

# Feedback

Latest news and events from Manningham Housing Association



**WHAT'S  
INSIDE  
THIS ISSUE:**

**Improving  
Your  
Homes**

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**Financial  
Support**

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**Digital  
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# Welcome to Feedback Magazine

Latest news and events from Manningham Housing Association

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# CEO Update



**Lee Bloomfield**

Chief Executive Officer

Welcome to your Summer Feedback magazine. I hope you find it full of interesting articles and useful information.

I was pleased that our "Customer Service Excellence" Accreditation was reaffirmed in March 2023. The accreditation is a national quality mark that seeks to recognise organisations that have a truly customer-focused culture. One of the many positive observations made by the Assessor says that "MHA has fostered a customer-focused culture ensuring that employees feel empowered to make decisions that benefit the customer, resolving issues quickly and efficiently. MHA has gained both national and local recognition for its commitment to diversity and inclusion and this extends to customers and staff".

Tenant feedback and satisfaction is extremely important to MHA as it shows us what you think of us as your landlord and the services we provide. We shape our services around what tenants need and your Customer Panel are instrumental in ensuring this. They scrutinise and provide

feedback on all aspects of our services and are also involved in developing new ones. I am delighted that we are well into the process of setting up our new Customer Experience Committee which elevates the customer voice further into our governance structures.

In a push to drive up tenant satisfaction measures across the whole of the social housing sector the government, via the Regulator of Social Housing, have put all Housing Associations across England into the spotlight and in April 2023 introduced 22 new key tenant satisfaction measures which they have to collect, publish, and then submit to the regulator for assessment.

I am delighted that our performance and satisfaction as an organisation remains high and in the top quartile when measured nationally against other associations. This is important to us and gives us assurance that we are delivering what you want.

I look forward to seeing many of you soon and hope you have a lovely summer.

## Follow us on Social Media

Let's get connected for our latest news & updates

Do you have any questions for our Board members? If so... we would love to hear them.

Send your questions to [info@manninghamha.co.uk](mailto:info@manninghamha.co.uk) or through our social media channels.



on Twitter @Manninghamha



Manningham Housing Association on Facebook



@manninghamhousing



[www.linkedin.com/company/manningham-housing-association](https://www.linkedin.com/company/manningham-housing-association)



Manningham Housing on YouTube



# Meet our New Starters



## Alice Kinder

Board Member

Alice is a specialist Employment Solicitor at the firm Bexley Beaumont. She has experience providing strategic advice on a variety of HR issues across the private, public, and third sectors, and has supported many employers to maintain positive and effective relationships with their people.

Alice is passionate about equality, diversity and inclusion and is well-known for her thought leadership around social mobility. She is a member of a cross-sector group reviewing the position of socio-economic background in the Equality Act and has written articles for several national publications including The Times and The Gazette. She is currently a Social Mobility Ambassador for the Law Society of England and Wales.

Alice has overseen a number of projects to encourage widening participation. She now spends part of her week working as a law lecturer where she has empowered many first-generation university students to achieve their aspirations.

Alice regularly provides training and consultancy on equality issues and draws upon her vast practical experience when supporting her clients.

Alice has been involved in governance throughout her legal career as a member of the Birmingham Law Society, an organisation which represents over 5,000 legal professionals in Birmingham and the surrounding area. She first joined the Birmingham Law Society Council as a trainee solicitor and has now progressed to the role of Vice President. She is believed to be the youngest person to hold this office in the Society's 200-year history.



## John Knox

Board Member

John is an experienced accountant who has experience in human resources policy and legislation, information management, information technology, health and safety, property and corporate governance including risk management.

John is an associate member of the Chartered Institute of Management Accountants and Chartered Global Management Accountants. He is an IOSH Health and Safety Trained Practitioner.

In his present position as Director of Strategic Improvement and Head of Property at the Diocese of Leeds Church of England, John leads a property team providing estates management services across a diverse property and land portfolio. Having set up a Property Committee in 2021, John to be leading the Property Team on a retrofit project to identify what improvements can be made to the property portfolio and also look at how any systems and processes can be changed to improve the property service offered.

Previous experience includes the development of Service Business Plans, including the setting and monitoring of objectives and key performance indicators. In addition, John has developed and implemented a budget strategy based on income growth.



## David M Royston

Co-opted Audit & Risk  
Committee Member

David is a chartered accountant with 35 years of experience in practice, energy utilities and housing.

His most recent role was Executive Director of Finance & ICT at Accent Housing, where amongst other things, he was responsible for leading the refinancing of the group's borrowing, culminating in the issue of Accent's record-breaking £350m bond in the summer of 2019.

Previously David worked for Anchor Retirement Housing, Npower and KPMG, before retiring at the end of 2021.

David is not a Board member but is a Cooptee to the Audit and Risk Committee.





## Tony Stacey

Co-opted Growth Committee Member

Tony has 32 years of experience as CEO of two housing associations, South Yorkshire Housing Association and Hexagon. SYHA has won a string of national awards including Most Innovative Social Housing Organisation in the country and Best Provider of Care and Supported Housing. The Association has been rated as one of the top 25 Housing Associations to work for.

Tony was a member of the Housing Board of Sheffield's LEP and sat on their Fairness Commission. He chaired PlaceShapers for 5 years, which promotes the values of community-based associations. He is a Cooptee of Manningham Housing Association and chairs the NHF's Equality and Diversity group for Yorkshire and the Humber. Tony received the OBE for services to social housing in 2017.

Tony is not a Board member but is a Cooptee on the Growth and Assets Committee



## Mohammed Azad

Income Officer

Mohammed Azad has recently joined Manningham Housing Association as an Income Officer and brings with him over 15 years of experience in the Housing Sector. Previously working for Accent Housing and Incommunities Mohammed has been working with the diverse communities of Bradford. He has a degree in Housing as well as an Institute of Leadership Management qualification and currently studying for an NVQ in Advice & Guidance. He was until recently also a chartered member of the Chartered Institute of Housing.

