearest we have this type of stock is in Longridge and there are only 8 in total with no current vacancies	
online	Pothole There is a large pothole near the turning area on John Wall Court. Water seems to lodge there after a downpour.	Pothole Job raised for 23/08  Mould	Property Care

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	Mould	Requested inspector visit 24/07 regards the gutters and cleaning of	Jon Worsley
	The ceiling in bedroom has a bit of black on it at the edge nearest to the gutters which is at the rear of the building.	the mould	
online	Parking Signage		
	The signage for parking on John Wall Court could be clearer. Specifically, there is often a problem with visitor cars parking down the access road. It would be much more sensible if ALL VISITORS had to park in the big park right at the entrance. There is never many parked in there. The rest of the parking should be reserved for residents only. A bit of extra signage would resolve a growing problem.	Agreed with customer that a letter is required reminding residents that visitors should park in the main car park at the scheme entrance if they are staying for any length of time.  New residents parking only sign ordered.	Joanne Ashworth
online	Parking Signage		
	Sometimes people visiting the village (not residents or visitors of Edmund Gennings) have used the car park using the excuse that there is no 'Private Parking' signage. A parking sign would at least discourage people parking here.	Requested a private parking sign 21.7.23 - marketing looking to order this	Loretta Haslam
online	Service charge The service charge is for maintenance of the scheme. I can't see where any work has taken place over the last 10 years apart from replacing a loose stone on the car park wall. There is no weeding or cleaning done on the street.	The service charge for Landscaping at this site should only apply to the flats and not the houses as we do not maintain any of the House gardens or anything else on the estate Nichola will remove the charge moving forward and issue refunds for monies paid if applicable.	Jonathan Stones
online	Repairs We have lived in our property now for just over 22 years. There are several jobs that would be done if we move out. As we have maintained the property could some of these jobs be looked at being repaired. Example is a crack in the downstairs sick from something falling in it years ago, a chip in the bottom of the bath (that's been there since we moved in, damaged architrave around the bathroom door.	Job raised 03/08/23	Rick Bartlett
online	Could we receive a summary of the things discussed as we would have attended had we not had a prior engagement.	Tenant provided with link to Nibbles n Natter Q&A area of website <a href="https://www.msvhousing.co.uk/your-community/get-involved/nibbles-n-natter/">https://www.msvhousing.co.uk/your-community/get-involved/nibbles-n-natter/</a>	Ruth Shedwick

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forum	Fly tipping in communal bin area  The residents of the flats are regularly leaving items in the communal bin area that the bin men will not remove. There is currently an armchair in there.	Letter sent out to the residents of the flats asking that the armchair is disposed of by whoever left it there. If this is not done the removal will be arranged.	Joanne Ashworth
forum	Communal garden  Customer enquiring when communal gardening services are due to start as the grass hasn't been cut since the start of the tenancies in February	Chased update with contractor with regards to attendance at this site and they have been in attendance. Due to it being mainly hard standing there is only minor bed works to be undertaken there, that is why it is only once a month visits unlike fortnightly visits at other sites. The next visit due is on 31/07/23.	Jon Stones
forum	Repair Customer has recently had a leak, he sent in pictures and it was reported under defects. His shower has now been resealed but was told further work needed doing but no-one has been back	Job raised 03/08/23	Rick Bartlett
forum	Gardening services Gas meters have become overgrown so residents can't access them to read their meters. Also the bushes have not been cut back in a while and are up to window height.	Gardening Services Both of these issues were addressed by the gardeners on the last attendance to this site 20/07/23	Jonathan Stones
	RTA These flats were previously Gateway properties and customers were told they were eligible for RTA but when MSV took them over they were told they were not eligible for RTA	RTA These properties were acquired from Community Gateway by MSV in March 2020. They were Section 106 properties and therefore have no Homes England funding in them. They therefore do not qualify for the RTA. If residents were told by Community Gateway at sign up that they were eligible for the RTA then they have been mis-informed.	Rachel O'Connor
	Parking Car park gets full of visitor cars at the weekend which leaves residents unable to park on their own car park	Parking Letter sent regarding visitor parking at the scheme	Joanne Ashworth
forum	Damp Mould Repairs Ongoing damp issue in the stairwell which was raised early November 2022. Getting worse. Photo evidence provided.	CRM raised. Buildings Defects Team/Repairs investigating	
forum	Extension on property  Emailed enquiries a few weeks ago and no one has got back to tenant, wants to discuss an extension on his property	Responded to tenant and confirmed will look into it but believe the SO Lease will prevent tenant from doing an extension	Edward Taylor
forum	lvy	lvy	

