



manningham
HOUSING ASSOCIATION

Summer 2024

Feedback

Latest news and events from Manningham Housing Association



**WHAT'S
INSIDE
THIS ISSUE:**

**Introducing
Housing
Perks**

Read more on page 12

**New Homes
coming to
MHA**

Read more on page 18

**Financial
Support**

Read more on page 26

Welcome to Feedback Magazine

Latest news and events from Manningham Housing Association

Contents

In this issue...

Latest News

CEO Update	3
New Vice-Chair Appointed	3
Tenant Satisfaction Measure	4
MHA Awards 2023/2024!	8
New Social Media - Threads	9
Meet our New Starters	10
Staff Events	11

Resource Team

Introducing Housing Perks	12
---------------------------	----

Repairs and Maintenance

Stock Condition Surveys	14
Making Alterations to your Home	15
Insulation in Lofts	15

Neighbourhood Team

Overall Cleanliness	16
Car Parking Concerns	17
New Homes coming to MHA	18

Community Involvement

Enhancing Community Engagement	20
Become a Scheme Champion	22
Scheme Focus Event	23

Health and Safety Team

Household Health & Safety Tips	25
--------------------------------	----

Income Team

Financial Support	26
Step Change	28
Loan Sharks	28

Customer Service Team

My MHA Prize Draw	29
Complaint Handling Code	30
New Legislation Empowers Tenants:	31

Community Investment

Social Action Project	32
Active Playful Parks & Greenspace Developments	33
Launch of Join Us:Play Move (JU:MP) films	33
Over 50s Women's Dance Sessions	34
New Women's Walking Group	35
Join Us Move Play - Manningham	36
Jump Celebration Event	37
Customer Trip to the Royal Amouries	38

CEO Update

I know the past year has been particularly hard for many people. The uncertainty in the economy and the resulting cost-of-living crisis have meant daily life is more of a struggle for many in our region. The importance of having a sense of community and the value of high-quality services have really been brought home.

The support provided by our Income Team to make sure residents are getting the right benefits is always important. It's even more valuable now with high food and energy costs. I'm delighted that our Welfare Benefits and Financial Support Officer has generated over £26,000 of additional income for residents in 2022/23.

New Vice-Chair Appointed

I had retired from my previous role in October 2023 as Chief Executive of Arawak Walton Housing Association; a Black and minority ethnic (BME) specialist housing provider operating in Manchester and surrounding boroughs.

After 25 years leading this very successful organisation, I felt it was time to move on to the next phase of my life. However, meeting the needs of diverse communities, who often do not receive fair access to so many opportunities, especially good quality housing, is something that has driven my actions all my working life. So, when the opportunity to join the Board of Manningham came up, I knew it was an organisation I wanted to be part of.

I had known of Manningham through my long involvement in the BME housing movement since the late 1980's. Operating in West Yorkshire, Manningham Housing Association was carrying out similar work to Arawak Walton, in terms of housing provision and wraparound



Lee Bloomfield

Chief Executive Officer

We're planning to make some of our older homes more energy efficient, more comfortable, and cheaper to heat with joint funding through the West Yorkshire Combined Authority. This is good for our residents and, of course, it's good for the environment.

In partnership with Avant Homes, I am delighted that we have been able to provide an additional twenty-new homes at Odette's Point in Keighley. These three- and four-bedroom homes provide new homes for families and is a fresh start in our journey to bring forward additional homes which are greatly needed in our communities.

After what seems a long winter, I hope you have a great summer.



Cym D'Souza

Vice Chair of Manningham Housing Association Board

services to improve the lives of minority ethnic communities; following my application for the role of Vice Chair of Manningham Housing Association Board, I was delighted to receive confirmation that in February 2024, I had been successful.

My family came to this country as migrants when I was just six years old, believing that this was a great opportunity to start a new life in a welcoming community, which was very far from reality. Despite this, I can honestly say moving to England has given me many opportunities. I'm a qualified Chartered Accountant that has had a successful career in audit and over thirty-five years of life changing work in housing. However, I know this is not the case for so many generations of people who have come to this country to make a better life for themselves. I hope my role as Vice Chair on Manningham's Board will mean I can continue to be part of the change that is necessary to improve people's lives. Fair access to decent housing, health care, education and jobs should be a right for all and not just the few.

Ulfat Hussain

Deputy Chief Executive & Director of Operations



We are pleased to share some exciting news! This year, as part of the Regulator of Housing Consumer Regulation, all housing associations are required to publish their Tenant Satisfaction Measure (TSM) results.

We are delighted to present Manningham Housing Association's results for the period from April 2023 to the end of March 2024.

TSMs Perception Measures

Your Feedback

The first section of the TSM focuses on your perception of the services you receive from Manningham Housing Association. This information was gathered through telephone surveys conducted by Callerz, an independent and specialist business local to Bradford.

In total 420 customers were contacted from April 2023 to March 2024 and were asked to score the Association on the 12 TSM perception survey questions.

We want to extend our heartfelt thanks to everyone who participated in these surveys. Your input is invaluable and has enabled us to gather essential information.

Our results have been benchmarked against 180 other housing associations nationwide, and we are pleased to see that we have performed very well in comparison.

Tenant Satisfaction Measure

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.



Proportion of respondents who report that they are satisfied that their home is well maintained.



Proportion of respondents who report that they are satisfied that their home is safe.



Proportion of respondents who report that they are satisfied with the overall service from their landlord.



Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.



Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.



Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.



Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

 78.2%

Housemark
Median
Benchmark

 21.8%

 93%

MHA Actual
2023-24

 7%

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

 34%

Housemark
Median
Benchmark

 66%

 41.3%

MHA Actual
2023-24

 58.7%

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

 66%

Housemark
Median
Benchmark

 34%

 75%

MHA Actual
2023-24

 25%

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.

 57.6%

Housemark
Median
Benchmark

 42.4%

 75.2%

MHA Actual
2023-24

 24.8%

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

 64%

Housemark
Median
Benchmark

 36%

 82.3%

MHA Actual
2023-24

 17.7%

TSMs Management information

Our Performance

The second section of the TSM covers management information regarding the services we provide. We are thrilled to report that Manningham Housing Association's performance has been exceptional when compared to other housing associations.

We have also compared our management information with housing associations of a similar size, and our performance has been outstanding.

Proportion of homes for which all required gas safety checks have been carried out.

 100%

Acuity 2023 -24 Median

 100%

MHA Actual 2023-24

Proportion of homes for which all required fire risk assessments have been carried out.

 100%

Acuity 2023 -24 Median

 100%

MHA Actual 2023-24

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

 100%

Acuity 2023 -24 Median

 100%

MHA Actual 2023-24

Proportion of homes for which all required legionella risk assessments have been carried out.

