



Winter 2022

Feedback

Latest news and events from Manningham Housing Association



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Manningham Housing Association **Mela 2022**
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Christmas Closure Dates

Closed - 12:00 Friday 23rd December Reopening - 09:00 Tuesday 3rd January



Welcome to Feedback Magazine

Latest news and events from Manningham Housing Association

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CEO Update



Lee Bloomfield
CEO of Manningham Housing Association

There are many great things in this issue of your Feedback magazine but one of the things I would like to draw your attention to is about becoming a Tenant Board member. At MHA we have some great structures in place for tenants to become involved ranging from our Customer Panel to our Complaints Learning Forum. If you have ever wondered what being a Tenant Board member involves or ever wondered what it is like to play a role in helping to oversee the work of a housing association then we would be delighted to hear from you. MHA tenant Cath Bacon, who Chairs your Customer Panel, has been a tenant board member for over 5-years and along with our Board Chair is keen to see more tenant involvement on our Board. If you are interested but unsure whether it is for you and would like to talk through it then please contact Executive Assistant, Emma Noble. Emma can have a chat about the role of a Tenant Board member and could also arrange for you to talk to Cath Bacon who can speak to you about her experience of being a Tenant Board member.

As a BAME (black, Asian, minority ethnic) organisation, Equality, Diversity & Inclusion sits at the heart of everything we do and helps define who we are as an organisation and the type of services we deliver. We are delighted to have recently won the Regional “Equality Trailblazer” award from the West and North Yorkshire Chamber of Commerce and have now moved forward to the national finals. The Chamber said: “We truly believe that Manningham Housing Association is a worthy winner of the Equality Trailblazer Award. When discussing nominations, they were the first organisation to spring into everyone’s minds, and the work they do to promote the importance of diversity and inclusion is unmatched”

I am also thrilled that we won the prestigious British Standards Institution (BSI) Users Award for Sustainability. BSI is appointed by the UK Government as the national standards body, holds the Royal Charter, and represents UK interests at the International Organisation for Standardisation (ISO), the International Electrotechnical Commission and the European Standards Organisations.



In joint agreement, the judges said:

“Manningham Housing Association has used BS 76005:2017 Valuing People through Diversity and Inclusion to ensure they can provide great customer care to over 6,000 diverse residents who live in their high-quality affordable homes across in Bradford and Keighley.

Use of the standard has helped them ensure they have a better understanding of all their customers’ needs which in turn enables them retain customer satisfaction ratings of 90% but also helped them to put in place additional support and programming needed during the pandemic.”



Meet our New Starters!



Colette Newton

Health and Safety Compliance Officer

Colette has over 22 years of administrative experience, including roles in Finance and Buying. Colette has also had previous experience in a Compliance role for over 6 years, moving to Manningham for a more community-focused role, in an organisation where we help to make our tenants and staff as safe as possible. In her spare time, she enjoys walking, days out and spending time with her family.



Hena Batool

Finance Assistant Apprentice

Hena recently joined Manningham in November 2022 as our Finance Assistant Apprentice. She completed her A Levels in July 2022 where she developed her interest and passion for accounting. She is now training for her AAT Qualification and hopes to grow her knowledge and skills with this apprenticeship.

In her spare time, she enjoys spending time with family and friends.



Bola Banwo

HR Administrative Assistant

Bola has a Degree in Accounting and has held different roles in Customer Services and Accounting with different organisations over the last 15 years. Bola is passionate about housing organisations as she believes "home is where the heart is". She enjoys spending time with family and friends, physical activity and listening to music.



Sadar Uddin

Community Partnerships and Investment Manager

Sadar has recently joined us as the new Community Partnerships & Investment Manager – You can read more about him on page 35



Yaseen Al-Rawe

Customer Services Assistant

Yaseen started working at Manningham Housing Association from September 2022, as a Customer Services Assistant. He enjoys helping others and meeting new people and is looking forward to interacting with our tenants and supporting them as best as possible.

Adding up to the multi-lingual team, Yaseen is a native Arabic speaker. In his spare time, he is keen on socialising with his friends and family.



Bella Hardy

Admin Assistant- Facilities

Bella has lots of experience in hospitality and enjoys working with people as she is really easy to get along with. Bella has also previously worked in sales in another office based in Bradford. In her spare time, Bella enjoys socialising with friends and family.

Q&A with our new Board Member Rupert Pometsey



Rupert Pometsey

Director of Development & Growth

1. What is your occupation?

I am an Architect and work for a Housing Association as the Director for Development & Growth where I am responsible for building more affordable homes for rent or shared ownership.

2. Why did you decide to apply to become a member of the MHA Board?

I used to work for Manningham and have a strong affinity for the organisation and the community it serves so have joined the Board to ensure that it continues to provide quality affordable homes, remains true to its roots and punch above its weight.

3. What motivates you?

Fairness and equalising life chances for everyone.

4. Why is MHA's mission meaningful to you?

Despite the progress that has been made by MHA, there are still far too many families whose housing needs are not met, some of whom are still living in overcrowded and unsuitable accommodation. More needs to be done to provide high quality homes for all areas where customers want to live especially among the BME communities where new affordable housing supply has been very low in recent years.

5. If MHA were to be on the cover of a housing magazine in five years' time, what would the story be about?

It will be about how MHA has grown to become a nationally acclaimed model of good practice among housing associations in providing fantastic homes and excellent customer service.

6. How would you describe the goals of MHA, and how does the association achieve these goals?

Looking after our existing customers by listening to understanding their needs and tailor our services accordingly. Providing more affordable homes by working in partnership with others and being a voice for the disadvantage in tackling inequalities.

7. What sets BME housing associations such as MHA apart from other housing associations?

MHA unlike other mainstream housing associations, MHA have community connections and close links with tenants either through voluntary organisations or connections through staff or community leaders and are therefore best placed to serve individuals and families. BME housing associations such as MHA, lives its values through its actions in a way that is appreciated by its customer base and not just words.



Abdul Ravat
Former Vice Chair



Farewell Abdul Ravat

To all parts of the Manningham Housing Association (MHA) story and family it is time to finally draw curtains to what has been an almost two decades long relationship with this amazing community anchor organisation.

I joined the board in October 2016, having previously had a professional relationship as a Lead Regulator (with the Housing Corporation) and Lead Investor (with the Homes & Communities Agency). MHA asked me to submit an application to become a board member and I jumped at the opportunity.

But as soon as I started, the organisation was plunged into serious regulatory challenges which was followed up with downgrades in Governance (G3) and Viability (V2) by the Regulator of Social Housing (RSH) which threatened its existence to retain its independence and define its own destiny.

Over my career, I have seen too many BAME Housing Associations losing their independence and either merged into bigger groups or simply disappeared. I was adamant for that not to happen to MHA and was determined that it chartered its own destiny. This we have collectively achieved and today MHA has the best set of PIs, level of resident satisfaction, customer service and voids that I have seen in the sector and the RSH deems it to have the top grading at G1 & V1, which it has now had for the last 2 years or so.

Under the requirements of the new NHF Code of Governance, there is now strict time stipulations as to how long individual board members can serve with a housing association. So having served my two terms I have been reflecting on the journey at MHA and where next for the sector.

MHA is a "shining example", leading the way in delivering homes and services against a backdrop of real pain and economic realignment with high inflation impacting rent increases, cost of living crisis and reducing support for household incomes, not to mention the discrimination and disparities that many people from the social minority communities' encounter. Yet despite these challenges MHA continues to work with and fight for its residents and neighbourhoods who would otherwise would not get the same attention from many of mainstream actors to truly level up. Community anchor organisations like MHA, have endured years of struggle on behalf of their social minority communities up and down the country and because of that gained a voice to operate as independent entities and remain firmly rooted to their social purpose. Particularly, where other organisations have struggled to keep voids down and have been hesitant to invest in many of the localities MHA aspire have significant stock holding and championing the needs to their communities.

I am forever in awe whenever I meet any of the original founding disrupters who started MHA over 35 years ago. MHA started its mission following research to investigate the chronic housing needs and lack of suitable affordable options available to the South Asian Community, with a £3,000 grant from Bradford Council.

Today, MHA is a business with a £10M turnover, with circa 1,400 homes in ownership and management (with over 70% being larger homes), with a truly diverse staff team of over 40 people strong. It

also has circa £50m of new private funds to deliver an ambitious, but affordable growth programme as well as ensuring that the existing stock meets the carbon challenge receives the necessary investment to reduce fuel bills for existing residents. From those humble beginnings MHA has become one of the strongest developing social landlord and is rooted in Bradford, Keighley although wants to stretch into other parts of West Yorkshire where there is unmet needs to help support other communities level up. MHA not only gives our communities and people a roof and a pace of sanctuary, but also a sense of community ownership, self-worth and pride. I am just so humbled and privileged to have played a small part in this.

But things have not always been as they should be and given the ensuing cost of living crisis, chronic under investment in affordable housing supply in places like Bradford (we still have over 2,000 applicants on the waiting, yet our growth programme will deliver circa 100 new homes throughout the current phase of the corporate plan), there is still much to do and real risks to the business, notwithstanding the crisis in social care and an increasingly ageing demographic also amongst many of the social minority groups.

But we have worked hard to develop a governance and organisational culture that always places the needs of our customer at the forefront of who we are and what is our purpose. Indeed, at every board meeting we start proceedings with a customer impact story that remind us of our shortcomings but also humbled to hear of the wonderful work that the entire staff team, working through the partnership with others, do to help sustain and improve the living environment and life chances of those who turn to us for help and support.

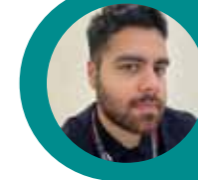
I am sorry that I have not had the opportunity to visit many of our schemes and speak to residents directly, which I believe is an essential pre-requisite to being an effective board member. But I know through the work of the customer, complaints and scrutiny panels (as well as on the board itself) that the voice of the customer is always there and shaping our understanding and every decision. I particularly wanted to single out the work the team undertake regarding digitalisation and community investment, which during the pandemic lockdowns proved a real source of support for many in the community and not just our residents.

I wish each and every one of you the very best for the future and whilst reflecting back on my time with MHA I can honestly say that it's always been interesting intellectually, often extremely challenging, usually with lots of fun and frolics and also a place to experience learning. Thank you for the opportunity and memories.

It has been great to be part of the team that has, I believe, built a really good business, albeit one working in a very hostile environment with fog and uncertainty abound. But MHA has always risen to the challenges and I have every confidence in the board, staff team and the many partners and stakeholders that it will continue to serve, deliver and protect the life chances of those facing vulnerabilities and need that helping hand.

Thank you and peace be upon you all.

Manningham Housing Association Mela 2022!



Amar Khan
Customer Involvement & Engagement Officer

At the start of September, we hosted a Mela for our residents where we had lots of fun activities & delicious food! The evening was memorable as we had a brilliant turnout with overwhelmingly great feedback.

We had approximately 650 residents at our Mela, many of whom were children who enjoyed the bouncy castle, rodeo bull, penalty shootout, virtual experiences & more. We would also like to thank our customers for attending and making this a fantastic day!