Mohammed is also heavily involved with many local organisations within the Manningham area and will no doubt bring that passion along with him to Manningham Housing Association so we can continue to provide the excellent customer service we are known for.



## Mags Pearson

Co-opted Audit and Risk Committee Member

Mags has worked in social housing for 30 years and is currently Head of Regulation and Assurance at Accent Group, a national housing association with circa 22,000 homes.

Mags is a corporate member of the Chartered Institute of Housing and a practising member of the Institute of Internal Auditors. Her experience and skill set includes internal audit and assurance, risk management, social housing regulation, business continuity planning and fraud prevention and investigation.

Mags has previously been a director at HALE (a Bradford-based healthy living charity) and the Chair of Bradford Hockey Club.

Having lived in Bradford for over 30 years, Mags is passionate about and committed to, the City and its people.



## Simi Majid

Community Development officer

Born in Kent, graduated in Nottingham, volunteered work in Canada and the US and worked in Berlin, London and West Yorkshire it is fair to say Simi is passionate about experiencing and adapting to different cultures and meeting people from all walks of life. She enjoys being involved in all aspects of community projects. She graduated in International Business which included a year abroad studying and working in Europe this led to a career in Banking & Finance but her passion was always to be part of an enthusiastic team engaging with the community she resided in. Now living in Bradford for 14 years, when her children were young, she focussed her time on their education and went on to teach in primary whilst being part of many community projects in the BD5 area. She is passionate about constantly learning, currently studying Information, Advice & Guidance course alongside her role, she aspires to build on her life & work experiences to be a valuable member of the team at MHA.

At the weekends she loves hiking outdoors, travelling, and attending Islamic & cultural events.

## Amar Khan

Customer Involvement & Engagement Officer



We currently have some exciting opportunities and projects for you to become involved in. Whether you are looking to build your skills, meet new people, gain confidence, or enhance your CV, we are eager for you to get involved.

Please have a read of some of our ongoing customer involvement projects & initiatives and let us know if you are interested in any of them.

### Mystery Shopping

We currently have several active Mystery Shoppers working with us. These are tenants who have given up some of their time in order to carry out surveys and testing how MHA responds to real-world queries. With the completed surveys, we evaluate our performance and respond accordingly where areas can be improved.



### Tenants' Association

We are currently setting up Tenants' Associations in various schemes. A Tenants' Association is where a group of residents come together to form an Association where they are able to raise issues, concerns and influence decisions made by MHA. As well as this, a recognised Tenants' Association can apply for funding for money to be used in their area. If we are unable to organise this in your scheme due to low interest, then we can set up a Scheme Champion.

### Scheme Champions

Be the voice of your scheme & represent your community. Help us improve the services we provided to you by informing us of any issues or concerns. You can join our Scheme-Walkabouts with our Neighbourhood Officers. Becoming a Scheme Champion helps improve your personal skills and gives you experiences which can be useful when looking for jobs

## Customer Involvement Updates

### Customer Panel

The Panel meets 4 times a year to share ideas on how to improve the services we offer. There are many great benefits to joining such as gaining work experiences and developing new skills, networking, and sharing thoughts and ideas & learning more about Manningham Housing Association and the work that happens in the background!

We provide training and guidance on all the above, so do not knock yourself down if you think you do not have the experience or capability – we will get you up to speed in no time!



If you are looking for work, let us know! We will hold your contact details on our system and get in touch when we have a vacancy. We will help you step onto the employment ladder.

For further information about any of these opportunities please contact us by emailing us at [info@manninghamha.co.uk](mailto:info@manninghamha.co.uk) or call 01274 771144

# Live Chat & Chatbot

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At Manningham Housing, we are constantly striving to improve our customer service and provide our tenants with the best possible experience. That's why we're excited to introduce our new AI chatbot!

Our chatbot is designed to provide quick and efficient responses to a range of queries, from applications and new properties to logging repairs and general enquiries. With live chat available from 9-5pm Monday to Friday, and 24/7 automated answers, our chatbot is available to help you whenever you need it.

So, what are the benefits of using our chatbot? Firstly, it's fast and efficient. Instead of waiting on hold for a long time, or sending an email and waiting for a response, you can get an instant answer to your question. This means you can spend less time waiting and more time getting on with your day.

Secondly, our chatbot is always available. Whether you're an early bird or a night owl, our chatbot is there to help

you. You can ask your question at any time of day or night, and our chatbot will provide you with a quick and accurate response.

Thirdly, our chatbot is incredibly easy to use. You don't need any technical knowledge or special training to use it - simply type in your question and our chatbot will do the rest. Plus, if you do need further assistance, our customer service team is always on hand to help.

Finally, by using our chatbot, you're helping us to provide a better service to all our customers. By automating simple queries, we can free up our customer service team to focus on more complex issues, which means we can provide a better overall service to everyone.

So, if you need help with anything related to Manningham Housing, why not give our chatbot a try? It's fast, efficient, always available, and incredibly easy to use. We're confident you'll love it!

**Nozrul Uddin**

Senior Customer Services Officer

# Choice Based Lettings

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Manningham Housing Association's Choice Based Lettings (CBL) system is a revolutionary platform that has transformed the way social housing is allocated to those in need. The CBL system is designed to provide greater choice and control to individuals seeking social housing by enabling them to bid for properties that are advertised by the Association.

The system is easy to use and accessible to all individuals who meet the eligibility criteria for social housing. Applicants can search for available properties online, review the property details and make a bid for a property that meets their needs. The bidding process is transparent, and applicants are informed of their position on the waiting list for each property.