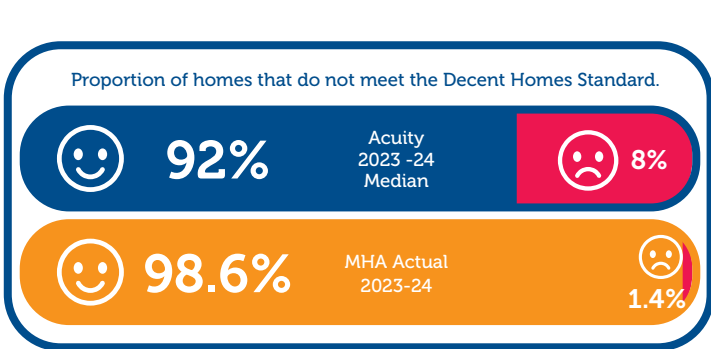
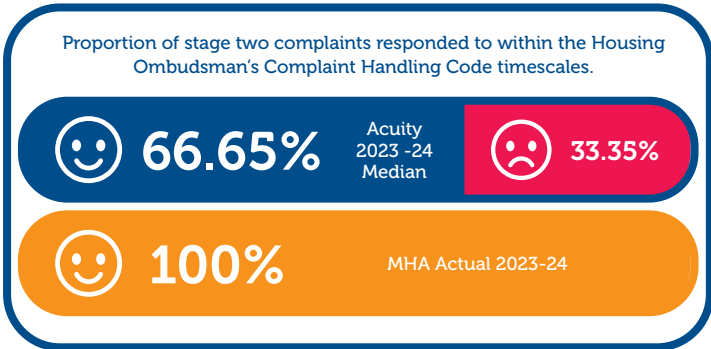
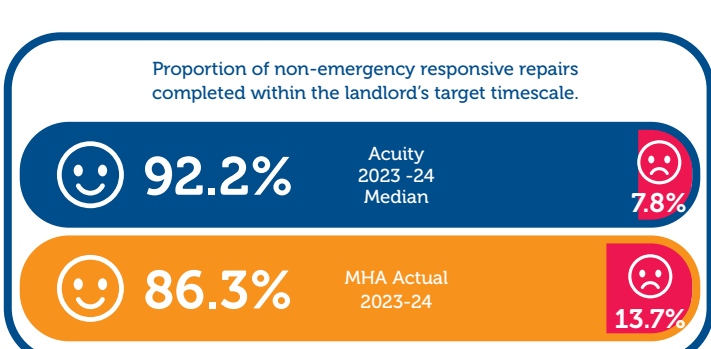
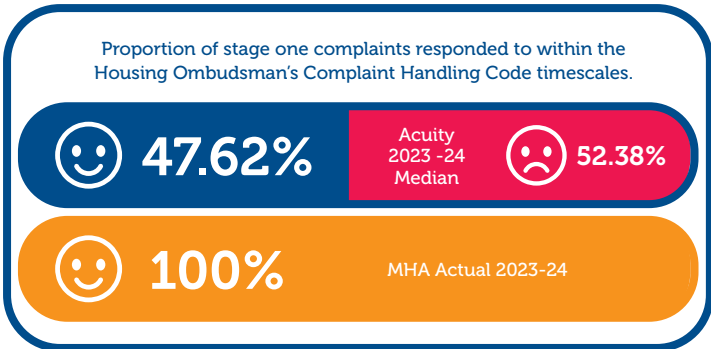
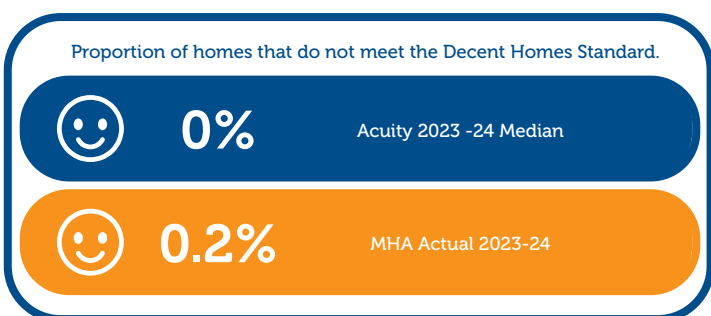
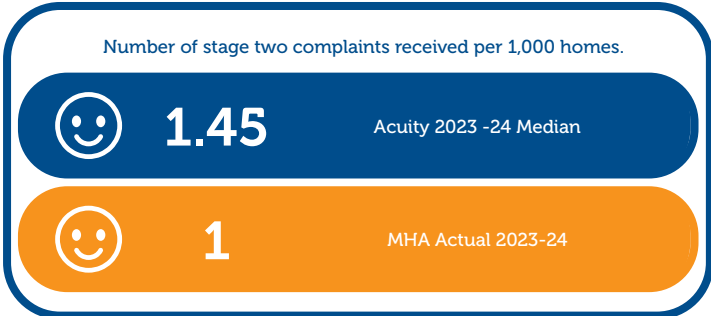
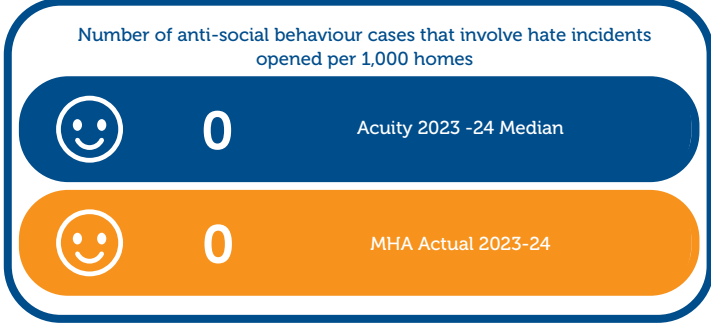
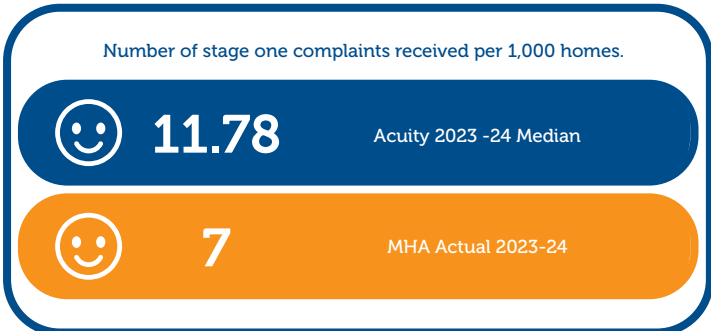
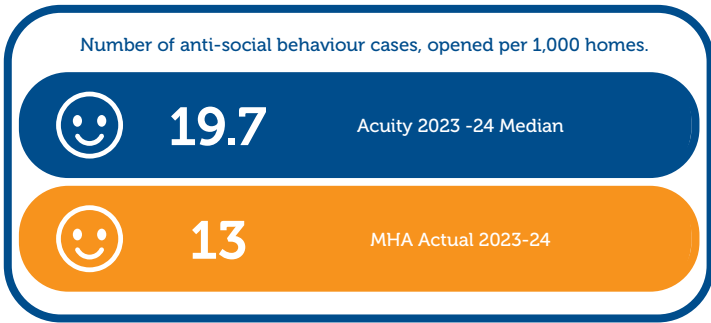
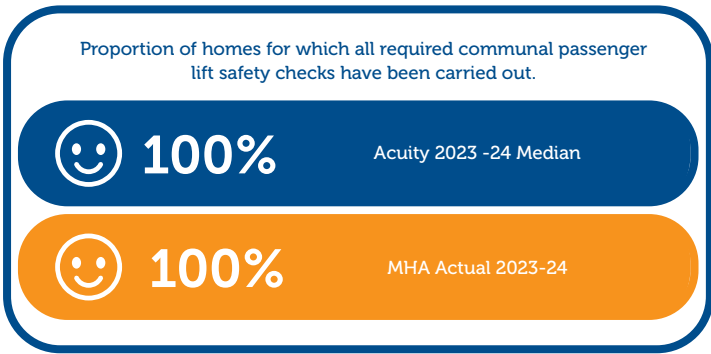
 100%

Acuity 2023 -24 Median

 100%

MHA Actual 2023-24

Executive Team



Moving Forward

We remain committed to continuously improving our performance and services. We truly appreciate your ongoing support and feedback, without which we would not have achieved these results.

Following these results MHA have proposed the following 5 recommendations on areas for improvement:

- **Enhance Complaints Handling:** Continue to manage complaints effectively to ensure timely and satisfactory resolution of resident's issues. We will provide further training for staff on effective communication and resolution strategies to help improve satisfaction in this area.
- **Maintain High Standards in Repairs and Maintenance:** Continue to focus on efficient repairs and home maintenance, ensuring that high standards are consistently met.
- **Increase Engagement and Listening:** Strengthen tenant engagement initiatives to better understand and address tenant's concerns. Regular feedback sessions and surveys will help us stay familiar with tenant needs.
- **Focus on Communal Areas:** Improve maintenance and cleanliness of communal areas to boost tenant satisfaction further. Regular inspections and prompt action will be undertaken.
- **Anti-Social Behaviour Management:** Enhance our approach for dealing with anti-social behaviour to build safer communities. We will work with local authorities and provide support for affected tenants to improve satisfaction in this area.

These results reflect the work that MHA has undertaken to ensure that we listen to the views of our residents. We have different ways of how residents provide us with invaluable feedback. These include our Customer Experience Committee which forms part of our Governance structure reporting directly to our Board of Management. Our Complaints Learning forum helps us to understand how well we deal with complaints and how we might be able to improve and our long-established Customer Panel advises us on what work they want us to carry out in the community through the "You said we did" scheme such as highlighting areas for action days or litter picks.

Thank you once again for your contributions and for helping us make Manningham Housing Association better every day. If you wish to be involved in any of the initiatives or projects please contact us through our website, by email or on telephone, details below:

www.manninghamhousing.co.uk
info@manninghamha.co.uk
 01274 771144

Or come and pay us a visit at our office which is open to the public Mon-Fri 9.00AM-5.00PM.