As well as this, we were pleased to welcome our partners & agencies who had a great time interacting with both staff and residents. We would like to give a big Thank You to HSBC, Staying Put, Bradford District Credit Union, West Yorkshire Police, Bangladeshi Youth Organisation (BYO) & Bradford Hate Crime Alliance.

We held competitions on some activities during the day and our winners were rewarded with trophies!



“The Mela was a fabulous opportunity for everyone to enjoy and celebrate being part of the MHA community. Our staff moved rapidly after the first Covid restrictions were announced to support all our tenants and that commitment never waned, including through providing regular social contact and opportunities for physical exercise. It is wonderful that their efforts have been recognised externally and it is particularly satisfying to celebrate these achievements with our customers because their needs will always be our absolute priority.”

- Barrington Billings, MHA Chair

“We are blessed with fantastic people who always pull together in testing times to do the best they can for our customers. We have received overwhelmingly great feedback which demonstrates the ever-important role we play in the community”. It has been an incredibly difficult two and a half years for everyone. We were determined to create an event filled with smiles, joy and hope for the future. Happily, we managed to exceed even our own high expectations.”

- Ulfat Hussain, MHA Deputy Chief Executive & Director Operations



Garden Competition

We ran a garden competition over the summer where we invited our residents to send photographs of their gardens. The winners were announced during the Mela and were awarded with Amazon vouchers!



Mr and Mrs Bacon from Sycamore Green.
(Cath Bacon is a Board member at MHA and decided to donate the funds to a local food bank).



Mr Tummons from Basil Street



Ms Akhtar from New Fields Drive

Customer Panel Update



Cath Bacon

Chair of the Customer Panel & Board Member

The Customer Panel is a forum for MHA tenants to meet and share ideas on how to prove the services that we offer. The Panel meet four times a year, this is done either in-person or online depending on the Panel member's preferences. It is a great opportunity to let us know how we are doing as an organisation and where to improve – and to enjoy food together!



The Benefits

- ✓ Gaining work experience that will help you develop NEW skills.
- ✓ Learn more about our services.
- ✓ Help to support your local community and people most in need.
- ✓ Support MHA in improving services that matter to you and your community.
- ✓ Meet new people, network, and share vibrant discussions.

Customer Panel Actions:

Below are the actions our Customer Panel has completed since the beginning of last year:

- **Community Investment Grant (CIG):** The Panel approved two CIG applications last year, one for a Christmas party at Anchor Court to tackle isolation and loneliness felt by some tenants emerging from the Covid-19 Pandemic & also one for a Pocket Park in Red Holt, Keighley where dedicated space for children was established to play.
- **Portal & Chatbot Testing:** Members tested MHA's new Customer Portal & Chatbot before it was launched to the public to make sure it is fit for purpose.
- **Complaints Learning Forum (CLF):** Customer Panel members have been involved in our CLF where they are given examples of real complaints MHA have dealt with. Members scrutinise our performance and provide feedback.
- **Consultation on Tenant Satisfaction Measures (TSMs):** The Panel was asked to complete a TSM survey which will be submitted to the Social Housing Regulator to draw up Consumer Standards for our tenants.
- **2022/23 Rent Increase:** Rent increases are discussed at the Customer Panel meetings.
- **Training Issued to Customer Panel:** In house training was delivered to members who are not digitally confident on how to use Zoom during COVID so that meetings could be held virtually. We also train members how to scrutinise complaints when they become Complaint Forum members.

- **MHA Policy Reviews:** Reviewed: Health & Safety policies including the Fire Safety Act of 2021 and the Gas Safety Policy of 2019. The Panel also reviewed MHA's new Hate Crime Policy, ASB policy and CCTV policy in September 2021.
- **You Said We Did:** This is an ongoing project where MHA listen to the Customer Panel first-hand where they have raised issues on their scheme and ensure that it has been dealt with. For example, if one of MHA's schemes has had a recurring issue with untidy bushes and communal areas, then our Estates Team would action this. Progress on each item is then tracked through Customer Panel meetings.
- **Whatsapp Group:** A Whatsapp Group has been created for our Panel where they can discuss anything they may wish to do so, making communication between Panel members & MHA easier.
- **Awards:** The chair of the Customer Panel, attended the UK Housing Awards Ceremony in London in November 2021 along with other Association's staff members. She also attended the Northern Housing Awards in May 2022.
- **Mystery Shopping:** Customer Panel members participated in Mystery Shopping and have been rewarded with Amazon shopping vouchers!
- **Brought forward ideas for the MHA Mela!**
- **Community Champions (To be launched soon):** This is a selected individual or two who will become the voice of their scheme and their neighbours. They will raise issues and ideas by liaising directly with the Neighbourhoods team.

Ulfat Hussain

Deputy Chief Executive & Director of Operations



Annual Tenant Report

Welcome to this year's Annual Tenant Report. This is our opportunity to share with you how we have performed in delivering our services. I hope you will find this report useful and informative, but if you think there is other information you would like to see then please do let us know. We are always up for new ideas!

The last few years have been very difficult for everyone. Covid-19 has had a huge impact on every one of us, our families, and friends. But the difficulties haven't stopped whilst life was beginning to get more normal. The huge rise in fuel, energy and food costs is beginning to cause severe financial hardship for everyone. It is therefore particularly pleasing to see the amount of financial support our staff have provided tenants during these difficult times. Details of this financial support is provided in this report.

Once again, we have ensured that we are doing everything we can to keep you safe in your homes by completing all the necessary health and safety checks and carrying out any work required. In addition to the normal checks, such as gas and electrical safety checks, we completed a fire door survey to all our flats in communal buildings and carried out repair work and replaced doors where needed. You will see from this report that 98% of our tenants are satisfied they live in a home which is safe and secure. This level of satisfaction is extremely high, but we will do everything to make 100% of our tenants satisfied.

Our overall customer satisfaction last year did reduce to 88% which is the lowest it has been for several years. Naturally everyone at MHA has been disappointed with this reduction as this is not the level of service we aspire to provide. Since then, we have made lots of changes in the way we are delivering our service, and I hope that those tenants that were not satisfied have seen some positive changes. I am pleased to report that since May 2022 our customer satisfaction has once again increased to over 90% and I am confident this will increase even further. I want to thank all our tenants for their feedback. This helps us to understand what we are doing well and where we need to do better.

At Manningham Housing Association, we don't just see ourselves as a landlord, but an organisation that invests in people and not just homes. There are great projects detailed in this report that show the work we are doing investing in our communities which I hope you will find useful.

I hope you enjoy reading this Annual Tenant Report and if you do have any comments or suggestions, we would love to hear from you.



Average Rent 2021-22



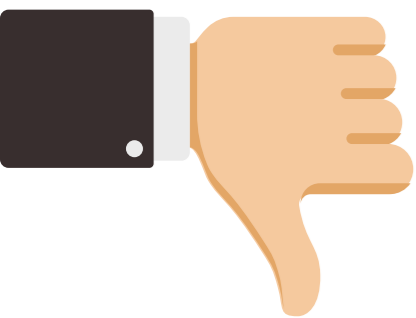
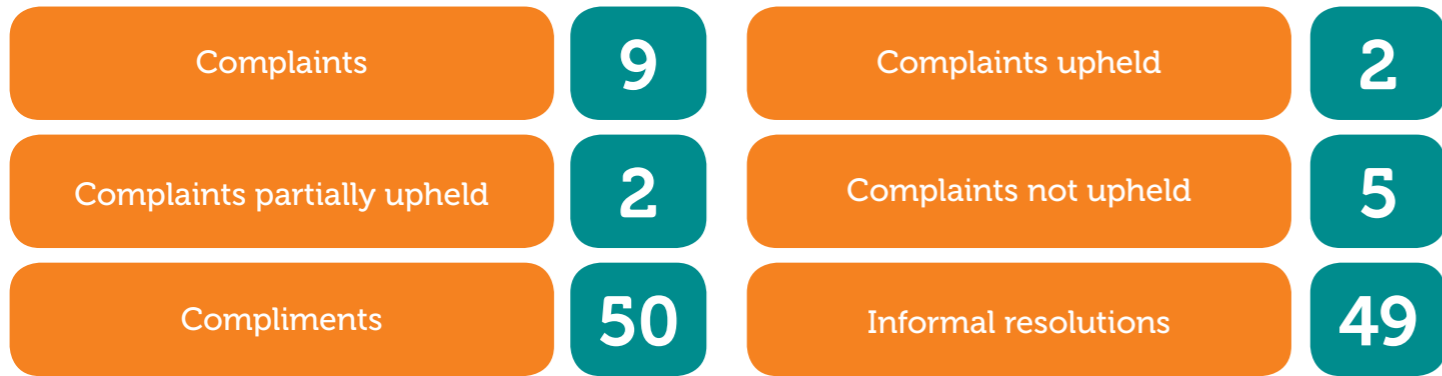
Lettings Data 21/22:



ASB Data 21/22:



Complaints and Compliments



What is an Informal Resolution?

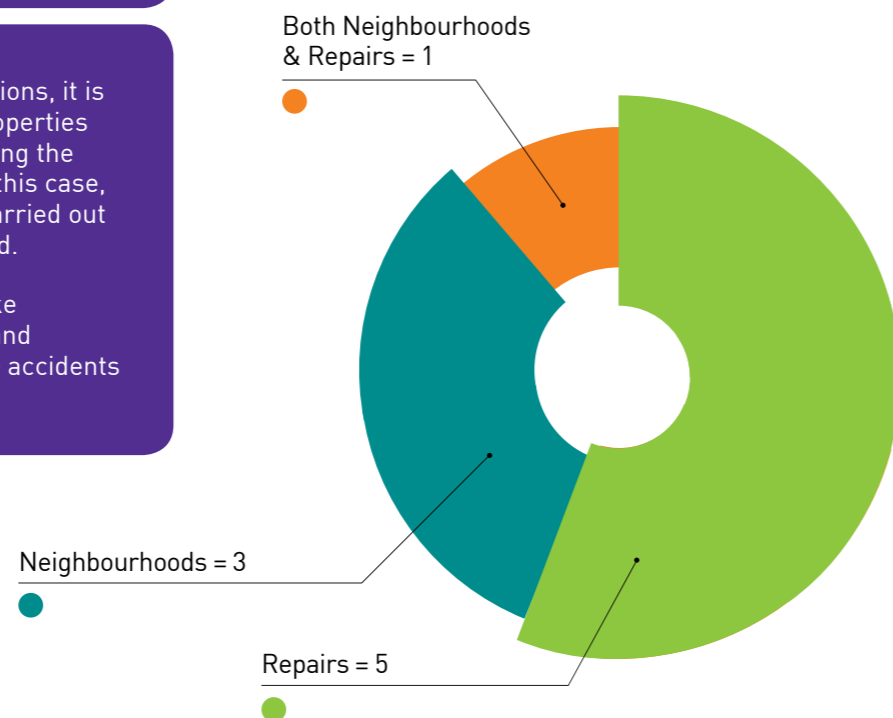
This is where a situation may have led to a complaint but has been avoided through resolution. This also helps us determine the cause of an issue and identifies patterns which we can resolve to ensure it does not happen again.



Learnings from 2 Upheld Complaints & how we will put things right

1. Whilst MHA do not treat rodent infestations, it is the landlord's responsibility to ensure properties are secure and safe for families by ensuring the building's walls are intact and secure. In this case, the walls of the property needed works carried out to them which MHA identified and rectified.
2. Going forward, all contractors must take adequate protection/clean up measures and materials with them to prevent any future accidents should they occur.