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	Complained about the Ivy on the communal back - needs treating & cutting back.  Downsize Tanant deeps treated shared ownership. Wants to	The ivy was maintained on the 18/07/23 up to MSVs boundary line as we are legally not allowed onto the private land behind to carry out more intensive works.	Johnathan Stones
	Tenant doesn't understand shared ownership. Wants to downsize and get a one bedroom rented or shared ownership.	Downsize Tenant asked to contact Ribble Valley Council seeking independent advice and contact the local MP for support. Spoke to tenant on Monday 24 <sup>th</sup> of July and went through next steps for downsizing from a Shared Ownership property. Confirmed if they wish to be in a social housing rented property then would have to sell her home. Spoke to Lettings and got details from them on how it works in RV and passed these by email to tenant.	Edward Taylor
forum	Communal area Ivy Complained passionately about the ivy issue in the communal area which comes from the print works. The gardeners are only there a couple of minutes.  Gate	Ivy The ivy was maintained on the 18/07/23 up to MSVs boundary line as we are legally not allowed onto the private land behind to carry out more intensive works. Also because the site is very well maintained there is not a need to spend a great deal of time on site for every visit as the majority of works was done on the previous visit The site is pristine.	Jonathan Stones
	Someone has put a gate in MSV shared fence, the council will not act as the gate is on our land. Can the rent refund just go on rent account instead of requesting the credit?	Gate Spoke to tenant on Monday 24 <sup>th</sup> of July – customer advised to contact Council. Confirmed will review again and see what may be done.	Edward Taylor
forum	Scrutiny Interested in MSV Scrutiny group	Tenant contacted through Residents Engagement with details of Scrutiny Panel	Ruth Shedwick
forum	Planned Works-Damp/Mould Kitchen needs redecorating. Also damp and mould.  Repairs Pipework needs looking at. Discoloured water. Also pipework in dining room across ceiling needs looking into.	Damp/Mould Aiden to check and cleaning of the mould, will need further triage which will do at the same time raising a survey if needed  Repairs Job raised for 04/09	Jon Worsley Property Care
forum	Shower Required Shower needs putting in as still struggling. Getting through on the phone has been an issue.	Adaptation request. Neighbourhood Officer to advise of process.  Have advised tenants of process for installing a shower	Joanne Ashworth

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forum	Korean War Forces Anniversary Forces celebration (photo for newsletter) 70 <sup>th</sup> anniversary	Photo sent via Chair of Barrow Brook Resident Group. Sent onto	Ruth Shedwick
	end of Korean War.	Sarah for newsletter.	- Natir Sireawick
forum	Building Inspections Our property is now 12 years old and needs a building inspection. When officers attend audit, they should be checking in on tenants, ask how they are while they are there. They should also check windows, doors etc., are up to scratch.  Operatives Would be ideal if the same officer deals with the same issue. We have different operatives attending the same ongoing issue and have to relay the same information. Its confusing for us and the officer. Operatives come and see things but they are never picked up or dealt with. Why don't they log issues when they are at our property? They only want to deal with the job they have been assigned to do that day.  Communications We need ongoing communications and feedback. Especially after a job.	Building Inspections We need to check when our consultants are due to carry out SCS survey and will get back to you.  Operatives New follow on process for operative to order own materials plus the new area split to ensure same operative re-attends unless holidays/sickness don't allow  Communications Noted. Our service centre is improving as we make further changes.	Mark Jones
forum	Solar Panels Whole system needs maintenance, the ones at 1 and 5 have never worked.	Solar panels Solar thermal panels. If they are not working, jobs need to be raised in the normal manner for a contractor to attend and rectify. Will arrange for contractor to attend, rectify provide reports.	Mark Jones
forum	Boiler Violently vibrating, loud and gas engineer said something is wrong and needs looking at.	Job raised 03/08/23	Rick Bartlett
forum	<ol> <li>Portal leaves a lot to be desired. Password issue</li> <li>Sitting out in external area Area B</li> <li>Washing lines - not enough</li> </ol>	1. Unfortunately, this is a standard security feature. The portal will auto log out after 10 minutes of inactivity. There is an option to select "forgotten details" which will emails a link to reset the password. If you don't receive the email you may need to contact us to check your details are correct.	Alison Piggin