Manningham Housing Association
 Bank House
 30 Manor Row
 Bradford
 BD1 4QE



MHA Awards 2023/2024!

2024 FINALIST



WOMEN IN HOUSING AWARDS **HOUSING HEROES AWARDS**

Carolina Padovezi de Oliveira
Manningham Housing Association

Inspirational colleague of the year

Celebrating the leader, innovators and changemakers across the sector

Carolina has also entered the list of 40 Under 40: shaping the future of the housing sector by Inside Housing.

Relentless Dedication Earns Housing Hero Status for Carolina

Carolina Padovezi de Oliveira, Corporate Project Manager at Manningham Housing Association (MHA) in Bradford, has been shortlisted in the Inspirational Colleague of the Year category for the Housing Heroes Awards 2024.

Organised by Inside Housing magazine, the awards celebrate “the leaders, innovators and changemakers across the housing sector.”

Originally from Brazil, Carolina joined MHA as an Administrative Assistant to the Executive team and was promoted to Corporate Project Manager within four years.

Her current role is unique in the organisation and covers all aspects of its work including recruitment, training, IT and communications.

Carolina has placed MHA at the forefront of digital innovation and become a national speaker on the subject, specialising in AI.

She also leads on equality, diversity and inclusion with her work paving the way for MHA to become the first housing association in the world to achieve the global Standard for Diversity and Inclusion in HR Management.



Lee Bloomfield, MHA Chief Executive, said:

“Carolina’s achievement in being shortlisted for this prestigious national award provides the wider MHA family with the opportunity to celebrate her contribution and showcase her achievements to an audience far beyond our locality, whilst inspiring others to follow her selfless approach to success.

“She is incredibly modest and never acknowledges the enormous impact she makes.

“Her dynamic work on behalf of the organisation, our tenants, stakeholders and fellow staff members is always fully focused on delivering positive results for them and never about gaining recognition or praise for herself. “We wish her every success at the awards ceremony.”

Carolina Padovezi de Oliveira said:

“I am deeply honoured to be nominated as an Inspirational Colleague of the Year for the Housing Heroes Awards 2024.

“This nomination by Manningham Housing Association is not only a personal accolade but a testament to our collective efforts to drive positive change within the community.

“I share this recognition with my exceptional team, as it mirrors our shared commitment to excellence in service and innovation.

“Together, we are dedicated to fostering an environment where inspiration and collaboration lead the way.”

Ulfat Hussain, MHA Deputy Chief Executive and Director of Operations, said:

“Carolina exemplifies the true spirit of a Housing Hero.

“Through her visionary leadership, our small housing association has made remarkable progress in implementing AI and digitisation, revolutionising our tenant services and operational efficiency.

“Carolina’s relentless dedication and pioneering efforts have shattered barriers, breaking down resistance and fostering a culture of embracing technological innovation.

“Her unwavering commitment to everything she does has elevated our organisation, empowering us to deliver excellent services and create lasting impact in our community.”



New Social Media - Threads

We are excited to announce a new initiative to enhance our team’s connectivity and sharing experiences: venturing into the digital realm using Threads from Instagram. As we continue to embrace innovative ways to communicate and document our journeys, Threads offers a unique platform tailored for close-knit interactions and updates.



Meet our New Starters



Adam Thorpe

Maintenance Surveyor

Adam has over 10 years of experience in the property industry, working in private and social capacities across the housing sector. He has been involved in asset and property management; before joining us, he was a head of service in the private care sector. Adam was heavily involved in the high-rise building reform following Grenfell and joins us with in-depth practical knowledge of health & safety, & fire risk.

During Adam's career, he gained qualifications in RICS, IRPM, IOSH & CIH which enabled him to have an extensive knowledge of different types of buildings and how they are managed from a repair & maintenance point of view while also understanding the needs of people who live in social housing.

When he is not at work Adam enjoys walking his prized fluffy French Bulldog, spending time with his family and has a passion for anything Arsenal FC.



Nazia Bibi

Admin Assistant- Facilities

In 2023, Nazia Bibi joined the Manningham Housing Association, bringing her strong commitment to her work and a genuine desire to expand her knowledge and skills. Nazia's vibrant personality shines through her cheerful demeanour, making her a valuable asset to any team she works with.

With an impressive work history, Nazia has amassed years of experience, where she honed her administrative and customer service skills. Additionally, she has dedicated 5 years to serving as a librarian, church volunteer, and working within the community sector. In these roles, Nazia actively contributed to the development and execution of various community projects.

Outside of her professional life, Nazia finds joy in cooking and cherishes quality time spent with her family.



Durriya Siddiqi

Tenant Board member

Combining a passion for community service with a dedication to healthcare, Durriya is joining MHA as a tenant Board member.

Currently pursuing a degree in Optometry, she brings a unique perspective to the table. Eager to implement positive change, Durriya strives to create a thriving and supportive environment for all of Manningham's residents. Her commitment to excellence ensures that every decision is made with the well-being of the community in mind.

Staff Events

Ramadhan Mubarak Iftar Package March 26th 2024

MHA was delighted to celebrate Ramadhan by providing an Iftar package for all staff to break their fast on March 26th, 2024. During this holy month, Muslims observe a strict fast from dawn until sunset, abstaining from both food and drink (including water) during daylight hours. Fasting during Ramadhan is a deeply personal act of worship that fosters a close connection to God, serves as a form of spiritual discipline, and encourages empathy for those who are less fortunate.



Staff Well-Being Event: The Perfect Game of Bowling

On March 5th, 2024, the staff of MHA enjoyed a fantastic well-being event at Hollywood Bowl Bradford, located on Vicar Lane. The evening kicked off with a lively game of bowling, followed by a delicious meal at Nando's. This event was an excellent opportunity for colleagues to relax, bond and have fun after work.

Bowling is often seen as a mix of luck and skill, and our staff certainly demonstrated both. With state-of-the-art lanes, drinks available at the tap of a button, and the option to upgrade to VIP lanes, Hollywood Bowl provided the perfect setting for our friendly competition. Many participants scored that all-important strike, adding excitement of the evening.

The highlight of the event was the camaraderie and enjoyment shared among colleagues. The atmosphere was filled with laughter and cheers, making it an evening to remember.

To top it off, the group headed to Nando's, where we savored mouth-watering dishes that perfectly complemented the fun-filled activities of the evening.

Overall, the staff well-being event was a great success, fostering a sense of togetherness and leaving everyone looking forward to the next get-together.



Carolina Padovezi

Corporate Project Manager



In our continuous endeavour to enrich the lives of our tenants and amplify our support network, we are overjoyed to unveil an exciting addition to our range of benefits—Housing Perks. This innovative online platform is a testament to our commitment towards not just providing homes, but also enhancing the living standards of our tenants.

Housing Perks emerges as a beacon of relief amidst the escalating costs of daily essentials. Understanding the financial hurdles that rising food prices can impose, we have embarked on this collaborative journey to bring a tangible difference to your wallets and well-being. This exclusive initiative caters to our Housing tenants, offering them remarkable discounts on a wide array of necessities including groceries, pharmaceuticals, petrol, and even your favourite clothing brands.

The process to access these benefits is seamless. By leveraging MHA's unique code, which is none other than your tenancy number, you can easily sign up on the user-friendly Housing Perks mobile app. This initiative is not just about savings; it's about making your life easier and more affordable.

But don't just take our word for it. Hear it from one of our tenants, who shares, "Housing Perks has proven to be a game-changer for me. I've successfully slashed my weekly expenses by approximately £4 across groceries, fuel, and online shopping. This substantial saving has made a significant impact on our overall household budget." This testimonial stands as a genuine endorsement of the tangible benefits and convenience that Housing Perks brings to our community.

The advantages of Housing Perks extend far beyond mere discounts. It's about providing a sense of security, knowing that you have the power to manage your expenses more effectively in these challenging times. With up to 18% in discounts available on big brands,

Introducing Housing Perks: Elevate Your Savings Game

leading supermarkets, and even Amazon, the opportunity to optimise your savings is immense.

What's more, this benefit is **FREE for all MHA customers**. To embark on this journey towards financial ease, simply enter "Manningham" on the organisation ID field and follow it up with your tenancy reference upon prompt. The essence of Housing Perks is not just in the savings it offers, but in the peace of mind and financial flexibility it brings to your life. Don't let this opportunity pass by. Enrol now in Housing Perks and start a new chapter in smart living and savings.