Complaints By Department



Responsive Repairs



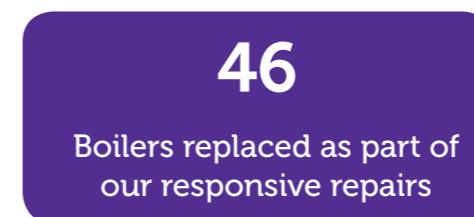
Repairs Completed On Time



Component Replacement Programme (CRP)



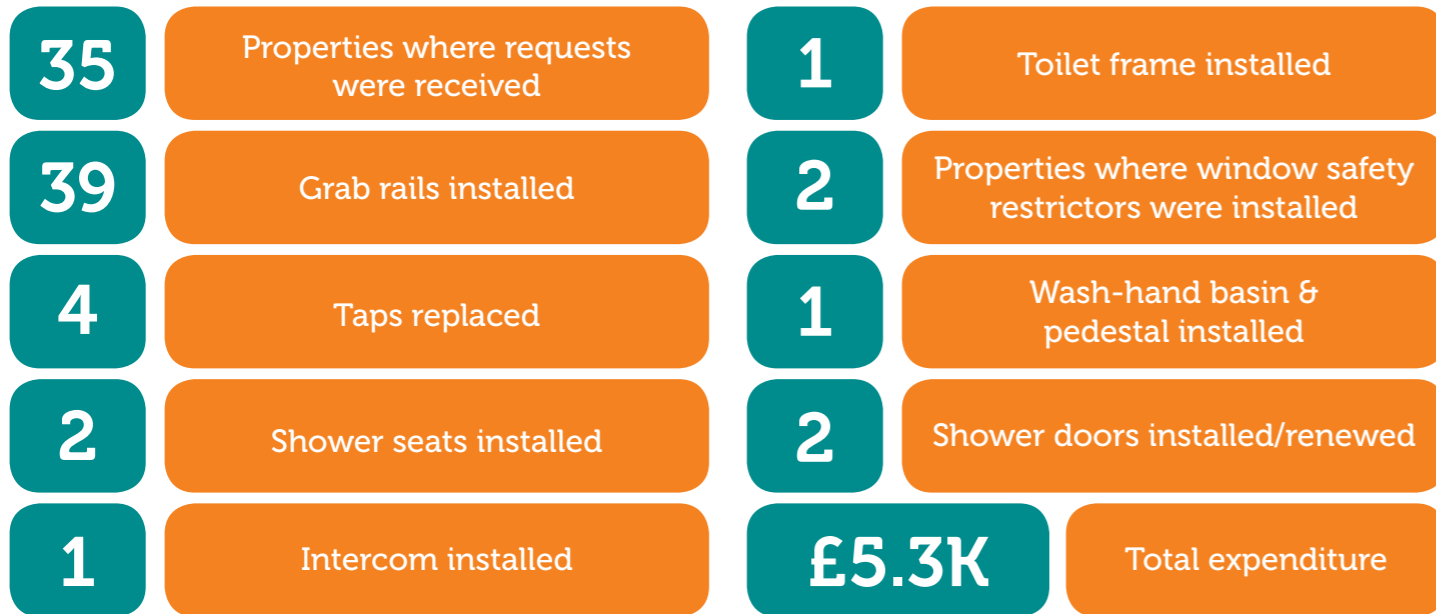
Boiler Replacements



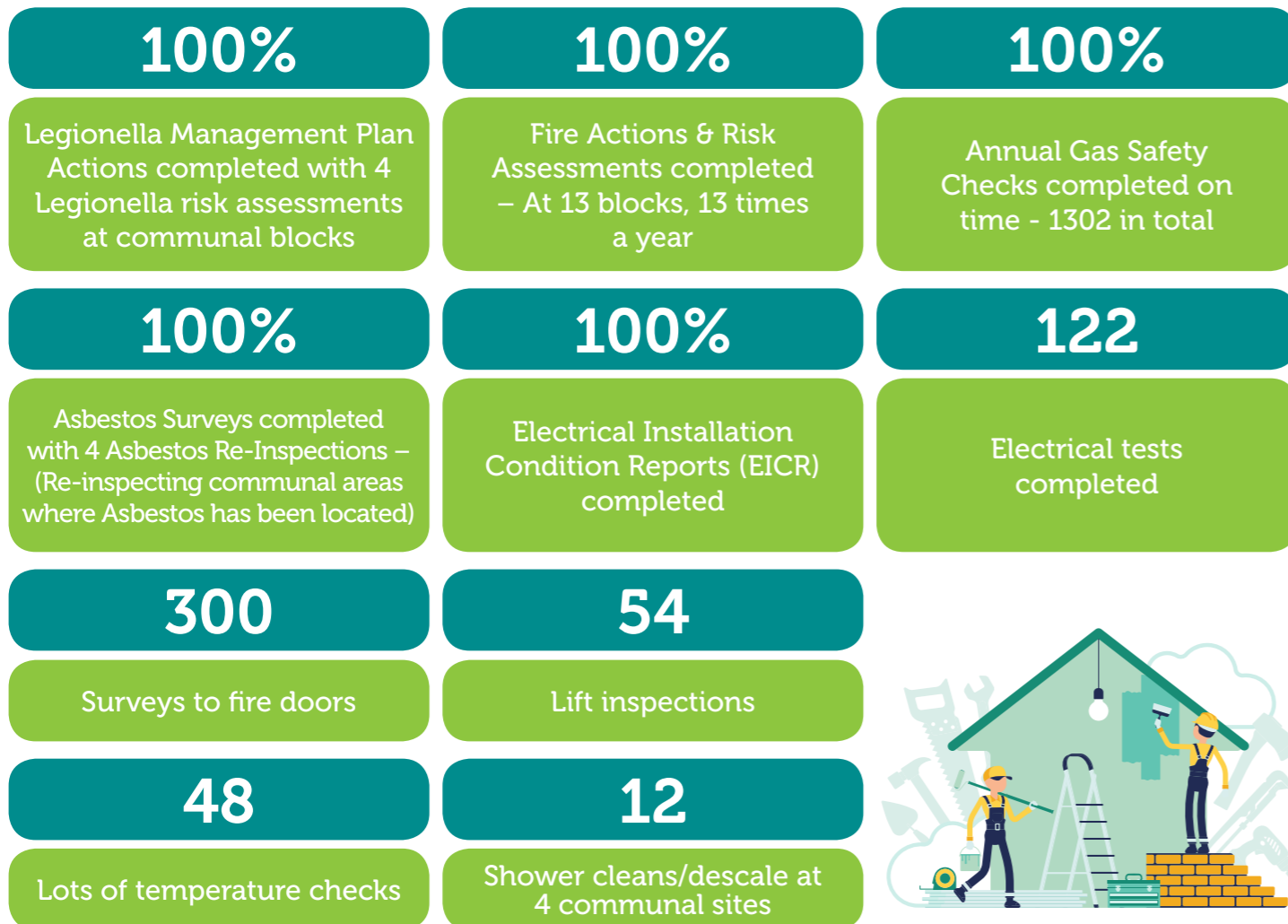
Cyclical Paint Programme (Read more on page 23)



Adaptations



Keeping Our Tenants Safe



Customer Satisfaction

Every two months, an independent company called Callerztelephones 100 tenants at random to ask how satisfied they are with the Association. The satisfaction ratings were as follows:



Properties Purchased



Community Investment Initiatives

JUMP Project MHA in partnership with Hollings Youth Association and Meridian Centre attracted **£99k** over two years.

Jump project was launch in February 2022 with funding from Sports England via Active Bradford. Manningham Housing as a key partner is responsible to deliver objective 1, which is 'community awareness on local physical activity provision' of the programme. We have continued to support all members of Bradford society.

Sports Rus and Activities Rus **£11.5k** project with funding valued **£6.8k** from Sports England

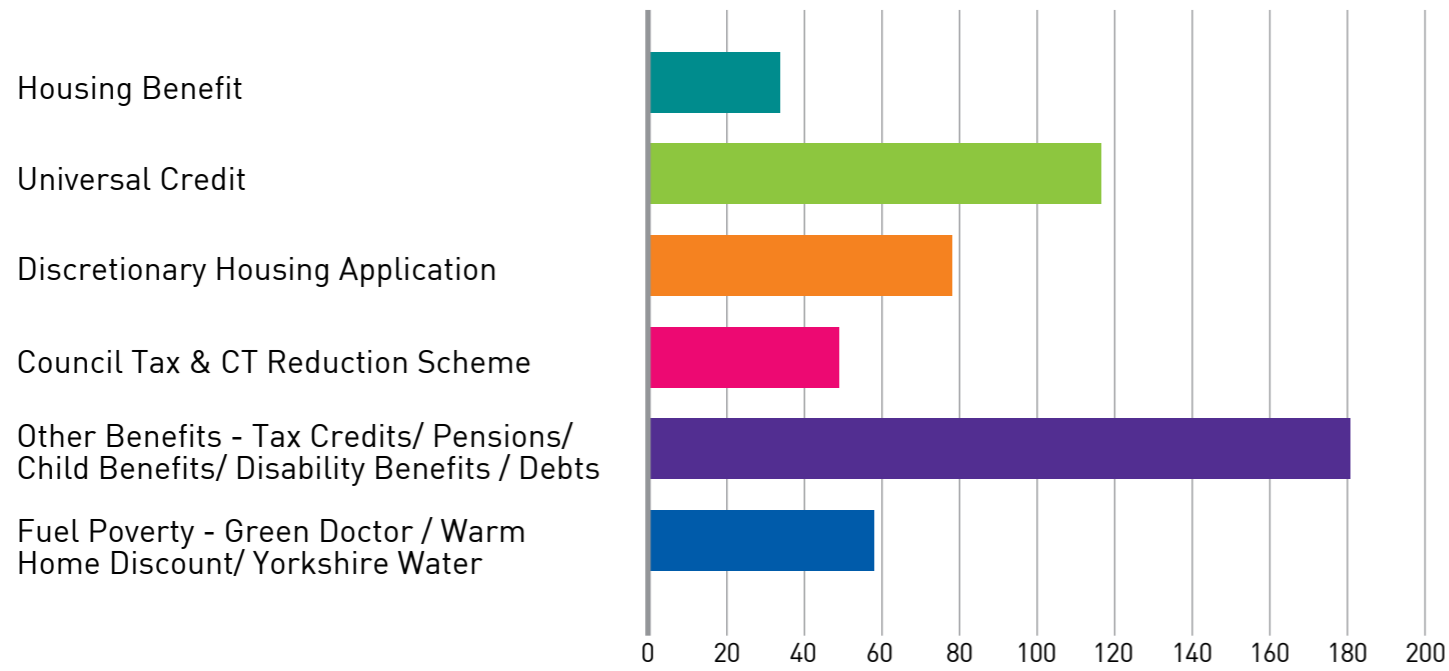
Small projects funded by Sport England /Yorkshire Sports foundation to deliver sporting activities for children and young people to improve their mental wellbeing and develop healthy relationships as we move away from local/ national restrictions. Activities R Us is a user-led sport wellbeing project for South-Asian and wider beneficiaries (5 -24) and adults (25 y/o plus) living in the Manningham/Hollings area to improve their health, wellbeing, confidence, and self-esteem through taking up sporting activities. Over 700 young boys and girls benefited from this project.

