



manningham
HOUSING ASSOCIATION

Winter 2024

Feedback

Latest news and events from Manningham Housing Association



**WHAT'S
INSIDE
THIS ISSUE:**

**Annual
Tenant Report
2023/24**

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**About cold
weather and
health**

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**MELA 2024
- Karmand
Centre**

[Read more on page 30](#)

Christmas Closure Dates

Closed - 12.00pm Tuesday 24th December 2024. Reopening - 9.00am Thursday 2nd January 2024

Customers will have access to our emergency repairs service during this period, chatbot and customer portal. Out-of-hours services remain unchanged, providing emergency call support 24/7 only

Welcome to Feedback Magazine

Latest news and events from Manningham Housing Association

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CEO Update

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

As the year ends, I reflected on what has been another successful year for MHA.

In June we received handover of twenty new three and four bedroom family homes at Odette's Point in Keighley. This is MHA's first new development scheme since 2017 with the properties being in fantastic location and of a high standard.

We retained our accreditation for Customer Service Excellence and gained compliance plus in new areas with the Assessor saying that **"we make our services easily accessible to all customers through provision of alternative channels"** and **"MHA empowers and encourages all employees to actively promote and participate in the customer focussed culture of the organisation"**.

One of the main highlights of the year for me was receiving your customer satisfaction feedback. In April 2024, the Regulator of Social Housing introduced **Tenant Satisfaction Measures** to standardise and compare how customers and tenants rate their landlord across all Housing Association in England. I am delighted that you gave us some of the highest satisfaction



Lee Bloomfield

Chief Executive Officer

ratings nationally which means we performed way above the sector average on how you rate MHA as a landlord with your overall satisfaction rating being 83.3% compared to the national average of 72.3%. A great achievement and most importantly it shows we are delivering the service you expect and deserve as a customer.

It was great to see so many families enjoying the evening Mela in August at Karmand Community Centre. It was a great evening full of activities for children, gardening awards, live music by the Kawale music group with great food and a fantastic sense of community spirit. We look forward to more during 2025.

I was sad to see our Director of Operations, Ulfat Hussain, leave the organisation in October after 12-years in post to start his new position as Chief Executive of Arawak Walton Housing Association in Manchester. He will be missed by everyone at MHA. I look forward to welcoming Saqib Saleem to the MHA family as the new Director of Operations when he takes up post early in the new year.

I wish you all the absolute best for the season and a prosperous 2025.

Chair Update

I have almost completed my first year as Chair of Manningham Housing Association. I am passionate about MHA and see it as an honour to be Chair. I have seen MHA grow over the years and having previously worked at MHA I understand the housing stock and the diverse communities we serve.

It has been quite a year for MHA as we became the first organisation in the world to achieve the ISO Accreditation in Human Resources Management and Equality, Diversity & Inclusion. The report shows that we are an inclusive organisation who values staff and customers and an organisation that staff are proud to work for which translates into the excellent services we deliver to our tenants and customers.

I was delighted to welcome twenty new three and four bedroom homes at Odette's Point in Keighley into our housing stock. These have provided much needed family homes let as social rent.

We are making 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.

As a high performing association with excellent customer satisfaction levels and performance within the top quartile, it



Rupert Pometsey

Chair Manningham Housing Association

is heartwarming to see how highly you have rated us and an endorsement that we are getting things right.

The success of MHA could not have happened without you, our tenants, and customers. The Customer Panel, led by MHA tenant, Cath Bacon has been instrumental in scrutinising, reviewing, and improving the services we provide, and I want to say a huge thank you to them. A big thanks to our Customer Experience Committee who have become an integral part of our governance.

I am grateful to the Board who have supported me and to the Executive team for all their hard work and professionalism in delivering the strategic objectives set by the Board. Thank you to all the MHA staff for their hard work and dedication in making MHA such a special place and to our tenants and residents for your time and input, as without you there would be no MHA.

I want to say thank you to our repairs and maintenance contractors who have supported us over the last year by providing crucial Repairs and Maintenance services to our tenants and residents.

I look forward to meeting some of you at future scheme focus events.

Ulfat Hussain

Deputy CEO/Director of Operations



A Pillar of Manningham Housing for 12 Years

After 12+ years of dedicated service, Ulfat Hussain our Deputy Chief Executive & Director of Operations is moving on from Manningham Housing, leaving behind a legacy of remarkable achievements and countless contributions. Throughout his time with Manningham, Ulfat has been instrumental in driving many of the successes that make Manningham what it is today. His commitment, leadership, and passion for making a positive difference in the lives of tenants and staff have been truly invaluable.

Everyone at Manningham Housing will deeply miss Ulfat's presence, guidance, and unwavering dedication. As he embarks on the next chapter of his career, we wish him nothing but the best for the future. His legacy will undoubtedly continue to inspire us as we carry forward the values and vision he helped to cultivate.

Thank you and farewell

Thank you, and you will always be a part of the Manningham family.



Majid Khan

Former Board Member



After nearly seven years serving as a Manningham Housing Association Board member, Majid Khan has officially retired.

Majid stepped into the role of Board member as far back as December 2017, serving his full six years with an extended period of nine months.

Majids contribution to the Associations strategic decisions went from strength to strength, and in April 2022 Majid was asked to chair the Audit & Risk Committee, a critical role that oversees an important function of the Associations finance, audit and risk management.

We asked Majid how he felt about his time served as one of our Board members.

"I have been on the board now for nearly seven years, two of which were chair of the ARC. MHA is a unique organisation that has a purpose that goes beyond just providing homes and is genuinely a voice for the BME community both at a local and national level. We have invested in projects that have helped to move the BME community forward and I am proud to have been part of this successful team. There have been a number of highs for me over the past seven years but retaining G1/V1 status ranks amongst the top 5. This achievement is credit to the entire MHA team, so thank you. I leave knowing that the organisation is in great hands, and I look forward to seeing the organisation go from strength to strength. Good look everyone and keep up the fantastic work!"

From everyone at Manningham Housing Association, we would like to say thank you Majid for all your hard work and commitment during you time served on our Board.

Hello and welcome

Craig has worked in social housing for over 25 years, currently working as Director of Operations for a small BME Housing Association in Leeds. During his tenure he has worked on various developments including the associations largest development in 2020 and is working on the latest development to build 28 family homes. Craig has served on the Board of a BME Housing Association for the past seven years and has recently stepped



Craig Simons

New Board Member

down after completing his term. Craig served on the main Board and as Chair of Operations Committee for the past four years.

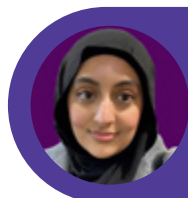
Craig is passionate about people and feels that small BME Housing Associations are vital in strengthening communities.

Outside work Craig is involved in several voluntary roles within his local community.

In March 2024, we successfully recruited one of our tenants Durriya Siddiqi onto our Board.

Durriya has joined our Board as an apprentice; Durriya will receive support from the Housing Diversity Network over a two year period to upskill her customer focused skills and learn how to input ideas and firsthand experience into the boards strategic decisions which will continue to drive the Association onwards fulfilling its mission.

Durriya is not only a member of the Board but also a member of the Customer Experience Committee. We asked Durriya how he felt about being part of the Customer Experience Committee.



Durriya Siddiq

New Apprentice Board Member

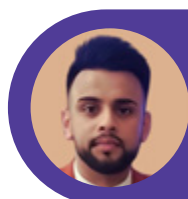
“Being a tenant and a member of the Customer Experience Committee for Manningham is a unique opportunity to bring the tenants’ perspective directly into the decision-making process. It means I can voice the ideas and concerns of fellow tenants, ensuring that our needs are considered when shaping the services that impact us directly. Living on a scheme gives me firsthand insight into the challenges we face, and working with the association to turn our feedback into positive change is truly satisfying. It’s about making sure our homes and experiences continue to improve with tenants at the heart of every decision.”

We would like to say a warm welcome to Mohammed Uddin, our new Customer Experience Committee Co-optee.

Mohammed was co-opted onto the Customer Experience Committee due to his exceptional experience in customer services, customer satisfaction, compliance and drive for diversity and inclusion.

We asked Mohammed how he felt about being part of the Customer Experience Committee.

“I am truly excited and honoured to join the Customer Experience Committee at Manningham Housing Association. This opportunity allows me to leverage my skills and experience in a meaningful



Mohammed Uddin

New Customer Experience Committee Co-optee

way, contributing to the ongoing efforts to enhance the overall customer experience. I am eager to collaborate with both Board members and staff to drive positive change, strengthen customer relationships, and ensure that we meet and exceed expectations.

I look forward to playing a key role in shaping strategies that deliver tangible improvements, fostering a culture of excellence, and ultimately helping Manningham Housing Association provide even better services to our community.”

Mohammed has been recruited as we believe he is an excellent advocate for the Association and the wider Manningham Community.

Syka Sheikh

New HR & Governance Committee
Co-optee



Another warm welcome to our second recruited co-optee of 2024!

Syka joined the HR & Governance Committee as a co-optee in August 2024. Syka was co-opted due to her governance, health & safety and risk skills and for her experience as a company secretary.

Syka has worked with housing associations and local authorities for over 22 years. We asked Syka how she felt about being part of the HR & Governance Committee.

A warm welcome

"I'm really excited to be a Co-optee on Manningham Housing's HR & Governance committee. Manningham Housing is a leader in promoting diversity and inclusion in the housing sector which is a passion of mine. By working with the HR & Governance committee I'll be able to help ensure the governance of Manningham is effective, assisting the Board to achieve its strategy and vision".

Inspirational Carolina is a Housing Hero

A Manningham Housing Association (MHA) employee who paved the way for the Bradford-based organisation to become the first housing association in the world to achieve the global Standard for Diversity and Inclusion for HR Management has been named Inspirational Colleague of the Year at the Housing Heroes Awards 2024.

Carolina Padovezi de Oliveira, who joined MHA as an Administrative Assistant to the Executive Team in 2019 before rising to her current role as Corporate Project Manager, triumphed over nine other finalists to collect the trophy at a ceremony in Manchester.

The national awards – organised by Inside Housing magazine as part of Housing 2024, Europe's leading housing festival – celebrate "the leaders, innovators and changemakers across the housing sector."

In their final adjudication, the Housing Heroes judges wrote: "Carolina has demonstrated a great ability to blend technology, AI and services to deliver improved customer satisfaction at Manningham Housing Association.

"She is also always willing to share her experiences and successes at Manningham with the rest of the sector and demonstrates a high level of professional curiosity and continuous learning.

"Very impressive – the true spirit of the housing hero!"

Speaking after receiving her award, Carolina said: "I am incredibly thrilled and humbled to have won the Inspirational Colleague of the Year award at the Housing Heroes Awards 2024.

"Manningham Housing Association has allowed me to thrive and learn, and I am so grateful for this recognition. I wouldn't be able to fly if they had not given me wings.

"This award reflects our team's collective efforts and dedication, and I am proud to represent MHA as we continue to drive positive change and innovation within our community."

Lee Bloomfield, MHA Chief Executive, said: "We are over the moon that Carolina has won this high-profile award which she received in the presence of the great and the good in the UK housing sector.

"She is incredibly modest and never acknowledges the huge impact she makes. Her remarkable efforts on behalf of MHA, our tenants, stakeholders and staff colleagues are always fully focused on delivering positive results for them and never about gaining recognition or praise for herself.

"Her limitless energy and refusal to accept second best inspires her colleagues at every level. She truly is a housing hero and her recognition on the national stage is thoroughly deserved."

Ulfat Hussain, MHA Deputy Chief Executive and Director of Operations, said: "It is difficult to describe how proud we are of Carolina and how excited we feel about her success.

"She has instigated and improved processes, procedures and projects which have benefitted MHA and the communities we serve around digital inclusion, making services slicker, more efficient and more convenient for customers.

