

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





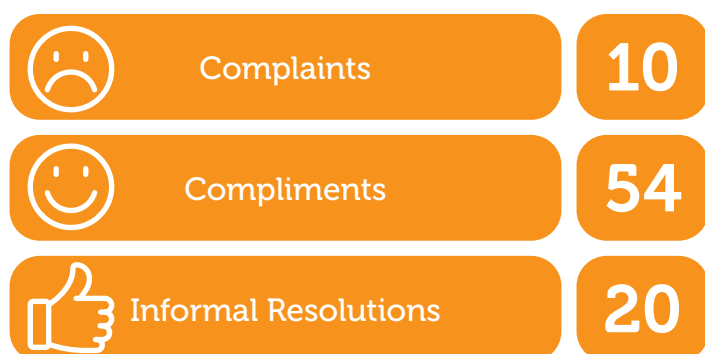
Lettings Data 2023/24:



ASB data 2023/24:



Complaints and Compliments



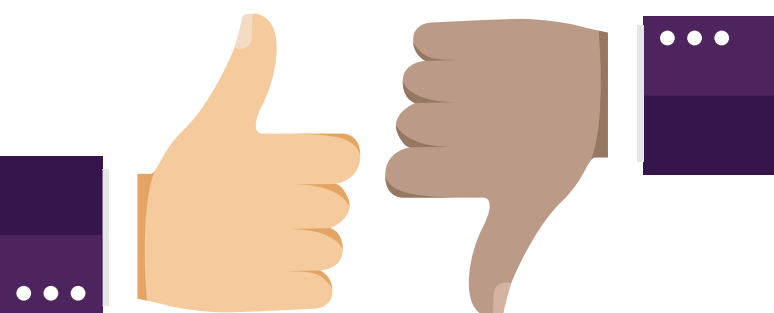
Learnings from complaints

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

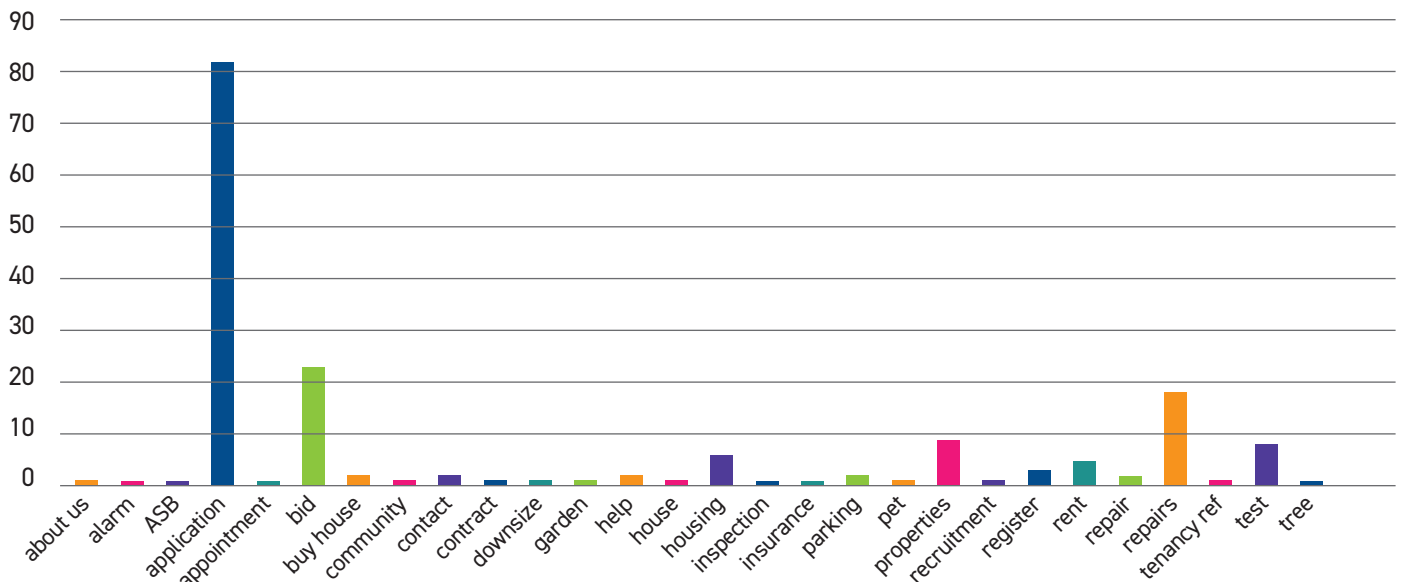
Legionella Management Plan Actions completed	100%
Fire Actions & Risk Assessments completed	100%
Annual Gas Safety Checks completed on time	100%
Asbestos Surveys completed	100%
Electrical Installation Condition Reports completed on time	100%
No of electrical tests completed this financial year	123
No 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:

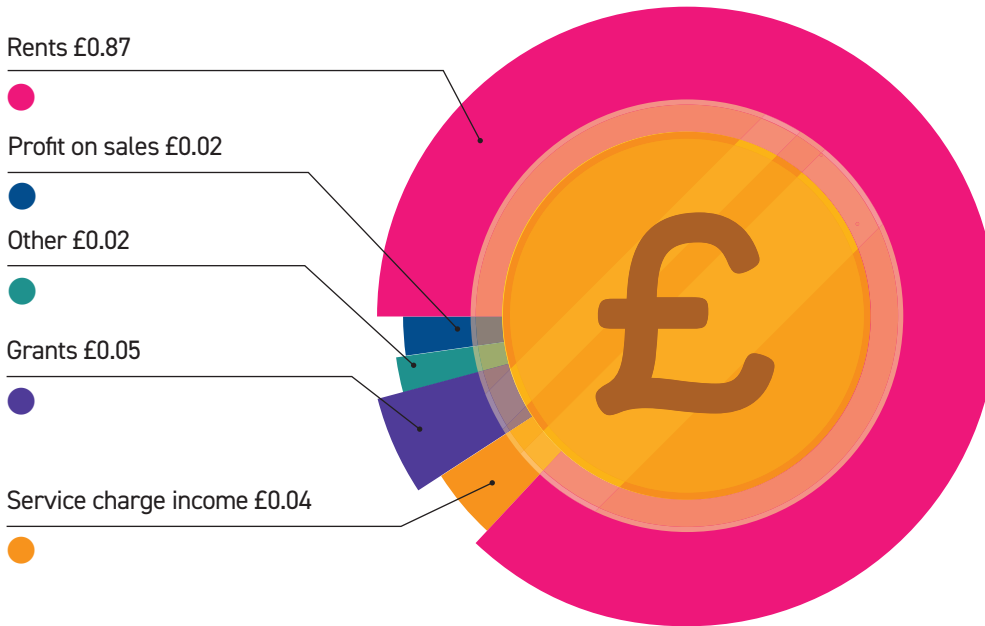
Charges for the servicing of a lift in an individual house

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:

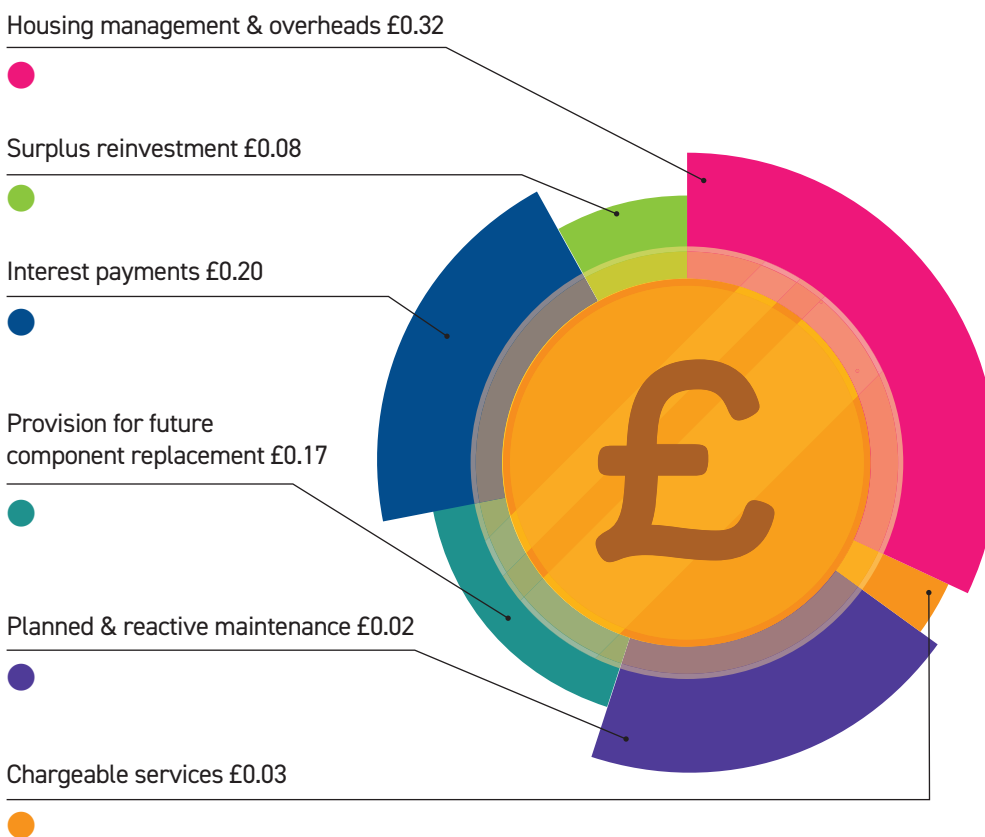
How our income is generated



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.