Retrofit Hub Project Grants from West Yorkshire Combined Authority (WYCA) valued at **£59k**

The purpose of this project was to build the case and enable the region to fully understand the financial aspects of a hard-to-treat terraced housing. Often, the communities which live in this type of housing in inner cities suffer from multiple level of deprivation and are from BAME communities. The vast majority will not have the financial means to have the retrofit work required to achieve net-zero carbon. It is therefore important to understand the scale and scope of work required to these types of homes, the findings of which can be used across the West Yorkshire region where this type of housing is typical in towns and cities.

A key element of this project was to be able to gain access to homes where the local South Asian community can be hard to reach. Manningham Housing Association, who has a strong and trusting relationship with the local community provided the engagement required to carry out in-depth retrofit surveys and then provide further support in with translation and interpretation during the consultation and evaluation stages. MHA has delivered our target of 150 properties surveyed within the timescale provided by WYCA.

Welfare Benefits Support Provided To Tenants In The Last Year



Financial Support Provided To Tenants 2021-22



Total Gains = £86,133

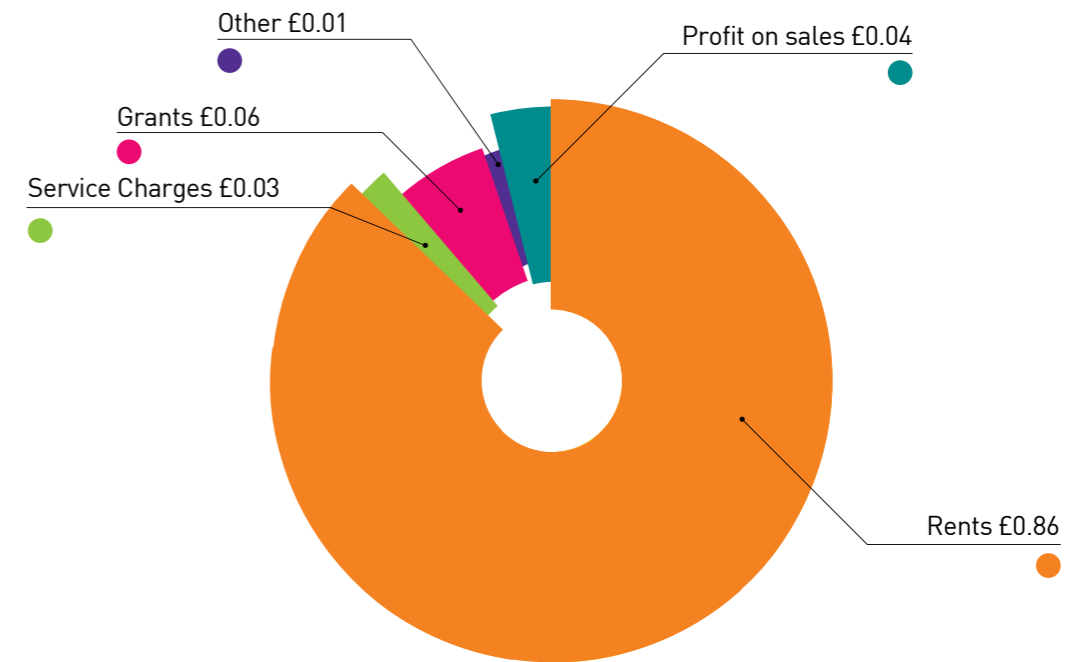
How Your Rent Is Spent



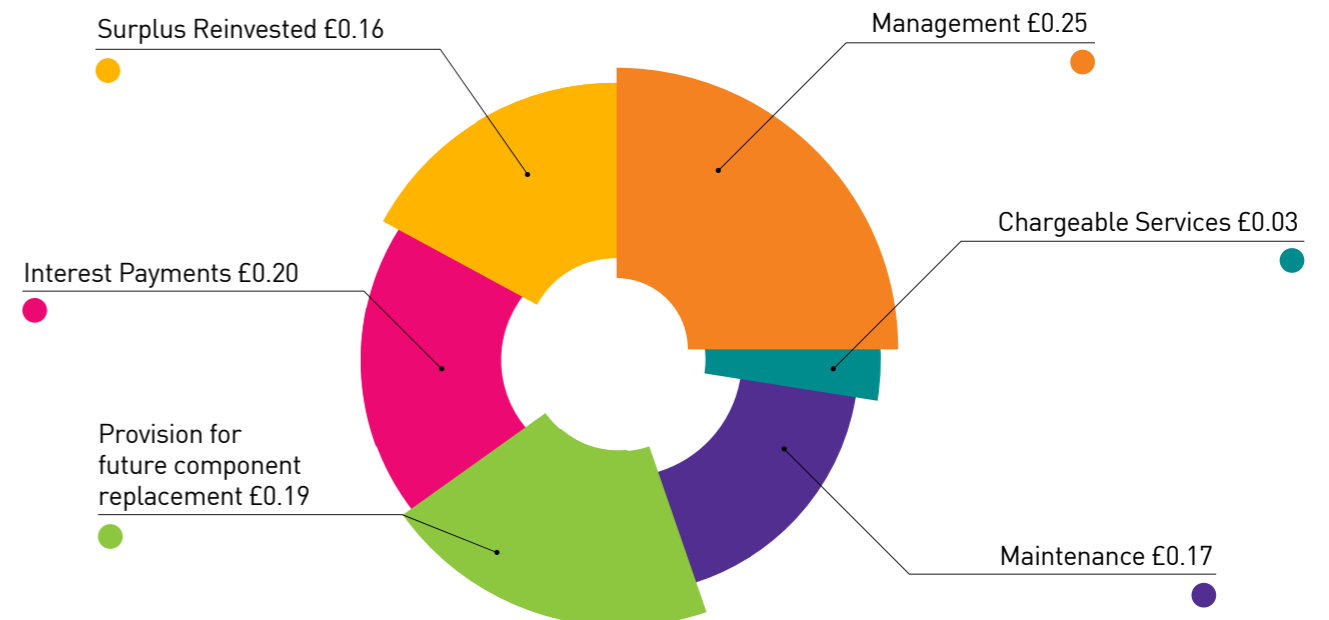
Joe Langfield
Head of Finance

Below are graphs representing how our Income at Manningham Housing is generated and spent. For further breakdown and details, you can find our full Annual Report & Financial Statement on our website.

How our income is generated for every £1:



How our income is spent for every £1:



John Green

Head of Property Services



Fire safety in winter

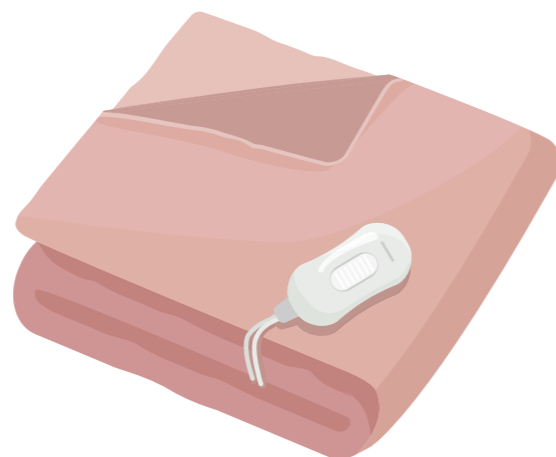
Heating your home

Open fires

- Be careful when using open fires to keep warm.
- Make sure you always use a fire guard to protect against flying sparks from hot embers.
- Make sure embers are under control and properly put out before you go to bed.
- Keep chimneys and flues clean and well maintained.
- Using portable heaters
- Keep heaters away from curtains and furniture and never use them for drying clothes.
- Always unplug electric heaters when you go out or go to bed.
- Try to secure heaters against a wall to stop them falling over.
- Only use gas or paraffin heaters in well-ventilated areas.
- Heaters consume oxygen so you could suffocate if a room is not properly aired.



Health & Safety



Keeping warm

Using electric blankets

- Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off.
- Unplug blankets before you get into bed unless they have a thermostat control for safe all-night use.
- Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring.
- Test electric blankets every 3 years. Age UK or your local Fire & Rescue service may be able to do this for you.
- Try not to buy second-hand blankets and check regularly for wear and tear. Replace your blanket when it is more than 10 years old.
- Always follow the manufacturer's instructions. Look out for the following symbols which show a blanket is safe to use.



British Standard Kitemark



Alternative lighting

- Keep a battery-operated light or torch handy in the event of a power cut or failure.
- If you have to use candles or matches, always take special care. Put them out completely before leaving the room or going to bed.
- Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains.
- Keep a mobile phone handy so you can still make an emergency call if there is a power cut.

Carbon Monoxide

Carbon monoxide, commonly known as the chemical formula CO, is an extremely poisonous gas. It has no odour or colour, which means we are unable to detect it through our senses. It is estimated that CO poisoning is responsible for more than 200 cases of poisoning in the UK, and around 40 deaths.

The deadly gas is a product of partial combustion of carbon-based compounds where there is not enough oxygen to create carbon dioxide (CO₂). It can be found in modern homes near fuel-burning devices: gas heaters, boilers, gas cooking stoves, or power generators.

If your CO alarm sounds you must turn off the appliance you are using, ventilate the property by opening doors and windows and ring us immediately.

Avoid nuisance/false alarms by not using oversized pans on hobs. Using such pans has been known to trigger CO alarms.

The emergency number for gas and carbon monoxide leaks is 0800 111 999.

As we approach winter, gas appliances are more frequently used. If your Gas Safety Check & Service is due, our contractor will call you to arrange this at a convenient time with yourself.

Test your smoke alarms regularly



Smoke alarm and CO alarm programme

New regulations mean that we must provide a smoke alarm on every floor of our properties and a CO alarm wherever there is a gas appliance (except cookers).

This programme is almost complete. If you are worried about your smoke alarm or any other detection within your property, please let us know.



**SMOKE ALARMS
SAVE
LIVES**

Lewis Ronaldson
Ventilation Specialist at Envirovent



Condensation

What is condensation and how does condensation form?

In the UK, condensation is a common problem that affects 1 in 5 households, but the good news is that the solution is rather straightforward.

The change of a water vapour into a liquid is known as condensation. It happens when an object's temperature (such as a piece of glass) drops below its "dew point," or the point at which air must be cooled to achieve saturation.

The 'dew point' varies according to the humidity (amount of water) in the air. This indicates that if the environment is humid, condensation can still happen at greater temperatures. Even with a low humidity level, condensation will happen in cold weather.

When moist air meets cold surfaces or when your home is overly humid, condensation occurs.

Condensation is worse in winter, but it happens all year round. Every property cools down at night then warms up during the day so there is a daily cycle, as well as annual.

Due to double glazing and insulation, properties are becoming more airtight and energy-conscious, which increases the humidity levels in our houses.

Mould

Mould that is alive is dark (jet black) but once it is deprived of humidity and 'dies' it turns light grey/ As a temporary measure, mould can be killed and cleaned off using a bleach solution. Mixing some thick bleach with warm water (approximately 10% to 90% ratio) and cleaning down the walls with a scouring sponge will get rid of the mould for 2-6 weeks, but it will keep on coming back if the conditions don't change. We recommend wearing rubber gloves and consider using eye protection too if cleaning ceilings where the solution may drip downwards.