Your well-being is our priority, and with Housing Perks, we take another step forward in ensuring that our services enrich your life in every possible way. Welcome to the future of housing benefits—welcome to Housing Perks.



If you wish to discuss more benefits and welfare support, please speak to Faisal Khan on 01274 377215.



You can now pay less with **up to 18% discount** for what you already buy online and in store with your Housing Perks. The free app will help you to save money on the essentials:



- ✓ **GROCERIES**
- ✓ **CAR**
- ✓ **FUEL**
- ✓ **CLOTHING**
- ✓ **SCHOOL UNIFORMS AND EQUIPMENT**
- ✓ **HOME FURNISHINGS & DIY**
- ✓ **FAMILY DAYS OUT**



HOW IT WORKS



- 1** Download the app for free to your device available from  **Download on the App Store**  **GET IT ON Google Play**
- 2** Buy a voucher with up to 18% discount
- 3** Voucher appears in app within seconds ready for you to use



HOW TO SIGN UP

-  When you download the app, enter organisation ID: **Manningham**
-  Your account will need to be registered to your Manningham address, so keep your tenancy reference handy.



Start saving today!

Tom Finch

Head of Property Services



Stock Condition Surveys

Here at Manningham Housing Association it's not just important we know and understand our tenants, we also have to make sure we know and understand your homes as well. To make sure we have our records up to date, we are undertaking a thorough Stock Condition Survey to 800 of our stock. We have appointed one of the best surveying firms in the country, Pennington Choices Ltd to undertake this work on our behalf. In 2021 we did 40% of our stock; we are doing the remaining 60% this year.

What is a Stock Condition Survey?

This is where we assess the condition of your home. We will be looking at all the elements, such as the kitchen and bathroom, the condition of the windows, doors, external fabric and roof and any fencing and external paving. The survey is visual only and should take no more than an hour. The surveyor will need to see all the rooms in the property and the roof space.

Why are we doing this?

We need to know what condition our stock is in so that we can effectively plan our replacement programme. We have a costed 30 year investment plan which tells us not just when we should be fitting new kitchens, bathrooms, windows and doors, but also how long we can expect elements such as roofs and fences to last. This information needs to be updated regularly so that we are confident we are investing in the right properties at the right time and getting the best value for money.



How long will this take?

The surveys started in May and will be running until August this year. We will be in touch with you if your property is on the list about one month before the survey is scheduled, and Pennington Choices will contact you nearer the date to set an appointment. This is an important exercise to make sure that your home is kept in the best condition we can manage so if you are contacted by Pennington Choices, please work with them to make sure we get the information on your home that we need to get our investment decisions right.

What do I do if I have any questions?

If you have any questions on the survey process, you can discuss with Pennington Choices when they call to arrange your appointment, or you can email info@manninghamha.co.uk

Making alterations to your home

Here at Manningham Housing Association, we want to make sure that your house or flat is in the best condition that we can make it and you have all the facilities you need to make it your home. As you may well know, we commit to replacing kitchens, bathrooms, windows and doors on a regular cycle, and our current Stock Condition Surveys are helping us in achieving this.

We understand that you may want to make changes to your home and there are some elements, such as white goods, carpets and decoration that you are responsible for. However, if you want to do anything to your home that requires additional wiring to the electrical service or connection to the gas service, then the work must be done by a qualified contractor, and you will need to be compliant with the relevant legislation. This includes the installation of gas cookers and stoves.

If you want to install or build a shed or storage facility in the garden, there are some restrictions that may apply, including Health and Safety, Fire Protection and Planning

and Building Control regulations. Any work of this nature needs Manningham's consent before the works are done. The reasons for this are twofold; firstly, we need to make sure your home is safe and secondly, if any of the above are breached, we at Manningham are ultimately responsible.

So, if you are planning to make any changes or do work to the property, please let us know. Our surveyors will be happy to advise you on what you will need to do and we will consider any requests for Landlord's consent quickly and reasonably.



Insulation in Lofts

Manningham housing has invested in insulating the loft spaces of your homes. This has helped to keep your homes warm and helped to reduce the cost of heating your by providing a warm layer of insulation to the properties.

A lot of our customers are asking us if they can use the loft space for storage as it seems the obvious place to store suitcases, old toys and those items we all treasure that we just can't part with. We understand the need for additional storage and while using the loft space seems like the ideal solution to keep those rarely used items safe, we are unfortunately refusing the requests we receive.

The vital work loft insulation does is to provide a "warm, fluffy" layer of very fine glass fibre that is spun and looks a little like candy floss. The thin layers trap the air and prevent heat loss escaping your property. When the insulation is flattened by using boards or placing items for storage on top of it, the air is no longer trapped and the material starts to hold moisture, this can lead to damp and mould spores appearing on bedroom ceilings, external fascia boards and other areas of the home.

While we appreciate that storage can be a problem, it is less of a problem than having damp and mould appear in your property

Laura Varley
Maintenance Surveyor

Nazneen Zafar
Neighbourhood Officer



Litter - Overall Cleanliness

Rats and mice are not just a nuisance; they can pose serious health risks to our community. They can carry diseases, contaminate our living spaces, and compromise the overall cleanliness of our neighbourhoods. It's crucial for us all to work together to ensure our streets remain a safe and pleasant place to live.

Proper Rubbish disposal:

One of the main contributors to the rodent issue is the improper disposal of rubbish. Here are a few simple steps we can all take to address this:

- ✓ **Use Proper bins:** Ensure your household waste is disposed of in the appropriate bins provided by the Council. This helps contain the waste and prevents rodents from accessing it.
- ✓ **Secure bin lids:** Make sure your bins have secure lids to prevent rodents from easily accessing the contents. This simple step can go a long way in keeping our streets rodent-free.
- ✓ **Avoid overfilling bins:** Overfilled bins can easily attract rodents. Please be mindful of how much waste is being disposed of and try not to overfill your bins.
- ✓ **Disposing of bulky items:** Ensure bulky items are disposed of appropriately. Please contact Bradford Council on 01274 431000, there will be a cost for this service, alternatively you can take them down to the local tip.
- ✓ **Do not feed birds:** Don't put food out on the floor for birds. If you do wish to feed the birds use bird feeders and clean up any spillage from these



As summer is here we would like to remind all residents of our association of the importance of keeping their gardens clean and tidy, as outlined in the tenancy agreement.

A well-kept garden not only enhances the aesthetic appeal of our surroundings but also contributes to the overall well-being of our community. It creates a welcoming environment for residents and visitors alike, fostering a sense of pride and belonging. Additionally, maintaining a clean and tidy garden helps to prevent pest infestations, minimize fire hazards, and promote safety for everyone.

- ✓ **Grass Cutting:** Regularly mow your lawn to keep it at a manageable length. Overgrown grass not only looks untidy but can also harbour pests and become a breeding ground for insects.
- ✓ **Hedge and Tree Trimming:** Trim hedges and trees to ensure they are neat and well-maintained. Not only does this enhance the appearance of your garden, but it also prevents overgrowth that can obstruct pathways and neighbouring properties.
- ✓ **Rubbish Removal:** Keep your garden free of rubbish and debris. Dispose of any waste responsibly, either by recycling or using designated waste collection services. Accumulated rubbish not only detracts from the beauty of your garden but can also attract vermin and pose health hazards.
- ✓ **Respect for Trees with Tree Preservation Orders (TPOs):** While it is important to maintain trees on your property, it's equally crucial to respect any trees that have Tree Preservation Orders (TPOs) on them. These trees are protected by law, and any work on them must be approved by the relevant authorities. If you have concerns about a tree with a TPO, please contact the association for guidance.
- ✓ **Community Collaboration:** We encourage residents to work together in maintaining the cleanliness and tidiness of our gardens. If you notice a neighbour struggling to upkeep their garden, consider offering assistance or sharing resources. By fostering a spirit of cooperation and mutual support, we can create a vibrant and thriving community for all to enjoy.

Let us also take proactive steps to ensure that our gardens are well-maintained and cared for. By adhering to the guidelines outlined in the tenancy agreement and demonstrating respect for our surroundings, we can collectively contribute to the beauty and harmony of our community.

If you have any questions or need further assistance regarding garden maintenance, please don't hesitate to contact the association.