"Carolina demonstrates a genuine commitment to work and the ethos and values of the organisation, striving for excellence and always volunteering to assist colleagues who may feel overwhelmed or be facing challenges.

"Her commitment to equality, diversity and inclusion is also second to none, as exemplified by her efforts to ensure MHA is at the forefront of National Inclusion Week each year."

<https://www.insidehousing.co.uk/40under40> "We could not be more happy for her."

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



Development

House Opening Event at Odette's Point, Keighley 18 September 2024

The official scheme opening at Odettes Point was a tremendous success! The 20 new affordable homes at **Odette's Point, Shann Lane, Keighley**. This development marks a significant step forward in our mission to provide high-quality, affordable housing solutions for the local community.

The homes have been developed in partnership with Avant Homes, with funding support from Homes England, are part of our broader effort to address housing needs in Bradford and Keighley.

The event was graced by the presence of representatives from the Bradford Council, Local Councillors our dedicated staff, board members, investors, and, most importantly, our customers.

The highlight of the day was the warm welcome we received from three of our customers who graciously opened their homes for us to visit. It was truly heart-warming to see so many happy families in these beautiful, modern homes that we have worked so hard to provide.



Tracie Naylor

Regeneration Manager



This event would not have been possible without the incredible efforts of our staff. Their dedication and hard work were evident in every aspect of the event, from planning and organisation to the warm hospitality shown on the day to making the Odette's Point opening such a memorable occasion.

Development Overview: Avant Homes was granted planning permission for 124 homes in this semi-rural location, consisting of 3- and 4-bedroom semi-detached properties. Through our partnership, Manningham Housing Association (MHA) contracted for 20 of these homes, which are dedicated to social rent. The homes are ideally situated within walking distance of local shops, the city centre, schools, and other key amenities, ensuring accessibility for families.

This project has been made possible by the strong collaboration between MHA, Avant Homes, Homes England, and Bradford Council. The support of Bradford Council is vital, particularly in aligning with the Core Strategy target for new homes in Keighley by 2030. Our recent partnership with the Unity Community Development Consortium, which will allow us to access further grant funding and continue our work in supporting the community.

MHA has a long-standing track record of delivering homes and services to communities in Bradford and Keighley. Established in 1986 in response to the housing needs of Black and Asian communities, we have grown from managing two properties to over 1,400 homes, housing more than 6,000 residents. While around 80% of our residents come from BAME backgrounds, we proudly serve people from all heritages.

We were excited to showcase the positive impact these new homes have made to our customers. The development underscores our deep resolve to support communities in Keighley. We are dedicated to ensuring that every individual and family we serve feels valued and supported.

These new properties represent another major step forward in achieving that goal.

The development not only expands our housing stock but reaffirms our dedication to being the landlord of choice, providing secure and comfortable homes for local communities at an affordable cost.

Nadim Khaliq

Head of Housing Services



Annual Tenant Report 2023/24

Welcome to the 2023/24 Annual Tenant Report. This year's report provides a detailed review of how we have performed in delivering our services. I hope you find the information helpful and insightful.

A highlight of this year's report is the introduction of a new section on Tenant Satisfaction Measures (TSMs). Here, you'll find a summary of our performance across key areas, such as the quality of your home, the efficiency of our services, and your overall experience as a tenant.

Thanks to data provided by Acuity and Housemark, we are able to benchmark our results against those of other social housing providers, offering you a clearer picture of how we measure up. We are proud of our achievements to date but recognise that we still have work to do to ensure even greater satisfaction for all tenants.

We're always open to your feedback, so if there's any other information you'd like to see in future reports or if you have suggestions for improvements, we'd love to hear from you!

| Tenant Satisfaction Measure | MHA 2023-24 | Housemark Upper Quartile | +/- |
|--|-------------|--------------------------|-------------|
| Proportion of respondents who report that they are satisfied with the overall service from their landlord. | 84% | 79% | +5% |
| Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. | 87% | 80% | +7% |
| Proportion of respondents who have received a repair in the last 12 months who report that they are stratified with the time taken to complete their most recent repair. | 78% | 76% | +2% |
| Proportion of respondents who report that they are satisfied and that their home is well maintained. | 87% | 80% | +7% |
| Proportion of respondents who report that they are satisfied that their home is safe. | 93% | 86% | +7% |
| Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. | 79% | 69% | +10% |
| Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. | 92% | 79% | +13% |
| Proportion of respondents who report that they agree their landlord treats them fairly and with respect. | 93% | 85% | +8% |
| Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling. | 41% | 42% | -1% |
| Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas. | 75% | 72% | +3% |
| Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. | 82% | 74% | +8% |
| Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. | 75% | 64% | +11% |

| Management Information Measure | MHA 2023-24 | Acuity Median | +/- |
|--|-------------|---------------|--------|
| Proportion of homes for which all required gas safety checks have been carried out. | 100% | 100% | 0% |
| Proportion of homes for which all required fire risk assessments have been carried out. | 100% | 100% | 0% |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% | 100% | 0% |
| Proportion of homes for which all required legionella risk assessments have been carried out. | 100% | 100% | 0% |
| Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100% | 100% | 0% |
| Number of stage one complaints received per 1,000 homes. | 7 | 11.8 | -4.8 |
| Number of stage two complaints received per 1,000 homes. | 1 | 1.5 | -0.5 |
| Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 100% | 47.6% | +52.4% |
| Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 100% | 66.7% | +33.4% |
| Number of anti-social behaviour cases opened per 1,000 homes. | 13 | 19.7 | -6.7 |
| Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. | 0 | 0 | 0 |
| Proportion of homes that do not meet the Decent Homes Standard. | 0% | 0.2% | -0.2% |
| Proportion of non-emergency responsive repairs completed within the landlord's target timescale. | 86.3% | 92.2% | -5.9% |
| Proportion of emergency responsive repairs completed within the landlord's target timescale. | 98.6% | 92% | +6.6% |

Bedspaces and average weekly rent 2023/24

General Needs Social Housing Rent



General Needs Affordable Rent





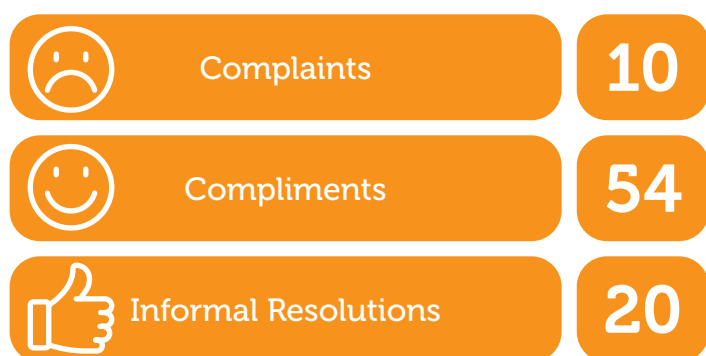
Lettings Data 2023/24:



ASB data 2023/24:

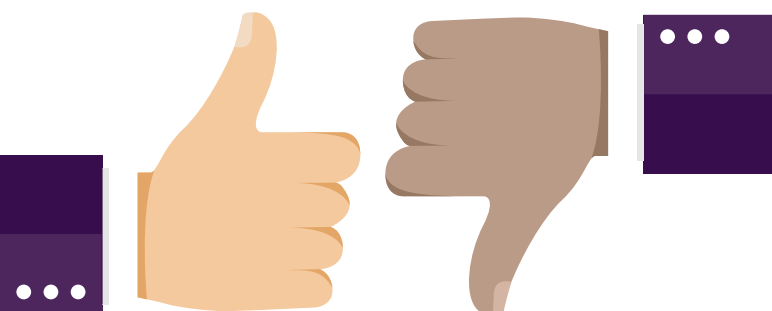


Complaints and Compliments



Learnings from complaints

- Learning 1:** Provide additional customer service training to all front staff, due to complaints of poor customer service and communication.
- Learning 2:** Out of Hour contractors to ensure that jobs raised OOH must always be attended and not left to be picked up by the day team.
- Learning 3:** Greater attention to be given to external fabric of buildings and ensure blocked gutters and failing rainwater goods are identified and dealt with in a timely fashion to prevent water ingress.
- Learning 4:** Longer term works in properties are to be more effectively monitored as individual cases. Tenants to be contacted at regular intervals for updates on progress of works and completion dates.



Complaints resolved within the target time scale

100%

Number of Complaints Referred to Housing Ombudsman

0

Housing Ombudsman determination

0

Housing Ombudsman determinations

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

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.

Responsive repairs

7029

Total no of repairs for 2023/24

An average of

586

repairs a month

Up by

5.1%

from last year

94.8%

of job completed on time

87%

overall customer satisfaction with repairs completed

Repairs completed on time

98.8%

emergencies within 24hrs

94.0%

urgent jobs within 5 working days

94.1%

routine within 22 working days

Boiler Replacements 2023/24

£147,703.00

spent on boiler replacements

70

Total number of boilers replaced

Component Replacement Programme (CRP) 2023/24

£199,758

spent on kitchen replacements

19

Total number of kitchens replaced

£195,988

spent on bathroom replacements

19

Total number of bathrooms replaced

Cyclical Paint Programme 2023/24

£101,000

spent on our Cyclical Paint Programme

51%

completed out of 260 properties

260

Total number of properties painted, including the communal internals of 260 buildings

The Cyclical Painting Programme began in quarter two. In quarter three, due to adverse weather conditions the decision was made to defer the rest of the programme to 2024-25 with the year end forecast adjusted accordingly. However in the last quarter the painting programme was restarted due to better weather conditions. As at year end 51% of the programme was completed with the remaining deferred into 2024-25. This led to a full year favourable variance against budget of £81k but an adverse variance on forecast of £63k.

New Development 2023/24

Completions from April 23 to present
March 24 - 6 homes purchased in total

6

homes purchased within the Bradford & Keighley District

£1,065,000

Spent on purchasing the homes

£22,887.48

Spent on maintenance works for the 6 homes

£1,087,887.48

Total Purchase and Repair Costs since April 23 to date

Adaptations 2023/24

48

Number of requests received

14%

increase in number of requests received

£7929.54

total expenditure

3%

increase in amount spent on adaptations



Keeping our Tenants safe 2023/24

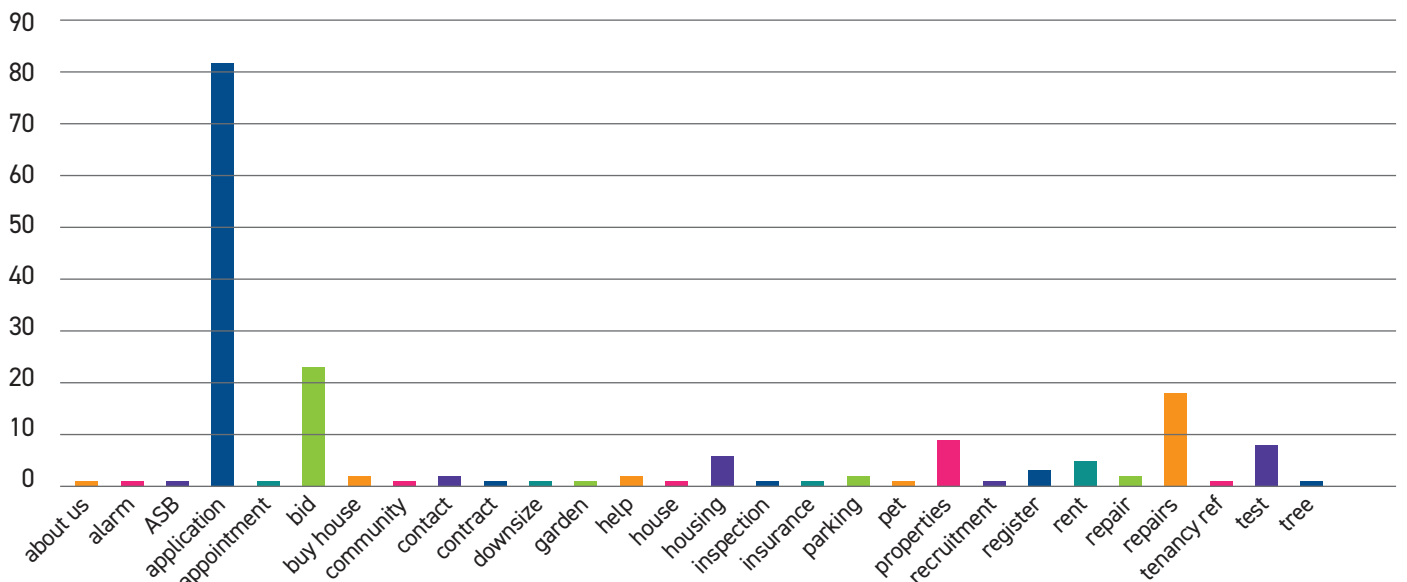
| | |
|---|------|
| Legionella Management Plan Actions completed | 100% |
| Fire Actions & Risk Assessments completed | 100% |
| Annual Gas Safety Checks completed on time | 100% |
| Asbestos Surveys completed | 100% |
| Electrical Installation Condition Reports completed on time | 100% |
| No of electrical tests completed this financial year | 123 |
| No of fire door surveys completed | 303 |
| No of lift services carried out this financial year | 29 |
| Boiler Inspections | 38 |