Repairs & Maintenance

How to reduce condensation in your home.

- Use the ventilation systems in your home (e.g. extractor fans)
- Use your heating and keep the home as warm as you can afford to.
- Cover pans and do not leave kettles boiling
- Avoid using paraffin and portable flueless bottled gas heaters which create a lot of moisture into the air
- Place washing outdoors to dry if you can. Or place it in the bathroom with the door closed and the window open or fan turned on
- If you have a tumble dryer, make sure it is ventilated adequately
- Keep a small window ajar or a trickle ventilator open when someone is in the room
- When washing or cooking in the kitchen, keep the door closed
- Avoid putting too many things in cupboards and wardrobes as that stops the air circulating.
- Do not block permanent ventilators
- Do not draughtproof a room where there is a cooker or gas fire
- Do not draughtproof rooms where there is condensation or mould
- When showering, turn the extractor on to full power before you get in & ensure the fan clears the steam once you have finished showering before you open a window.

In a more scientific language, the key to eliminating condensation and mould is the control of relative humidity (RH), which is a measure of how 'full' the air is with moisture. At 18 to 20 degrees C, a normal, safe RH level would be between 45% and 55%. However, if RH reaches 70% then condensation will start to form on cold surfaces. If RH exceeds 80% for 6 hours or more, then black mould growth is a certainty.

Cyclical Paint Programme



Beverley Longfield
Maintenance Surveyor

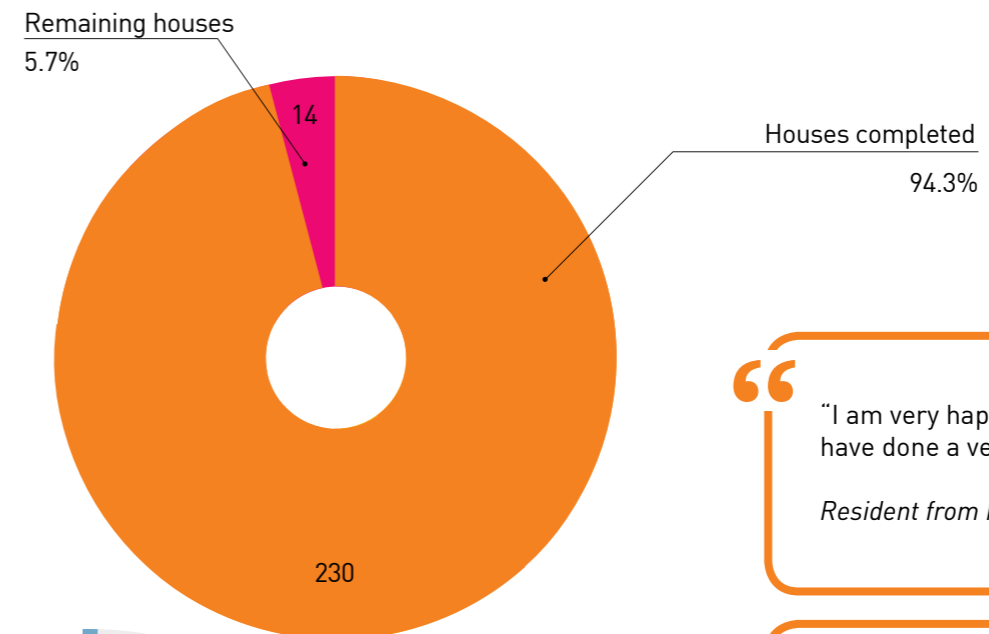


I am pleased to inform you that our Cyclical Paint Programme is going well with our contractors over at LDC. The programme runs from April 2022 to March 2023. By the end of October this year, we have completed 230 homes, that's more than 94% of the programme completed within 7 months!

On many of our schemes we have painted doors, porch canopies, fences, bin bays, railings, gutters/fall pipes & fascia boards.

We have received overwhelmingly excellent feedback so far with more than 95% of our residents being very satisfied.

Cyclical Redecoration Scheme 2022/23 - By End of October 2022



“I am very happy with the paintwork; they have done a very neat and clean job”
Resident from New Fields Drive, Bradford

“I am happy with the work that has been done, I would like to say thank you for your hard work”
Resident from Knowle Close, Keighley

“They worked to a high standard”
Resident from Knowle Close, Keighley

Harry Manford
Neighbourhoods Team Leader



After more than a decade of continuous service it is finally time for us to say goodbye to our old estate vans! We have replaced our estate team vans with newer models which are more economical and environmentally friendly. This also comes just in time with the implementation of the new Clean Air Zones in Bradford. The vans are on a lease which will allow the Association greater flexibility to explore greener options and adapt to any changes in the future.

Sajid Mahmood, Senior Estates Caretaker said "We are glad to replace the old vans as they were more than 12 years old. The new vans look great, are reliable, but most importantly they allow us to carry out our duties on schemes more efficiently".



New Estates Team Vans

Alison Bray
Neighbourhood Officer



When it comes to having a pet in your property, your tenancy agreement states that you have to get written permission from the Association first. If you do not have written consent to have a pet in your property from Manningham Housing Association, then you are in breach of your agreement and may be asked to remove the pet from your home.

To get consent for a pet, you will need to make your request in writing. You can do this by letter or email but please make sure you let us know what type of pet it is that you are looking to keep. You can email info@manninghamha.co.uk or send in your letters to: Manningham Housing Association, 30 Manor Row, Bradford, BD1 4QE



Having a pet in your property

Generally speaking, the Association is happy for you to have a pet and when giving consent will attach reasonable conditions for you to accept. For example, if you are applying to keep a dog at your property, the Association would ask that you keep the dog under control at all times, always ensure it is kept on a leash, walk it away from communal areas, clear any fouling immediately and make sure that it doesn't cause a nuisance to neighbours. You may also be asked to put right any damage caused by your pet.

Consent to keep a pet can be withdrawn at any time and particularly if you are not adhering to the conditions required.

If you are thinking of getting a pet or would like some more information about pet ownership with Manningham Housing Association, then please contact us on 01274 771144 or visit our website at www.manninghamhousing.co.uk.

Undercliffe Cemetery

Undercliffe Cemetery has a fascinating history. First opened in 1854 by Bradford Cemetery Company; a private business enterprise made up of prominent non-conformist businessmen such as Henry Brown, Titus Salt, Edward Ripley, William Rand & Robert Mulligan. It is often referred to by many as "the Highgate of the North" and is seen as the history of Bradford in stone.

The site itself is around 26 Acres with an estimated 124,000 people buried there and approximately 24,000 monuments. There are a number of prominent historical figures laid to rest in the cemetery, including one of the most decorated soldiers from World War 1 and another soldier who fought at Waterloo.

Unfortunately, by 1977 the Cemetery Company had gone into liquidation. The cemetery was abandoned and began falling into disrepair. Trees and vegetation became overgrown which started to attract anti-social behaviour at the cemetery leading to the vandalism of monuments. The cemetery was bought back from private developers by the Council in 1984 and declared a conservation area. In 1985 a new cemetery company was formed which would later turn into what we now know as the Undercliffe Cemetery Charity.

The charity has managed to grow over the years and now has 50 volunteers working on the recovery, restoration and maintenance of the cemetery. This work allows researchers to continually uncover the people buried in the cemetery and up-date digital records. The information adds to vital knowledge on the history of the site and is put to practical use in educating visitors to the cemetery.



Sajid Mahmood (MHA) and Alan Hillary (Undercliffe Cemetery) who have worked together throughout the years



Alan Hillary
Honorary President of the Charity

In 2006, Undercliffe Cemetery Charity reached out to Manningham Housing Association for help. MHA agreed to become sponsors and provided materials of pebble and stone which was used to help make the central core of the cemetery more attractive.

Since then, Manningham Housing Association has helped throughout the years and regularly assists with the tree management at the site.

In June 2022 Undercliffe Cemetery Charity was awarded The Queens Award for Voluntary Service. A civil reception was held on 27th September 2022 at Bradford City Hall where an official certificate and monument were formally awarded. In recognition of support received, the charity invited Manningham Housing Association to take part in celebrating the achievements of all those who volunteered to make Undercliffe Cemetery the site it is today.

For more information on this historical site and the charity working tirelessly to preserve it please visit www.undercliffecemetery.co.uk or follow on social media: @undercliffecem on twitter, Undercliffe Cemetery Charity on Facebook and @undercliffecemetery on Instagram.



Yusuf Nawaz
Neighbourhood Officer



Disposing Electrical Waste

If you need to get rid of any electrical items this winter please note that Wiser Recycling is working in partnership with Bradford Metropolitan District Council to collect electrical waste.

Collection of 1-3 large electrical appliances and additional small appliances – £14.40 – choose this option if you have a small number of large household appliances (such as fridge freezers, washing machines and other white goods). Under this service, they can collect all of your unwanted small electrical items as well.

Collection of 4-5 large electrical appliances and additional small appliances – £18 – choose this option if you have between four and five large appliances in need of collection. Under this service, they can collect all of your unwanted small electrical items as well.

Collection of multiple large electrical appliances that require two people to move safely – £25.20 – choose this option if you would like them to collect any running machine, American-style fridge freezers or other large items that need two people to move safely. American-style fridge freezers have double doors that open from the middle outwards, rather than a single door. They are also known as double-door fridge freezers. Under this service, they can collect all of your unwanted small electrical items as well.

You can contact Wiser recycling on 01480 464111 for Bradford and 07564 055135 for Keighley.

Praful Parsotam
Neighbourhood Officer



Bradford Food Banks

With the cost of living putting an increasing amount of pressure on households throughout the country staff at Manningham Housing Association continue to collect and donate food for local foodbanks throughout the year.

Bradford has over 20 foodbanks, low-cost food markets and food kitchens across the city. More information on these services are available online at bradfordfoodbanks.org.uk.

If you find that you are struggling to cope with the cost of living crisis and need advice or support then please contact us immediately on 01274 771144.



Mystery Shopping

MYSTERY SHOPPERS: WE NEED YOU!

£20 Amazon Vouchers Awarded!

Become a Mystery Shopper by telling us your experiences of our services and earn £20 in shopping vouchers. To register your interest, please email or call us!

01274 771144
info@manninghamha.co.uk



Mansha Khan
Income Team Leader



Money Matters

My Manningham Housing Online Customer Account

We would like to encourage all our customers to create an MyMHA online customers' account. Visit- www.mymha.manninghamhousing.co.uk.

The MyMHA customer portal is a free online tool, which is available 24/7. Its purpose is to make it easy for you to pay your rent and manage your tenancy.

Once you have created an account, you can also:

- Check your rent account and make payments
- Report and check the progress of your repairs
- Update personal information
- And a lot more!

If you have any questions or need support, please contact the Income Team on 01274 771144.



AllPay Direct Debit Update

AllPay are going to change the way they collect and set up our customers Direct Debits. Customers will no longer be required to complete the paper-based mandate form. We will be able to set up Direct Debit for our customers over the phone. This will speed up the process as there will be no waiting for the signed mandate forms to be returned from customers.

