



manningham
HOUSING ASSOCIATION

Summer 2025

Feedback

Latest news and events from Manningham Housing Association



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Welcome to Feedback Magazine

Latest news and events from Manningham Housing Association

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CEO Update

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

It has been a great start to the year. In February we received completion of a £5.1 million affordable homes development in Eccleshill, Bradford. The 'One Meadow Victoria Road' scheme comprises 24 properties - a mix of two, three and four-bed detached and semi-detached houses for social rent. This is in addition to the 20 new three- and four-bedroom family homes developed at Odette's Point in Keighley last year.

The newly constructed homes have been delivered through a partnership with Zentra Group with the support of Homes England and Bradford Council. The development is in a residential area approximately two miles northeast of Bradford city centre and is conveniently situated near community amenities including schools, shops, a health centre, and sporting facilities. It has been fantastic to welcome tenants to their new homes.

It was terrific to see so many people enjoying the Keighley Mela at Victoria Hall in December. More than 200 residents attended to enjoy a celebration of culture, unity, and festive joy. There was something for everyone including a visit from Santa Claus, a festive photo booth, DJ, henna art and facepainting, calligraphy, a charity clothes stall, bouncy castle, tombola, balloon modelling and a wide selection of food choices reflecting the region's rich culinary diversity. Alongside MHA residents and staff, representatives of the association's key partner organisations - including Bradford Council, West Yorkshire Police, Bradford 2025 UK City of Culture, Shipley College, Project 6 and Skills House - joined in the fun and ran pop-up stalls providing information on what they do. Feedback from attendees was overwhelmingly positive, with many praising the inclusive environment, enjoyable entertainment, and delicious food. We look forward to doing more of these events in the future.

In 2026 MHA will celebrate its 40th anniversary. The organisation was established in 1986 following a piece of research undertaken by the Bangladeshi Youth Organisation on the housing needs of the Black and Asian Communities in Bradford. In 1986 the organisation acquired two properties and has grown to an organisation owning 1,400 properties and housing over 6,000 residents. Over 70% of our homes are 3-bedroom plus. This is a remarkable achievement and a huge cause for celebration.



Lee Bloomfield
Chief Executive Officer



Please be advised that our office at **Bank House, 30 Manor Road** will be undergoing a **major refurbishment from November 2025**, subject to final Board approval. The project is expected to take approximately **12 months** to complete.

During this period, all **MHA services will continue to operate as normal**. However, the **Bank House office will be closed to the public** while refurbishment works are underway.

We are currently arranging **temporary office accommodation**, and full details of our relocation will be communicated as soon as they are confirmed.

For further information, please contact the MHA team on **01274 771 144**.

We apologise for any inconvenience this may cause and thank you for your **patience and understanding** during this important improvement to our facilities.

I hope you have a great summer, and I look forward to meeting many of you during the year.

Saqib Saleem
Director of Operations



Tenant Satisfaction Measures (TSMs) – 2024/25 Report

We're pleased to share our Tenant Satisfaction Measures (TSMs) results for the period April 2024 to March 2025. This marks the second year of reporting under the new regulatory requirement introduced in 2023 for all registered housing providers.

This year, we've been able to compare our performance with last year's results and those of 67 other similar sized organisations. We'll be sharing the outcomes and actions resulting from your feedback and data in future editions of our magazine.

TSMs Perception Measures: Your Feedback

310 customers were contacted during this reporting period and asked to rate our services based on the 12 TSM perception survey questions. We sincerely thank everyone who took the time to participate—your feedback is vital and helps shape the way we deliver our services.

Measure	MHA 2023/24	MHA 2024/25	Bespoke Housemark Median 2024/25
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	83.8%	82.3%	74.0%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	86.5%	82.4%	75.6%
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.	78.2%	82.1%	72.4%
Proportion of respondents who report that they are satisfied and that their home is well maintained.	87.1%	84.8%	74.7%
Proportion of respondents who report that they are satisfied that their home is safe.	92.6%	87.3%	80.0%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	79.4%	75.2%	65.0%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	91.7%	90.4%	74.2%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	93.0%	87.9%	78.8%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	41.3%	40.2%	37.8%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas.	75.0%	81.4%	70.1%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	82.3%	79.2%	67.1%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	75.2%	74.8%	61.0%

TSMs Management information: Our Performance

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

Measure	MHA 2023/24	MHA 2024/25	Bespoke Housemark Median 2024/25
Proportion of homes for which all required gas safety checks have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	100.0%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	86.3%	85.4%	85.9%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	92.2%	97.9%	95.9%
Proportion of homes that do not meet the Decent Homes Standard.	0.3%	0.0%	0.4%
Number of stage one complaints received per 1,000 homes.	6.7	28.1	47.6
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0%	100.0%	91.7%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0%	100.0%	90.0%
Number of stage two complaints received per 1,000 homes.	0.7	1.4	7.7
Number of anti-social behaviour cases opened per 1,000 homes.	12.6	18.2	27.2
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	1.4	0.6



Carolina Padovezi de Oliveira

Head of Corporate Services



Manningham Housing Association (MHA) is proud to have been named Landlord of the Year at the Northern Housing Awards 2025!

It was a night full of success for the Bradford-based BME housing association, with recognition in several other categories. Our Odette's Point scheme in Keighley was shortlisted for Best Affordable Housing Development (up to £5 million), and our Neighbourhood Services team made the finals for Northern Housing Team of the Year.

We were also delighted to see MHA Customer Panel member Tausif Mohammed win Tenant of the Year, after being named one of just four finalists from across the region.

This incredible haul of achievements shows the dedication of our staff, tenants, and community partners. A huge thank you to everyone who helped make this possible – we couldn't have done it without you! These awards don't just reflect a moment – they represent years of hard work, innovation, and collective effort.