MHA Chat data 2023/24

| Date Range | 01/04/2023 - 31/03/2024 |
|-----------------------|-------------------------|
| Usage | |
| Total users | 1,902 |
| New users | 1,830 |
| Questions | |
| Answered questions | 4,420 |
| Avg. response time | 1.58 secs |
| Avg. confidence score | 82.12% |
| Live Chat | |
| Total users | 267 |
| New users | 218 |



Conversations by Categories



Joe Langfield

Head of Finance



How Your Rent is Spent

Rent charges - how are these calculated ?

The Associations social housing rents are set annually by the Board of the Association in line with guidelines issued annually by the Regulator of Social Housing.

These guidelines usually follow a target of CPI (Consumer Prices Index as at September of the preceding financial year) + 1% as set out in the Rent Standard issued by the Regulator in 2020.

In April of 2024 the rent increase for 2024/5 was confirmed at 7.7%, which was calculated at CPI of 6.7% + 1%.

Service charges – what are they and how are they charged ?

These are charges for services provided by the Association to the tenant, under the tenancy or lease agreement, that are provided in connection with the property but NOT covered by the rent charged. They are split between communal and individual (personal) charges.

Examples of communal charges being the provision of grounds maintenance services on the estate areas whereas an example of an individual charge would be the provision of heating through a communal boiler. Typical examples are detailed below.

Manningham operates a variable service charge regime, which means that at the start of the financial year, which runs from April to March, it charges tenants an estimate of what it budgets will be the costs of providing to tenants these services. Please note that services can vary from scheme to scheme depending on the nature of the scheme and what services maybe detailed in the tenancy / lease agreement.

The Association will then write to tenants in last week in February to advise them what it believes these costs will be, and combined with the new rent charge for the year what their total charge will be for the forthcoming year.

Once the year is over the Association will then calculate what the actual cost was of providing those services and write to tenants, usually in the last week of September advising them of what these were. Where there was an undercharge for services provided this undercharge will be added to the following year's service charge, where there has been an overcharge it will be deducted.

Examples of communal service chargeable costs:

Cleaning of communal areas

Maintenance of communal areas, in blocks of flats this can include the replacement of communal lighting, the servicing of communal door entry systems.

Charges for the lighting & heating of communal areas

Estate car park maintenance

Charges for the servicing of communal lifts

Provision of communal laundry services (the charge for the electricity may however be deemed to be personal)

Examples of personal service chargeable costs:

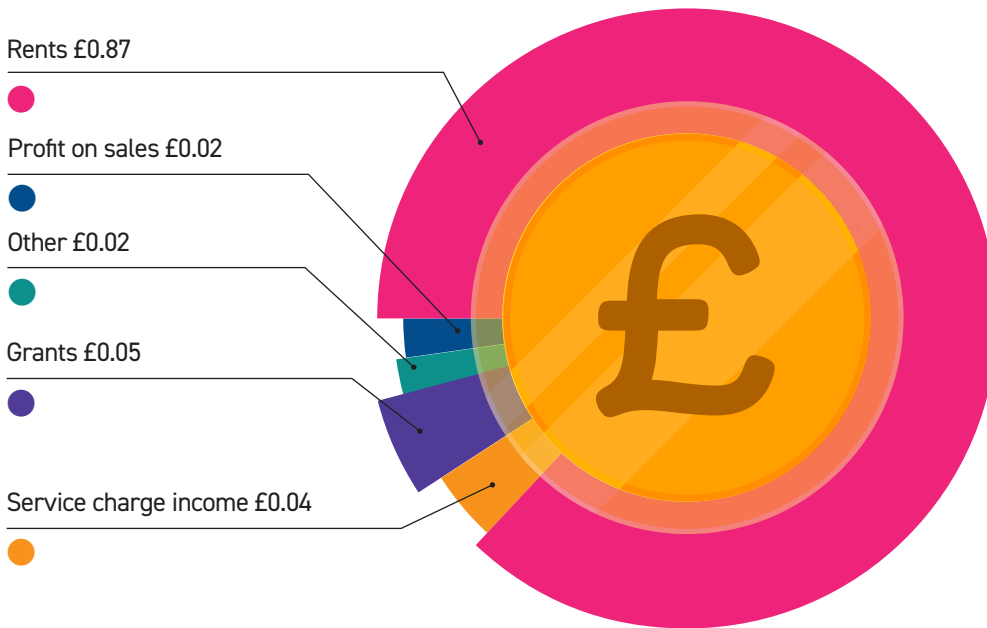
Charges for the servicing of a lift in an individual house

Charges for provision of heating and electricity where these are provided through a communal boiler or communal electric supply

Provision of personal cleaning services

Below is a graph representing how our Income at Manningham Housing is generated and spent:

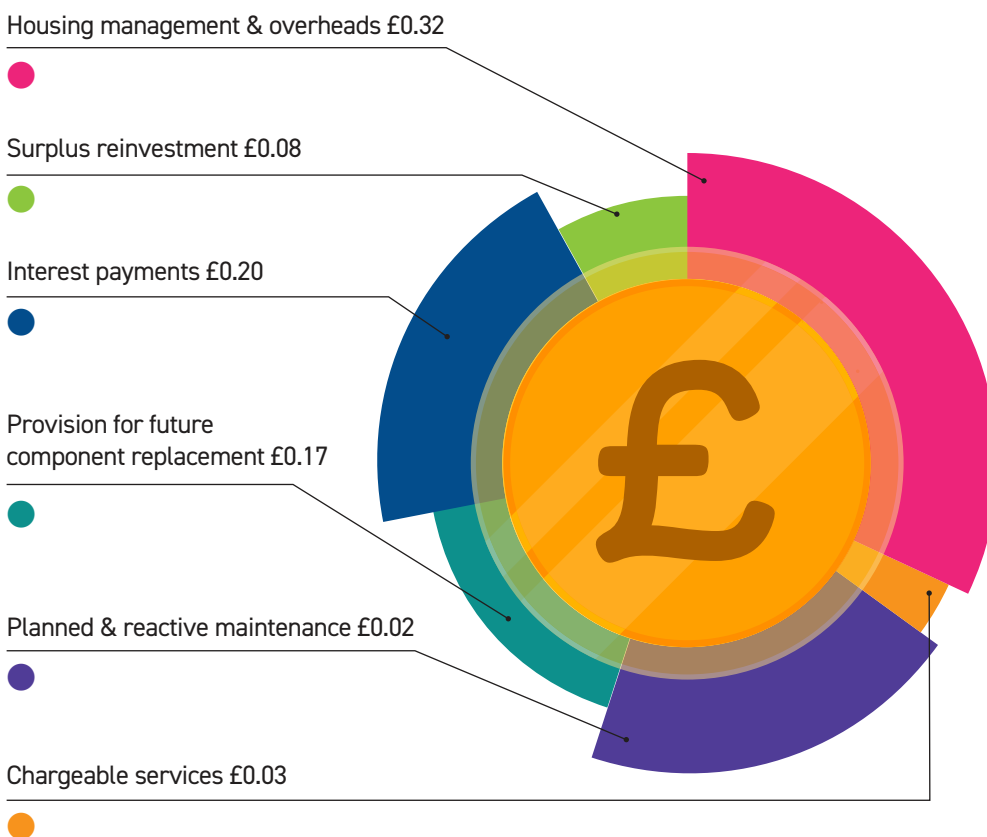
How our income is generated



For the year 31st March 2024 the Association's total income was £9.569M. Graph 1 tries to demonstrate the various sources of that income by showing them as a proportion of £1.

By far and away the biggest source of income for the Association is rental income which accounts for £0.87 for every £1 made. The remaining £0.13 is generated from a variety of other sources, including charges for rechargeable service charge costs, interest received, grants & profits made on property disposals.

How our income is spent



This graph seeks to show how the income generated by the Association is used, again by showing this as a proportion of £1 generated.

As the Association is a not-for-profit organisation, any profits it makes are ploughed back into the business. This is the surplus reinvested figure which £0.08 per £1 generated.

The remaining costs are more evenly split.

£0.32 per £1 of income is spent on the management costs of the Association, which includes housing management and overhead costs, whilst £0.20 per £1 of income is spent on the repair and maintenance of the Association's properties.

A further £0.17 per £1 is retained for future component replacements such as kitchens and bathrooms and an additional £0.20 per £1 is spent on loan interest payable by the Association.