The new paperless way of setting up a Direct Debit will start from 1st of December 2022. All our customers who have Direct Debits in place will have received a letter by now confirming the migration.

Prize Draw Winners

Winners of our Pay by Direct Debit Prize Draw

Winners of our latest prize draw are:

£100
Prize winner



£50
Prize winner



£25
Prize winner



As a continued effort to encourage our customers to pay their rent by Direct Debits, we will continue to have this prize draw twice a year

First Prize - £100
Second Prize - £50
Third Prize - £25

Terms and Conditions apply: Competition open to existing and new Direct Debit customers. To qualify, the customers will need to show three consecutive months of payment on their rent account via direct debit with no failed payments.

Set up a Direct Debit

Please call us on 01274 771144 and we will help you set one up.

The Benefits of paying by Direct Debit

Direct Debit is a quick and simple way of ensuring that your rent charge is paid to Manningham Housing Association and should minimize the risk of you going into arrears with your payments.

You can set up a Direct Debit weekly, fortnightly and monthly. Once the Direct Debit is set up, your rent charge will be collected from your account on the agreed date.

All our customers who are paying through Direct Debit have the opportunity to win.

The next prize draw will take place in June 2023. To qualify, customers will need to show three consecutive months payments.

"You've got to be in it to win it"



Faisal Khan

Welfare Benefits & Financial Support Officer



Cost of Living Support in the Bradford District

Many households are struggling with the cost of living, including the steep rise in the price of their heating and energy bills. Individuals and families are facing tough decisions about whether and when they may be able to afford to heat their home.

There rise in prices of food, gas, electric, petrol and clothing has seen UK inflation rate at 11.1%, a 41 year high. Data from the Office of National Statics (ONS) shows that the cost of budget branded food items have increased by 17% in the last 12 months.

Bradford council and partners have produced a very useful directory of support services. This is updated regularly and is well worth visiting the web page if you need information and advice to manage your family budget.

costoflivingbradford.co.uk

Cost of Living Support

Help for Households

Visit the web page below to see what cost of living support you could receive.

helpforhouseholds.campaign.gov.uk



Fuel Poverty

Repairs to existing heating systems / Food parcels / Winter warmth packs / Emergency heating.
www.groundwork.org.uk/projects/warm-homes-healthy-people/



Energy Debt

British Gas provides grants for customers and non-customers to help with energy debt.
Tel: 0121 348 7797 staging.britishgasenergytrust.org.uk



Social Tariffs – Reducing Your Cost on Broadband and Phone

Social tariffs are special discounted deals available for certain low-income customers and are designed to ensure households on low incomes can access budget-friendly communications services.

These special low-cost broadband deals are offered to people claiming Universal Credit, Pension Credit and some other benefits. The exact eligibility depends on the broadband provider.

Check if your current provider offers a social tariff. You can apply for most tariffs online or call your provider and ask to switch.

If your provider doesn't offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee.

Cheaper broadband and phone packages - Ofcom

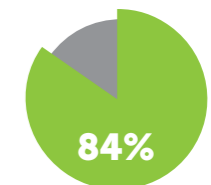


55,000 households are on a social tariff as of January 2022

4.2 million households are on universal credit



1.2% of UK households receiving Universal Credit are on a social tariff



84% of benefits claimants are unaware of social tariffs

Bradford Council – Household Support Fund

Energy & Food Support

Every household in receipt of council tax reduction will get a £65 payment towards increased fuel costs with an additional £20 one-off payment per child in the household for food.

People do not need to apply for this payment. Anyone who qualifies will automatically be paid in December.

Emergency Fuel Support

Support for pre-payment meter top-up customers struggling to make payments.

Eligibility:

- Universal Credit
- Income based JSA
- Income related ESA
- Income Support
- Pension Credits
- Tax Credits

Applicants MUST have contacted their supplier before going to any of the advice services below:

- Bradford Citizens Advice Bureau
- Girdlington Advice Centre (BD8)
- Windhill Community Centre
- Family Action (BD5)
- Bradford Food Bank
- CHAS

Warm Space

Warm Spaces are places where people can come together to stay warm, keep safe, and perhaps enjoy a cup of tea and a biscuit.

A network of libraries, community centres, community hubs and other places offer a warm welcome and are free to use for anyone struggling to heat their home.

Find your nearest Warm Space centre:
costoflivingbradford.co.uk/warm-spaces-directory/

Food Banks

Emergency food or low-cost food

For full details of local community-based services, visit: bradfordfoodbanks.org.uk

Bradford Baby Bank



A local charity, supporting vulnerable families with essential items for babies and children under 5 in Bradford.

Speak to your health visitor, social worker or other professional to make a referral on your behalf. If you don't have any of the above, you can contact BBB at directly at bradfordbabybank@gmail.com

If you are struggling to manage, don't delay and get in touch

Faisal Khan is the Welfare Benefits & Financial Support Officer at MHA.

If you need any help, support, information or advice around benefits and the cost of living, please contact MHA and ask to speak to Faisal.

We are here to help so do not hesitate to contact us for any support you need.



Nadim Khaliq
Head of Housing Services



New Complaints Self-Assessment

The Housing Ombudsman Complaint Handling Code Update

You may recall in the summer edition of the Feedback Magazine; I mentioned that following a review one year on after the Code was introduced the Housing Ombudsman has updated the code to strengthen provisions to support a positive complaint handling culture. This code was introduced as part of the Ombudsman's new powers in the revised Housing Ombudsman Scheme. This updated Code takes effect from 1st of April 2022 and landlords will have until 1st of October to become compliant.

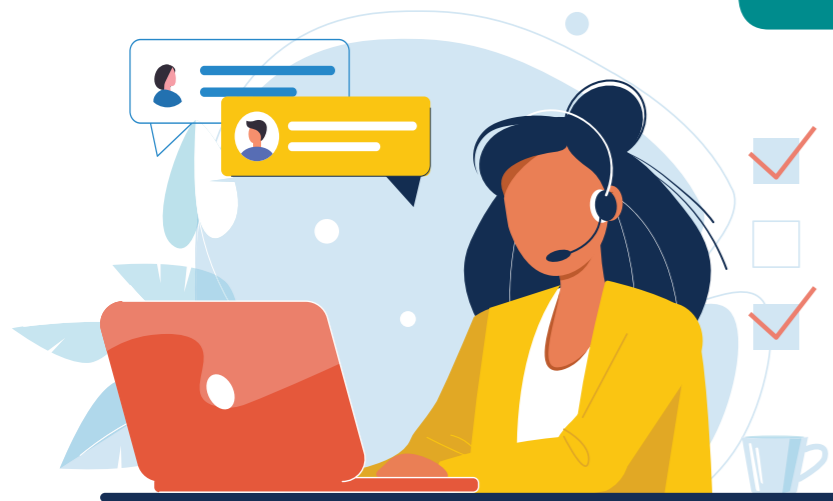
This Code acts as guide for residents setting out what they can and should expect from their landlord when they make a complaint and provides the complainant with information about how to make a complaint and how to progress it through the landlord's internal complaints procedure.

The revised Code requires landlords to carry out an annual assessment against the Code to ensure their complaint handling remains in line with its requirements and to publish their results.

Please see below the key areas in the code:

- Universal definition of a complaint
- Providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- The structure of the complaint's procedure - only two stages necessary and clear timeframes set out for responses
- Ensuring fairness in complaint handling with a resident-focused process
- Taking action to put things right and appropriate remedies
- Creating a positive complaint handling culture through continuous learning and improvement
- Demonstrating learning in annual reports
- Annual self-assessment against the Code.

I am pleased to report that we have completed the self-assessment against the code, and this has been published on our website. You can use the QR code or visit our website www.manninghamhousing.co.uk to view the full self-assessment.



New Tenant Satisfaction Measures Revealed

As a social housing provider in England, from April 2023, Manningham Housing Association will be required to start collecting data for Tenant Satisfaction Measures (TSMs). The TSMs are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints, and responsible neighbourhood management. These are part of a new system developed by the Regulator of Social Housing (RSH).

These new TSMs have been finalised after a period of consultation with social housing providers and their tenants and will come into force from 1 April 2023. All registered social landlords in England will have to collect and report on the TSMs.

It is hoped that the new measures will help the Regulator monitor the social housing sector more closely, ensuring that providers are meeting the required regulatory standards. It is part of an increase in responsibility of the RSH, which will see it regulate consumer issues, such as disrepair, alongside the current governance and financial viability standards.



Nadim Khaliq
Head of Housing Services



We are often asked how the TSMs will impact social landlords, so here are some of the key things you need to know. The RSH is proposing 22 different tenant satisfaction measures covering five main themes:

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints-handling
- Respectful and helpful tenant engagement
- Responsible neighbourhood management

10 of these measurements will come from data landlords already collect i.e. repairs completed within timescale, gas safety compliance etc. While the remaining 12 will be measured via landlords carrying out tenant perception surveys.

Landlords with more than 1,000 homes will be expected to run a survey every year. All social landlords will be expected to publish their performance on tenant satisfaction to their tenants each year with the regulator to publish the data in Autumn 2024.

We welcome the intentions of the TSMs and believe these will help us to provide an improved service to our tenants. We are currently consulting with our Tenants Panel, and Callerz an independent company that currently carries out our customer satisfaction surveys, and intend to survey tenants within the next couple of months.

If you would like further information on these new measures from the regulator you can find a full list of documents here:

www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures

Amar Khan
Customer Involvement & Engagement Officer



How will we handle your complaint?

Stage 1

When we receive a complaint, we will:

- Let you know within two working days that we have received it.
- Tell you the name of the person who is dealing with the matter.
- Contact you to discuss your complaint within 3 working days of the complaint being received
- Write to you within ten working days of the complaint being received to explain our findings. We will also tell you what action we will take if any.

Stage 2

If you are unhappy with the outcome of stage 1 you should let us know within twenty working days and your complaint will be dealt with by a Complaint Panel.

We will:

- Set up a Complaints Panel meeting within twenty working days of your request to appeal the outcome of stage one. The Panel will consist of two customers that are members of the Customer Panel and normally the Director of Operations unless he or she has had any involvement in the matter in which case another member of the executive team will take his or her place.
- Advise you about the Complaints Panel. In some cases, we will ask complainants to submit a summary of their complaint.
- Give you the chance at the Complaints Panel to present your case. You can bring an advocate, such as a relative along with you. We only ask that any advocate is not acting in a legal capacity. The Panel will hear the case and ask you questions.
- Advise you within 5 working days of the Panel's meeting of our decisions, subject to any further investigation being required.