Car Parking Concerns



Carly Sharp
Neighbourhood Officer

Car Parking Concerns for Safer Communities

We hope this message finds you well. As your community continues to grow, it's essential to address certain issues that impact the safety and well-being of everyone. One such concern that has come to our attention is the issue of improper car parking within our neighbourhood.

It has been observed that some residents are double parking and parking on pavements, creating hazards for both pedestrians and road users. This leads to increased hazards and not only endangers lives but also disrupts the flow of traffic and poses challenges for essential services.



Be mindful when you are parking. Please park responsibly so that you are not blocking access to the driveways.

One significant consequence of improper parking is the hindrance it poses to waste collection services. When vehicles block access to designated collection points, bin collectors are unable to reach them, leading to bins not being emptied. This not only creates an eyesore but also contributes to hygiene issues and the spread of pests.

Additionally, emergency vehicles require unobstructed access to our streets at all times. Improperly parked vehicles can impede their passage, causing delays that could be critical in life-threatening situations.

Ensuring clear pathways for emergency services is vital for the safety and well-being of everyone in the neighbourhood.

As a community, we must come together to address this issue and find practical solutions. Here are a few steps we can take collectively:

Raise Awareness: Let's spread awareness about the importance of responsible parking practices.

Enforce Regulations: Work with local authorities to enforce existing parking regulations and consider implementing new measures where necessary to deter improper parking.

Promote Alternative Solutions: Encourage the use of alternative transportation methods such as carpooling, public transportation, or cycling, which can help reduce the number of vehicles parked on our streets.

Community Engagement: Foster a sense of responsibility and accountability within the community by engaging residents in discussions about parking issues and seeking their input on potential solutions.

Designated Parking Areas: Explore the possibility of creating designated parking areas within the neighbourhood to alleviate parking congestion and ensure safer streets for everyone.

By working together and taking proactive steps, we can create a safer and more pleasant environment for all residents. Let's strive to be mindful of our parking habits and considerate of others' needs as we continue to build a thriving community. Thank you for your cooperation and commitment to making our neighbourhood a better place to live.



Tracie Naylor
Regeneration Manager



New Homes Coming to MHA

New Build Properties acquired by Manningham Housing Association Odette's Point, Shann Lane, Keighley BD20 6DY



In addition to this milestone, we are delighted to announce that Manningham Housing Association has officially joined the Unity Community Development Consortium. This partnership enables us to have access to Grant Funding through an agreement with Homes England. This collaboration will enable us to further our mission of providing quality housing and support to our community, empowering us to make a positive impact where it is needed most.

We are thrilled to share some exciting news with you. Manningham Housing Association is proud to announce the purchase of 20 affordable homes at Odette's Point, Shann Lane, Keighley BD20 6DY.

This significant investment underscores our steadfast commitment to meeting the needs of individuals and families in Bradford and Keighley who seek high-quality homes at an affordable cost.

This acquisition not only expands our housing stock but also reaffirms our dedication to being the landlord of choice, providing secure and comfortable homes for our community. With 14 three-bed homes and 6 four-bed homes, these homes will be available for Social Rent, contributing to the fulfilment of our mission to provide accessible housing options.



We are grateful for the support we have had from our stakeholders, Homes England our Regulator and Bradford Council. Homes England for the invaluable support we have received and their guidance, oversight, and collaborative efforts to our success in expanding housing opportunities. Bradford Council for their continued support which aligns with Core Strategy target for new homes in Keighley up to 2030. This collaboration ensures the efficient delivery of allocated housing sites, enabling us to meet the growing demand for affordable housing in the region.



Furthermore, we are proud to highlight that these 20 affordable homes have been designed with sustainability in mind, boasting a reduced carbon footprint and low-maintenance features. Some of the properties will also benefit from integral solar panels, aligning with our commitment to environmental responsibility and creating homes that are adaptable to future needs.

These high-quality, affordable homes are particularly tailored to meet the needs of our diverse community, including South Asian families. We are dedicated to ensuring that every individual and family we serve feels valued and supported, and these new homes represent another step forward in achieving that goal.

We are incredibly excited about the opportunities that lie ahead and the positive impact we can make together towards building a brighter future for all.

Tracie Naylor



Sayful Alam

Customer Engagement
and Involvement Officer



Enhancing Community Engagement

Empowering Residents in Anchor Court and Beyond

In the heart of Anchor Court, a vibrant community spirit is taking root, driven by the collective efforts of its residents. From shared cups of tea to invigorating Chair Yoga sessions, the journey towards establishing the Anchor Court Tenants Association (ACTA) has been one of camaraderie and empowerment.

Bolstered by the ongoing backing from Manningham Housing, the ACTA is poised to embark on a journey of growth and development. With guidance from MHA's Community Investment Team, a comprehensive training and development program awaits, ensuring that the association flourishes in its mission to serve the community.

Under the canopy of community support and collaboration, Anchor Court's newly established Tenants and Residents Association (ACTA) is blossoming, thanks to the gracious support of the Community Initiatives Grant.



In a jubilant celebration of togetherness, the ACTA, in partnership with the Hollings Youth Association (HYA), orchestrated a heartwarming Christmas Party that left a lasting impression on all who attended. With over 17 residents in attendance, the event pulsed with the rhythm of joy, as music filled the air and Karaoke sessions echoed laughter throughout the halls. Delicious food and engaging games further cemented the bonds of friendship, all made possible through the dedication of HYA volunteers and the unwavering support of MHA staff.



Continuing their mission to cultivate a vibrant community, the ACTA unveiled the inaugural session of their Gardening Club and Chair Yoga event on May 14th, 2024. Against the picturesque backdrop of Anchor Court's gardens and communal lounge, 16 residents, alongside MHA staff and the charismatic Chair Yoga instructor, Polly, gathered to embrace wellness and camaraderie. The event not only enriched the spirit but also caught the attention of MHA executives, who graced the occasion with their presence, alongside filming for a corporate video to showcase the vitality of community engagement.

As the seeds of community empowerment continue to flourish, the ACTA stands as a beacon of hope and camaraderie, weaving together the fabric of Anchor Court's vibrant tapestry. With each initiative, event, and gathering, residents come together to celebrate the spirit of togetherness and make lasting memories that resonate with the essence of community.

Meanwhile, across the Keighley landscape, a beacon of community endeavor emerges with the establishment of the Kinara Close Community Spirit Tenants and Residents Association (KCCSRA). Born out of collaborative efforts and heartfelt discussions, the KCCSRA envisions a future brimming with opportunities for residents of Kinara Close.

Driven by a commitment to enriching the lives of all residents, the KCCSRA aims to orchestrate engaging activities for children, themed outings, and the creation of a vibrant community garden. With a dedicated training and development program on the horizon, volunteers and elected members are poised to lead the charge towards a brighter tomorrow.

As the seeds of community engagement continue to flourish, efforts are underway to establish vital resources such as a Job Club and Housing Surgery in the Hollings area.

At St. Mary Magdalene's, a renewed sense of purpose permeates the air, as residents come together for regular Tea & Coffee mornings, laying the groundwork for meaningful interactions and shared endeavors.



Beyond individual schemes, the commitment to fostering community cohesion extends to collaborative endeavors such as the Community Linking Project. In partnership with Leeds Jewish Housing Association, this initiative seeks to bridge divides and cultivate mutual understanding between diverse communities.

Moreover, the pioneering efforts of Project 6 underscore a commitment to addressing pressing social issues such as substance abuse. With a focus on harm reduction and recovery, Project 6 aims to empower individuals and families to create sustainable change in their well-being, with a particular emphasis on engaging the South Asian community.



In the ever-evolving tapestry of community engagement, each initiative, meeting, and forum serves as a testament to the unwavering spirit of unity and progress. As residents across Anchor Court and beyond continue to come together, the future shines bright with endless possibilities, fueled by the collective determination to build a better tomorrow, one step at a time.



manningham
HOUSING ASSOCIATION



JOIN OUR VOLUNTEER COMMUNITY Become a Scheme Champion

The purpose of a Scheme Champion is to identify residents wanting to become point of contact for their schemes and to raise issues and suggestions on behalf of their neighbours.

What will a Scheme Champion Do?

A Scheme Champion will liaise with their respective Neighbourhood Officer to discuss issues in their schemes and will be expected to attend bi-monthly scheme walkabouts. You may find yourself:

- Reporting communal repairs
- Reporting any issues and concerns
- Provide feedback on visits completed by MHA staff and contractors
- Identifying or suggesting improvements in your area

As well as reporting issues, a Scheme Champion can apply for local grants and kick off some projects in the area with support of Manningham Housing Association

Join Now!