Lee Bloomfield, MHA Chief Executive, commented:

"Being shortlisted for a single Northern Housing Award was an achievement, but being in the final reckoning for four was stunning. Winning two awards was incredible "Landlord of the Year" and "Tenant of the Year" for Tausif Mohammed was amazing."

"We often talk about the 'MHA family.' Everyone involved with what we do – tenants, staff, board members, project partners and the wider neighbourhoods in Bradford and Keighley where we operate – should feel a real sense of pride at this outcome."

Cym D'Souza, MHA Vice-Chair, added:

"Manningham Housing Association is an incredibly special organisation."



Landlord of the Year 2025!

"Giving people living in neighbourhoods, where significant underinvestment has led to lack of opportunities, the chance to live in a decent home and safe environment will always be our top priority. However, it is what we do beyond this that makes us stand out."

"Despite our limited resources, we are constantly seeking ways and means to do more and do it better. It is satisfying to know that this positive and ambitious approach has been recognised by the Northern Housing Awards judges."

The Northern Housing Awards took place on Thursday 1st May at Old Trafford, Manchester.



Why MHA Stands Out

Over the past three years, we've made incredible strides in improving our staff rewards, benefits, and wellbeing offer. To ensure we remain competitive, we recently worked with the National Housing Federation (NHF) HR Group to benchmark our employee offer and equipment for remote work. Housing associations across the UK voluntarily shared their data, and we compared where we stand. See the attached Excel, and if any questions or comments, let me know.

The results? We lead or align with the best in the sector.

Here's just a snapshot:

- **Annual leave:** Up to 31 days, plus your birthday off, volunteering days, and wellbeing extras, like your child's first day at school and birthday off
- **Pension:** Competitive with up to 10% matched contribution
- **Healthcare:** Cash plan with up to 100% reimbursement
- **Hybrid working:** 1-5 days from home, tailored to your role
- **Equipment:** Full remote work setup upon request (desk, chair, screen, tablet...)

*Why We Won

This isn't just about good policies – it's about **our people**. As the judges noted:

"Manningham provides an eclectic range of services to tenants that is unparalleled in the sector... innovation, research, and great customer experience – all qualities highly respected in any landlord."

And on Tausif:

Tausif Mohammed, 41, is a tenant of Manningham Housing Association (MHA) residing at Gillroyd Rise, Bradford. His parents are also MHA tenants. He serves as a director of the Hollings Youth Association, a Community Interest Company based at Penzance Court that has been working in the Manningham community for over 15 years.

Tausif plays an active role in shaping tenant experiences. He sits on various MHA panels, including the Customer Panel and the Scrutiny Panel, where he works to improve housing services and advocate tenant needs. He has also partnered with MHA to deliver numerous community projects, most recently the Manningham Jump project which provided 200+ individuals with an enriching experience.

As a dedicated community activist and scheme champion, Tausif is committed to enhancing the quality of life for young people. His interests align with community development principles, and he frequently organises diversionary activities to engage and support young people.

"Absolutely inspiring... a massive impact in his community... a true role model and excellent community activist."

From launching sector-leading digital tools and inclusive policies, to supporting thousands of tenants and transforming lives, this award is a reflection of every one of you.

Thank you for being part of something special!

Let's keep leading, together



Meet Our New Starters!

Saqib Saleem

Director of Operations



Saqib Saleem is a social housing professional with over 20 years of experience across the public and private sectors, including previous roles at Homes England, KPMG, and The Guinness Partnership. Saqib joins Manningham Housing Association from a housing consultancy firm where he led the Strategy and Regulation team covering housing regulation (including consumer regulation), housing policy, new entrants, and supported housing. Additionally, Saqib is a governance and risk expert, giving him a good all-around knowledge of social housing operations.

Saqib is passionate about creating the right environment for staff to thrive and ensuring that Manningham Housing Association continues to deliver for its customers and stakeholders.

Saqib is the executive lead responsible for the Consumer Standards.

Abid Mustafa

Head of Property Services



Abid rejoined Manningham Housing Association in 2025, bringing over 22 years of experience in Property Services within the social housing sector. Having previously spent nearly a decade with MHA, he is well-versed in the organisation's values and community ethos. As a strategic lead on property matters, Abid ensures the quality, safety, and sustainability of MHA homes. He is dedicated to continuous improvement and enhancing tenant experience. Abid also serves as the designated **Health & Safety Lead**.

Vincent van der Meulen

Property Asset Manager



Vincent van der Meulen is an experienced property and asset management professional with a foundation in architecture and over two decades of experience spanning housing, education, and public sector estates. He's led sustainability initiatives, compliance programmes, and capital investment planning with a strategic approach and a strong focus on long-term value.

Adelowo Adesoye

Maintenance Surveyor



With five years of experience, Adelowo is a skilled Quantity Surveyor with expertise in new construction, renovation projects, and residential, commercial, and social housing developments. His broad experience has provided him with a strong understanding of the built environment, coupled with excellent negotiation skills and a collaborative approach to teamwork.

Max Greenwood

Handy Person



Born and raised in Bradford, Max Greenwood brings a diverse skill set to his role as a Handyperson at Manningham Housing Association. With a background in art and design, he holds a degree in the field and has always had a keen eye for creativity and craftsmanship.



Salima Begum

Senior Customer Services Officer



Salima began her career as a Customer Service Assistant in 2022. Within six months, she was promoted to Customer Service Officer, where she developed her skills in handling a wide range of customer inquiries and efficiently liaising with internal departments and external contractors to resolve issues promptly. Her continued growth, commitment to delivering excellent service, and strong communication abilities have now led to her promotion to Senior Customer Service Officer.