The CBL system has several benefits over traditional allocation methods. Firstly, it provides greater choice to applicants who can select properties that match their specific needs and preferences. This is particularly important for individuals with specific needs, such as those with disabilities or who require special adaptations to their homes.

Secondly, the system provides greater transparency and accountability in the allocation process. Applicants can view the properties that are available and bid for the ones that best meet their needs. This eliminates any perception of favouritism or bias in the allocation process.

Thirdly, the CBL system promotes social mobility and supports individuals to move to areas where there are better employment opportunities, good schools, and other amenities. This helps to break down social barriers and promotes social cohesion.

Overall, the Manningham Housing Association's Choice Based Lettings system is a valuable tool in the allocation of social housing. It has revolutionized the way social housing is allocated and has improved the lives of countless individuals by providing greater choice, transparency, and mobility. The CBL system has become a model for other housing associations to follow, and it is a testament to the Association's commitment to providing high-quality social housing services to those in need.



# Online Portal

## Discover the Convenience of mymha: Sign Up for Our Online Portal Today!"

Manningham Housing Association online portal mymha, is designed to make managing your tenancy a breeze. Whether you're a tenant or a staff member, this user-friendly system offers a range of benefits that simplify processes and save time.

With mymha, tenants have the freedom to access their tenancy information whenever and wherever they want. Need to check your rent balance? No problem. Want to request repairs or update personal details? It's just a few clicks away. You can even report any anti-social behavior you may come across, all through a simple and intuitive interface. Say goodbye to lengthy phone calls and in-person visits – mymha puts control in your hands.

Since its launch, mymha has gained popularity among our tenants. We're proud to have 920 people already signed up, and new customers are joining every day. It's a testament to the convenience and effectiveness of the platform.

At Manningham Housing Association, we strive to provide exceptional service to our tenants. That's why we've embraced the power of technology with mymha. It's a down-to-earth solution that caters to your needs, making tenancy management simpler and more convenient than ever before.

Join us on mymha today and experience the benefits for yourself. Visit our website or contact our dedicated team to find out more. We're here to support you every step of the way.

PRIZE DRAW!

If you sign up to our Portal between now and September, then you will be entered into a prize draw!

Sign up for our Portal before September and Get a Chance to Win Big!

Be Part of our Prize Draw £30 for the winner and £20 for the 2 runner-ups. Winners to be Announced in Late September!

When signing up to our Portal, you have the choice to go paper-free with correspondence which helps us reduce costs and reduce the impact on the environment!



# Improving Your Homes



**Monuhar Ali**

Senior Maintenance Surveyor

This year we are upgrading windows, doors, bathrooms, and kitchens. We are spending **£600,000** improving your homes

**£156k**

for

**21**

brand new  
kitchens



**£28k**

for

**27**

doors changed  
across 14  
properties



**£243k**

for

**43**

new  
windows

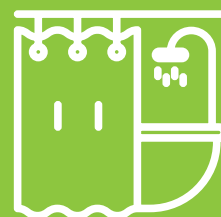


**£144k**

for

**28**

bathrooms  
replaced across  
15 properties



## Contractors

In order to offer assurance that MHA is receiving value for money, we are going through a Procurement Framework this year to secure these works.

Tenders are currently live for all these projects. Contractors will then be selected to carry out these works, and we will hopefully commence in the next couple of months.

If your property is on this year's Component Replacement Programme, you will be notified in advance.

## DID YOU KNOW?



Over the last year we have spent **£1.3 million** purchasing 6 new homes and upgraded them to meet our high standards.

## Kitchens

MHA have decided once again to use locally based Howdens as our chosen supplier of kitchens.

We will be installing the Greenwich range of kitchens, and residents will have the choice of 6 coloured units and 4 choices of worktops.

Our customers will be visited by a dedicated design consultant, who will assist them with their choice of kitchen colour, worktops and floor finish. Customers will also be provided with a personalised kitchen plan.



## Bathrooms

Our chosen supplier will be Fosters which are based in Bradford. They have provided our bathroom suites for the last few years and continue to provide good value for money, whilst we meet our commitment of using local based suppliers.



## Cyclical Paint Programme

In addition, our Cyclical Paint Programme will see about 260 properties receiving paint works. We have assigned GTD Paint & Decorating to these works. We are spending **£180,000** on our Cyclical Paint Programme this financial year.

## Windows and Doors

Fabricated using Eurocell Euro Logic 70 Window system. Specification to achieve BS7412. Over frame trickle ventilation incorporated to meet building regulations where required.

Bm Trada Q mark, and letter plates conform EN 13724 & PAS 24:2012. Doors also use 5 lever deadlock kite marked BS 3621, recommended by insurance companies.





Here are some photographs of some Component Replacement Programme works we have carried out over the past 12 months



By April 2024 we will upgrade the following components in these schemes:

**Kitchens:** Killinghall Road, Westminster Road, Primary Way, The Oval, Birr Road

**Bathrooms:** Killinghall Road, Kismet Gardens

**Windows:** Princeville Road, Gillroyd Rise, Padma Close, Princeville Street, Edderthorpe Street, Quaver Lane

**John Green**

Head of Property Services



## Damp & Mould Update

You may have noticed in our previous magazine that we advised our residents on how to deal with damp & mould related issues in our property.

As of January 2023, Manningham Housing Association have updated their Damp, Mould & Condensation Policy. The changes are as follows:

- Training for all staff
- Moisture and humidity meters supplied for surveyors
- Data analysis of all our stock and highlighted any properties reporting damp/mould/condensation over the last 18 months
- Aim to visit these properties and then visit all of MHA's properties at some point
- Any repeat reports prioritised
- Specialist surveyors assigned when the issue requires opinion of an expert
- Reports of damp/mould attended to within 5 working days
- Remedial works also logged as urgent
- New survey designed on mobile phones for staff to use in the field
- New policy and process map developed
- Working group set up internally to work on damp and mould and to satisfy the 26 points of the Ombudsman's report
- New policy and process shared with the Customer Panel
- Info leaflet and video created and uploaded to website/other media channels



If you have any questions, queries or concerns regarding damp & mould, please call us on **01274 771144**

Please scan this QR code to view our new Damp & Mould Leaflet. It is available in many languages.