Be Active.



Manningham Housing Association

01274 771144

Sayful Alam

Customer Involvement and Engagement Officer

07483396821



Scheme Focus Event – Clifton Villa

Community Event at Clifton Villa Thursday 30th May 2024: A Day of Fun and Engagement

Clifton Villa recently hosted a vibrant, fun-packed day of activities for all its residents, creating a memorable experience for everyone involved. The event featured a variety of attractions, including, tips on Growing plants, face painting and henna art, which were particularly popular with the younger attendees.

A dedicated team from Manningham Housing Association also took the opportunity to engage with the community through home visits to every property on Clifton Villa and Chittagong Row. These visits were an integral part of the event, allowing the team to address several important issues, including:

- ✓ Reporting any necessary repairs
- ✓ Signing up to Customer Portal
- ✓ Discussing rent-related concerns
- ✓ Promoting good neighbourly relations
- ✓ General garden maintenance
- ✓ Recruiting volunteers for community initiatives



In addition to these personalised visits, the event was supported by several local organisations under a large gazebo, which served as the central hub for information and advice. Stalls from the NHS and Bradford City Council were available, providing valuable health and community services information to residents. Furthermore, representatives from the Police and Antisocial Behaviour team were on hand to offer advice and support, helping to foster a safer and more informed community.

Overall, the day was a great success, bringing together various facets of the community and reinforcing the strong, supportive network within Clifton Villa. The event not only provided entertainment but also facilitated meaningful interactions and practical assistance for all residents.



Anchor Court

Tea & Coffee Morning

Every Thursday
10:30am - 12pm

At Ground Floor,
Communal Lounge,
Anchor Court,
Bradford, BD8 8JF

Anchor Court residents only

St Marys

Tea & Coffee Morning

Every Wednesday
11:00am - 12:30pm

At Communal Lounge
St Mary Magdalenes
Off Wood Street,
Bradford, BD8 8HF

Women only

Supported by



manningham
HOUSING ASSOCIATION

Embark on a delightful journey of community connection and camaraderie as we invite you to our Tea & Coffee mornings, one cup at a time.



Nazneen Zafar
Neighbourhood Officer



Carly Sharp
Neighbourhood Officer



Sayful Alam
Customer Engagement &
Neighbourhood Officer



Prafula Parsotam
Neighbourhood Officer



Simi Amini
Community Development Officer

Manningham Housing
Association
01274 771144

Household Health & Safety Tips



Colette Newton

Health & Safety Compliance Officer

Fire

- Ensure your smoke alarms are tested and cleaned monthly
- Change your smoke alarm batteries as needed
- Keep furniture, curtains, dish towels, and flammable materials at least three feet away from any heat source
- Use a space heater with an automatic shut-off in case it tips over or overheats
- Turn off and unplug heaters when you leave home or go to bed
- Ensure all candles are extinguished before going to bed or leaving the room
- Never leave children or pets unattended with lit candles
- In the event of a fire, dial 999 and wait for the fire service to arrive. Never re-enter the building.

Cooking

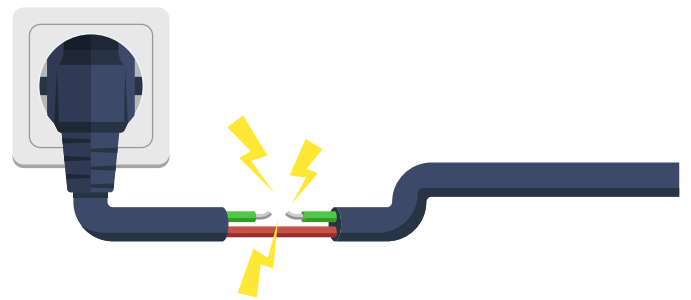
- Keep your cooking area tidy and free from items that could catch fire
- If a fire starts in a pan or pot, immediately turn off the burner or heat source, then use a wet towel to cover it. Allow it to cool before moving
- If you have an oven fire, turn off the oven immediately, and do not open the door.
- Don't throw water on a fire into a pan with oil. Water can make the fire more intense and can cause it to flare and spread.
- Pay attention to what you are frying. If you notice the oil begins to smell or you see smoke (even wisps), turn off the burner immediately and use a pot holder to move the pan from the burner.
- Don't drop food in a pan of oil – it will splatter. Carefully place it. Use a spoon if necessary

Smoking

- Ensure matches and lighters are secured out of children's sight
- Have large, deep ashtrays and keep them away from items that can catch fire
- Make sure ashtrays are emptied into a container that will not burn
- Smoke outside and make sure all cigarettes/smoking materials are fully extinguished after use

Electric

- Prevent overloading outlets with too many plugs
- Keep electrical devices away from water to prevent shock
- Unplug appliances when they are not in use
- Check all cords and wiring for damage
- Combustible items should be kept away from portable heaters. They should not be placed near drapes, and to prevent tipping, they should always be placed on a stable surface



Gas

- Please always allow access to your home so that our engineer can carry out your annual gas safety check
- Look out for gas appliance warning signs - If your appliance isn't working as it should be, there are certain signs to look out for like floppy yellow flames, extra condensation and black marks around the appliance
- Know the signs of CO poisoning - You'll want to look out for headaches, dizziness, nausea, and breathlessness. More severe symptoms are collapse and loss of consciousness
- Ensure your audible CO alarm is working correctly - if a CO leak occurs, you'll be alerted to it
- Ensure adequate ventilation - This is essential for gas appliances to burn properly. You'll want to make sure that no air vents or chimneys are blocked
- Only use gas appliances for their intended purpose - Don't use an appliance for something it wasn't meant for - for example, using a cooker to heat a room

Faisal Khan

Welfare Benefits and
Financial Support Officer



Financial Support

.....

Bradford Credit Union – Uniform Savers

UniformSavers 3 project has now launched. The scheme is part of a West Yorkshire Combined Authority-funded project aimed at promoting a culture of savings among single-parent families.

It encourages and rewards consistent savings by offering an additional £100 into the participant's Credit Union account in August 2024, provided they have made deposits into their account across three occasions. Find out more by visiting <https://bdcu.co.uk/uniformsavers-3/>



Non-dependent Deductions

Universal Credit & Non-dependents

The amount of non-dependant deduction for UC is a flat rate of £91.47 per calendar month for each non-dependant adult who lives with you. If you have more than one non-dependant, the amount of UC Housing Cost support (rent) you get will be reduced by this set amount for each non-dependant.

Reduced Rents

There are several reasons why you may be paid less than your full rent by Universal Credit or Housing Benefit.

One of these reasons could be that you have a non-dependent in your household. A non-dependent is anyone living with you over the age of 18 and who is not your partner.

There are different rules for non-dependent deductions for Universal Credit and Housing Benefit claimants. Where you have a non-dependent in the household, the amount of rent and Council Tax discount you receive from benefits may be reduced.

The non-dependent is expected to contribute towards the rent and council tax you are expected to pay.

Example:

You rent your MHA home for £500 a month. You do not work so your UC housing element is based on your full rent. Your adult son lives with you and counts as a non-dependant. You only get £408.53 a month as your housing element. This is worked out like this: £500 (your rent) – £91.47 (the housing cost contribution) = £408.53 (your housing element). You need to ask your son to help with the rent shortfall or pay it from other income. N.B: For each non-dependent in the household the amount paid to you by UC will be reduced by £91.47 per month.

For further information or assistance with Benefits please contact Faisal Khan at Manningham Housing.
T: 01274 771 144 E: faisal.khan@manninghamha.co.uk

No deductions if the non-dependent meets the following conditions

- under 21
- responsible for a child under 5
- on carers allowance
- getting pension credit
- in prison

Housing Benefit & Non-dependents

The rules for non-dependent under housing benefit are very different.

Non-dependent deductions can start at 18 years of age. The council notifies all HB claimants where this deduction is applied.

The gross income (before tax) of the non-dependent determines the amount of weekly deductions from Housing Benefit. Deductions can vary from 0.00 - £124.55 per week, dependent on circumstances of the claimant and the non-dependent.

Online Portal – Rent payments

Say goodbye to the hassle of traditional rent payments and hello to convenience with MHA's secure online payment system!

We understand that managing your finances can be challenging, which is why we've made it easier than ever to pay your rent from the comfort of your own home.