Abubakr Choudhry

Customer Services Assistant



Abubakr Choudhry is a Customer Service Assistant who joined Manningham Housing Association in 2025. He brings diverse experience from his previous roles, including time at Incommunities in 2022, where he worked as an Employability Admin Assistant, helping tenants secure employment. He later joined the Money Matters team at Incommunities, managing rent payments, supporting tenants with arrears, and offering home visits to provide financial guidance and assistance with budgeting.

Amina Hussain

Corporate Assistant



Amina is new to Manningham in her role as Corporate Assistant. She has recently completed her Business and Management degree, which is where her interest in HR and project development has stemmed from. Having previously worked in HR for two years in a retail setting, she is now hoping to grow her knowledge and further develop her skills within this role. In her spare time, she enjoys socialising with friends and family and travelling.

Eyarun Nessa

Community Development Officer



Eyarun Nessa is a passionate community leader with over 20 years of diverse experience spanning computer programming, community development, law and the health sector. This extensive background enhances her efforts in grassroots engagement, digital support, and inclusive project development.

In the community sector, Eyarun has held various roles, including Community Development Officer and Board Member, contributing to strategic planning and governance. She has led impactful initiatives across Bradford, organising annual cultural events that attract thousands of attendees and spearheading community-driven projects like the renovation of community planters. Her collaborative work has earned her a BD25 Community Pillar nomination and recognition for her innovative strategies in community empowerment, budget management, and strategic leadership.

Sajid Qureshi

Community Development Officer



Sajid has extensive experience in supporting local people across the Bradford district through his work in the local authority and in community-based settings, specifically focusing on empowering disadvantaged communities across the Bradford district. With a background in providing advice, support, and guidance to long-term unemployed individuals regarding employment, training, and education, he is well-equipped to facilitate positive change. Sajid's experience primarily centres on working with Bradford's diverse BME communities, giving them a profound understanding of the unique challenges faced, including housing issues, multi-generational living, health disparities, language support, and living in disadvantaged neighbourhoods. He is a qualified Careers Guidance Officer, and furthermore, he brings substantial experience as a Training Officer and Employment Advisor.

Yasin Ali

Sports and Wellbeing Apprentice



Yasin joined Manningham Housing Association in 2025, bringing a fresh, ambitious perspective rooted in his passion for community development and a strong background in both physical and mental healthcare. As a valued member of the Community Engagement Team, he is committed to creating a supportive, inclusive, and evolving environment for all residents.



Carolina Padovezi de Oliveira

Head of Corporate Services



Manningham Housing Association retains ISO 30415 and reinforces world leading position on Diversity and Inclusion



Manningham Housing Association (MHA) has again met the global Standard for Diversity and Inclusion in HR Management, building on its unique status as the first housing association in the world to achieve it.

ISO 30415 is an internationally recognised certification that endorses exemplary practices in diversity and inclusion within organisations.

The accolade is awarded after a comprehensive assessment, including on-site evaluations and extensive discussions with employees and stakeholders.

It was first bestowed on MHA in 2023, and, following an assessment review earlier this year, it has been confirmed that the Bradford-based BME housing association continues to meet the requirements.

In his final report, John Mulholland from the Centre for Assessment – an accredited certification body – describes MHA as “a good place to work” and “a good example for diversity in the workplace”.

He praises the association, which owns and manages more than 1,400 affordable homes for over 6,000 residents in Bradford and Keighley, for “fostering an inclusive culture where people from a wide variety of backgrounds can be themselves at work and are encouraged to give their best at work.”

He continues, “Diversity and inclusion are deeply embedded in policies and staff practices, and as a result, people described a family-like working environment.”

Mr Mulholland also references several examples of MHA’s work to champion inclusiveness, such as embracing the LGBTQ+ Housing Pledge, producing a new Equality, Diversity and Inclusion strategy, using digital innovation and AI to improve accessibility to services, and working effectively with external partners to extend its range of services and housing provision.

He adds: “The recent appointment of three female members onto the leadership team offers not just additional skill sets and perspectives but also serves as an example to others of pathways to success.”

Commenting on the Centre for Assessment report, Nadim Khaliq, MHA Head of Housing Services, said:

“The assessment review was conducted over a two-week period in late February and early March.

“It incorporated a review of our key policies and documents, an analysis of self-assessment documents and a series of focused conversations between the independent assessor and key personnel.

“I want to thank the assessor for the professional approach he took throughout the process and for appreciating the deeply held values and principles that Manningham Housing Association represents.”

Rupert Pometsey, MHA Chair, added:

“We are proud to retain ISO 30415, which is regarded as a global badge of honour for employers committed to Equality, Diversity and Inclusion”.

“It was a special achievement for MHA to be the first housing association in the world to achieve the Standard, but it is equally important for us to continue building on that success and raise the bar even higher in everything we do.

“In his report, the independent assessor confirms that we are continuing to make excellent progress across our full range of activities. That is great credit to the MHA family and the togetherness for which we are renowned.”

Manningham Housing Association has been nominated for the “Active Workplace Award



We are excited to share that Manningham Housing Association was nominated for the “Active Workplace Award” at the 9th Bradford Sports Awards.

This recognition celebrates our ongoing commitment to staff wellbeing and the fantastic work we’ve been doing in partnership with JUMP – from wellbeing challenges and movement-based activities to promoting a healthier, more connected work culture.

The awards took place on 8th May

It was a brilliant evening celebrating local sporting achievements and bringing communities together.

Our nomination is a testament to the collective effort of everyone who has taken part in our well-being initiatives and helped make MHA an active, positive workplace.