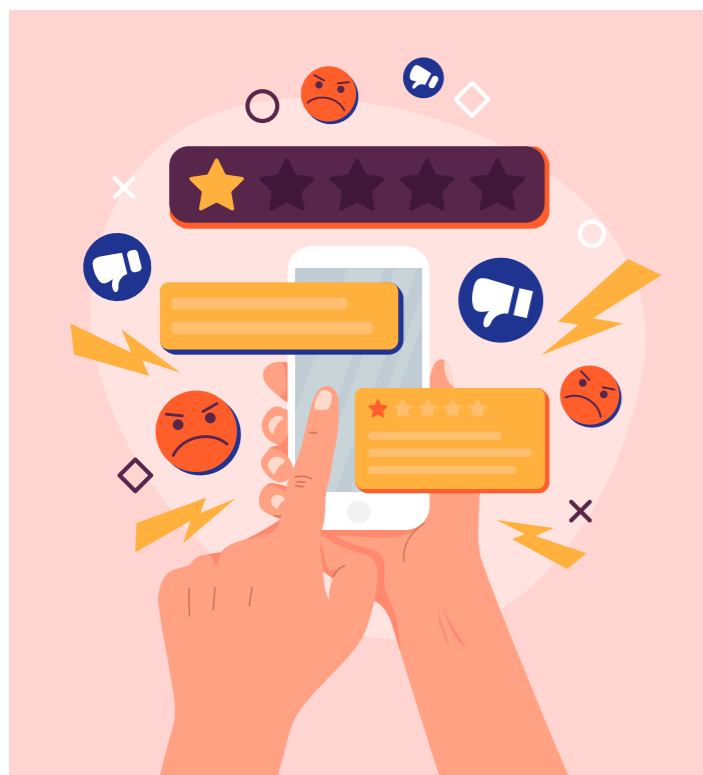
If you remain dissatisfied following our internal two stage process you can contact the Housing Ombudsman service if you want to take your complaint further.

The Ombudsman is an independent organisation which deals with disputes between tenants, service users and their landlords, they would expect you to have followed the two stages in our complaints procedures before contacting them.

The Housing Ombudsman Contact Details:

Housing Ombudsman Service
PO BOX 152
Liverpool, L33 7PW

Telephone : 0300 111 3000
(Lines open Monday- Friday from 9:15 to 17:15)
Email: info@housing-ombudsman.org.uk



Community Partnerships & Investment Team



Sadar Uddin
Community Partnerships & Investment Manager

Hello, I am Sadar Uddin, and I have been here with Manningham Housing Association for last three months. My career began with Citizen Advice Bureau (CAB) advising people on welfare benefit rights and housing-related casework. My experience with CAB helped him to move to a better job within a community-based charitable organisation in Burnley.

Prior to joining Manningham, I worked for Rochdale Metropolitan Borough Council as a Housing Access Officer and later as a Senior Rehousing Officer. Single Regeneration Budget (SRB) Round 5 opened opportunities for me to be seconded to Ashiana Housing Association to work on a regeneration project which led to clearing sites for building new build homes for a newly formed Housing Management Co-operative in Rochdale.

My role as a New Initiatives Manager with Ashiana Housing Association and later with Great Places Housing Group opened the horizon to work on a wide range of internally and externally funded projects and initiatives throughout Greater Manchester, Lancashire, and Sheffield. A professional Housing Practitioner and a Board Member of Lancashire Black and Minority Ethnic Network and acting as a Company Secretary for BWA, a charity and a company limited by guarantee in Burnley.

My ambition for Manningham Housing Association is to have a simple but effective, doable and measurable Community Investment Strategy for the next three years to support our customers and the community. I like to hear from you as our customers and stakeholders about your needs, demand and spiration that will help shape the future direction of community investment. In next a few months we will be running several tenants' focus group discussions to identified those needs and develop project that will attract internal and external funding to support your needs. A number of potential projects and initiatives that are in pipeline for the new year is:

- Digital Inclusion Training
- Employability Training Workshops
- Volunteering & Work Placement
- School Placements
- University Graduate Placements
- Information Advice and Guidance Project
- Handyperson Training Project
- Capacity Building Training Programme
- Community Food Growing Project
- Net Zero Environmental Projects
- Community Heritage Project
- The Living Library Programme
- Supporting Groups with Funding
- Strengthen VCFS partnership
- Community Research
- Health & Wellbeing Initiatives

Whether you are an individual or a group of tenants and want to learn or contribute your knowledge and skills to support our community programmes, then please feel free to contact me. At Manningham Housing, we value your time and commitment to support others. Look forward to hearing from you all.



Digital Skills Level 1



Courses will be starting in your neighbourhoods at the beginning of 2023

Course Duration:

One day a week for 9 weeks from 9:30am to 2:30pm

Interested?

To enrol you need to express an interest and put your name forward by phone or email.

Please contact Yusuf Nawaz on:

Email: cpi@manninghamha.co.uk

Phone: 01274 377272

At the end of attending the full course, you will achieve the following 2 qualifications:

Level 1 Employability Award in IT User Skills, IT Fundamentals, Using Emails and Using Internet.

Level 1 Award in Customer Service

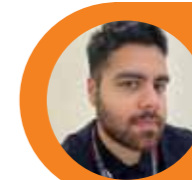
Eligibility:

- For EU citizens, the rule does not apply. EU citizens can be referred from Day 1 (providing they have been an EU country resident for 3 years or more)
- For refugees – The rule does not apply. They can be referred from day 1.
- Must be aged 19+
- Must live in Bradford or Keighley
- Cannot have done the same course before

Everyone who complete the course will be awarded a FREE new tablet!

Tenants & Residents Association

Setting up a new Tenants & Residents Association in your neighbourhood



Amar Khan
Customer Involvement & Engagement Officer

What is a Tenants & Residents group?

A tenants and residents group can be a community association. It is a group of people who live in the same housing scheme or area and work together to represent the views of all the households and help make their neighbourhood a better place to live and enjoy. Tenants' representatives are also recruited to the Tenants Panel who scrutinise our services and as a decision maker on the board of Manningham Housing Association

Support will be provided by Manningham Housing Association staff to any group of Manningham housing tenants wishing to form a Tenants Association. Our Community Partnership and Investment Manager, Customer Involvement and Engagement Officer and Neighbourhood Housing Officers will be inviting all residents in different neighbourhood meetings to set up steering groups in your area.

If you are interested in being the voice for your community then please come forward and join us to lead the way. For more information and to put your name forward, please contact Amar Khan, Customer Involvement and Engagement Officer

Email: Amar.Khan@manninghamha.co.uk

Phone: 01274 377244



The Steering Group will meet at least twice to discuss the following:

A presentation by Community Investment Manager on a quick guide to setting up a tenant's association will be provided.

- Aims of the Association
- Committee and committee roles
- Name of the Association
- Constitution
- Bank Account
- Funding
- Capacity building training
- Policy & procedures
- Code of conduct
- Data Protection
- ID badges for committee
- Date for inauguration meeting & suitable venue

The Cellar Trust

When we think about health problems we might think about a cold or a flu, pain or a lump, or a fever or a rash. Signs of physical illness will encourage most of us to help ourselves with some medication or visit the doctor. When it comes to mental health issues we think of depression, anxiety or psychosis and schizophrenia. Some of us may not have a label and might just be experience the feeling of being overwhelmed, or overworked, or that feeling stressed out or worried, then there's the sweating palms of our hands and the racing heartbeat when things aren't quite going right, some people may also just not be getting enough sleep. Do we recognize these as being symptoms of an undiagnosed, untreated mental health issues? Some people will access help, others may just suffer in silence.

The overall wellbeing of your mind is important to how you act, think, or behave. Taking care of your wellbeing helps achieve better outcomes in all areas of life from having better self-confidence and higher self-esteem to helping you in your work, education and relationships. Talking to someone about your mental health is the first step in accessing help. Help is available in many forms and depending on the situation people may wish to choose different options. Most people will start with their doctor who will give them options to access help and support. This includes (but is not limited to) medication, talking therapies and referrals to specialist psychiatrist support.

The Cellar Trust is a voluntary sector charity and we have been operating in the Bradford district for over 30 years. We provide mental health support, helping people to move forward in their recovery and to live independent, fulfilling lives. We have a range of services catering for a variety of needs, see details of our core services:

Pathways to Employment

- Our Pathways to Employment service works with people, aged 16 or over who are out of work with mild to severe, and enduring mental health difficulties with their journey, to move towards or into education, training, voluntary or paid work.
- Often the people we support will face a range of barriers to moving into paid employment, which can range from challenges with housing, finances and benefits, to low self-esteem and confidence.



- Another key aspect of the work the team do is helping people to retain their work if they are off on long-term sickness absence due to their mental health.
- We work closely with employers, linked to our training programme to support organisations to develop their skills and understanding around mental health.

Safe Spaces

- Safe Spaces is a crisis support service for anyone in mental health distress. This could be severe anxiety or panic attacks, suicidal thoughts, intense depression or feelings of disassociation. The service offers a non-clinical safe space for people who are in crisis or emotional distress to receive on the day one-to-one support.
- It is a 365 day a year, 12pm-2.30am service with two Hubs in Bradford and Keighley which can be accessed by anyone over the age of seven.
- We will also have specialist partners who will in-reach into other community and educational organisations to offer specialist mental health support.
- We will be offering overnight accommodation two nights per week for children and young people.
- Anyone aged 7 and over living in Bradford District and Craven can access the service by calling First Response on 0800 952 1181

Peer Support Groups

- The Cellar Trust provides welcoming and supportive Peer Support Groups where people with a range of different lived experiences come together to help and support each other.
- We have specialists in delivering peer support groups to improve wellbeing. We are nationally recognised in this field, and we have received various awards for our approach and are involved with the development of policy and implementation of peer support in mental health.
- We deliver our peer support groups face to face in house, out in the community or remotely.
- Our groups are a safe and confidential space to check-in about your own wellbeing and a range of topics.
- The groups promote self-care, growth and resilience as well as allow discussion to expand and improve our coping strategies.
- Weekly 'Chat and Chai' Peer Support Groups are running at The Cellar Trust every Tuesday at 10am. To book a place or to enquire please contact 01274 586474 or email peersupport@thecellartrust.org

Training & Groups

- We are passionate about helping to give people and organisations the skills and tools to better understand and support mental health.
- We have worked with a range of partners as well as developing our own programme of mental health and wellbeing training courses on a wide range of topics from Low Mood and Improving Sleep to Leading for Mental Wellbeing and Trauma Informed Practice.
- Most of the resources are free and available as e-learning modules, facilitated online webinars or face to face training.
- We have contracts with the NHS and Bradford local authority, as well as with the West Yorkshire Partnership (ICS) and West Yorkshire Police.
- Visit: livingwell.training

Hope

- HOPE opened in January 2022 and it was developed as a result of feedback from people supported in our crisis services.
- As our crisis service was only funded to offer brief interventions (one or two sessions), lots of people, often with a history of trauma, told us that they would benefit from more support.
- Our HOPE team can provide this follow-on peer support on a 1-2-1 basis over a 6 or 12 week period, with the option of further peer support groups.

We are keen to promote better wellbeing to the residents of Manningham Housing Association as we have the shared desire to build stronger communities, ensure better social outcomes and reduce inequalities in accessing services.

More information can be found at our website <https://www.thecellartrust.org/>

To have an informal chat about any of the services at The Cellar Trust call 01274 586474 or email community@thecellartrust.org



Men Reaching Out: Male Domestic Abuse

Men Reaching Out (MRO) is a service that provides supports to male victims and survivors of Domestic Abuse. Support is provided through our Confidential Telephone Helpline, 1-1 Support and a Peer Support Group.