Our online payment system on the portal offers a simple, user-friendly system that allows you to make rent payments quickly and securely. Once the payment is made it will be posted on your rent account immediately. Visit our new and exciting website and sign up today!

For further information and assistance please contact the Income Team on 01274 771144 or email income@manninghamha.co.uk

No deductions because of disability

If the tenant, their partner or their non-dependent get any of the following disability benefits:

- attendance allowance
- personal independence payment (PIP) - daily living component
- disability living allowance (DLA) - middle or high-rate care component

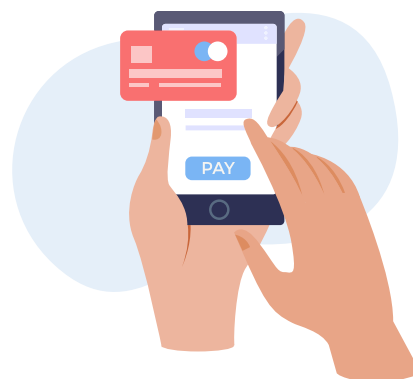
Council Tax Reduction & Non-dependents

Tenants receiving discount on their council tax bill through the local Council Tax Reduction scheme may have deductions applied on the amount of discount they receive because of the non-dependent and their circumstances.

The council tax discount may be reduced by 0.00 - £15.10 per week, leaving the tenancy holder with a reduced discount on their council tax bill.

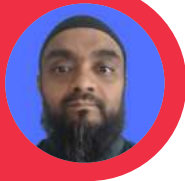
Help for prepayment meter (pay-as-you-go) gas or electric meter customers

- Are you a pre-payment/pay-as-you-go/card/key/app top-up customer?
- Do you use a PayPoint to purchase top-up credit for gas or electric pre-payment meter?
- If yes, maybe we can help. Please get in touch with MHA.



Mohammed Azad

Income Officer



StepChange

Debt can cast a shadow over our lives, causing stress and uncertainty. Whether it's rent arrears, unpaid bills, or loan payments, the weight of financial obligations can feel overwhelming. However, it's crucial to remember that you're not alone, and there are avenues of support available to help you overcome these challenges.

At MHA, we understand the difficulties of debt and its impact on individuals and families. That's why we've strengthened our partnership with StepChange, a leading debt charity, to provide greater support for those facing financial difficulties. Through our website, we've integrated valuable tools and resources focused on debt management, alongside a digital signposting system to connect you with the assistance you need.

We recognise that each person's situation is unique and may stem from various factors, whether it's illness, job loss, changes in benefits, or personal crises like relationship breakdowns. Our commitment goes beyond just collecting rent – we're here to listen, understand, and offer support tailored to your specific circumstances.

You can speak to us on the phone, webchat, email or if you want face to face in your home/office.

So if you're grappling with debt, know that there's hope and assistance available. Reach out to us today, remember, you're not alone – we're here to support you every step of the way.

Loan Sharks

The cost-of-living crisis made 2023 a difficult year, putting people under pressure in lots of different ways. 2024 isn't much easier and because of the increasing cost of everyday things it's understandable that people are looking at temporary loans to get by. This has presented an opportunity to scammers.

A loan shark is an unlicensed money lender who charges very high interest rates and sometimes uses threats and violence to frighten people who cannot pay back their loan.

You can report a loan shark in confidence to the Illegal Money Lending Team call 0300 123 3311



My MHA Prize Draw

Manningham Housing Association's MyMHA customer portal offers several benefits for tenants:

- **Convenience:** Tenants can access their housing information anytime, anywhere, without having to visit the housing office in person.
- **24/7 Access:** The portal is available round the clock, allowing tenants to manage their accounts, report repairs, and access important documents at their convenience.
- **Report Repairs:** Tenants can easily report any repairs needed in their property through the portal, streamlining the process and ensuring timely maintenance.
- **Access to Information:** Tenants can view important documents such as their tenancy agreement, rent statements, and other relevant information online, reducing the need for physical paperwork.
- **Communication:** The portal facilitates communication between tenants and the housing association, allowing for quick and efficient correspondence regarding any queries or concerns.
- **Empowerment:** By giving tenants control over their housing information and enabling them to report issues independently, the portal empowers them to take an active role in managing their tenancy.

Overall, MyMHA customer portal enhances the tenant experience by providing easy access to information and services, improving efficiency, and promoting transparency and communication between Manningham Housing and our customers.



Nabeela Naseem

Senior Customer Services Officer

To encourage more customer to use their account, we will be entering all customer who have used their MyMHA customer portal actively to pay rent or log a routine repair from July 2024 to October 2024 into a prize draw. Customers can receive the following vouchers: -

- **1st prize £50**
- **2nd prize £30**
- **3rd prize £20**

The winners will be announced in our Winter 2024 feedback edition.



The New Housing Ombudsman Complaints Handling Code

The Housing Ombudsman has reviewed its 'Complaints Handling Code' and has strengthened provisions to support a more positive complaint handling culture. The updated changes to the code take effect from 1 April 2024.

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.

Manningham Housing Association have completed their self-assessment of the code to ensure we are compliant in all areas of complaint handling.

How will you handle my complaint? Stage 1

When we receive a complaint, we will:

- Let you know within 2 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 10 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 – Complaints Panel

If you are unhappy with the outcome of stage 1 you have the option to escalate this to a stage 2.

We will then:

- Acknowledge that we have received your complaint within 5 working days
- Set up a Complaints Panel meeting within 15 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 Experience Committee/Panel and normally a member of the Senior Management Team.
- Advise you about the Complaints Panel.
- Give you the chance, at the 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 decision, subject to any further investigation being required.

How can I take my complaint further?

In the unlikely event that 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 procedure before contacting them.

The Housing Ombudsman address is:

Housing Ombudsman Service, PO BOX 152, Liverpool, L33 7WQ

Telephone: 0300 111 3000 Email: info@housing-ombudsman.org.uk www.housing-ombudsman.org.uk/

New Legislation Empowers Tenants



Nadim Khaliq
Head of Housing Services

New Legislation Empowers Tenants: Housing Ombudsman Introduces Revised Complaint Handling Code

In a move aimed at enhancing transparency and accountability in the housing sector, the Housing Ombudsman (HO) has introduced a revised Complaint Handling Code, effective April 1st. This update comes as part of the ongoing efforts to empower tenants and ensure fair treatment in addressing complaints.

The original Complaints Handling Code, implemented in July 2020, laid out guidelines for landlords to handle complaints effectively and fairly. Over the past three years, social landlords have been working to meet these standards. However, recognising the need for continuous improvement, the Housing Ombudsman Service conducted a consultation on the code in October 2023.

Following this consultation, several revisions were made to the code, which now places a legal duty on the Ombudsman to monitor housing associations' compliance. The revised Code sets out a clear framework for complaint procedures, providing tenants with information on their rights and expectations when raising a complaint.

One of the key changes is the requirement for landlords to submit their self-assessment annually to the HO, alongside their Tenant Satisfaction Measures (TSMs),

starting from April 2024. Landlords with over 1,000 homes must complete this submission by June 30th, 2024. Additionally, landlords must ensure easy access to the self-assessment by publishing it on their websites.

To ensure compliance, landlords are expected to scrutinise their own adherence to the Code, share outcomes of their compliance assessments on their websites, and align their Complaints Policy with the Code's standards.

The introduction of the revised Complaint Handling Code signifies a significant step forward in promoting tenant rights and improving the complaints resolution process within the housing sector. Landlords, including MHA, are committed to upholding these standards and providing residents with a fair and transparent complaints handling process.

If you have any questions or concerns regarding these changes, please don't hesitate to contact us. Your feedback is invaluable as we strive to improve our services.



Simi Amini

Community Development
Officer



Sadar Uddin

Community Partnerships &
Investment Manager



Social Action Project

Activities week in the winter holidays which included:

- Nell bank
- Meridian centre, circuit training, healthy eating plan and eat together, forestry (cancelled due to bad weather).
- Sunday Sports sessions for women and children – 40 attendees for both weekends.
- Activities at Manningham sports centre included: Badminton, Rounders, Basketball, Table Tennis, young children played their separate activities with Jump lead.
- Badminton Sessions
- Cycling session at Peel park with Jump

Thanks to the Social Action Project I am thrilled to share the highlights from Sunday's sports sessions in February! A day filled with badminton, basketball, and rounders, dedicated to empowering women, young females, teens, and younger children.