Thank you all!



Free 0300 numbers

We’re excited to announce that we now have two new 0300 numbers to make it even easier for you to get the support you need:

0300 102 0038 – For Benefits Advice

0300 102 0039 – For Rent Queries

But that’s not all! You can also contact us for free through:

Chatbot with Live Chat on our website <https://manninghamhousing.co.uk/>

Email us at info@manninghamha.co.uk

Tenant Portal at MyMHA <https://mymha.manninghamhousing.co.uk/auth/login?r=dashboard>

We’re committed to making our services as accessible as possible to support you during challenging times.

Get in touch with us; we’re always happy to help!



Tracie Naylor

Head of Development, Regeneration and Growth



One Meadow, Victoria Rd Eccleshill Bradford BD2 2BN

Exciting News – Full Scheme Now in MHA Ownership!

We are excited to announce that Manningham Housing Association (MHA) has secured another deal and are delighted to announce the £1.1million scheme at One Meadow, Victoria Road, Eccleshill, Bradford comprising of 2 three – bed and 3 four-bed detached houses for social rent. The additional 5 homes are the last and final acquisition at One Meadow, Victoria Road.

With this acquisition, MHA now owns the entire Victoria Road development, comprising 24 high-quality homes—all for social rent with a mix of 5 two- bed homes, 14 three- bed homes and 5 four - bedroom, town house, semi-detached and detached properties. This represents a total investment of £5. million, with support from Homes England and Bradford Council, as part of our continued commitment to meeting local housing needs across Bradford and Keighley.

The 24 new affordable homes mark a significant step forward in our mission to provide high-quality, affordable housing solutions for the local community.

The scheme would not be possible without our ongoing support Homes England, Bradford Council, our dedicated staff, board members, investors, our partnership with Zentra Group and, most importantly, our customers. Having a partnership with the Unity Community Development Consortium enables MHA to access grant funding and continue our work in supporting the community.

Development Overview: Zentra Group was granted planning permission for 24 homes consisting of 2, 3- and 4-bedroom, town house, semi-detached and detached properties.

The overall development is located 2 miles north-east of Bradford City Centre. The scheme is situated in a densely populated residential area, with an element of newbuild housing nearby.



Development



It is in an established local community with a robust identity and reliable communal services, ensuring a high quality of life for its residents. The proximity to MHA existing housing stock and the high demand for housing in the area contribute to the long-term viability of the project for current and future generations, and most meet dementia- friendly criteria.

Also offering easy access to various amenities, it is close to a number of major schools both primary and secondary, health centre, sports facilities and supermarkets. Furthermore, the homes fall within MHA key development areas, experiencing a substantial demand for housing. It has a settled BME community, making it a desirable place for tenants to call home.

By also having reduced carbon footprint and achieving an expected minimum energy performance rating B or greater, they are designed to be low maintenance and adaptable to future need.

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 BME 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 Bradford. 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.

Repairs & Maintenance

MHA Launches Handy Person Service to Support Tenants and Speed Up Minor Repairs

MHA is pleased to announce the introduction of a dedicated Handy Person Service, created to provide quicker responses to minor repair requests and offer additional support to vulnerable residents.

The Handy Person will be on hand to tackle small jobs around the home that, while minor in nature, can often cause inconvenience or distress if left unresolved. From fixing loose cupboard doors and dripping taps to replacing window handle, minor fencing work, wash treat minor mould issue and small stain blocking small area where previous leak may have happened, these everyday tasks will now be completed quickly and efficiently—reducing wait times and helping tenants feel more comfortable in their homes.

This service ensures that tenants no longer need to wait for a scheduled contractor for smaller jobs any longer, freeing up resources for more complex repairs while keeping homes in good condition.



Monuhar Ali
Senior Maintenance Surveyor

Alongside speeding up minor repairs, the Handy Person is also available to support vulnerable residents who may struggle with basic tasks. Whether it's moving changing light bulb, putting up shelves, or offering help with small but important task, the role is designed to provide a reliable, friendly service that makes a real difference.

“We know that small jobs can become big worries for our tenants—especially if they’re left waiting for long time. This service means quicker fixes and extra support for those who need it most.”

Fully trained, the Handy Person works closely with our housing teams to respond promptly and provide a dependable, respectful service to all tenants.

MHA remains committed to improving the day-to-day experience for all residents. The Handy Person Service is another step towards faster, more responsive repairs and better support for everyone in our communities.



Handy Person – Max Greenwood

Monuhar Ali

Senior Maintenance Surveyor



Cyclical Painting Programme 2024/25

Working with Local Contractors

We're proud to be working with **LDC Decorators**, our preferred local contractor based in Halifax. LDC has a strong track record for quality and reliability and has worked closely with MHA on similar projects in the past.

Thank you in advance for your support and cooperation. By working together, we can keep our homes and neighbourhoods well cared for and looking their best.

If you have any questions about the programme or need assistance with access arrangements, please contact our customer services team.



As part of our commitment to maintaining high-quality homes and neighbourhoods, we're pleased to share details of our **Cyclical Painting Programme for 2025/26**. This year, we'll be carrying out external paintwork to **245 properties** across our stock.

What Will Be Painted?

If your property is included in this year's programme, the following external elements will be painted:

- Timber windows
- Timber and composite doors
- External timber fencing
- Metal railings and gates

What We Need from You

To help the work go smoothly, we kindly ask all residents to:

- Ensure **access is available** when the contractor is on site
- Make sure **fences are clear of any obstacles**, such as garden furniture, bins, or plants
- Be ready to **open windows and doors** on the day of painting, where applicable

Our contractor will write to you one week before work starts on your property to confirm the schedule.