# Health & Safety Update



**Colette Newton**

Health & Safety Compliance Officer

## What MHA is doing to make sure you are safe & secure in your home.

My name is Colette and I am the Health & Safety Compliance Officer for Manningham Housing Association. I am responsible for ensuring all the annual Gas Safety checks, Electrical Safety checks, Lifting Equipment servicing and Fire Safety procedures are carried out on all our properties as well as looking after our office and colleague's Health and Safety too.

Please help me to carry out the compliance role effectively by ensuring all appointments are kept, or if that is not possible, please let MHA know ASAP if you cannot make an appointment or are going to be away for an extended period – this way, we can ensure that your home is kept as safe as possible for you and your family.

Our Annual Gas Safety checks remain 100% compliant – please help us to stay this way by allowing our contractors access to your property to carry out the Annual Gas Safety check. You will always be contacted in advance to ensure the appointment day and time is suitable for you.

We have 202 full Electrical Safety tests to carry out this year. These will be shared equally between two contractors (AO Electrical and SRK). If your property is due to receive a full Electrical test, you will be contacted in due course by one of our contractors. They will always

ensure that they make an appointment that is suitable for you. Please help us to keep your home safe by allowing those contractors access to your property.

We have successfully removed the old passenger lift from one of our communal buildings, Anchor Court. This has been replaced by a fantastic, brand new passenger lift. This is now fully in service for the residents and features a 24-hour emergency auto dialler which connects directly to Whites Lifts. They will ensure any reported emergency is dealt with immediately.

If your property has any form of platform, stairlift or through floor lift, we will maintain those lifts by organising a lift service every six months. We also carry out an inspection on the lifts every six months (this is called a LOLER inspection). We do this to ensure that your lift is working correctly and that there are no issues that could cause a potential risk. Once again, you can assist us in keeping your lift equipment safe by allowing our lift engineers access to your property.



The fire service has seen a significant rise in e-bike-related fires as there is an increase in people owning and using e-bikes and e-scooters. We want to ensure our tenants are taking the necessary steps to ensure they are not putting their lives or homes at risk. Please stay safe by following the below guidelines:

- Never charge electric bikes or e-scooters while they are sleeping or not at home.
- Unplug the charger once it has finished charging.
- Never block escape routes with a e-bike or e-scooter
- Never tamper with the battery and always follow the manufacturer's instructions.
- Ensure the battery and charger meet UK safety standards and always use the correct charger.
- Never cover the charger as this could lead to it overheating or setting on fire.
- Be wary of DIY kits bought online to convert a standard bike into an e-bike.



### Faisal Khan

Welfare Benefits & Financial Support Officer



# Support with the rising Cost of Living

## DWP 2023/24 Cost of Living £900 payments

### Help for Households

The government has announced further Cost of Living support for eligible households during the financial year 2023/24.

The main element of this support package is the cost-of-living payments. The exact payment windows will be announced closer to each payment date. These are automatic payments and there is no need to apply.

The approximate payment dates are as follows:

- £301 – First Cost of Living Payment – April 25 to May 17
- £150 – Disability Payment – Summer 2023
- £300 – Second Cost of Living Payment – Autumn 2023
- £300 – Pensioner Payment – Winter 2023/4
- £299 – Third Cost of Living Payment – during Spring 2024

The full list of benefit recipients that qualify for the upcoming £900 Cost of Living payments are those who receive:

Universal Credit	Income Support
Income-based Jobseekers Allowance	Working Tax Credit
Income-related Employment and Support Allowance	Child Tax Credit
	Pension Credit

HM Government



If you are eligible:



**You do not need to apply for the payment**



**You do not need to call us**



**We will never ask you for personal details by SMS or email**

## Healthy Start Scheme



If you are more than 10 weeks pregnant or have a child under four, and in receipt of certain benefits, you could be entitled to a Healthy Start prepaid card worth £4.25 per child per week, to spend on healthy food and milk.

For more details, visit:

[www.healthystart.nhs.uk/how-to-apply](http://www.healthystart.nhs.uk/how-to-apply)

## Bradford Council Assisted Purchase Scheme

Need household furniture such as a fridge freezer, microwave, or a washing machine, but can't afford one?

Bradford council run the Assisted Purchase Scheme where you can buy second hand/used items at a lower cost. Eligibility criteria applies.

For more information on this scheme and other help available through the Household Support Fund, such as emergency fuel support and list of food banks, please visit: [www.bradford.gov.uk/benefits/applying-for-benefits/household-costs/](http://www.bradford.gov.uk/benefits/applying-for-benefits/household-costs/) and the dedicated cost of living support directory [www.costoflivingbradford.co.uk](http://www.costoflivingbradford.co.uk)



In 2021, Public Health funded a new project called UniformSavers where we offered 285 single parents the chance to save with us for their child's uniform that included a £100 bonus – with the aim of boosting savings paid in time for the new school year.



This was in partnership with Bradford Council Customer Service Centres and resulted in 60% of parents carrying on saving with us after being paid their incentive and getting into a good saving habit!

After the great success of UniformSavers #1, we launched Uniform Savers #2 on the 6th of February 2023 in partnership with Bradford Council Customer Service Centres with funding from the Household Support Fund. This will give the opportunity to any single parents who missed out on the first round of £100 incentive the chance to take part in UniformSavers #2.