A huge shoutout to everyone who took part and joined us with great enthusiasm and made the day unforgettable. All our customers who took part in every activity received their very own eco friendly merchandise to keep by Manningham Housing Association in partnership with JU:MP drink bottles, caps, notepads, pens, beach balls for the sportsmanship.

Cycling Session

In April, we had an incredible cycling session that brought together children and their parents, not just for fun and exercise, but to dive deep into meaningful conversations about staying active.

In partnership with JU:MP, we crafted an engaging experience where our young participants and their families shared their thoughts, challenges, and creative solutions for fostering a more active lifestyle. The insights from our focus group of children and parents were nothing short of inspiring!

We believe every step, pedal, and idea brings us closer to a more active, joyful, and connected community. Let's keep the momentum going! Share your thoughts and join us in making a difference.



Active Playful Parks & Greenspace Developments

Our insight shows children want access to fun, informal activities near where they live, including play and exploring outdoors. JU:MP has therefore committed to creating active, playful parks and greenspaces in local neighbourhoods, activating these spaces through the JU:MP Connector programme, sports, cycling and an extensive Mobile Adventure Play programme.

The Mobile Adventure Play programme is delivered by Play Bradford and aims to establish habits of free play and encourage families to get outdoors and play independently. Adventure Play workers have successfully engaged large numbers of children and families in local parks and we are learning more about how play provision can help reduce antisocial behaviour and create a culture of playing out that is sustainable and increases physical activity levels of children.

Wider research shows adventure play can encourage children to be more active and can increase overall strength and stamina; critical elements to keeping children fit and healthy.

We have also invested in a Cycle Hub in Peel Park; developed by British Cycling and Hop On it is a thriving hub of activity, with its own container of bikes. The Hub engages hundreds of families from the local primarily (South Asian community) and has growing numbers of local volunteers, including women. These programmes along with Fun Days and holiday activities are showing promise in creating active, playful parks.



MHA sports sessions booked in partnership with JU:MP.



Launch of Join Us: Play Move (JU:MP) films

JU:MP have launched four inspiring short films that capture the journey and impact of the programme since it started in 2018.

It's a pilot programme dedicated to helping children and families to move and play more.

You can view the films using the links at joinusmoveplay.org

- JU:MP Leads
- Sustainable Sports
- Sahar's Story
- Active Playful Parks

The films show the power of working in partnership to transform lives and highlight many success stories from communities in Bradford.

Play Forum

As the work of JUMP comes to an end in Manningham, key partners who have engaged with the programme want to collectively ensure that initiatives are maintained for children and families in the local communities to be active in. The aim is to create 'Play Forums' as a workable exit strategy for the existing JU:MP neighbourhoods, which will form part of a wider play agenda across the city to support play needs. This work is being led and delivered by our partners **Play Bradford**. Meetings will be held once a month in Manningham and colleagues and locally active residents are invited to provide your valuable insight and support to shape this delivery, and which will ultimately enable children and families to continue to access safe spaces to be active in.

Please note: This is not a funded programme; however, the wider Bradford Community Play Partnership is identifying additional resources to help underserved areas. Please do come along to meet the team delivering this piece of valuable work and find out more about how you can continue supporting children and families to be active. Next dates to be announced.

Join The Movement

Join over 10,200 family members in Bradford to move and play more! By signing up, you will receive newsletters with activities, what's on guide, top tips, and challenges you can do as a family to be active.

Visit our website to sign up today!
www.joinusmoveplay.org/join-the-movement/

Coming soon: St Michael's recreational ground

We are really excited to announce the launch of St Michaels Recreational Grounds new play area in Manningham. Taking place on Sunday 26th May, from 1-3pm there will be lots for everyone to do, including JUMP Fun Day activities. The new play area is space that has been co-designed with children from 6 local primary schools, which includes Iqra, Miriam Lord, Atlas Primary, Green Lane, Dixons Manningham and Westbourne Primary school. This is an exciting time for the programme as this will be the second of the 2 developments in Manningham which have been funded and developed by JUMP.

Our lives have changed since we've seen and taken part in JU:MP Outdoors. I started my own walking group in December, and now we have a network of 10 of us on a WhatsApp group, that walk together with our kids.

Parent, Bradford

Over 50s Women's Dance Sessions

Dance sessions at Manningham Library every Thursday at 10.30am.

These sessions are for women 50 years and over and are suitable for all abilities. Your first session is free and after that it costs £3 per session. No need to book just turn up and enjoy!



Our trip to Nell Bank in partnership with Meridian Centre and JU:MP

Included developing social circles for our residents, team building, orienteering, problem solving everyone thoroughly enjoyed and worn out from the days busy activities for the mind, body and soul.



New Women's Walking Group

Every Wednesday 9.45am from outside the main entrance of Manningham Library

The walk will be at a relaxing pace for women of all ages, will last around an hour and will be led by a Walk Leader. Please wear comfortable shoes or trainers. Refreshments afterwards in the library.

If you have any questions or would like to join in, please get in touch with Simi - Community Development officer. This group is supported by the Active Travel Social Prescribing Project.



How can I get involved?

We wouldn't be able to do what we do best without the help of children, young people and their family members, who help to shape many areas of our work.

Contact us to get involved

JU:MP parents, carers and family members
From taking part in focus groups and local campaigns to joining local community groups and events (from walking groups to litter picking) there's something for everyone to get involved with!

JU:MP children and young people
From taking part in focus groups and local campaigns to leading activities for JU:MP School Fun Days there's plenty for the kids to get involved with"

Join Us Move Play - Manningham

The Bradford Local Delivery Pilot:

JU:MP is a 4 year pilot programme, funded by Sport England that aims to help children and families in North Bradford to move and play more for better health outcomes. The programme takes a whole systems approach, working collaboratively using asset-based, sustainable, behaviour change models which support outcomes such as better health, better skills, and safer, cleaner more active communities. You can find out more about our work by visit www.joinusmoveplay.org



JUMP Celebration Event



HOLLINGS YOUTH ASSOCIATION Ifzal Shah WON their category for Best engagement in their community work, CONGRATULATIONS!

In April, JUMP organised a celebration event with partners from across the North of Bradford, showcasing and celebrating the work and achievements from the 2 years. Nearly 60 people came together and had the opportunity to learn more about the other neighbourhoods and the developments that took place in them, as well as the impact to the communities with many fantastic examples of how we have tried to make our places and people more active! Jump is currently undergoing a transitional period and will be taking a more “Place based partnerships” approach in the future, deepening and embedding the learning from the last few years and supporting other communities to make a step change in physical activity levels. More information will be available about this soon.



ALL BRADFORD JU:MP Partners



Residents all passed their level 2 digital inclusion course, well done!



Residents took advantage of a free course held at Cedar Court by 'Realise' to become Numeracy champions! For more info contact Simi



The benefits of the 'TRICKLE EFFECT' FROM JU:MP projects in Bradford from past 2 years.



Customer Trip to the Royal Armouries

We are excited to share that the community team had an incredible day in June taking our wonderful customers on a trip to the Royal Armouries!

The day was filled with fascinating exhibits and engaging tours, making the experience truly unforgettable.

A special shoutout to Mary Gracy Mudzamiri for sharing her positive feedback: "We went for a trip to Royal Armouries with Simi Amini and other residents. We had a wonderful day as we toured around the place."

Thank you to everyone who helped organise and make this day so special!

Manningham Housing Association





HomeSwapper®

The UK's biggest mutual exchange service, with over 400,000 registered users

Over
200,000
live adverts

Over
10,000
swaps

successfully completed in the last six months



- 1 Visit 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.

HomeSwapper is free for our tenants to use and is available 24 hours a day every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you to find a swap that's right for you.

login details here:

Username

Password

Find out more at www.homeswapper.co.uk

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



Get in touch

MHA Direct Contacts

Customer Services:

01274 771144
.....

Neighbourhood Officers:

Nazneen Zafar

01274 377221
.....

Prafula Parsotam

01274 377214
.....

Sajid Qureshi

01274 377222
.....

Carly Sharp

01274 377244
.....

Customer Involvement
and Engagement Officer
Sayful Alam

01274 377253
.....

Maintenance Surveyors:

Monuhar Ali

01274 377266
.....

Income Team:

Mansha Khan

01274 377206
.....

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

Follow us on Social Media    