Your Safety Matters



Why Fire Risk Assessments and Gas Safety Checks Are Essential

Hello everyone,

I'm pleased to introduce myself as the new Property Asset Manager here at Manningham Housing Association. My role is to ensure that your homes are safe, well-maintained, and meet all legal and safety standards. I'm passionate about making sure our properties are not just places to live—but places where you can feel secure and supported.

One of the most important parts of my job is overseeing compliance checks, these include fire risk assessments to all our communal blocks, gas safety inspections, electrical testing, and more. These checks are not just legal requirements, they are vital for your safety and the safety of your neighbours.

Why Are These Checks So Important?

- Fire Risk Assessments help us identify and remove potential fire hazards. This includes checking fire doors, alarms, escape routes, and more.
- Gas Safety Checks ensure that boilers, and heaters are working safely and efficiently, preventing risks like carbon monoxide leaks.
- Electrical Safety Inspections reduce the risk of electrical fires and shocks.
- Asbestos Surveys, water hygiene checks, and lift inspections are also part of our routine safety programme.

These checks are carried out by qualified professionals and are scheduled regularly to keep your home compliant with UK safety laws.



Vincent van der Meulen

Property Asset Manager

What Happens If Access Is Denied?

We understand that life can be busy, but not allowing access for these checks puts everyone at risk. If we are unable to complete a safety inspection due to missed appointments or denied access, we are legally required to take further action.

In such cases:

- **Legal action may be taken** to gain entry, which can be stressful and costly for everyone involved.

We want to avoid this at all costs. That's why we ask for your cooperation in keeping your home safe.

Working Together for Safer Homes

My team and I are here to support you. If you have concerns about an upcoming inspection or need help understanding what's involved, please don't hesitate to get in touch. We're happy to explain the process and work with you to find a suitable time.

Together, we can ensure that your home remains a safe, warm, and welcoming place to live.

Thank you for your cooperation—and I look forward to working with you all.



Harry Manford

Neighbourhood Team Leader



Manningham Housing Association (MHA) has recently completed a **Neighbourhood Patch Review** to ensure we continue delivering a responsive, consistent, and community-focused service.

As part of this review, we're pleased to announce that our **Neighbourhood Team has expanded** and patch responsibilities have been updated. These changes will help us strengthen our presence across all our areas and make it easier for residents to know who to contact.

Meet Your Neighbourhood Team

- **Femi Metzger** has joined the team full time and now covers Keighley and surrounding areas.
- **Nabeela Naseem** also joins us full time from the customer services team and will be looking after properties in Central Bradford, Eccleshill, Queensbury and Frizinghall (amongst others).
- **Prafula Parsotam and Carly Sharp** continue to job share, with Prafula starting Mondays to Wednesday AM and Carly taking over from Wednesday PM to the end of the week. Together, they cover Great and Little Horton, Wilsden and surrounding neighbourhoods.

Neighbourhood Team Up-dates

- **Nazneen Zafar** works mornings throughout the week and covers Central Bradford and Pollard Park areas.

For a comprehensive list of area coverage for your neighbourhood officer, please visit our website: <https://manninghamhousing.co.uk/about-us/our-teams/neighbourhood-team>

The patch review helps us assess how we deliver frontline services, identify local priorities, and ensure all areas receive the right level of attention and support.

With a larger team and clearly defined areas, we can respond to estate issues more efficiently, build stronger relationships within our communities and improve the visibility and accessibility of your Neighbourhood Officers.

We look forward to continuing to work closely with you to keep our communities clean, safe, and welcoming.

If you'd like to speak to your Neighbourhood Officer, please contact us or visit the MHA website for more information.



Femi Metzger



Nabeela Naseem



Prafula Parsotam



Carly Sharp



Nazneen Zafar

Car Parking in Our Community – An Update

Last year, we shared important changes to how Manningham Housing Association (MHA) deals with car parking concerns. We explained that MHA no longer treats car parking problems as Anti-Social Behaviour (ASB), as most issues are not serious enough to fall under that category.

However, we are still receiving a number of calls about parking disputes.

We understand that parking can be difficult and sometimes frustrating, especially in busy neighbourhoods. But it is in everyone's interest to try and resolve these matters politely within the community or through the correct authorities.

A Reminder of What You Can Do

- **Talk to your neighbour first:** Many parking issues happen by accident. A calm and respectful conversation often goes a long way.
- **If the parking is illegal** (e.g., blocking a driveway, parked dangerously, or misusing a disabled bay), **contact the Local Council or the Police.** These organisations have the power to take enforcement action—MHA does not.



Carly Sharp

Neighbourhood Officer

- **If the parking is legal** (e.g., on a public road or shared area), unfortunately, no action can be taken, even if it causes inconvenience.

Mediation Support

If talking things through doesn't help, MHA may be able to offer **mediation**—a process where an independent person helps both sides come to an agreement. All parties must be willing to take part for this to work. Mediation can be a helpful way to stop things from getting worse.

Let's Work Together

As a community, it's important we look out for each other. Parking problems are best resolved through open communication, mutual respect, and by using the correct channels where necessary.

By working together, we can keep our neighbourhoods safe, friendly, and fair for everyone.



Harry Manford

Neighbourhood Team Leader



Help Us Improve How We Tackle Anti-Social Behaviour

At Manningham Housing Association, tackling anti-social behaviour (ASB) fairly and effectively is one of our top priorities. We're proud of the work we already do, with many of our cases resolved quickly, and our teams work hard to keep neighbourhoods safe and respectful.

But we also know that there's always room to improve, especially when it comes to being clear and consistent about the process. That's why we're reviewing our ASB procedure and inviting tenants to help shape what happens next.

Why are we reviewing the procedure?