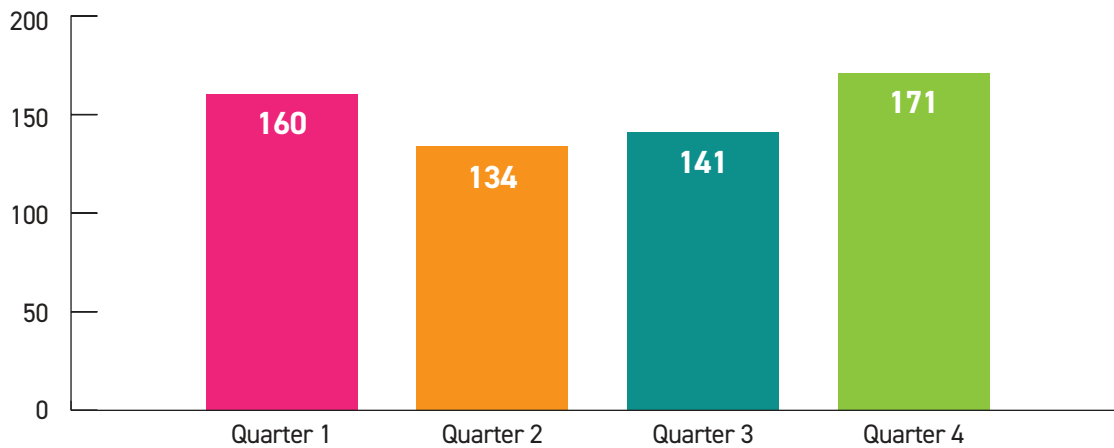
Faisal Khan

Welfare Benefits & Financial Support Officer

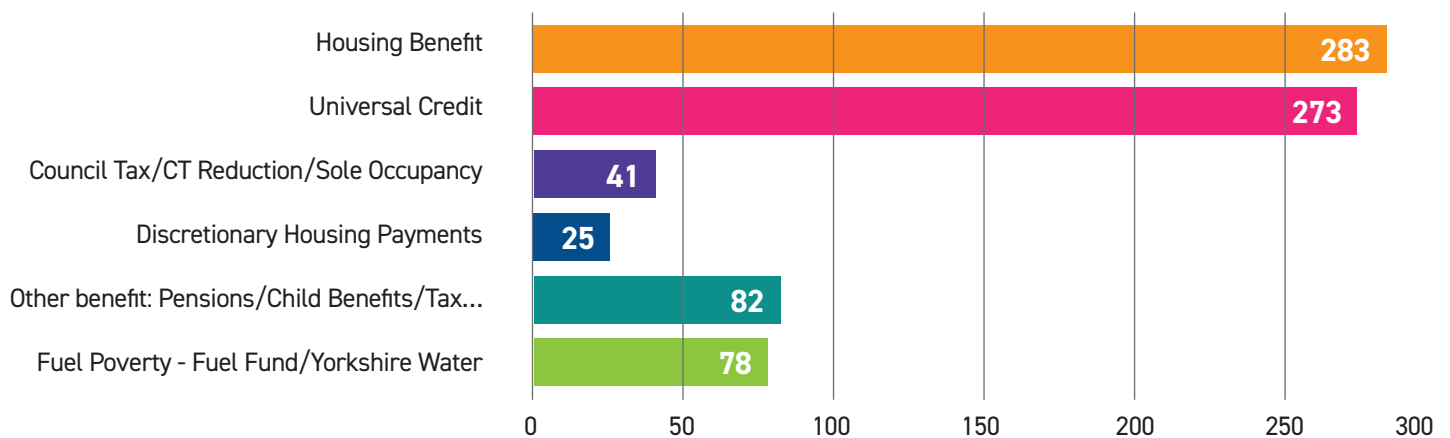


2023/24 Annual Stats

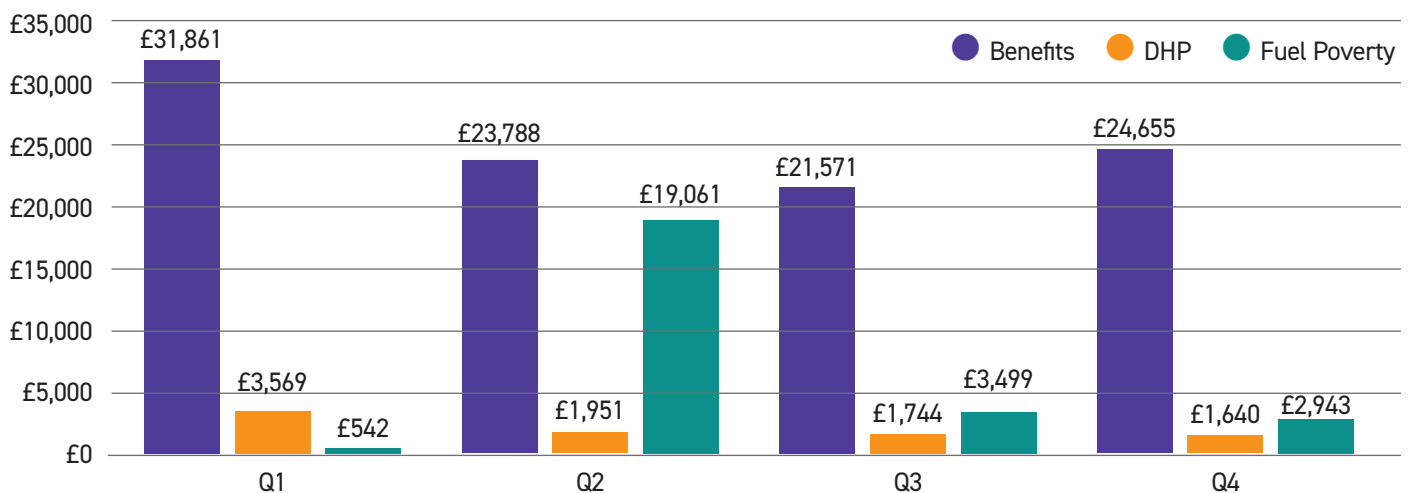
Tenants Supported (per quarter) 2023/24



Areas of Support Provided to Tenants 2023/24



Financial Support Provided to Tenants 2023/24



Winter Preparation and Community Reminders



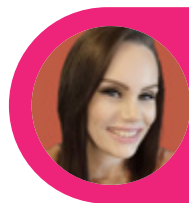
As we head into the colder months, there are a few things that we can all do to ensure our neighbourhood stays safe, tidy, and accessible during winter. Here are some important reminders for all residents:

1. Stocking Up on Grit/Salt: With winter on its way, it's essential to prepare for icy conditions. We encourage residents to stock up on grit or salt for use on your driveways and footpaths before temperatures drop. Keeping pathways free of snow and ice not only ensures your own safety but helps prevent accidents for anyone passing by.

If you share pathways with your neighbours, why not organise a gritting rota? Taking turns to keep shared areas clear can lighten the load and build a stronger sense of community. Please also be mindful of elderly or vulnerable neighbours who may find it difficult to clear snow or ice themselves. Offering them a helping hand can go a long way in keeping everyone safe. You can purchase grit or salt from most DIY stores, garden centres, and supermarkets at this time of year. Additionally, for gritting public roads, you can contact the local council at 01274 431000 for assistance.

2. Tidy Up Your Garden: As the leaves begin to fall, now is the perfect time to ensure your garden is neat and tidy. Please sweep up any leaves, debris, or rubbish that may have blown in. This not only helps keep the neighbourhood looking well-maintained but also prevents potential hazards like slippery pathways.

Tidying up now can also help you get ahead of the colder weather when it becomes more challenging to do these tasks. Plus, a tidy garden means fewer hiding places for pests that may seek shelter during the winter!



Colette Newton

Health and Safety Compliance Officer

3. Unroadworthy Vehicles: We kindly remind all residents that vehicles that are not roadworthy, including those without proper tax, insurance, or a valid SORN (Statutory Off-Road Notification), are not allowed to be parked on the estate. Such vehicles must be removed immediately.

Having unroadworthy vehicles parked in communal areas not only takes up valuable parking space but can also be an eyesore and a potential hazard. Please ensure that all vehicles parked on the premises meet legal requirements.

4. Responsible Parking: Parking responsibly is a shared responsibility. Please ensure that your vehicle, as well as those of any visitors, are parked in a way that does not obstruct driveways, block access to rubbish collection, or prevent emergency vehicles from passing through.

Blocked driveways can be frustrating for neighbours, and more importantly, a parked car blocking access could mean that emergency services, like fire engines or ambulances, are unable to reach someone in need. Let's work together to keep our streets clear and accessible for everyone's safety.

5. Bin Collections and Proper Disposal: We kindly ask all residents to ensure they are using the correct bin for their rubbish and putting it out on the designated collection day. It's also important to bring your bin back into your garden once it has been emptied.

Leaving bins out for extended periods not only clutters the street but can also cause an obstruction. Let's do our part to keep our community clean and free of unnecessary clutter.

By following these simple steps, we can all help keep our neighbourhood safe, tidy, and enjoyable during the winter months. Thank you for your cooperation and continued efforts in making our community a great place to live!

Thank you for your cooperation and for helping to keep our community safe and beautiful.



Colette Newton

Health and Safety Compliance Officer



Whilst exposure to cold weather can affect anyone, some people are particularly at risk. These include:

- older people (aged 65 years and over)
- people with long-term health conditions such as cardiovascular or respiratory disease, or a mental health condition
- pregnant women
- young children (particularly those aged 5 and under)
- people with learning disabilities
- people at risk of falls
- people who live alone and may be unable to care for themselves
- people who are housebound or have low mobility
- people living in deprived circumstances

There are many reasons for the increased risk of ill-health in cold weather. These include:

- poor quality housing and particularly cold homes
- higher frequency of circulating infectious diseases, such as flu and norovirus during the winter months
- physical hazards such as snow and ice
- during cold weather, people may also use malfunctioning or inappropriate appliances to heat their homes. This can increase the risk of carbon monoxide poisoning
- when a house is damp as well as cold, mould is more likely to occur. This can increase the risk of illness, especially from asthma

Keep your home warm

You should heat your home to a temperature that is comfortable for you. Low indoor temperatures can have a serious impact on your health, especially if you have medical conditions or are older.

About cold weather and health

Simple changes can help to keep you and your home warm. These include:

- try to heat rooms you spend a lot of time in, such as the living room or bedroom, to at least 18°C
- try to reduce draughts; you can fit draft excluders around doors cheaply
- keep your bedroom windows closed at night (but leave all trickle vents open to help ventilate your window space and help prevent condensation)
- wear several layers of thinner clothing; this could keep you warmer than one thicker layer

Seek financial support

People in financial difficulty may find it more difficult to heat their homes sufficiently. This increases the risk of becoming unwell due to cold exposure. There are grants, benefits and sources of advice available to help you make your home more energy efficient, improve your heating or help manage energy bills. There are also support measures in place to help with the cost of living, especially for those on low incomes. For example, if you claim certain benefits or tax credits, you may be eligible for an extra payment from the government to help with the cost of living. The government has published energy saving tips to help save money on bills.

Look after yourself and others

There are other things you can do to reduce risks from cold exposure to yourself and others around you.

You can get vaccinated to help reduce risk from respiratory illnesses during the winter. This is particularly important if you have certain long-term health conditions that mean you are more vulnerable to the effects of cold weather. You can check your eligibility for a flu vaccination or COVID-19 booster online. Contact your pharmacist or GP or visit the NHS England website to learn more.

You should treat minor winter ailments like colds or sore throats promptly. NHS England provides information on steps you can take to manage colds or sore throats yourself, and when it may be appropriate to visit your local pharmacist for further advice and treatment. You can find details for your nearest pharmacy by searching online.



If you are worried about your health or feeling down, contact your local pharmacist, NHS 111 or your GP, who will all be able to offer advice and support. In an emergency dial 999.

When you are indoors, there are things you can do that will help to keep you warm and reduce the risk of developing medical problems, for example:

- try not to sit still for more than an hour or so
- if you find it difficult to move about, stretching your arms and legs can also help keep you warm
- if you have visitors, it can help stop the spread of germs to ventilate the room for a few minutes before and after they arrive; you might be more comfortable leaving the window open during their visit, if it's not too cold

When out and about, wear shoes with good grip to avoid slips and falls on slippery or icy surfaces.

If bad weather is forecast, plan ahead and check that you've got enough medication and food in case it's harder to leave the house. If you cannot leave the house, try to identify others who might be able to help pick up food and medication on your behalf.

Other people around you, particularly older neighbours, family friends and neighbours, may need extra support during cold weather. To support others you can:

- keep in touch with them and ask whether they are feeling unwell, or whether they need any practical help

- if bad weather is forecast, see if they need any help stocking up on food and medication
- if you are worried about someone else's health, contact your local pharmacist, your GP or NHS 111, who will all be able to offer advice and support
- if you think they may have hypothermia, contact NHS 111 for further assessment, and in an emergency dial 999; typical signs that someone may be suffering from hypothermia include shivering, slow breathing, tiredness or confusion, and pale, cold skin

Prepare your home

MHA provide annual servicing of your heating appliances which keep them working efficiently and for longer, saving you money. Please report any issues with your heating appliances to us immediately.

Find out about eligibility for support with energy efficiency improvements through 'Help to Heat'. If you need financial or energy efficiency support, you can contact Bradford Council to see what support is available.

If you have mould or damp at home, please report this to MHA immediately on 01274 771144 or you can also report this through the customer portal.

Repairs & Maintenance



Monuhar Ali

Senior Maintenance Surveyor

Damp and Mould Update

Understanding Damp and Mould: Causes, Effects, and How to Prevent Them

Damp and mould are common household problems that can have serious consequences for both the structure of a home and the health of its occupants. We want to take this opportunity to explore what damp and mould are, the common causes behind them, the risks they pose, and effective strategies for prevention and treatment.

What is Damp and Mould?

Damp refers to the presence of moisture in building materials such as walls, floors, and ceilings. This moisture can come from a variety of sources, such as leaks in the roof, broken pipes, or condensation from humid air. Over time, if dampness is left untreated, it can lead to the growth of **mould**, a type of fungus that thrives in moist environments. Mould can appear as black, green, or white patches and often has a musty smell.