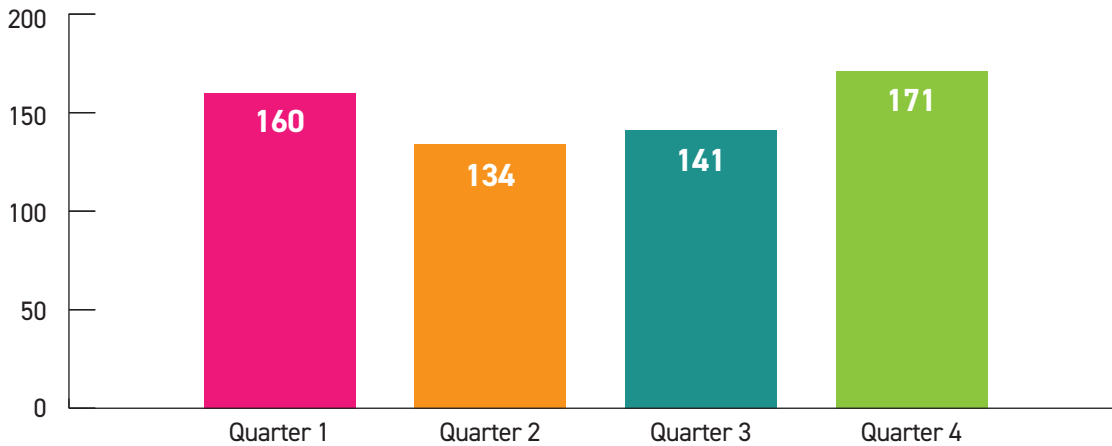
Faisal Khan

Welfare Benefits & Financial Support Officer

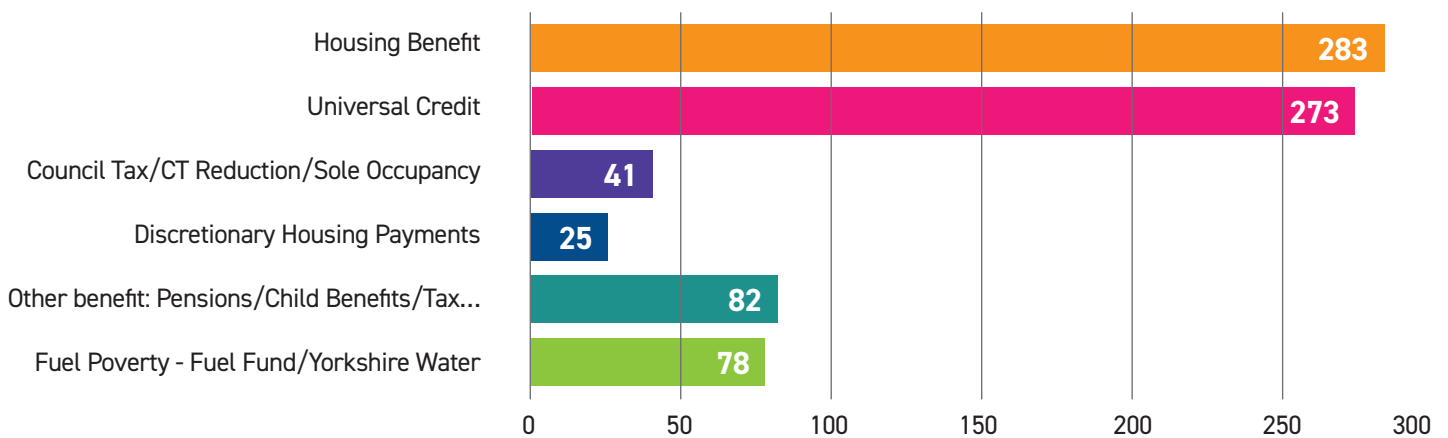


2023/24 Annual Stats

Tenants Supported (per quarter) 2023/24



Areas of Support Provided to Tenants 2023/24



Financial Support Provided to Tenants 2023/24

