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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 Callertz, an independent and specialist business local to Bradford.

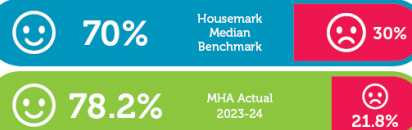
In total 420 customers were contacted from April 2023 to March 2024 and were asked to score the Association on the 12 TSM perception survey questions.

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.

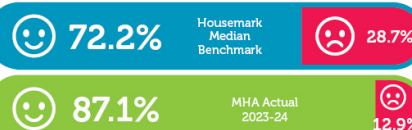
Our results have been benchmarked against 180 other housing associations nationwide, and we are pleased to see that we have performed very well in comparison.

Tenant Satisfaction Measure

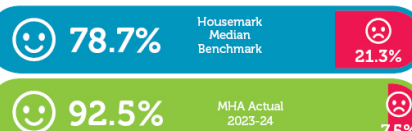
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.



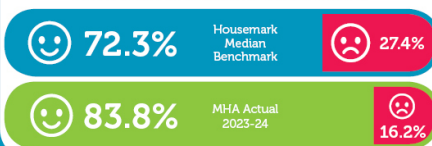
Proportion of respondents who report that they are satisfied that their home is well maintained.



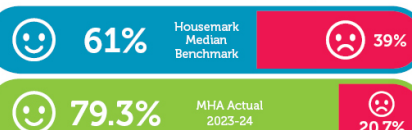
Proportion of respondents who report that they are satisfied that their home is safe.



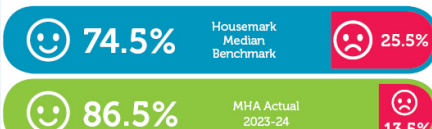
Proportion of respondents who report that they are satisfied with the overall service from their landlord.



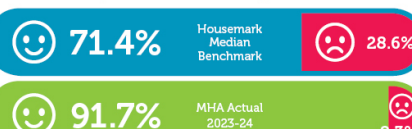
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.



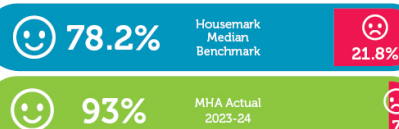
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.



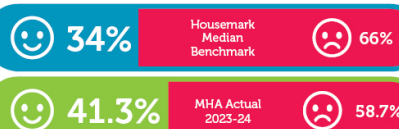
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.



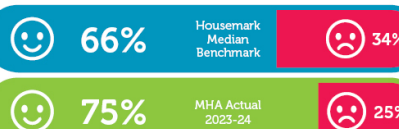
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.



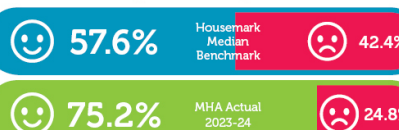
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.



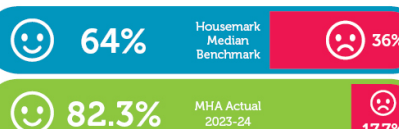
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.



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



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



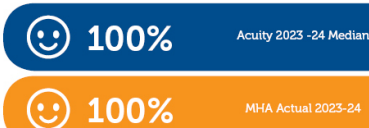
TSMs Management information

Our Performance

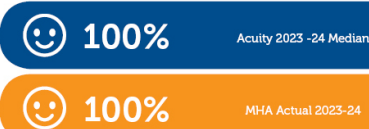
The second section of the TSM covers management information regarding the services we provide. We are thrilled to report that Manningham Housing Association's performance has been exceptional when compared to other housing associations.

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

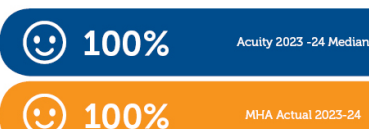
Proportion of homes for which all required gas safety checks have been carried out.



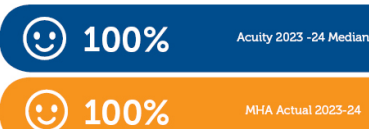
Proportion of homes for which all required fire risk assessments have been carried out.

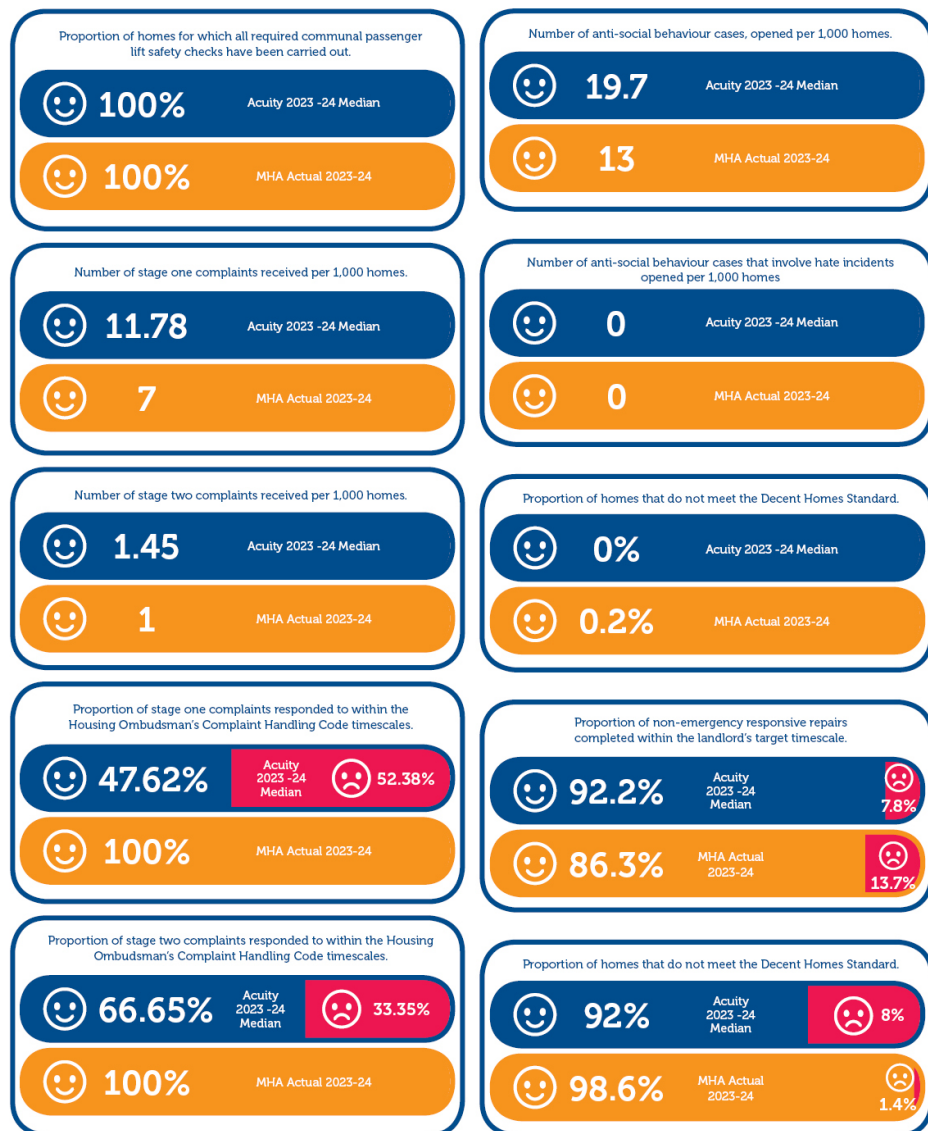


Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.



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





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.

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