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	4. Comms an issue re. telephone	Not sure what is meant by Area B but all residents have the right to sit out in any of the communal garden.	Joanne Ashworth
	<ul><li>5. 12 year old building – damp from roof to door</li><li>6. Door problems with fob metal ore lock</li></ul>	Contacted customer, advised will conduct scheme audit and look at washing line	Joanne Ashworth
	7. Email from MSV to all regarding the importance to check/ask if Neighbourhood Officer there	4. Noted. Our service centre is improving as we make further changes.	
	8. Fire system – external contractor. Need to ensure right contractor sent	5. Building Defects Team raising job	Samey Haider
	9. Wall heater – blew all fuses. Repaired but faulted. Now	Service Team have raised jobs to action any defects with the access equipment.	Callum Jones
	<ul> <li>repaired but taken a while</li> <li>10. Lights on 1<sup>st</sup> landing out. Have been reported this week.</li> <li>11. F4 – electric cooker kept going off. Hardwire burnt through. Safety concern – repaired own expense.</li> </ul>	7. All health and safety information is provided at signup and is publicly available on our website ( <a href="https://www.msvhousing.co.uk/you-and-your-home/health-and-safety-at-home/">https://www.msvhousing.co.uk/you-and-your-home/health-and-safety-at-home/</a> ). This property is inspected monthly by our compliance inspector who also notes health and safety risks.	Callum Jones
		<ul> <li>8. The fire alarm system is tested weekly, with all defects actioned through our specialist contractors Automatic Alarms Ltd. Compliance Inspector has noted there are no issues with the system at present.</li> <li>9. Noted</li> </ul>	
		10. Emergency lighting repair raised.	
		11. Emailed Electrical Safety Manager to enquire about the defective cooker.	
forum	MSV Portal		
	Portal times out too quickly, needs another 5 minutes at least. Stopped using Portal as had password issues which were never resolved.	Unfortunately, this is a standard security feature. The portal will auto log out after 10 minutes of inactivity. There is an option to select "forgotten details" which will email a link to reset the	Alison Piggin

Raised by	Issue	Outcome	Dealt by
		password. If you don't receive the email you may need to contact us to check your details are correct.	
forum	<ol> <li>Car parking – issue. Small sign/faded is ignored. Receive verbal abuse when raised.</li> </ol>	New residents only parking sign requested to replace faded sign	
	2. Communal back garden. Boggy/slopes – all grass, no paving stones. Lumpy. Need paving area to sit. Safety wise not ideal re. washing. Tree not well – spoke to gardener today	<ol> <li>Inspection booked for 05/09</li> <li>Inspection booked for 05/09</li> <li>Job raised for 01/09</li> </ol>	Property Care
	3. Pathway at side. People cut across grass – soggy in winter. Very wobbly – safety issues	5. Inspection booked 05/09	
	4. Dustbins – door on bin store broken	6. Noted. Our service centre is improving as we make further changes.	
	<ul><li>5. Drains in garden unsafe. Too high. Gaps</li><li>6. Comms poor via telephone calls and emails</li></ul>	7. We are not aware of any issues with the fire alarms sounding at this scheme. The block is inspected monthly and so the Compliance Inspector will report back following the next	Callum Jones
	7. Alarm lobby – went off for 3m. Despite chasing left as told couldn't repair.	inspection. Suspect this was a false/accidental activation and once the device no longer detected any smoke it reset. Spoke with compliance inspector who confirmed there are no live issues at this site but will check and report back following the	
	8. Contact with Neighbourhood Officer non existent	next visit.	
	<ul><li>9. Cracks originally on snagging list</li><li>10. Black mould. MSV have done protective painting, worried it may come back as property is kitchen and living room</li></ul>	8. Neighbourhood Officer carries out a quarterly scheme audit but this does not involve door knocking unless a resident specifically requests a visit.	
	open plan and ventilation not great.	9. Unable to contact tenant to gain further information.	
	11. Communal cleaning – only there 3m. Don't hoover. Residents do own communal cleaning	10. Tenant advised to contact us if any mould appears in the future.	Ruth Shedwick
		11. The cleaners are not contracted to time spent on site, if they attend a site and it takes 3mins or 3hrs it does not matter as	Jon Stones