Causes of Damp and Mould

Damp and mould can develop due to several factors, often related to moisture entering or building up within the home. Common causes include:

- 1. Condensation:** When warm, moist air comes into contact with cold surfaces (like walls, windows, or ceilings), it condenses into water droplets. This is especially common in bathrooms, kitchens, and bedrooms, where humidity levels tend to be higher.
- 2. Leaking Pipes or Roofs:** Water from a burst pipe, a leaking roof, or faulty guttering can seep into the building structure, creating damp spots on walls or ceilings.
- 3. Poor Ventilation:** Insufficient airflow can trap moisture inside, making it difficult for areas of your home to dry out. Areas such as basements, attics, and bathrooms are particularly prone to this.
- 4. Rising Damp:** In homes, moisture from the ground can rise through the walls by capillary action, causing damp patches near the floor. This often occurs when a damp-proof course (DPC) is missing or has failed.

Health Risks of Damp and Mould

While mould may appear harmless, it can pose significant health risks, particularly to vulnerable individuals, such as children, the elderly, or those with respiratory conditions like asthma.

- 1. Respiratory Problems:** Mould produces spores that can be inhaled. These spores can irritate the airways, leading to coughing, wheezing, and shortness of breath. In some cases, mould exposure can trigger or worsen asthma and other respiratory conditions.
- 2. Allergic Reactions:** Common symptoms of mould allergy include sneezing, runny nose, itchy eyes, and skin rashes. Individuals who are sensitive to mould may experience more severe reactions.
- 3. Infections:** In rare cases, prolonged exposure to mould can lead to infections, particularly in people with weakened immune systems.

Keep your isolator switch turned on**Keep your trickle vents open**

Preventing Damp and Mould

The good news is that damp and mould can often be prevented with a few simple steps to reduce moisture levels in your home and improve airflow. Here are some key strategies:

- 1. Improve Ventilation:** Ensure that your home is well-ventilated to allow moisture to escape. Use extractor fans in kitchens and bathrooms and keep windows open when possible and make sure all trickle vents are open constantly to allow fresh air to circulate.
- 2. Control Humidity:** Use a dehumidifier to remove excess moisture from the air, especially in areas like basements or bathrooms. These easily can be purchase from any store. You can also reduce indoor humidity by avoiding drying clothes indoors / radiators and using a clothes dryer with an external vent.
- 3. Report Leaks Promptly:** Regularly inspect your home for leaks in the roof, walls, and plumbing. If you spot any damp patches or suspect a leak, report it to us immediately to prevent further damage.
- 4. Treat Mould Early:** If you spot mould growth, you can quickly to clean it up before it spreads. For small areas, use mould-killing cleaning products available at most hardware stores and report to Manningham Housing Association immediately.
- 5. Monitor External Drainage:** Ensure that gutters and downpipes are clear and functioning properly and report if not. Water that overflows from blocked gutters can leak into walls and foundations, creating damp conditions.

How to Treat Mould

If mould has already started to develop, it's important to remove it as soon as possible to prevent further health risks and structural damage. Here's how to safely treat mould:

- 1. Protect Yourself:** Wear gloves, a mask, and goggles to avoid contact with mould spores.
- 2. Clean Small Areas:** For minor mould infestations, scrub the affected surfaces with a mixture of water and detergent or a mould-specific cleaner. Avoid using bleach, as it may not be effective on porous materials like wood or plaster.
- 3. Discard Damaged Materials:** If mould has deeply penetrated materials like carpets, insulation, or drywall, it's often best to replace them rather than attempt to clean them.

Final words...

Damp and mould are serious issues that can affect the health of your home and the people living in it. While these problems may be common, they are often preventable through proper ventilation, and moisture control. By understanding the causes of damp and mould, and taking steps to prevent them, you can protect your home from potential damage and safeguard the well-being of your family.

If you suspect damp or mould in your home, it's important to act swiftly to address the issue before it becomes a major problem. With the right approach, you can keep your home dry, healthy, and safe for years to come.

Harry Manford

Neighbourhood Team Leader



Aids & Adaptation Process at MHA

At Manningham Housing Association (MHA), we are committed to helping residents live comfortably and independently. For tenants with mobility challenges or specific needs, our aids and adaptation services can make a significant difference. Adaptations fall into 2 categories: minor or major.

What Are Minor Adaptations?

Minor adaptations are small but important modifications made to improve accessibility, safety, and ease of use in your home. The cost of these works is **under £500** and MHA carry out the work ourselves. Examples include:

- **Grab rails** in bathrooms for extra support.
- **Handrails** along stairways to prevent falls.
- **Lever taps** in kitchens and bathrooms for easier use.

What Are Major Adaptations?

Major adaptations are required for more complex needs. The work required to meet these needs will typically cost **more than £500**. MHA's policy is to refer major adaptation cases to the Bradford Council Occupational Therapy (OT) Service. Examples include:

- Extensive work such as widening doors throughout a property for wheelchair access.
- Installation of stairlifts or level-access/wet floor showers.

Bradford Council manages the major adaptation process for MHA tenants, ensuring that substantial modifications are handled by their specialized team. The council apply for funding to pay for the works in the form of a **Disable Facilities Grant (DFG)**. Once funding has been secured the work will be scheduled and carried out by Bradford Council.



How to Request an Aid or Adaptation: A Step-by-Step Guide

MHA has a simple process for dealing with aids and adaptations. Here's how it works:

1. Get a Referral

Adaptations are often arranged after a referral from an **occupational therapist** or, in some cases, a **medical professional**. These professionals assess your specific needs and determine which adaptations would be most helpful. You can get a referral through your GP.

2. Assessment and Approval

Once a referral is received, MHA reviews the recommendation:

- If the referral is for a minor adaptation (under £500) then MHA will approve the works and make arrangements for our contractors to complete the work.
- If the referral is for a major adaptation (over £500) MHA will notify the tenant that it has been passed onto Bradford Council's Occupational Therapy Service. Bradford Council will then apply for a DFG and will carry out the work once funding has been secured.

3. Scheduling the Work for Minor Adaptations

MHA arranges for an approved contractor to carry out the necessary work for a minor adaptation. This is usually scheduled within **5 working days** of approval (providing that our contractors have the necessary parts to be fitted), ensuring quick support with minimal disruption to your daily life.

4. Completion and Follow-Up

Once the contractor completes the adaptation for MHA, staff will follow up to ensure the work meets your needs and that you feel comfortable with the changes.

Additional Information and Support

If you believe you may benefit from an adaptation but are unsure where to start, contact MHA 01274 771144 and e-mail: info@manninghamha.co.uk. We can provide advice on arranging an occupational therapist assessment and answer any questions about the process.

You can find more details about the number of adaptations MHA carried out and the total amount spent on these improvements for the financial year 2023/2024 in the annual tenant report in this magazine.

Car Parking in Our Community



Carly Sharp
Neighbourhood Officer

This year Manningham Housing Association (MHA) carried out a review of our Anti-Social Behaviour policy. Part of this review involved looking at car-parking as an issue within the community.

Parking is a common issue in many communities. Whether it's someone parking in your space or struggling to find a free spot, parking problems can be frustrating. MHA understands the challenges residents face, but there has been a change in our approach to this issue.

MHA will no longer be treating car parking issues as Anti-Social Behaviour (ASB). Here's why this change has been made and what you can do if you have a parking problem.

Why Car Parking Issues Are No Longer Considered ASB

Anti-Social Behaviour, or ASB, involves actions that cause harm, fear, or serious disturbance, like threats, harassment, or loud noise at night.

Most parking issues are often the result of misunderstandings or inconveniences, rather than behaviour intended to disturb others.

By choosing not to classify parking problems as ASB, MHA can focus on issues that more directly impact residents' peace and enjoyment of their homes. This approach allows us to dedicate resources to serious ASB concerns, such as behaviour that significantly disrupts or threatens the well-being of our community.

Legal vs. Illegal Parking: What Can Be Done?

It's important to know the difference between **legal** and **illegal parking** when dealing with parking issues. Here's what can (and can't) be done in each case:

- **Legal Parking:** If a car is parked legally, MHA cannot take any action. This includes cases where someone is parked in a public space or on a street with no restrictions. Even if it's inconvenient, nothing can be done if the parking is legal.
- **Illegal Parking:** Illegal parking includes actions like blocking driveways, parking on double yellow lines, or using spaces meant for disabled drivers without a permit. For issues with illegal parking:

- **Contact the Local Council:** Councils often have parking officers who can address illegal parking on public roads.
- **Contact the Police:** If someone is blocking your driveway or path and refuses to move, the police may be able to help. This is usually a last resort, but they can assist in cases where access is blocked.

Common Car Parking Issues and Helpful Advice

Here are some typical parking issues and tips for handling them:

- **Blocked Driveways or Spaces:** If someone's car is parked directly in front of your driveway, try talking to them first. A calm, polite conversation can often solve the problem quickly.
- **No Available Spaces:** In areas with limited parking, it can be hard to find a spot. Look for nearby options, and remember that some spaces may be reserved for visitors or disabled persons.
- **Unauthorised Use of Spaces:** If someone parks in a space reserved for you, consider putting up a friendly reminder sign or letting visitors know where they can park.

Parking issues can be frustrating, but many problems can be solved through communication and understanding. Therefore, if you have tried all avenues listed above MHA can try to assist you in resolving the issue through **mediation**.

Mediation is when a neutral person (from outside MHA) helps two sides talk about a problem to find a solution together. This means a mediator will sit down with neighbours to listen to both sides, help them understand each other, and work out a fair plan that everyone can agree on. This helps people solve the problem peacefully without the situation getting worse. Mediation would require involvement from all parties involved so that an agreement can be put in place for appropriate car parking.



Nazneen Zafar

Neighbourhood Officer



Mutual Exchanges Quick Guide



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

At Manningham Housing Association we want our residents to be informed on what housing options are available to them as a tenant. So, we've put together a quick reference guide on the Mutual Exchange process.

What is Mutual Exchange?

A Mutual Exchange is a process which allows tenants to "swap" or "exchange" their homes with each other from anywhere in the country. They can do this rather than registering a brand-new application for re-housing. It can be quicker than waiting for a council or housing association transfer.

Who can Mutually Exchange?

Any resident who has an Assured Tenancy from a Council or Housing Association property can swap properties. Their "swap/exchange" partner must also hold an assured tenancy from a Council or Housing Association. All Mutual Exchanges must be approved by the Housing Association or Council before the swap can go ahead.

Why Choose a Mutual Exchange?

- It gives residents more freedom over where they live.
- It often moves faster than a standard housing transfer.

How to get a Mutual Exchange: Step-by-Step Guide

Step 1: Check Your Eligibility

Before you begin, ensure you're eligible for a mutual exchange. Most councils and housing associations require:

- **A Secure or Assured Tenancy:** These are the type of tenancies that Councils and Housing Associations give to their residents.
- **No Rent Arrears:** Your rent should be up to date, as landlords may deny applications if you owe rent.
- **Good Tenant Status:** Mutual exchanges can be refused if residents have recent anti-social behaviour issues or tenancy breaches.

Step 2: Register on HomeSwapper

HomeSwapper is the UK's largest online platform for mutual exchange, making it easier to find potential matches.

To Register on HomeSwapper:

1. **Create an Account:** Visit HomeSwapper.co.uk to sign up. It's free!
2. **Set Up Your Profile:** Enter details about your home (e.g., number of bedrooms, location, features) and specify what you're looking for in a new home.
3. **Search for Matches:** HomeSwapper lets you search for other residents based on location, home size, and other preferences.
4. **Contact Matches:** Use HomeSwapper's messaging system to reach out to potential exchange partners and discuss the possibility of a swap.

Step 3: Apply for Permission

Once you've found a match, you'll need formal approval from both landlords. Make sure that the property you are moving into has the right amount of bedrooms to meet your needs.