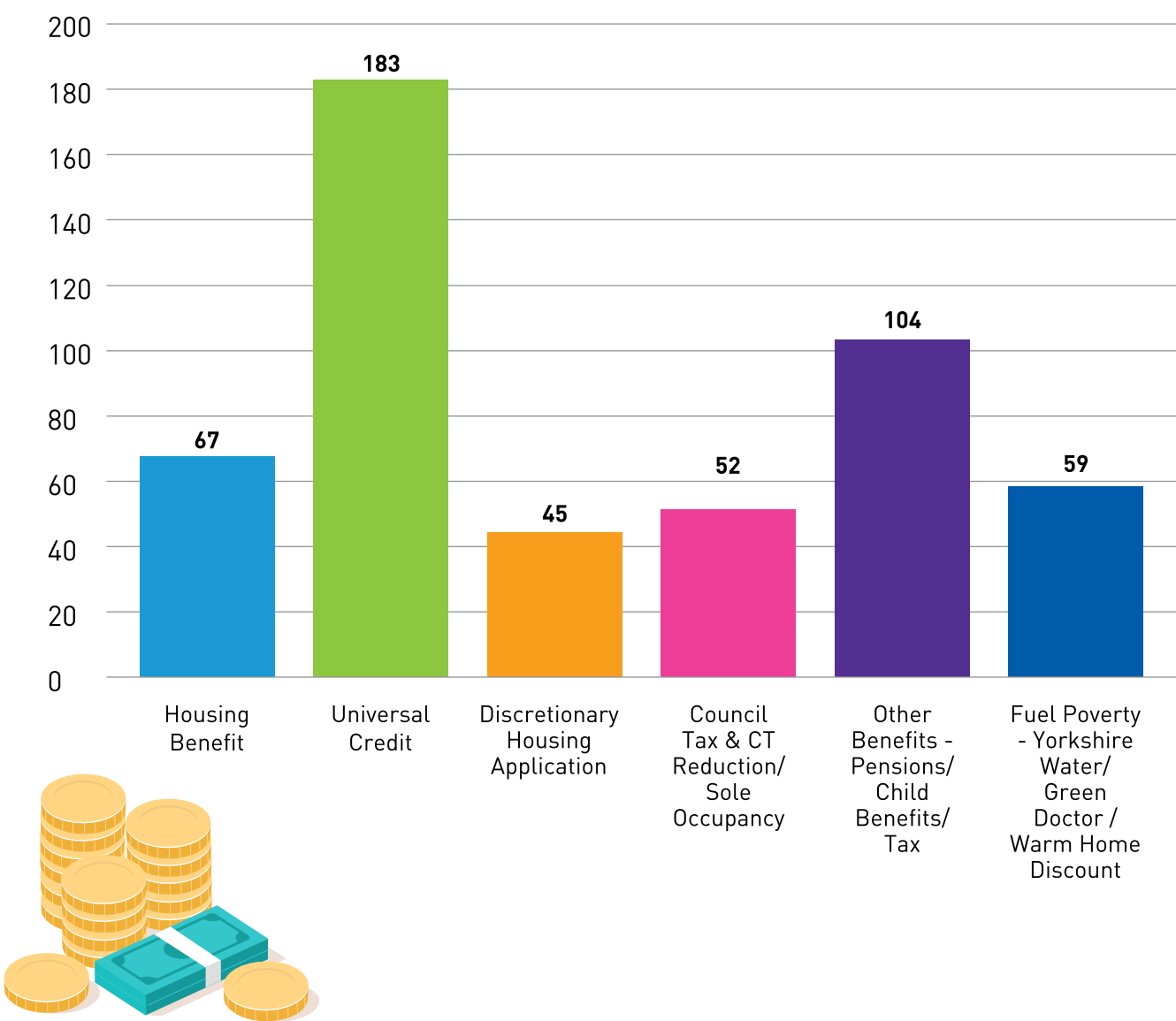
Organisations can make client referrals or people can refer themselves by emailing [uniformsavers@bradford.gov.uk](mailto:uniformsavers@bradford.gov.uk), or by going into Britannia House or Keighley Town Hall.

Please note, this is only open to people who have not had the bonus payment in 2022.