Our Tenant Satisfaction Measures (TSMs) show we're performing above average when it comes to handling ASB, something we're really proud of. Our Service Improvement Group also recognises the good work already being done. At the same time, they've helped us identify a great opportunity to make the process even clearer, more structured, and easier to follow for everyone involved from start to finish.

What's changing?

We're working on a new **3-stage ASB procedure** that ensures fairness, accountability, and regular updates for all involved.

- 1 Stage 1:** We investigate and give a **first written warning** or offer an informal resolution.
- 2 Stage 2:** If the behaviour continues, a **second written warning** is issued, followed by a final warning if needed.
- 3 Stage 3:** If the issue continues or is serious enough, we move to **legal action**.



At every stage, both the complainant and the person accused of ASB will be interviewed, and both will receive a written outcome.

We want your input

We're involving tenants right from the start. Over the next few weeks, we'll be setting up **focus groups** where you can help review the draft process, give feedback on example letters and forms, and tell us what you think is fair and clear.

This is your chance to help design a process that works for the whole community.

Get involved!

We'll run both in-person and online sessions. All tenants are welcome, you don't need experience with ASB to take part. We'll provide all materials in clear, simple formats and can support with transport or interpretation where needed.



To register your interest, email sayful.alam@manninghamha.co.uk



Or call us on **01274 771144**



Or speak to **Sayful Alam** our Customer Involvement and Engagement Officer

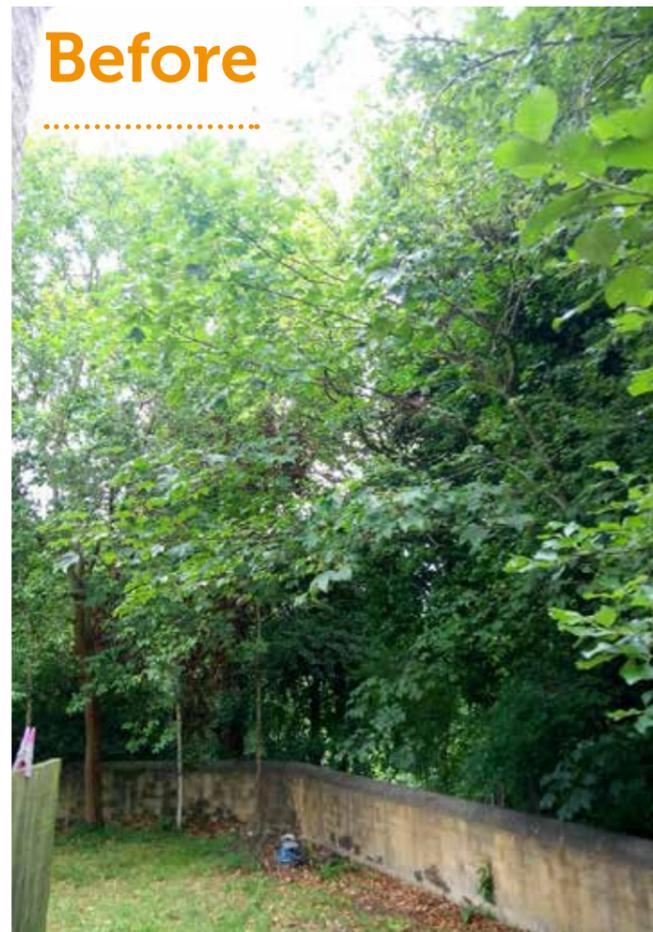
Together, we can build on what works and make it even better.

Looking After Trees in Your Garden

As a reminder to all residents, trees within your garden are your responsibility to maintain. This includes any part of the tree that may overhang into your own or your neighbour's garden. Regular upkeep is essential to prevent trees from becoming overgrown or unmanageable.

We strongly recommend that you prune and maintain your trees on a consistent basis. Well-maintained trees not only keep your garden looking tidy, but also help prevent potential issues such as blocked light, falling branches, or root spread.

Please note that the housing association will only intervene if a tree is causing damage to property – such as buildings, fences, or underground services.