Applying for Approval:

1. **Contact MHA:** Once you've found someone to swap with, let us know. We will need to know your details and the details of the person you want to swap with. Your swap partner will need to let their landlord know as well.
2. **Wait for MHA to Review:** MHA will then review your request. This will include checking eligibility, property condition, rental history and contacting the other landlord for a reference for the new resident.

3. **Decision in 42 days:** MHA will need to make a decision on your request within 42 days of receiving it.

Mutual Exchanges Can be Refused because of:

- **Property Size:** If the swap results in overcrowding or under-occupancy.
- **Tenant Conduct:** Recent anti-social behaviour or tenancy breaches.
- **Property Condition:** If the home needs repairs, MHA may require these to be fixed before approval.

Step 4: Final Step

Once the exchange has been approved by both landlords, then a date for the swap needs to be agreed by all parties. Once a date has been agreed, then you will need to sign a "Deed of Assignment". You will then need to arrange moving plans with your exchange partner.

Important Things to Consider Before Swapping Homes

A few tips to keep in mind before going through with a mutual exchange:

- **Inspect the Property:**
 - Arrange a visit to check for any repairs or maintenance needs at the property you are looking to move into.
 - Check if any work has been carried out by the resident as you will be responsible for this after moving in.
 - Ensure that you agree with your swap partner what condition they will leave the property in after they move out. MHA will not be responsible for any damage that has been identified after the move has happened.
 - Find out about the Area: Consider schools, neighbours, shops and distance to family or work before making your decision.
 - Check Affordability: Check how much rent will be charged at the new property and how much energy and council tax bills are. Also plan for how much it will cost to move and decorate.

We hope this article has been helpful! For more information on Mutual Exchanges please get in touch with us or go onto the homeswapper website. It's full of very useful information, guides and tips on Mutual Exchanges.

Sajid Qureshi

Neighbourhood Officer



Shared Spaces at MHA

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Manningham Housing Association (MHA) has a number of properties with communal spaces which are shared with other housing associations such as Incommunities, Yorkshire Housing, Accent Housing and Bradford Council.

We understand that these shared spaces play a key role in building a vibrant, connected community. Shared spaces are areas that are used by tenants from multiple housing schemes. These can include, communal gardens, child play areas, walkways and parking areas that connect different housing schemes

MHA works closely with other housing associations and partners such as the Police/Highways/Enforcement team to make sure these shared spaces are managed and maintained to a high standard. We take a partnership approach on a few issues including:

- Fly-tipping
- Scheme walkabouts/focus events
- Neighbourly disputes & anti-social/criminal behaviour
- Carrying out community events and activities

Our neighbourhood officers maintain contact with these partners through Ward Partnership meetings which take place regularly throughout Bradford and Keighley. These meetings often lead to action days, events or joint visits being carried out.

This partnership approach means that we can respond to issues faster, share responsibility and bring communities together. It also helps to create and deliver a consistent standard.

How You Can Get Involved

If you live in a shared space, you can contribute by:

- Reporting any issues to MHA, we can then provide further information about these shared spaces
- Attending community events or gatherings in shared areas
- Respecting shared spaces and helping keep them clean and tidy for everyone

MHA is committed to maintaining a high standard in all our shared spaces. Through strong partnerships and a shared commitment to community, we ensure these areas remain safe, welcoming, and enjoyable for everyone.

Tenant Engagement Highlights

At Manningham Housing Association, we prioritise active community engagement and support initiatives across our properties, fostering a sense of unity, security, and celebration. Here's a look at recent highlights from Anchor Court, Kinara Close, and other properties:

Anchor Court Community Involvement

Tea and Coffee Morning with Calligraphy Classes

Our weekly Tea and Coffee Mornings continue to be a hit, providing residents with a welcoming space to socialise. Now with the addition of a calligraphy art class, residents can enjoy a creative experience every Thursday from 10:30 AM to 12:00 PM.



Sayful Alam

Customer Engagement and Involvement Officer

Celebrating Diversity with Multicultural Food Day

On October 3rd, Anchor Court held a multicultural food day during the weekly gathering. Residents contributed dishes that celebrated their diverse backgrounds, enhancing connections and sharing culinary traditions.

Gardening Project - Seasonal Preparations

Residents have embraced the new garden planters, transforming our communal spaces. With winter approaching, now is an excellent time to plant seasonal crops and further beautify Anchor Court.

Christmas Party Preparations

Plans are underway for a festive Christmas Party on 10th December. Local primary school choirs may join in, creating a joyous, intergenerational celebration.

Bus Shelter Advocacy

Talks with First Bus regarding a bus shelter outside Anchor Court have progressed. This addition would benefit residents who rely on public transport, particularly those who find it challenging to stand for extended periods. We'll work with the local council to advance this request.

Security Measures

Building Access Reminders

We remind residents to carefully verify anyone requesting building access. Only allow entry to people you know personally to maintain building security.

Enhanced CCTV & Patrols

In collaboration with the local police, CCTV footage reviews and increased police patrols, including vehicle patrols, are planned to improve safety around Anchor Court.

Neighbourhood Watch Update

Plans are underway to enhance the visibility of Neighbourhood Watch signs, and ACTA members have shown interest in coordinating efforts to strengthen security.

Community Involvement

MELA 2024 Highlights at the Karmand Centre

Held on 29th August, MELA 2024 was a vibrant event that fostered community spirit through children's entertainment, live music, and cultural activities. With over 200 attendees, highlights included South Asian cuisine, an awards ceremony, and music from the Qawale group. Feedback from attendees suggests more games and activities, which will be considered for next year's event.

Kinara Close Resident Initiatives

New Development Projects and Tree Pruning

Recent funding secured for empty land development will allow residents to help shape this community space, while tree pruning efforts address safety concerns following recent storm damage.

Parking and Garage Solutions

Parking issues persist, and discussions are ongoing regarding a potential permit system to ease congestion and improve safety.

Parking and Garage Solutions

Parking issues persist, and discussions are ongoing regarding a potential permit system to ease congestion and improve safety.

Keighley Christmas Mela 2024 Planning

The Keighley Christmas Mela, scheduled for 10th December, will bring festive joy with activities, music, and workshops. After discussions with residents, Victoria Hall was selected as the venue, offering ample space and parking. The MHA Mela Working Group is organising the event and welcomes ideas from the community.

Customer Panel & Scheme Champions

Community Initiatives Grant (CIG)

A recent forum focused on complaint resolutions, with most issues resolved informally. Manningham Housing Association prioritises efficient complaint management to ensure residents' voices are heard.

Shann Lane Development & St Mary Magdalene Engagement

Ongoing support for new tenants at Shann Lane includes neighbourhood officer guidance and sustainability initiatives, while St Mary Magdalene fosters connection through regular meetings and women-focused gatherings.

Staff Engagement & Feedback Magazine

The 17th September Staff Away Day provided valuable discussions on organisational goals. Additionally, the Summer 2024 Feedback Magazine is now complete, thanks to the editorial team's dedicated efforts.

Through these activities, Manningham Housing Association remains committed to nurturing community connections, security, and resident satisfaction across our properties. We look forward to continuing this journey with you all, fostering safe and vibrant communities together.

JOIN OUR VOLUNTEER
community
become a Scheme Champion

Manningham Housing Association's Scheme Champion

The Scheme Champion project empowers residents to act as key points of contact between their neighbours and Manningham Housing Association (MHA). Scheme Champions will raise community concerns and suggest improvements directly to MHA, ensuring services align with tenant needs and our Customer Service promise.

Through this initiative, all tenants will feel heard and valued, as each scheme will have a dedicated Champion for easy communication.

Role of a Scheme Champion:
Scheme Champions will collaborate with their Neighbourhood Officer, attend bi-monthly scheme walkabouts, and serve as the main point of contact for their scheme.

Additionally, MHA will support Scheme Champions in applying for local grants and initiating projects, such as Neighbourhood Watch programs, religious celebrations, or children's activities.

Be a voice for your community and help create positive change!

RESPONSIBILITIES INCLUDE:

- ✓ Reporting communal repairs and issues.
- ✓ Providing feedback on visits by MHA staff and contractors.
- ✓ Identifying and suggesting area improvements.
- ✓ Informing neighbours about ongoing MHA projects.

For more information please contact:
Manningham Housing Association
01274 771144
Sayful Alam
Customer Involvement and Engagement Officer
07483396821
www.manninghamhousing.co.uk

Anchor Court Tenants Association



Rosemary Mupunga

Chair of Anchor Court Residents Association

My name is Rosemary Mupunga, and I am a proud resident of Anchor Court, where I have been a tenant with Manningham Housing Association (MHA) for over two years.

My journey in community involvement began with my voluntary role as a Scheme Champion for MHA. This position required me to gather feedback from fellow residents and communicate any concerns directly to MHA. In doing so, I learned how to effectively address issues with MHA, ensuring that the voices of residents were heard.

Soon after, I joined the Customer Panel, which meets three times a year. This role has given me additional responsibility, allowing me to gain insight into MHA's daily operations and to ensure that issues are managed promptly and professionally. Through this role, I have also become familiar with the various policies and procedures that guide MHA.

Building on my experiences as a Scheme Champion and Customer Panel member, the residents of Anchor Court and I decided to form our own tenants' association, the Anchor Court Tenants Association. In November 2023, we established the association, and I was honoured to be elected as Chairperson.

Since our founding, we have organised a variety of events and initiatives to bring our community together, including:

- Multicultural Food Day
- A Gardening Club
- A Christmas Party
- Weekly Tea and Coffee Mornings
- A Calligraphy Workshop
- Regular Residents' Meetings

Our goal is to create a welcoming and enjoyable environment for all residents. Serving as both a resident and the Chair of Anchor Court Tenants Association has been incredibly rewarding, and I look forward to continuing to support and enrich our community.



The MELA 2024 - Karmand Centre

MELA 2024 Celebrates Community Spirit with a Successful Event at Karmand Community Centre

Hosted by Manningham Housing Association (MHA), MELA 2024 brought together residents of Bradford and nearby communities for a lively evening at the Karmand Community Centre on August 29th. From 6:00 PM to 8:00 PM, locals of all ages enjoyed activities, performances, and the opportunity to connect, with a focus on promoting community cohesion and celebrating shared culture.

About Manningham Housing Association (MHA)

Manningham Housing Association (MHA) has been a cornerstone of social housing in Bradford, Keighley, and Craven since 1986, serving over 6,000 residents across more than 1,400 homes. MHA was originally founded after a study by the Bangladeshi Youth Organisation highlighted the housing needs of Black and Asian communities in Bradford. Since then, MHA has grown significantly, providing quality, affordable homes while also organising community events like MELA to foster a sense of unity and support for residents of diverse backgrounds.



Chair, Secretary, and Treasurer of Anchor Court
Tenants Association (ACTA)

Event Highlights: Activities and Entertainment for All Ages

The MELA 2024 event was packed with engaging activities for attendees of all ages, making it a fun-filled evening for families. Children enjoyed an array of entertainment options including balloon modelling, face painting, henna and glitter art, a bouncy castle, and a football penalty shootout. These lively, hands-on activities fostered creativity and provided a memorable experience for the younger attendees.



Workshops were also a highlight, with a calligraphy session drawing participation from children and adults alike. This interactive element of the event was well-received, allowing attendees to learn a new art form and engage in a shared creative experience.



Celebrating Local Talent and Community Service

Live music added vibrancy to the evening, with a performance by the Qawale music group that had attendees clapping and swaying to the rhythm. The energetic set was a community favourite, creating a dynamic and joyful atmosphere that emphasised the unifying power of music.

The event also honoured individuals who had positively impacted their community. The "Volunteer of the Year" and "Gardener of the Year" awards recognised local residents who had shown dedication and service, inspiring others to contribute to their neighbourhoods.