# 505 Tenants Helped in Total

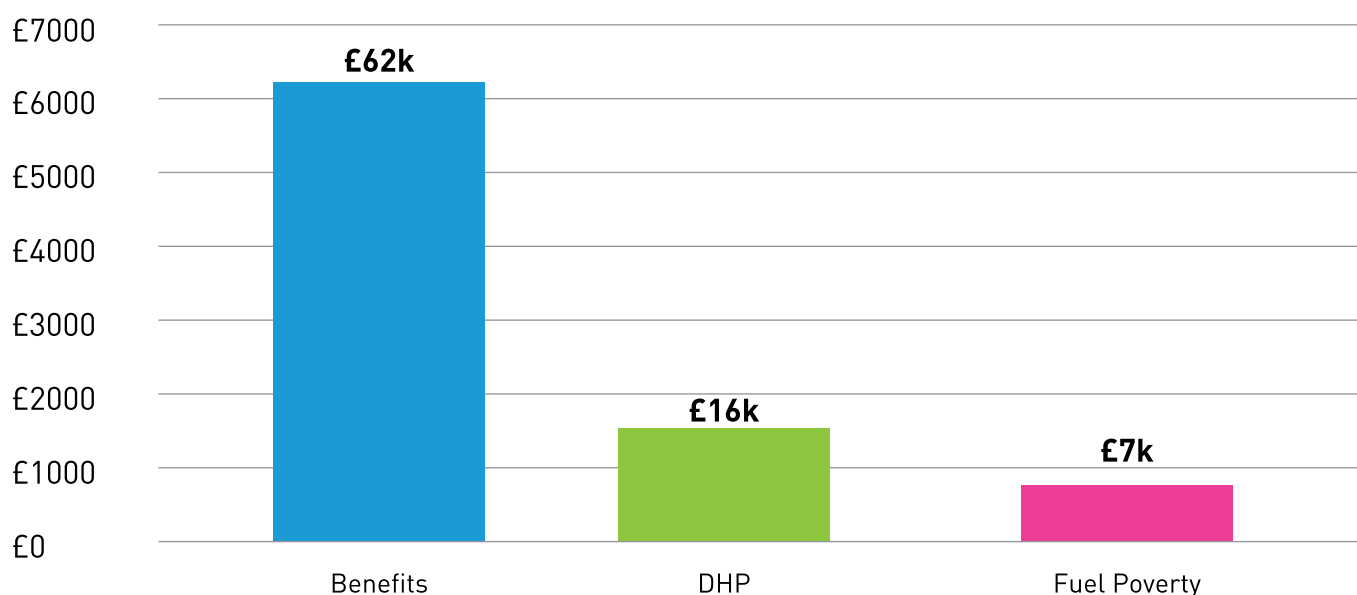


## Areas of Support Provided to Tenants 2022/23





## Financial Support Provided to Tenants 2022/23



**Need more  
information,  
advice, or  
support?**

**Contact Faisal Khan,  
Welfare Benefits &  
Financial Support  
Officer at MHA on  
012744 7771144**



**Mansha Khan**  
Income Team Leader



# Discretionary Housing Payment

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## What is a Discretionary Housing Payment (DHP)?

Discretionary Housing Payment (DHP) is a payment made by the Bradford Council to help people in England and Wales with their housing costs. It is a form of financial assistance that is available to people on a low income or those who have difficulties paying their rent.

You must be in receipt of either Housing Benefit or the Housing Element of Universal Credit to be eligible.

## Discretionary Housing Payments can be used to help with:

- Rent shortfalls.
- Rent arrears.
- Rent deposit, bond, or rent in advance.
- Other eligible housing costs



## How much can I get?

The council will make a discretionary decision based on your and your household's income, savings, and expenditure and your reason for needing this help. The amount you receive will also depend on how much you already receive in Housing Benefits or the Housing Element of Universal Credit:

It is important to note that a Discretionary Housing Payment is not a long-term solution to your housing costs. It is intended to be a temporary measure to help you manage your housing costs in the short term.

If you are finding it difficult to make ends meet. You are suffering financial difficulties because of the current

financial hardships. If this is the case with you, and you are struggling to make up the shortfall in your Universal Credit or Housing Benefit shortfalls in your rent, then please contact the Income Team. We can help you apply for Discretionary Housing payments.

Applying for a Discretionary Housing Payment can be a complicated process, but it is worth doing if you are struggling to pay your rent. If you need help with your application, you can contact our Welfare & Benefit support worker Faisal Khan at 01274771144 or [faisal.khan@manninghamha.co.uk](mailto:faisal.khan@manninghamha.co.uk). Or you can apply directly online. Discretionary Housing Payments | Bradford Council

# Keeping Your Details up to Date

Keeping your tenancy details up to date is important for both you and MHA. An 'untidy tenancy' is where the details of the people living at the address is either incorrect or outdated.

- It ensures you are receiving the right services and support from MHA.
- It ensures there are no disruption in UC/Housing Benefit payments.
- You will most likely be paying more Bedroom tax/ Council tax.
- It increases financial pressure yourself.
- It creates overall unnecessary pressure on yourself.

## Please ensure you inform MHA if/when:

- A child is born at the property.
- A resident at the property has either passed away or moved out.
- Your marital status has changed.
- You have changed your name.
- A relative is moving in with you permanently (you must speak to your Neighbourhood Officer before this happens to ensure the property does not become overcrowded).



You can update your information by sending an email with the details to:  
[info@manninghamha.co.uk](mailto:info@manninghamha.co.uk)

Or by calling us on 01274 771144

If you are signed up to our Portal, you can request to change this information electronically.

**Nazneen Zafar**

Neighbourhood Officer



## Communal Recycling

My name is Nazneen Zafar and I am a Neighbourhood Officer. Most homes have recycle bins. The more we recycle the less we send to landfill.

Unfortunately, it has become apparent that many residents are using their recycle bins incorrectly, please see the information below on how to dispose of items correctly:

### Yes to:

- Catalogues, junk mail, cardboard, newspapers, magazine envelopes
- Aerosol cans, aluminium foil, drinks cans, food cans glass bottles, glass jars. (Please remember to wash all cans, bottles and jars out)
- Plastic food trays, margarine/butter tubs, yoghurt pots food and drinks cartons. (Please ensure that they are all washed and compressed down).

### No thanks:

- Plastic bags, bin bags, cellophane, cling film or bubble wrap
- Foam/polystyrene take away cups food trays or packaging
- Waxed/coated cardboard
- Mirrors or sheets of glass
- Pyrex jugs or dishes
- Paint tins
- Wallpaper





# Dolly Parton Imagination Library

You may remember my article in last Summer's Feedback Magazine where we ran a pilot scheme called the Dolly Parton Imagination Library, there were 50 children all under 5 had signed up to the scheme where they received free books every month for the next 12 months from the date they had been registered.



**Prafula Parsotam**

Neighbourhood Officer

The foundation will eventually send about 600 books to these families.

We received overwhelmingly great feedback from those who signed up.

- Children enjoyed receiving different books every month.
- Children enjoyed reading different books.
- The books are addressed to the individual child, this had been exciting for the child to receive the post.
- Young babies enjoy the coloured and textured books.
- It has encouraged older children to read to their younger siblings.
- It has encouraged their child to take interest in reading.
- It has improved their reading skills at school.

"Both my children received books. As parents we were so happy to see them delivered to us free of charge"

"I have always loved to read. The books were very fun to read especially during the school holidays"



### Josie Barlow

Bradford Food Bank Manager



## Bradford Central Foodbank

We've been as busy as ever as the demand continues to increase due to the cost-of-living crisis at Bradford Central Foodbank. In the first 3 months of the year we've fed over 4500 people which is a 30% increase on this time last year.

