

ANNUAL TENANT REPORT



manningham
HOUSING ASSOCIATION

**2022/
2023**

Annual Tenant Report



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Director of Operations

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!

Average Rent



Lettings Data



Anti-Social Behaviour

Total no of cases	15	Using homes unlawful purpose	1
Criminal Activity	2	Harassment Other	4
Noise Nuisance	3	Aggressive or threatening language	3
Animal Nuisance	1	Violence	1



27

Informal Resolutions

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.

Complaints and Compliments



Learnings from Complaints

Learning 1:

Estate team to liaise with residents first before carrying out any work on trees within the customer's properties and advise them of responsibilities. Although it is important to note that it is the tenants' responsibility to tend to overgrown branches that pose an H&S risk that emanate from their gardens

Learning 2:

MHA internal Customer Experience Service Improvement Group will sense check all text and letters that are sent from the Income team to ensure they are balanced and appropriate for the situation



Housing Ombudsman Determinations

2

Number of Complaints Referred to Housing Ombudsman

These are the findings or decision of the Housing Ombudsman after they have investigated a complaint that they have received.

The first complaint referred to the Housing Ombudsman related to how MHA handled a repair. After investigating this complaint, the Housing Ombudsman found that there had been a failure in the way that MHA handled the residents repair and their complaint.

The second case referred to the Housing Ombudsman related to how MHA handled a case of Anti-Social Behaviour. After investigating this complaint, the Housing Ombudsman made no findings against MHA.



Responsive Repairs

6536

Total no of repairs for 2022/23

An average of

545

repairs a month

Up by

3.2%

from last year

96%

of jobs were completed on time

98%

overall customer satisfaction with repairs completed



Repairs Completed On Time

99%

emergencies within 24hrs

96%

urgent jobs within 5 working days

96%

routine within 22 working days



Boiler Replacements

£96,000

spent on boiler replacements

Total number of boilers replaced

59

Component Replacement Programme (CRP)

£287,000

spent on kitchen replacements (an increase in spending of 114%)

35

Total number of kitchens replaced

£28,000

spent on bathroom replacements

5

Total number of bathrooms replaced

Cyclical Paint Programme

£160,000

spent on our Cyclical Paint Programme (an increase of 34%)

Total number of properties painted

246

including the communal internals of 2 buildings



Adaptations

Number of requests received

42

20%

increase in number of requests received

£7669.80

total expenditure

45%

increase in amount spent on adaptations

Customer Satisfaction

Every two months, an independent company telephones 100 tenants at random to ask how satisfied they are with the Association. The overall satisfaction ratings for 2022/23 were as follows:

Taking everything into account, how satisfied or dissatisfied are you with the service provided by MHA?

87%

How satisfied or dissatisfied are you that MHA provides a home that is safe and secure?

94%

How satisfied or dissatisfied are you with the overall quality of your home?

88%

How satisfied or dissatisfied are you with the overall repairs service from MH over the last 12 months?

86%

Keeping Our Tenants Safe

100%

Legionella
Management
Plan Actions
completed

100%

Fire Actions &
Risk Assessments
completed

100%

Annual Gas
Safety Checks
completed on
time

100%

Asbestos Surveys
completed

99.46%

Electrical
Installation
Condition Reports
completed

No of electrical
tests completed

431

No of fire
door surveys
completed

300

No of lift
inspections
carried out

33

Lift Services

100%

LOLER Inspections

No of temperature
checks completed

48

(monthly on 4
Communal Sites)

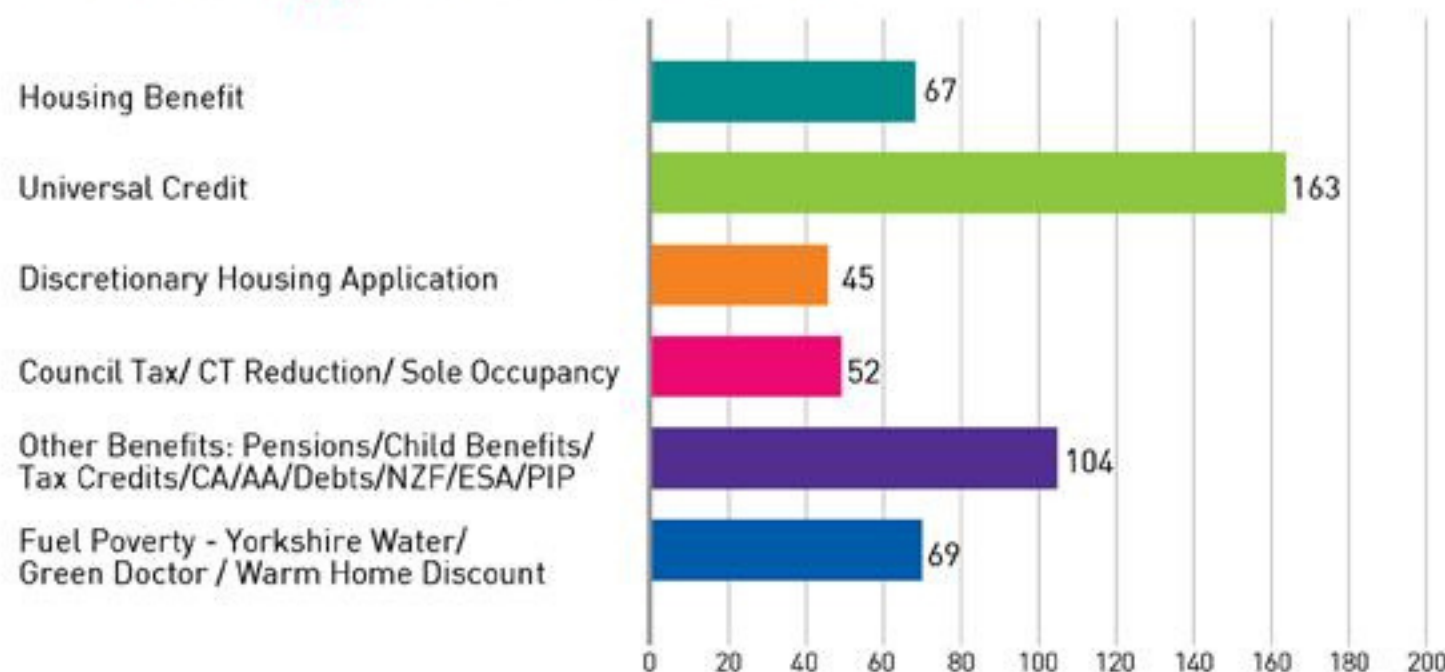
No of shower
cleans/descals on
4 communal sites

16

(once a quarter)



Areas of Support Provided To Tenants



Financial Support Provided To Tenants



Development

10

homes purchased within the Bradford & Keighley District

£1.9 million

Spent on purchasing
the homes

£32k

Spent on maintenance
works for the 10 homes

£2 million

Total Purchase and Repair
Costs since April 22 to date

Community Development Initiatives & Funding

£62k

WYCA
Retrofitting HUB
project

£49.5k

JU:MP project

£13k

Heritage Music
Project

£4k

Leeds University
Energy Efficiency
Survey