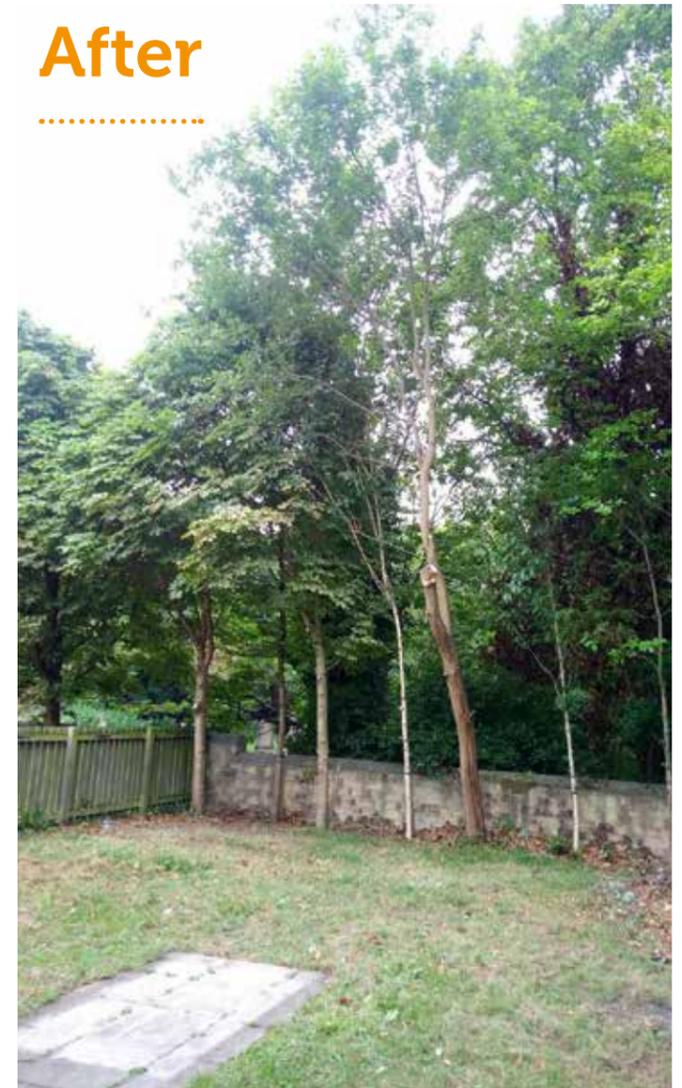
Before



Sajid Mahmood

Senior Estate Caretaker

After



If you're unsure about how best to maintain your trees, consider seeking advice from a professional tree surgeon or arborist.

Let's all do our part to keep our community safe, tidy, and pleasant for everyone.

For further information, contact MHA: **01274 771144**

Craig Barron

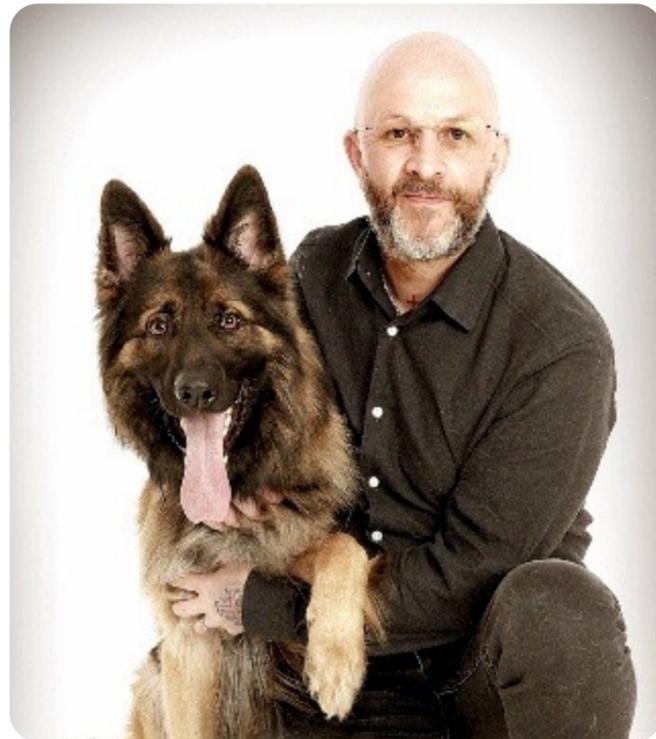
NHW Co-ordinator for Etna Street



Customer's Corner – Community Safety Project

Neighbourhood Watch is a residents & West Yorkshire Police partnership scheme to deter criminal activity in the area and to enhance the environment for the benefit of the residents of the area and surrounding neighbourhood.

Neighbourhood Watch was first introduced to West Yorkshire in 1985 and has developed into the largest voluntary community safety partnership in the UK. It is an excellent example of communities working together with the Police to address local concerns such as burglary, anti social behaviour, cyber and vehicle crime.



You can become an active participant, simply by watching over yours or your neighbour's property, observing any untoward activity in your location and, without putting yourself at risk, taking note of car registrations, recording details of suspicious individuals and reporting incidents to the Police.

Being part of the Neighbourhood Watch initiative benefits residents and the wider community. Watch schemes are free of charge and open to all residents. More information can be found about Neighbourhood Watch at:

www.westyorkshirepolice.uk.nhw

NHW Co-ordinator for Etna Street & MHA Scheme Champion: Mr Craig Barron no.7 - please feel free to make contact if you have any questions.



Our Roadmap for a Stronger Future

At Manningham Housing Association, the Community Investment Team is at the heart of everything we do. It goes beyond providing homes; it's about creating lasting, positive change in the communities where we operate. We believe that building strong, resilient communities is integral to our mission, and we're committed to making a difference by investing in initiatives that support the overall well-being of our residents.

Our approach to community investment encompasses a broad range of areas, from improving living conditions to enhancing access to education, employment, healthcare, and environmental sustainability. Social inclusion and cost-of-living support are also key priorities, as we work towards creating an environment where every resident can thrive. This holistic approach ensures that our impact goes far beyond the physical structures we build, fostering communities where people can achieve long-term, positive outcomes.

The Roadmap for 2025-26 and Beyond

In line with our commitment to driving meaningful change, we've developed a clear 12-month roadmap outlining key ambitions and projects that will shape the future of our communities. These initiatives span multiple neighbourhoods and are designed to address the most pressing needs of our residents. They reflect



Sadar Uddin

Community Partnership and Investment Manager

our dedication to providing not only housing but also access to essential services and opportunities that improve quality of life.

Our roadmap lays out a strategic plan that will guide our efforts and help us measure success. Each initiative is tailored to the unique needs of the communities we serve, ensuring that we make the most impactful contributions possible.

Get Involved and Make a Difference

We believe that true community investment is a partnership. That's why we are actively inviting local businesses, organisations, and individuals to collaborate with us on the delivery of these projects. Whether you have expertise in education, sustainability, or social services, your contribution can help us achieve our shared vision for a better future.

If you're interested in joining us or have ideas to share, we encourage you to get in touch with our Community Investment team. You'll find the contact details on the centre page of the Roadmap, and we would love to hear from you about how you can help us create a more vibrant, sustainable, and inclusive community for all.

Together, we can build a brighter, stronger future for the residents of Manningham and beyond.