This is due to a lot of factors in that basic food prices have risen hugely, with pasta rising by 60% or more than last year, tea rose by 45%, bread by 38% and milk by 29%. Unfortunately, these rises are hitting people on the lowest incomes the hardest as they have no flexibility in their budgets at all and it means that they are having to make choices between heating their house, putting the kettle on, or feeding their families.

We've been campaigning on trying to get the government to increase the basic rate of Universal Credit as it's just no longer possible for people to survive on it. At the moment, a single adult gets £85 a week for everything apart from rent. This has increased from £79 a week in the recent budget but The Trussell Trust and Joseph

Rowntree Foundation have worked out that people need £120 a week to afford the essentials of life. This is a big gap!

At Bradford Central Foodbank we want to help people with their emergency food needs to help feed hungry families in Bradford. We give 3-day parcels plus lots of extra bread and fruit and vegetables. We also want to help answer the root cause of food poverty and so we have a benefits advisor who sits in all our sessions from Equality Together. We also have started a Job Club and employability and digital exclusion project, we have someone sitting in our sessions who can provide one to one coaching, help with applying for jobs, CV creation and help to overcome other digital problems which stop them moving on with their lives.

We now free legal advice in family law from Makin and Dixon who are family law solicitors





# New Tenant Satisfaction Measures

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**Nadim Khaliq**

Head of Housing Services

## New Tenant Satisfaction Measures Go live from April 2023

I am writing to update you on the new Tenant Satisfaction Measures (TSMs) that I mentioned in the recent winter Feedback article. I am pleased to announce that these measures have now gone live from April 2023.

To recap, if you're a social housing provider in England, from April 2023 you must collect data on new TSMs in areas such as repairs, safety checks and complaints. These are part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services.

I'm happy to announce as part of these new measures, we have appointed an external independent company, Callerz, to carry out the customer satisfaction survey on our behalf. I would like to encourage all our customers to participate in the surveys when asked. Your feedback is important to us, and it will help us to identify any areas where improvements can be made.

I want to reassure you that any information gathered in the survey will be kept confidential and only used for the purposes of improving our services.

I am certain that the new TSMs will improve the overall quality of service we provide. If you have any questions or concerns about the survey or the TSMs, please do not hesitate to contact us, we will be more than happy to answer any questions you may have.



# Board Engagement with tenants and why it's important

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Here at Manningham Housing, we understand the importance of staying connected with you, our tenants. One crucial way we achieve this is through effective engagement with our Board members. Board engagement is more than just a formality; it's about working together transparently and having shared goals.

To have meaningful Board engagement, we need to establish trust between our leadership team, Board members, and you, our tenants. Transparency is key. We'll keep you informed about our goals, plans, and challenges. We'll involve Board members in decision-making and seek their input. By sharing information openly, we can create trust and make everyone feel included.

MHA have a customer panel, made up of approximately 14 of our own residents. They hold a quarterly meeting with MHA to help assess KPI's, services and procedures to ensure that they are delivered to the highest standards. MHA Board Members and Executive Staff also attend these meetings and take direct feedback from Customers.

We also share our information through various sources including our Feedback Magazine, our website and local newsletters.

As well as this, MHA carry out scheme focus events. Every couple of months Neighbourhood Officers arrange a scheme focus event at one of their schemes. All departments of MHA attend the scheme on the arranged date to engage with residents about local issues, inspect properties and help with any outstanding issues. Board Members and Executive Staff for MHA are also invited to these meetings and on hand to speak directly with tenants. MHA aims to carry out a scheme focus event at all our schemes. So, keep an eye out in the post for your next scheme focus event!

Board engagement is all about active participation. We want Board members to contribute their ideas, knowledge, and experience to our decision-making process. We currently have a tenant Board member who ensures that our customers have a voice at the top of the Association. Their involvement helps to bridge the gap between the Board and the community.

We also believe in investing in training and development for our engaged customers. By giving them the right tools and knowledge, we empower them to make informed decisions and contribute effectively.

Board engagement plays a crucial role in driving positive change within our housing association. By building trust, encouraging active participation, providing training, establishing clear communication channels, and showing appreciation, we can create a dynamic and engaged Board. When our Board is motivated and involved, they make better decisions, strengthen community connections, and ultimately create a more vibrant and thriving housing association for all of us. Together, we can achieve great things!

Here at MHA we are open to new ideas and suggestions. So if you are interested in this topic or want to get involved yourself or even if you have any questions you want to ask our Board Members, please contact us by emailing us at [info@manninghamha.co.uk](mailto:info@manninghamha.co.uk) or call 01274 771144



# Eid Party

We had an amazing time celebrating Eid at our office with delicious food, great company, pink tea, henna, music and games.

The idea behind this party was to increase cultural awareness, uphold the values of MHA and encourage team building for staff.



Let us know what you did for Eid – perhaps send some photos too. You could be featured in our next magazine!



### Carolina Padovezi

Corporate Project Manager



## March Step Challenge

In March, Manningham Housing Association started a step-challenge for staff and residents in partnership with JUMP! The first 20 residents that signed up received a FREE smartwatch!

Nearly 40 people were involved and the top 10 were awarded with shopping vouchers!

Throughout the month, we saw numerous examples of people going the extra mile... literally! Some participants took the opportunity to walk new routes in their local area making the challenge an opportunity for both physical and mental rejuvenation.

As the challenge drew to a close, we were thrilled to see the positive impact it had on our customer and staff. Not only did participants improve their mental health, but they also created new friendly rivalries with others! We are looking forward to the next step challenge and we can't wait!

Overall, the step challenge was a great success and we're proud of everyone who participated. It was a great reminder of the importance of staying active, taking care of our physical health. We hope that this challenge inspires others to get up, get moving and stay active as well!