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		long as the contracted specification is completed on every attendance before they leave the site.	
forum	Rent Concerns raised about rent increases and inconsistencies on how rents are being applied across the street. Believe new tenants are being paid less rent than existing tenants and that they are also benefiting from new kitchens and bathrooms / better standard of windows and doors. Tenant has raised this before but not received an answer.  Outdated electrics Concerned electrics generally in the property outdated and potentially dangerous. Lost confidence in MSV and its service generally.	Rent Letter sent to tenant 01.09.23  Electrics Inspections have taken place on the suitability of the current electrics. We urge the customer to report any suspected issues with their electrical installation so we can attend to inspect. There has been no recorded jobs on our system for the property since early 2018.	Shaheen Yousaf
forum	Re-painting communal areas Would like to know when the communal internal areas will be repainted and when the internal communal carpets will be replaced. Enquired when the double glazed until that have been in since 2007 would be replaced.  Communal Cleaning Pay a service charge for communal cleaning that is not up to standard and observed the cleaner on site for less than 10 minutes.	Re-painting communal areas CRM raised 24/08/2023  Communal Cleaning The cleaners are not contracted to time spent on site, if they attend a site and it takes 3mins or 3hrs it does not matter as long as the contracted specification is completed on every attendance before they leave the site. If there is an issue with the standard of works being carried out an audit will be carried out and the relevant outstanding works rectified.	Jon Stones
	Reimbursement An outstanding repair to a crack in the gable end of the building that is causing damp into the property. Had to pay the costs of interior redecoration from the damp issue and has asked previously to be reimbursed and has not received a reply. Would like a breakdown of the service charge costs.	Reimbursement CRM raised 24/08/2023. Officers looking into update on the repair. Will provide tenant with breakdown of the service charge from Orchard and let them know we'll be issuing accounts soon.	Edward Taylor
	<u>Trees</u> Some trees on the scheme and some hedges need cutting back.	Trees All communal trees have been surveyed and graded on works required over a 3 year programme based on H&S. MSVs stance on tree works currently is only acting on immediate H&S issues.  Hedge reductions take place during the winter months Oct —	

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		March when grass cutting is not being undertaken. Letters have	
		been sent out to all residents in July advising of this.	
forum	Right to Buy Query about right to buy. Told previously do not, but believes they qualify.	Right to Buy Confirmed tenancy agreement states tenant has Right to Buy. Right to Buy application form sent to tenant.	Joanne Ashworth
	Trip Hazard Broken cement around front gate on the floor which is causing a trip hazard and a crack in back door. These have not been reported previously. Struggling tending the back garden. Appreciates this is not MSV responsibility but would benefit being signposted to a reputable local trade or HIA service.	Trip Hazard Repair concrete near front gate job raised for 19/09 Crack in back door – job raised for 19/09	
forum	Door Repairs  All reported concerns with external doors generally and condition. Have been advised they cannot stain themselves but MSV is not looking after them. Back door is in poor state.	Job raised 03/08/23	Rick Bartlett
Forum	Bathroom Repairs Concerned about hole in bathroom floor that has been reported but remains as an outstanding issue. Concerned about water leaking from the bathroom into the room below and getting into electrics. Also concerned hedging between neighbouring property is too high.	Job raised 03/08/23	Rick Bartlett
Forum	Conifers – request cutting due to height Concerns in regarding conifers being too close to telephone lines and could bring lines down in poor weather.	Trees in residents own gardens are their responsibility to maintain under their tenancy agreements. These were assessed by the tree surgeons when carrying out works at other properties and noted that no immediate works were required.	Jon Stones
Forum	Shed Concerns that outhouse / shed roof crumbling and in poor stated and contain asbestos which is getting into stored items and making area unsafe.	Raised re-inspection of ACM to determine condition and contacted the customer regarding any items stored within the garage.  Removal or encapsulation will be completed should the condition be determined as poor/damaged. Further update: Spoken with the customer and ordered for the roof to be removed with Intelligent	Callum Jones