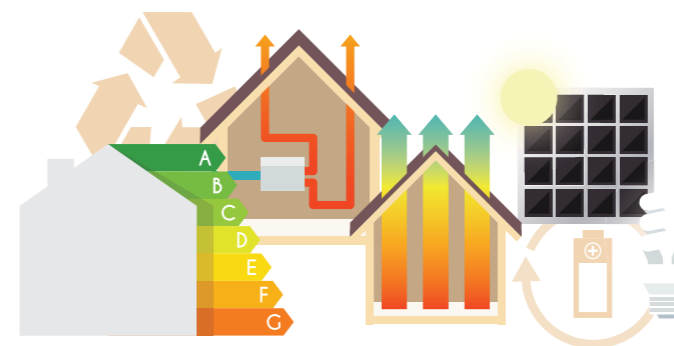
The MRO service is a place where men are able to gain help and guidance when relating to Domestic Abuse and also have the opportunity to escape from reality and communicate with others who are in similar situations as them. The Peer Support group was created for this purpose and to bring awareness to male Domestic Abuse and is available for all men to attend. Furthermore, the MRO service provides a community outreach worker who helps support an individual up to 12 months with issues such as:

- Listen, and provide information and support
- Help find out if clients can get free legal advice
- Discuss settling issues without going to court
- Explain how the court works
- Help with court forms and organize court papers
- Help people to plan what they want to say in court
- Accompany people in court, take notes and help afterwards
- Provide details of other specialist agencies

The confidential helpline that is available to men is 01274 731020 and can be used to gain information, signposting, guidance and support on any aspect of male Domestic Abuse. The helpline service is open from Monday to Thursday, 10am to 3pm.



West Yorkshire Combined Authority



Over the past 10 months, the West Yorkshire Combined Authority (the CA), and their partners, have been working with Manningham Housing Association to carry out 150 retrofit surveys to homes within the Manningham and Toller wards of Bradford.

The project is a pilot scheme funded by the Community Renewals Fund, which is part of a Government Programme that has been put in place to help tackle the climate emergency and to help residents save money on their energy bills by making their homes more energy efficient. The project has focused on completing whole house carbon retrofit surveys, specifically on pre-1919 stone built houses, and providing reskilling/upskilling opportunities for adults in West Yorkshire.

Carbon retrofit involves the modification or installation of measures to existing properties to help reduce energy consumption and reduce carbon emissions. The surveys were provided to residents for free with the aim of detailing what installation works can be done to improve efficiency, lower emissions and crucially savings on fuel bills. This is particularly valuable in the midst of a cost-of-living crisis with energy bills soaring.

To help engage with the local communities within Bradford, the project has been working with MHA and volunteers who have undertaken nearly 1,500 knock-door engagements to spread the word of what we, the CA, have been doing. Since April, MHA have generated just over 180 referrals from willing residents, which resulted in the undertaking of 150 surveys, which is a great result for all involved. MHA also organised local events and Q&A sessions at the Meridian centre, and the Bangladeshi Youth Organisation, which were well attended and we would like to thank those that took time out to participate in these events.

Mills Green EEC, the technical supplier, have been responsible for performing the whole house surveys on properties, as well as providing energy efficiency advice on what steps can be taken to save energy. The findings of the

surveys that have been completed will be used by the CA, to understand what level of work is needed to make home energy efficient, and what support the communities need.

Residents who will have had a survey completed, will have a whole house plan posted to them outlining what steps they can take to make their houses more energy efficient. Each of these plans have been uploaded onto TrustMark, and as these have been completed by a professional, qualified retrofit consultant, you do not need any further retrofit surveys completed on your homes.

This project has also created online resources to provide young learners with information and guidance on the climate emergency target, and what jobs there are in the growing Green Economy to encourage young people to consider taking up roles in the construction, energy and retrofit industry. One of the Mayor's priorities is to create 1,000 well paid, skilled jobs for young people, prioritising skills and training to ensure everyone in West Yorkshire has the skills they need to secure work and tackle the climate emergency and protect our environment.

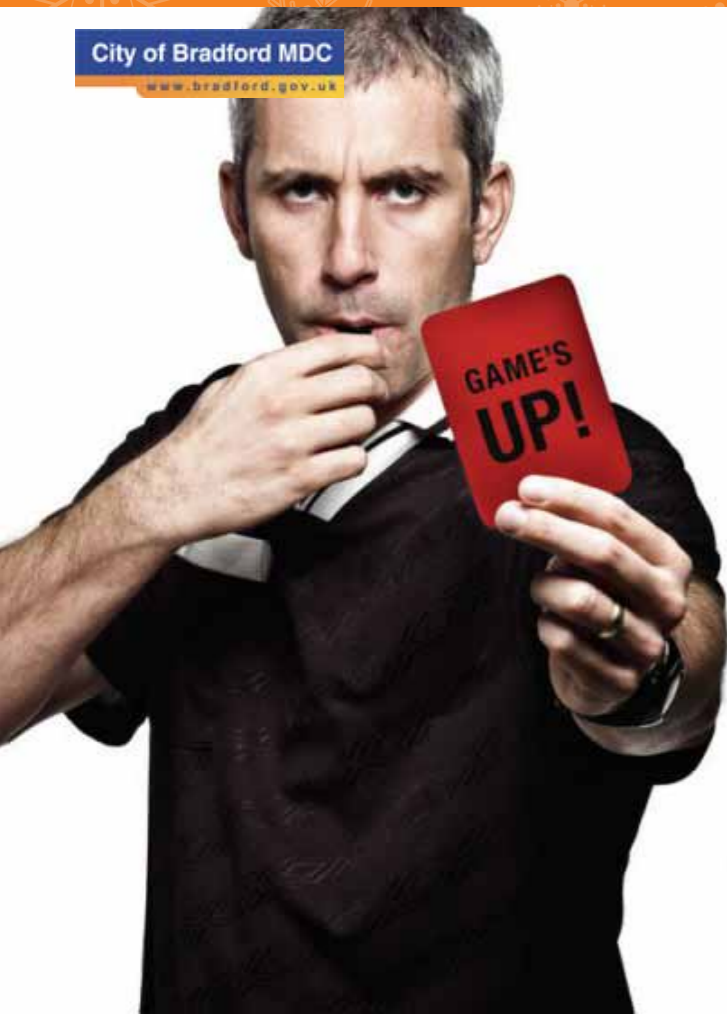
This resource can be accessed on the following website and any further sharing would be gratefully appreciated: futuregoals.co.uk/engage/educators-and-advisers/go-green/

The successful delivery of this project has been made possible through effective collaboration and a concerted effort from all the teams involved. The CA want to extend a special thank you to the residents of Manningham and Toller that engaged with the project, took part in the community events and invited the retrofit assessors into their homes to allow the surveys to take place.

There were also volunteers that dedicated a vast amount of their own time and efforts to helping our goals and were vital when it came to connecting with local people, especially in such a diverse neighbourhood with its many cultures and languages. We greatly appreciate their knocking on hundreds of doors and speaking with those that answered, especially during the heat of the summer, as well as going above and beyond in supporting residents and MHA.

Whilst the CA may not be able to guarantee any extra funding of works to be delivered to your homes, we will be using the findings of the surveys and the feedback received to influence and share this to as many people as we can. Thank you to MHA, and to all the residents, with their cooperation and assistance in the delivery of this project.

City of Bradford MDC
www.bradford.gov.uk



BLOW THE WHISTLE ON HOUSING CHEATS

When somebody with a council or housing association home rents it out without permission or obtains a home through providing false information, they are guilty of housing fraud.

They are using up valuable housing spaces and depriving families and vulnerable people on the waiting list. **It's not fair.**

If you suspect someone of unlawfully sub-letting, call Bradford Council on **01274 437511** or email us: **reportfraud@bradford.gov.uk**

Your report will be treated in the strictest confidence and can be given anonymously

BEWARE OF SCAMS

Watch out for cost of living scams. Look out for scammers trying to take advantage of people's worries at this time.

Protect yourself from scams!

- Don't respond to unrecognised numbers
- Don't click on suspicious links
- Don't share information with someone you're unfamiliar with
- Don't click on a suspicious link on text messages and emails

If you're unsure about anything please call us on 01274 771144



NATIONAL HOUSING FEDERATION
Preferred Supplier

My Home
Contents Insurance

10 reasons to choose My Home Contents Insurance Scheme this winter



- ❄ Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge).
- ❄ Apply over the phone or by completing an application form.
- ❄ You don't need to have special door or window locks (just a lockable front door).
- ❄ Covers theft, water damage, fire.
- ❄ Covers tenants improvements (up to £2,000 or 20% of the sum insured whichever is greater).
- ❄ Accidental damage to TV's and aerials and home computers is covered as standard (excludes items designed to be portable including mobile phones, ipods etc). A £50 excess may apply, full details are available on request.
- ❄ Covers damage to external glazing for which you are responsible.
- ❄ Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- ❄ The sum insured will be increased by £1,500 or 15% (whichever is the greater) for one month before and after Christmas to cover presents bought or received (excludes theft which does not involve forcible or violent entry into your home).
- ❄ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- ❄ Optional extras are available for an additional premium.

Exclusions & limits apply. A copy of the policy wording is available on request.

Ask your landlord for an application pack or to apply for cover today, call My Home on:

0345 450 7288

email: myhome@thistleinsurance.co.uk or visit www.thistlemyhome.co.uk

The National Housing Federation is an Approved Representative of Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FRN 210419), Registered in England under No. 09338045. Registered office: Nottingham Business Park, West Carr Road, Nottingham, Nottinghamshire, O122 7DW. Thistle Insurance Services Ltd is part of the F&B Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

THISTLE
TENANT RISKS



Get in touch

MHA Direct Contacts

Customer Services:

01274 771144

Neighbourhood Officers:

Nazneen Zafar

01274 377221

Prafula Parsotam

01274 377214

Alison Bray

01274 377222

Yusuf Nawaz

01274 377226

Customer Involvement
and Engagement Officer
Amar Khan

01274 377244

Maintenance Surveyors:

Monuhar Ali

01274 377266

Beverley Longfield

01274 377207

Imdaad Miah

01274 377258

Income Team:

Mansha Khan

01274 377206

Zahid Hafajee

01274 377239

Ambia Khatoon

01274 377213

Faisal Khan

01274 377215

For Gas leaks

Call: Northern Gas
Networks on

0800 111999

To Report Non-Emergencies
or Anti-Social Behaviour

Call: Police on **101**

Blocked Drains

Call: Yorkshire Water on

08451 24 24 24

Benefit Enquiry Line

Call: **0800 88 22 00**

Pension Credits:

Call: **0800 991 234**

Winter Fuel Payment Helpline
(for people over 60):

Call: **08459 15 15 15**

Tax Credit Helpline

Call: **0845 300 3900**

Child Benefit

Call: **0845 302 1444**

Free Debt Management Advice
www.payplan.com

Call: Pay Plan's Helpline on
0800 280 2816

Bedroom Tax calculator

www.entitledtofortenants.co.uk

For vulnerable adults:

Adult Protection Unit on

Call: **01274 431077**

For vulnerable children:

Children's Social Care Initial
Contact Point on

Call: **01274 437500**

(8.30am - 5.00pm Monday to Thursday,
4.30pm on Friday)

At all other times, please call
Social Services Emergency

Duty Team **01274 431010**



manningham
HOUSING ASSOCIATION

Manningham Housing Association
Bank House, 30 Manor Row, Bradford, BD1 4QE
www.manninghamhousing.co.uk | Main Telephone: 01274 771144