The MELA 2024 - Karmand Centre

Culinary Delights and Informative Booths

Food stalls offering a variety of South Asian dishes were popular among attendees, adding a culinary experience that enhanced the festive ambiance. MELA 2024 also included informational booths, providing valuable community resources. The NHS Wellbeing Stall shared health information, while the Community Safety Booth, staffed by police and Bradford City Council ward officers, focused on safety tips and resources. Additionally, MHA booths offered information on services and support available to residents, and a charity clothes stall contributed to the event's community-focused spirit.



Feedback and Opportunities for Future Growth

Attendees shared feedback that highlighted the event's warm atmosphere, with many expressing appreciation for the inclusive environment, food, and entertainment. Suggestions for next year included adding more games, arts and crafts, desserts, a daytime schedule, and a girls-only space to enhance comfort for some attendees.

Attendance and Community Response

Out of an anticipated 289 attendees, MELA 2024 welcomed 213 guests, reflecting strong community interest. Overall satisfaction was high, with many expressing gratitude for the event's thoughtful planning and community-centred approach.

Conclusion

MELA 2024 was more than just a gathering; it was a celebration of Bradford's unity, vibrancy, and diversity. By combining fun, creativity, and recognition, MHA successfully provided a platform for community members to come together, share experiences, and celebrate. With community feedback in mind, MELA is poised to become an even richer experience in future years, continuing to embody the spirit of togetherness in Bradford.

Manningham Housing Association is pleased to announce plans to organise annual Melas in both Bradford and Keighley. These community events will be held twice a year and are exclusively for our residents and their families. Invitations will be sent out in rotation, so rest assured, everyone will have an opportunity to attend.

The first Mela was recently held at the Karmand Centre, and our next event will be hosted at Victoria Hall in Keighley in December. For more details, please contact Manningham Housing Association at 01274 771 144. We look forward to celebrating with you.



manningham
HOUSING ASSOCIATION



GARDEN COMPETITION 2024

Best kept garden - 8 Hollings Square

Best use of small space - 4 Jupier Close

Best mix border - 4 Kismat Gardens

Best trees - 7 Moulson Court

Best individual exotic tree - 30 Clarendon Court

Most use of recycled and variety of food plants - 33 Clarendon Court



01274 771 144

WWW.MANNINGHAMHOUSING.CO.UK

Caretakers advise

Toxocariasis is an illness found in humans that occurs when they are infected with parasitic roundworms, originating from either the fecal matter of dogs and foxes (*Toxocara canis*), or cats (*Toxocara cati*). Although most people might display symptoms similar to the flu, there are certain instances, where the illness can turn into a more severe form known as Ocular Toxocariasis, which has the potential to cause blindness.

We come across dog poo on the grass we cut and even though we wear face shields to protect our face and eyes from debris and dog and cat poo if any dog poo was to go in our eyes this could potentially cause blindness.

We purchased some snow shovels for £6.52+vat from officestationery.co.uk which I think was a great bargain and good quality as well. We use this shovel all through the year and is a very useful tool to have around the house.

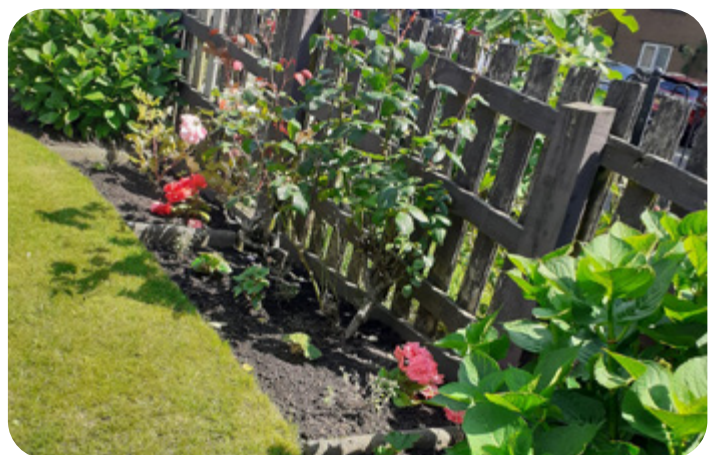


Garden leaf grabbers are very useful for picking up large amounts of leaves in one go and can be purchased online or from good garden centres.

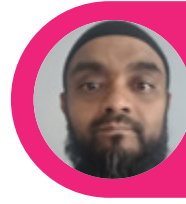
I would encourage people who don't have a garden apply for an allotment from the council.

<https://www.bradford.gov.uk/your-community/allotments/allotment-sites/>

What about places where garden tools can be purchased, we use acorn garden supplies based in Bingley.



New SMS Texting Service



Mohammed Azad
Income Officer

MHA Implements New SMS Texting Service for Effective Customer Communication

Over the past six months, MHA has trialled an SMS texting service to improve communication with our customers. During this period, many customers have been contacted using this method, and we are pleased to report significant positive outcomes. As a result of this success, we are excited to announce that MHA will now permanently implement the SMS texting service as part of our customer contact strategy.

This service is designed to provide timely and efficient updates, making it easier for us to stay connected with you. However, if you receive a text message from us and have any concerns or doubts about its authenticity, please don't hesitate to reach out to our office at 01274 77 1144 for verification.

We're excited to enhance our communication with you through this convenient new service! **Please ensure we have your current mobile contact number.**



Faisal Khan

Welfare Benefits & Financial Support Officer



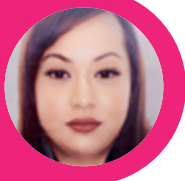
Every Thursday Morning at the Sangat Centre

Do you need support? I am Faisal Khan your Welfare & Benefits Support Officer here to help! Come and have a face-to-face chat with me. I am available every Thursday morning at the Sangat Centre at Marlborough St, Keighley, BD21 3HU. This service is also extended to our Bradford customers, you can see me at the Manningham Office on alternate Thursday mornings.

You can book an appointment to secure your spot at 01274 771144 or walk in. I am here to support you with any benefit-related concerns or issues you may have.

Aysha Khanum

Income Assistant



Help is Available

Gambling addiction can have far-reaching consequences, affecting all aspects of life. For individuals, it can lead to severe financial difficulties, strained relationships, mental health issues, and even homelessness. However, the effects don't stop with the individual; families can suffer emotional and financial stress, schools may see students' performance and well-being decline due to family instability, and entire communities can feel the ripple effects of gambling-related harm.

Recognising the early signs of gambling addiction is vital in preventing further harm. These signs may include an increasing preoccupation with gambling, the need to bet larger amounts to feel the same excitement, lying to cover up gambling activities, or borrowing money to continue gambling. Individuals may also withdraw from social activities or experience mood swings, anxiety, or depression when they are unable to gamble.

As a responsible landlord, we want to raise awareness about the availability of support services like the NHS Northern Gambling Service, which is key. By offering information, we aim

Benefit Support Available



Struggling with Gambling?

to encourage those affected by gambling to seek help and take proactive steps toward healthier lifestyles. If you or someone you know is struggling with gambling, confidential and professional support is available.

The NHS Northern Gambling Service is a crucial initiative that provides specialised treatment and support for individuals affected by gambling-related harm. With clinics located in Leeds, Manchester, and Sunderland, this service offers a range of evidence-based treatments, including psychological therapies, support groups, and personalised one-on-one counselling. Their mission is to help not only those struggling with gambling addiction but also to support their families, friends, and loved ones who may be deeply impacted.

Contact the NHS Northern Gambling Service at 0300 300 1490 or visit their website at www.northerngamblingservice.nhs.uk for more information.

Pension Credit – Factsheet

Pension Credit is a benefit for people over the State Pension age (currently 66) who are on a low income. It is separate from the State Pension and may offer additional financial support.

There are 2 parts to Pension Credit, and you could be eligible for one or both parts.



Guarantee Credit

Guarantee Credit tops up your weekly income (2024/25 rates) to:

- **£218.15** single person rate
- **£332.95** couples rate

You might get a higher amount of Pension Credit if you're disabled, a carer or responsible for a child or have housing costs.



Savings Credit

You could get this part of Pension Credit (2024/25 rates) if you have a certain amount of income coming in from pensions, savings, earnings and investments and are over 65 and reached State Pension age before 6 April 2016

- **£17.01** extra per week if you're single (maximum)
- **£19.04** extra per week for couple (maximum)

If you have over £10,000 in savings, this will affect how much you receive.



Mixed Aged Couples

If you're a mixed-age couple (only one partner is over State Pension age), you usually claim Universal Credit until both of you reach State Pension age. Then, you can apply for Pension Credit together.



Winter Fuel Payment (2024/25)

If you are applying for Pension Credit for the first time and want to receive the Winter Fuel Payment, you must apply by 21 December 2024.



Faisal Khan

Welfare Benefits & Financial Support Officer



Going Abroad

You can continue to receive Pension Credit for:

- Up to **4 weeks** if you go on holiday
- Up to **8 weeks** if a relative pass away
- Up to **26 weeks** for medical reasons



How to Claim Pension Credit

- 1. Check your eligibility:** Visit www.gov.uk/pension-credit-calculator.
- 2. Apply online:** Go to www.gov.uk/pension-credit/how-to-claim.
- 3. Apply by phone:** Call the Pension Credit Enquiry line at 0800 99 1234

Claims for Pension Credits can be backdated for up to 3 months, upon request.



Information You Will Need to Apply

- National Insurance number(s)
- Details of your income and pensions
- Information about your savings and investments
- Housing costs details

Need More Help?

For further assistance, contact: Faisal Khan, MHA Welfare Benefits & Financial Support Officer Tel: 01274 77114



ADVICE & SUPPORT FOR CUSTOMERS:

**Manningham
Housing Association**
HOUSING DROP IN
SURGERY AT
SANGAT CENTRE

Every Thursday Mornings
10am to 12pm
Marlborough Street,
Keighley, BD21 3HU

- Universal Credit
- Housing Benefit
- Budgeting
- Fuel Poverty
- Debt Management
- Rent Arrears
- Lettings
- Looking after your tenancy
- Report repairs

Advice available in:

English, Urdu, Punjabi and Bangla
We also cater for other languages

Manningham Housing Association
01274 771144

www.manninghamhousing.co.uk



SANGAT CENTRE

- Drop in Advice
- ESOL courses
- Driving Theory
- Social Day Care
- IT Classes
- Parent and Toddler Group
- Exercise Classes
- Arabic Classes
- Soup Kitchen
- Karate
- Kick Boxing
- Junior Football



SANGAT CENTRE

T: 01535 610263

E: enquiries@sangatcentre.co.uk

Customer Portal- MyMHA- Prize Draw

MHA launched a customer portal called MyMHA, in order to attract more customers to use the portal we advertised a prize draw in the Summer magazine, where customers could win a prize for logging repairs via their portal.

Portal repairs prize Draw occurred at the Anchor Court's Tea and Coffee morning on 7th November 2024.



Nabeela Naseem

Senior Customer Services Officer

1st prize

1st prize of a £50 voucher went to Jinnah Court – Mr Al-Shimari: *“Don’t have a family. The Portal repair system is very useful.”*

2nd prize

2nd prize of a £30 voucher went to Clarendon Court – Mr Miah and Mrs Begum: *“Using the portal has made communication with MHA so easy and quick. We don't have to wait for staff to answer our phone calls. Life is so user-friendly.”*

3rd prize

3rd prize of a £20 voucher went to Kimberley Street – Mr Hamid and Mrs. Akhtar: *“Very grateful for the award, unfortunately, due to disability will not be able to collect the prize at the mela.”*

Contractor Portal

Following the success of the customer portal, MHA has now launched a contractor portal.

We have been working in the background with our contractor and Housing Online who created your customer portal to develop a contractor portal.

The new portal is used by contractors for the following functions:

- Received repair orders
- Recording appointments made to attend your property to carry the works
- Logging no accesses
- Completing the jobs
- Reporting any follow-on works

When the contractors carry out any actions against the repair you have reported you will be able to track it through your customer portal.