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		Environmental Services, still awaiting costs from WRPS for the reinstatement of the roof following removal.	
Forum	Refund on Rent Residents have asked about the refund following a rent review. They have asked that they are all sent another TC1 form as they haven't received the refund.	Checks made with rent officer on all outstanding refund requests and look to get these actioned, we have been actioning a large amount of refunds especially across the later living section and want to reassure customers that they will receive the refund. The majority of Sheltered schemes have been given priority for refunds due to the size of the increase due them having communal heating, we ask further patience and reassurance that refunds will be made.	Loretta Haslam
Forum	Grounds Maintenance Gardeners are only cutting the grass and don't trim any trees or bushes. Can all the trees on the scheme be looked at as feel a lot of them need cutting back. Don't think the gardeners are attending as often as they should.  Land Ownership Query Is it possible for MSV to find out who owns the land at the other side of the fence.	Grounds Maintenance Checked the reports & images on the reporting portal and the site looks in good condition, the gardeners trim the hedges as required during the summer months as the main hedge works takes place during the winter when they are not grass cutting. I have also checked the tree survey data to see if any trees were recommended for works and they are not, this will be rereviewed again in 2 yrs time unless any emergency H&S works are required to them.	Jon Stones
		Land Ownership CRM logged with Growth team.	Rachel O'Connor
Forum	Door System The door entry systems for the upstairs flats do not work and they have to go downstairs to let people in. The new doors lock if they shut behind you and tenants can end up getting locked out.	Service Team have raised jobs to action any defects with the access equipment.	Callum Jones
Forum	Repair - Leak Leak from upstairs flat caused water damage, carpet smells of waste water. When an operative attended to make good the decoration the carpet was damaged, scorched by a screw falling on to it (screw was hot from the drill). Tenant has own spare carpet but would like someone to lay it for him.	Contacted tenant and arranged for PR Flooring to attend to fit existing carpet or supply and fit new 24/07	
Forum	Repair – cooker hood Cooker hood hasn't worked for last 5 years, can this be fixed or removed?	Repair Job raised 03/08/23	Rick Bartlett

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	Smell of Smoke Is there a vent that can be put in the hallway?	Smoke Further investigation. There is a corridor with no window or vent, smell in this corridor. Inspector to take a look and advise, no evidence of smoking internally.	Callum Jones
Forum	Repair- window Kitchen window blown.	Window Logged repair for window through CRM 24/07	
	Planned Works – New Kitchen Wants to know if she can get a new kitchen?	Planned Works The kitchen replacement is scheduled for 2027 -28. It should be noted that all maintenance replacement dates are predictions based on knowledge at the time of survey and are formulated for business planning purposes. The process of predicting life cycle replacement is not a precise science and will always be subject to on-going review. This means that the 2027-28 date is a present day evaluation and may be subject to change.	
Forum	<ol> <li>Communal areas need painting, look tatty.</li> <li>Carpets are dirty in communal areas</li> <li>Cleaners attend around 10 minutes and don't clean</li> </ol>	Painting schedule suggests that internal decoration is scheduled to be carried out in financial year 2024-2025. As the schedule is always under review. This means that the 2024-25 date is a present-day evaluation and may be subject to change.	Mark Jones
	<ul> <li>5. Cleaners attend around 10 minutes and don't clean properly</li> <li>4. Fire extinguishers were removed 2-3 yrs ago and holes are still left in the walls</li> <li>5. Pictures hanging in communal areas are old and tenants want them removed.</li> </ul>	2. Deep cleaning of communal carpets does not form part of the contract with the cleaning contractors. They are only responsible for hoovering if carpet or mopping if vinyl. The neighbourhood team would need to budget for this additional one off service if deemed required, but this has not been highlighted by the cleaners on any visit to the site.	Mark Jones
	<ul><li>6. Gutters block every year. If they report the issue operative will come any only clear one section and not the whole block.</li></ul>	3. The contractor is not gaged by time spent on site as long as the site is left in the contracted condition upon leaving on each visit. A site audit was carried out on 01/08/23 and the site was to the contracted specification.	Jon Stones
	<ul><li>7. Broken fence panels.</li><li>8. Exterior rotary clothes airers do not spin around (ceased)</li></ul>	4. Job raised. Extinguishers removed in line with best practice guidance issued by The Home Office - Fire safety in purposebuilt blocks of flats. Compliance have raised jobs for the	Jon Stones
	9. Internal fire doors close too fast	following: remove the artwork and make good any holes left by the extinguisher brackets and adjust the communal doors	