**Krystin came first in the challenge with an impressive 850,000 steps!**



# Digital Inclusion Training



**Simi Majid**

Community Development Officer

12 participants have completed a Level 1 Digital Inclusion training course covering a range of modules including customer service, digital skills, and health and wellbeing. Each successful candidate received a certificate and a brand-new tablet – kindly supplied by Woodspeen Training – at an awards ceremony in MHA's office which hosted the training over several weeks.

Tassawar is one of the 12 participants who passed the examinations to obtain her qualification.

She said: "I wanted to learn about computers, gain confidence and meet new people along the way.

"I heard about the course after a call from the Community Development Officer at MHA, and it worked out with the hours and days as my children were at school.

"I thoroughly enjoyed it. I made friends, I know more about computers and how to do IT tasks on my own.

"I would recommend to everyone I know to take up such an opportunity. I would love to sign up for the next level."

Rosemary is another MHA tenant who successfully completed the training.

She said: "I am so grateful to take part in the IT course.

"For me it was a great opportunity to learn with them and they include lots of training which helps me to cope with today's world.

"I now have experience in how to register in very important areas, such as my GP, applying for jobs and more in this life of technology.

"I am so thankful to the tutor who helped me through difficulties."

Sadar Uddin, MHA Community Partnership and Investment Manager, who oversaw the training course, said he was delighted to see the first cohort of participants receive their certificates and tablets.

He commented: "It was a wonderful occasion with everyone fully deserving their awards.

"The past three years, since the start of the pandemic, have been difficult for everyone. However, there have also been positives with many people setting themselves new goals including a desire to learn different skills and take on new challenges.

"We are planning to launch further courses in the months ahead to give participants the chance to access new life opportunities.

"The first 12 graduates of the Level 1 digital inclusion course stand as role models for what can be achieved."

If you would like to participate in the next cohort for the Digital Inclusion Training, please get in touch by emailing or calling:

[info@manninghamha.co.uk](mailto:info@manninghamha.co.uk)

01274 771144





# Hollings Youth Association (HYA)

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Hollings Youth Association is a voluntary organisation, working in the Manningham area of Bradford since 2009, with a goal of supporting and developing young people through social interaction and offering a diverse set of sessions.

Since its founding, HYA has been facilitating personal, social and educational growth of young people in the Manningham area of Bradford, helping them reach their full potential in the society through social interaction. HYA supports and helps young people to become confident and practicing members of the community.

Recently, the girls of HYA in Manningham have completed a snicket cleaning activity in partnership with Safer Snickets, JUMP, MHA and Meridian centre. We are proud to announce that the snickets are now cleaner and safer for everyone to use.



We believe that our community deserves to have safe and clean spaces to walk, play and enjoy. With the help of Safer Snickets and JUMP, we were able to accomplish this goal and make our snickets a better place for all.

We want to thank everyone who supported us in this initiative, and we encourage all residents to help us maintain the cleanliness and safety of our snickets.

Together, we can make Manningham an even better place to live.







Youngsters of the Manningham area also took part in their first residential trip away from home.



Hollings Youth Association run weekly sessions for local children and families.

Saturdays 1-3pm: Girls multi-sport sessions at Manningham Sport Centre – rounders, football, dodgeball, basketball, cricket (7-14yrs old)

Saturdays 3-5pm: Boys football (7-16yrs of age)

Sundays 3-4pm: Swimming at Bowling pool (meet up at Locality Hub HYA Hollings Road at 2.30pm)

Tuesdays 9-10pm: Football (15-19yr olds)

Fridays: 8-9pm: Boxercise (6-14yr olds) / Cricket 9-10pm (15+ yrs old)

Sessions are £2.00 per child. For further details or to book on please call the Manningham Connector Ifzal on 07385128912 to book.

Meridian centre

The activities we are providing are Yogacise, Boxercise and healthy fun activities in Lister Park every Sunday 12 till 4pm.

12 – 1pm: Bangracise

1 – 2pm: Yoga size

2pm – 4pm: Fun Activities at Lister Park.

For further details or to book on please call Meridian Centre 01274 490353 and speak our Manningham Connector Stacey.



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Find out more at  
[www.homeswapper.co.uk](http://www.homeswapper.co.uk)



## How to use HomeSwapper

- 1 Visit [www.homeswapper.co.uk](http://www.homeswapper.co.uk) and click register. You can register with Facebook if you like.
- 2 Tell us about the home you want, and the home you've got - make sure you upload photos!
- 3 We'll find matches for you, or you can run your own search to find exactly what you're looking for.
- 4 Contact your matches and chat to the current tenant using the in-system messaging.
- 5 Once you've agreed a swap, ask your landlord for the paperwork.

Keep a note of your login details here:

Username

Password

City of Bradford MDC

[www.bradford.gov.uk](http://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](mailto:reportfraud@bradford.gov.uk)**

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



# Get in touch

## MHA Direct Contacts

### Customer Services:

**01274 771144**

### Neighbourhood Officers:

Nazneen Zafar

**01274 377221**

Prafula Parsotam

**01274 377214**

Alison Bray

**01274 377222**

### Maintenance Surveyors:

Monuhar Ali

**01274 377266**

Tarik Riaz

**01274 377207**

Ade Thomas

**01274 377258**

### Income Team:

Mansha Khan

**01274 377206**

Mohammed Azad

**01274 377239**

Ayesha Khanum

**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 Contact  
Centre

Call: **0800 731 0160**

Tax Credit Helpline

Call: **0845 300 3900**

Child Benefit Helpline

Call: **0300 200 3100**

Free Debt Management Advice  
[www.payplan.com](http://www.payplan.com)

Call: Pay Plan's Helpline on

**0800 280 2816**

Bedroom Tax calculator

[www.entitledtofortenants.co.uk](http://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**