We have introduced this contractor portal as another way to improve communication with our customers and deliver a better service.

Use your MyMHA customer portal to log and track your repairs and feel free to give us any feedback on anything we could improve on to give yourself a better customer experience.



Nadim Khaliq

Head of Housing Services



How will we handle your complaint?

Stage 1

When we receive a complaint, we will:

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



Stage 2

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

We will:

- Set up a Complaints Panel meeting within twenty working days of your request to appeal the outcome of stage one. The Panel will consist of two customers that are members of the Customer Panel and normally the Director of Operations unless he or she has had any involvement in the matter in which case another member of the executive team will take his or her place.
- Advise you about the Complaints Panel. In some cases, we will ask complainants to submit a summary of their complaint.
- Give you the chance, at the 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 five working days of the Panel of our decisions, subject to any further investigation being required.

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

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

The Housing Ombudsman address is:

Housing Ombudsman Service
PO BOX 152
Liverpool
L33 7PW

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

Customer Service Excellence

Manningham Housing Association Renews Customer Service Excellence with Four Compliance Plus Recognitions

Manningham Housing Association (MHA) has once again been recognised for its outstanding service, achieving the prestigious **Customer Service Excellence (CSE)** standard for another year, with the addition of **four new Compliance Plus recognitions**.

The Customer Service Excellence standard acknowledges organisations that go above and beyond in their commitment to putting customers at the heart of everything they do. Manningham Housing Association's latest assessment highlighted the organisation's focus on continuous improvement, innovative customer engagement, and its people-first approach.

The four new Compliance Plus recognitions received include:

- 1. Empowering Employees:** We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation.
- 2. Valuing Staff Contributions:** We value the contribution our staff make to delivering customer-focused services, and our leaders, managers, and staff consistently demonstrate these behaviours.
- 3. Tailored Customer Information:** We provide our customers with the information they need in ways that meet their preferences, using a variety of appropriate channels.
- 4. Accessible Services:** We make our services easily accessible to all customers through the provision of a range of alternative channels.

MHA's Commitment to Excellence

The award follows a rigorous assessment by the **Centre for Assessment**, which recognised Manningham Housing Association's ongoing commitment to delivering exceptional customer service. In her report, the assessor praised MHA for empowering its employees to foster a customer-first culture and for providing accessible services through a range of communication channels, ensuring that no one is left behind.

Nadim Khaliq, Head of Housing Services at Manningham Housing Association, said: *"We are incredibly proud to receive this recognition. Achieving the Customer Service Excellence standard with four additional Compliance Plus awards demonstrates our team's hard work and dedication to our customers. It also reflects our ongoing mission to deliver high-quality services that meet the needs of the diverse communities we serve."*

Manningham Housing Association continues to be recognised as a leader in the housing sector for its commitment to innovation, diversity, and excellence in customer service. This award comes as the latest in a series of recognitions that highlight the organisation's ongoing success in putting its customers at the heart of its operations.



Sadar Uddin

Community Partnership and Investment Manager



Digital Inclusion in collaboration with Bradford Council – Digital Inclusion working group. The publication was made to promote the free sessions organised by Simi at Manningham Library through Manningham Housing social media, info line was made on the introduction phone lines when residents call the MHA reception line. I went on to BCB radio to further promote the Digital Inclusion work available for free for residents and to the Bradford community as a whole.

With the collab found within Bradford Council for these needs, there will be further locations announced for the community to bring their tech or are supplied to further develop and promote confidence in their IT skills.

June to September 2024

In the sessions completed at Manningham Library - three residents discussed their wants and needs to find a job- they are now in the process of improving their CVs, and application forms through Simi and Beam. Residents provided a positive Google review on MHA website.

Collab made with Beam helped me to directly keep up to date with the progress of our residents finding jobs – Local authorities and central government trust Beam to deliver employment and housing services to some of their most vulnerable residents.

Currently the residents have a consultant at Beam actively helping the residents with their job search and interview skills, and I am kept up to date on their progress.

Trip to Cannon Hall Farm

Priority for disabled residents A trip catered for catered transport and day out for MHA disabled residents. Publication sent out and text message invite specially for residents who have classed themselves with a disability from minor to severe. 7 residents attended with 3 cancellations on the day. The feedback was: *'very happy, had a great day, so happy' 'I enjoyed very much, the farm was accessible for my mum who is in a wheelchair' 'thank you, was nice to be out for the day' 'loved doing something so different' 'I learnt something new about the animals we saw' 'I didn't know red squirrels are at the risk of extinction!' 'we didn't saw any beautiful area like this'*



DAY TRIP
CANNON HALL

PRIORITY FOR OUR DISABLED RESIDENTS WITH CARERS

TUESDAY 3RD SEPTEMBER
10:00AM - 5.30PM

Cannon Hall Farm
Cawthorne
Barnsley
S75 4AT

FOR MORE INFORMATION AND TO BOOK YOUR PLACE PLEASE EMAIL:
simi.amini@manninghamha.co.uk

ARRANGEMENTS
Transport depart from Manningham Housing Association, Bradford, BD1 4QE AT 10AM

NOW ALL DISABILITIES ARE VISIBLE

Calligraphy sessions held at Anchor Court

By the renowned Rizwan - a full report to follow on the successful event. The first session was attended by 10 residents, great emphasis was put on the need for attendance for every session – 4 sessions, once a week in total, the residents who completed their art work at the last session were 5 residents.

A full report attached separately due to the extensive work completed in these session. With a link to Bradford 2025 made! Videos of all the work can be shown on request!

- Volunteer of the year awarded to Athika Bano, who assisted with a lot of the community
- investment projects for the past year, given the award at the Summer Mela.
- Qawalli music show at Mela.
- Numeracy champion training given to residents at Cedar Court from 'Realise' with ongoing support available.
- Mindful colouring at St Mary Mags alongside coffee mornings.
- Links made with Horton Community Farm for gardening residents to volunteer at.

Bridging the digital divide

Manningham Housing Association supports efforts to bridge digital divide with tech handover

Manningham Housing Association (MHA) has donated a consignment of digital equipment to a Bradford-based community interest company which repurposes old laptops, desktops, tablets and phones before passing them on to asylum seekers and refugees to help them start their lives in their new country.

The operations team at Solidaritech wipes kit provided by businesses and individuals repairs any problems and allocates the equipment to migrants to enable them to pursue their studies, start businesses or convert their existing qualifications to UK standards.

Ben McKenna, Solidaritech founder and chief executive, visited MHA's head office on Manor Row to thank staff and receive a batch of laptops, power leads and smartphones which will now be reconditioned for future use.

Lee Bloomfield, MHA chief executive, said: *"Solidaritech makes a positive difference to the lives of digitally excluded people who want to do the best for themselves and their families.*

"Their objectives are firmly in line with the work of Manningham Housing Association.



"We are proud to support Ben and his team in enabling those in need to get online and access the services that they may otherwise miss out on.

"I would encourage other organisations or individuals with digital equipment they no longer need to get in touch with Solidaritech and help them continue their superb initiative."

Ben McKenna said: *"Solidaritech are hugely grateful for Manningham Housing Association's donation.*

"These laptops will benefit our clients, helping digitally excluded people access services, gain qualifications and start businesses.

"MHA's work to support all of Bradford's diverse communities aligns perfectly with Solidaritech's mission to ensure everyone is included digitally so they can play a full role in our society."

Formed in 2017, Solidaritech has provided over 4000 devices to digitally excluded people across the Yorkshire and Humber region.

Anyone wishing to learn more about what Solidaritech does or make a donation can visit its website at solidaritech.com or telephone 01274 288910 during normal office hours.

Tracie Naylor

Regeneration Manager



How We Are Making a Difference

At MHA, we believe that understanding and supporting those affected by dementia is critical to creating an inclusive and supportive environment for everyone. Our journey towards becoming a more dementia-friendly organisation starts with raising awareness, making thoughtful changes to our operations, and future-proofing our homes. Here's how we're making that vision a reality:

Raising Awareness: A Collective Effort

As a Dementia Champion, we aim to bring greater awareness to dementia throughout the organisation. This begins with engaging both our staff and tenants. By listening to the experiences and challenges faced by those living with dementia, and their families, we are better able to tailor our services and support.

By using **(SDM)**, we will track cases where tenants are living with dementia, enabling us to better understand their needs and provide personalised support. This approach will help ensure we respond effectively to any challenges they face and offer appropriate resources or adjustments to their living arrangements.

Supporting Staff and Tenants

Dementia doesn't only affect those diagnosed—it impacts their families and loved ones. Recognising this, our **HR team** is reviewing existing policies to ensure that employees who are caring for a family member with dementia receive the support and flexibility they need (what do you think? I don't think we have one? .

For both staff and tenants, we're in the process of compiling a list of external resources and support services to assist those who are struggling with dementia, either personally or within their families. We'll soon be sharing these resources to ensure everyone in our organisation knows where to turn for help and advice.

Becoming a Dementia-Friendly Organisation

Creating Dementia-Friendly Homes: 10 Criteria for New Builds and Existing Properties

In addition to awareness and support, we are making practical changes to our properties to ensure that people living with dementia can remain in their homes comfortably for as long as possible. We have adopted **10 Criteria for Dementia-Friendly New Builds**, this has been approved by the Mayor and Government which we'll also apply to our existing properties where possible. These criteria focus on elements like improved signage, clear lighting, and calming interior designs, which are known to benefit those living with dementia by reducing confusion and increasing safety.

By considering dementia-specific design factors early on, we hope to future-proof our properties and make them more adaptable for all residents.

Becoming Dementia Friends

As part of our commitment to creating a dementia-friendly community, we are proud to be involved with **Dementia Friends**, an initiative that provides advice and guidance on how to support those living with dementia. We encourage all our staff to visit Dementia Friends and using the passcode: **Man30807**.

Together, we can make a difference in the lives of those affected by dementia, creating a compassionate, understanding, and supportive environment for all.

Alzheimer's society is determined to make dementia a priority. This is why we have taken the heartbreaking stories of dementia from behind closed doors and made them public, made them loud, and made them impossible to ignore – so we can drive change and transform the lives of people with dementia now and in the future.



Attendance Allowance

Payable if your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety. <https://www.gov.uk/attendance-allowance>

Helpline Tel 0800 731 0122.

Seek advice and help with the application process as soon as possible as entitlement is taken from the date you request the application process.



Blue Badge Parking permit

Dementia is classed as a hidden disability and Blue Badges can sometimes be issued depending on the individual circumstances. Contact your local council to apply.



Council Tax

You may qualify for a 25% reduction of council tax due to a diagnosis of dementia. Ask your local council for more information.



AccessBus

0113 348 1903, Mon to Fri 7.30am - 4pm

www.wymetro.com/plan-a-journey/accessible-travel/accessbus/

A dial-a-ride bus service providing door-to-door local transport, seven days a week between 9am and 5pm. Anyone of any age can register for AccessBus. Once registered you will receive a welcome letter with your reference number and details of how to book the service.

If you are a person with dementia and want more information about applying for any of the above please contact

Alzheimer's Society

Leeds: memorysupport.lypft@nhs.net
or phone 0113 2311727

Wakefield: Wakefield@alzheimers.org.uk 01924 373264

National Dementia Helpline on 0333 150 3456

Other organisations

Bradford: Bradford Dementia Hub

Calderdale: Calderdale Dementia Hub

Kirklees: Kirklees Dementia Hub

Keighley: Dementia Friendly Keighley

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

City of Bradford MDC

www.bradford.gov.uk



10 reasons to choose My Home Contents Insurance Scheme this winter



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

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

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

0345 450 7288

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

The National Housing Federation working in partnership with Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>





Get in touch

MHA Direct Contacts

Customer Services:

01274 771144

Neighbourhood Officers:

Nazneen Zafar

01274 377221

Prafula Parsotam

01274 377214

Bharat Mistry

01274 377226

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