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	<ul><li>10. Communal corridors smell downstairs because of the drains, can something be done?</li><li>11. Communal bins need cleaning</li></ul>	to ensure they do not slam. Update: Remove the artwork and make good any holes left by the extinguisher brackets (property care – non urgent maintenance) - CRM raised. Adjust the communal doors to ensure they do not slam (Air Fire) - Already on AFC log to be completed as a matter of urgency.	Callum Jones
	12. Complained they never see anyone from MSV	6. Job raised 686701	
		7. Logged repair through CRM 24/07	
		8. Job booked to replace 1 x rotary airer 17/08	
		9. Logged CRM to send inspector 24/07	
		10. Logged CRM to send inspector to assess 24/07	
		11. Spoke to tenant, Neighbourhood Officer will arrange a further walkabout on the scheme	Joanne Ashworth
		12. Neighbourhood Officer carries out a quarterly scheme audit but this does not involve door knocking unless a resident specifically requests a visit	Joanne Ashworth
Forum	Gutter clip needs replacing, been told they have to wait 7 weeks for appointment as it needs 3 men and ladders.	Job booked for 2 men to attend on 11/08. Completed	
forum	<ol> <li>Gutter issue causing damp inside</li> <li>Exterior side gate doesn't lock</li> <li>Overgrown with shrubbery.</li> <li>Pot holes in the cul-de-sac.</li> </ol>	<ol> <li>Gutter resealed on 03/08/22. Requested inspector visit 24/07</li> <li>Job raised for 23/08</li> <li>Sent CRM to raise job for groundworker 24/07</li> <li>Job raised for 23/08</li> </ol>	Jon Worsley
forum	<ol> <li>Pay service charge but receive no maintenance, i.e grounds maintenance, cyclical decorating</li> <li>A rock on the roof near guttering, risk of falling down</li> </ol>	Site has received routine GM visits but with the site being all hardstanding there is little works to be done on each visit, generally just weed treatments and litter collections.	Jon Stones
	Block is neglected and tatty	2. Logged CRM to raise a job for operative to attend and remove the rock 24/07	

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	4. Front doors are shabby	3. Inspection booked	
	5. Disputing electrical bill as limited communal areas and not much lighting. Lighting isn't on sensors	4. Inspection complete. Communal door booked in to be painted	
		5. Job booked to install sensors on the lighting	
	<ol><li>1x radiator in the communal area that tenants can't turn off, wasted energy when not needed</li></ol>	6. Engineer will be called out to investigate.	

Attendance: 50 tenants

## **MSV Officers present:**

Charlie Norman, Chief Executive
Tracey Ferguson-Black, Assistant Director (Customer and Communities)
Nicola Brandon, Assistant Director (People and Talent)
Sian Leighton, Assistant Director (Strategy and Engagement)
Sam Hall, Head of Repairs
Sarah Hodgkinson, Head of Marketing and Communications
Nicola Jackson, Property Care Assistant Manager
Joanne Ashworth, Neighbourhood Officer
Ruth Shedwick, Resident Engagement Officer