Community Investment Roadmap for 2025/26



For further information please contact MHA: 01274 771144
 WhatsApp: 07900740879
 Email: CPI@Manninghamha.co.uk

Disclaimer: The initiatives and Programmes outlined in this document represent our aspirational vision for 2025-2026, subject to available funding, partnership support, regulatory approval and evolving community needs.



Quaker Street & Hendford Drive Clean-Up Campaign, delivered in partnership with Bradford City Council, Carlton Bolling School, the Police and the Fire Services. A Step Towards a Healthier, Happier Community

Community in Action!

A recent clean-up campaign at Hendford Drive and Quaker Street has brought together residents, volunteers, and local organisations (in conjunction with Manningham Housing Association (MHA), In Communities, the Police, Fire Brigade, and Bradford City Council) in a united effort to make our neighbourhood cleaner, safer, and more beautiful. With a shared goal of restoring pride in our community, participants took to the streets with gloves, bin bags, and determination to rid the area of unsightly litter.

The Benefits to the Local Community

Keeping Streets litter-free is about more than appearances. A clean environment has lasting benefits for everyone:

- **Health and Safety:** Litter often attracts vermin, which can spread diseases. By removing waste, we create a safer, healthier space for all residents.
- **Community Pride:** A clean neighbourhood fosters a sense of pride and encourages everyone to take responsibility for their surroundings.
- **Environmental Impact:** Proper waste disposal helps protect local wildlife and keeps harmful materials out of our soil and waterways.
- **Social Cohesion:** Events like these bring people together, strengthening community bonds and encouraging continued involvement in local issues.

A Simple Message: Bin Your Litter

To maintain the positive changes from the clean-up campaign, we must all do our part—whether that's picking up a stray wrapper or making sure our rubbish always goes in the bin. Small actions make a big difference. Let's all look after our environment. By keeping Quaker Street & Hendford Drive litter-free, we're not only preserving our green spaces, but also setting an example for future generations. Together, we can build a community we're proud to call home.

Let's Keep Quaker Street and Hendford Drive Clean. Let's Keep It Ours.

Together we can make a Real Difference



Gardening Competition 2024

Description of Garden – Winning Entries (2024)

Kismat Gardens

Ms. Razia's front and back gardens offer a vibrant and welcoming display of colourful flower tubs and planters. The cheerful palette creates a lively atmosphere, while her dedication to cleanliness and maintenance ensures the garden remains consistently tidy and inviting.

Juniper Close

At the rear of her property, Ms. Begum has cultivated a charming garden filled with fruit trees and vegetable plants. Despite the setbacks caused by heavy rainfall, she has managed to achieve noticeable vegetable growth. Her perseverance and positive spirit in overcoming challenging weather conditions are truly admirable.

Clarendon

Mr. Shaheen's garden is rich with vegetable plants, thriving in spite of limited sunshine and warmth. His unwavering commitment and determination are evident, as he continues to nurture his garden with care and resilience against less-than-ideal conditions.

Clarendon

Ms. Maroof has created a delightful floral retreat in both the front and back of her property. Her garden showcases a diverse selection of beautiful flowers, maintained with precision and attention to detail. The immaculate presentation reflects her passion for gardening and creates a charming, picturesque space.



Sayful Alam

Customer Engagement and Involvement Officer

Hollings Square – Overall Winner

Mr. Khan's garden stands out for its meticulous care, vibrant floral displays, and overall excellence. Both clean and colourful, the garden features a stunning mix of well-maintained flower plants. Mr. Khan goes above and beyond, even tending to the boundaries of neighbouring properties. His perfectly trimmed lawn and commitment to detail make this garden a model of perfection and the deserving overall winner for 2024.



Moulson Court

Mr. Sha, a retired gardener, brings a lifetime of experience and passion to his front and back gardens. His space features a harmonious blend of vegetables and flowers, all expertly maintained. The garden's neatness and vitality reflect his deep love for gardening and the skill of a seasoned horticulturist.

Sayful Alam

Customer Engagement and Involvement Officer



Mela 2024

MELA 2024, hosted by Manningham Housing Association (MHA), brought residents of Keighley together for a lively and heartwarming evening at Victoria Hall on 10th December 2024. From 6:00 PM to 8:00 PM, attendees of all ages immersed themselves in an event brimming with activities, entertainment, and community spirit. The event's central theme—"Celebrating the Festive Period"—highlighted the shared joy of Christmas while promoting community cohesion and cultural appreciation.

Families and children were treated to a variety of interactive experiences, including, children's activities, agency stalls, community and informational activities and The Fun Experts put on a plethora of activities and stalls for all to enjoy.

A special highlight of the event was the calligraphy workshop, which drew enthusiastic participation from both children and adults. This interactive experience offered attendees a chance to learn a new art form, fostering creativity and shared learning.



No community celebration is complete without good food, and MELA 2024 delivered with an array of delicious dishes that reflected the region's rich culinary diversity.

These diverse options satisfied a variety of tastes, contributing to the festive atmosphere and ensuring that there was something for everyone to enjoy.



Informative Booths and Community Resources

Keighley CHRISTMAS MELA 2024 also served as a platform for raising awareness about community support services. Informational booths provided valuable resources for residents. The Community Safety Booth, staffed by police officers and Bradford City Council ward officers, offered essential safety tips and guidance. Meanwhile, MHA's own booths shared information on the support services available to residents, and a charity clothes stall reinforced the event's spirit of generosity and community support.

Feedback and Opportunities for Growth

Feedback from attendees was overwhelmingly positive,



with many praising the inclusive environment, enjoyable entertainment, and delicious food. Several attendees suggested future enhancements, such as adding more games, arts and crafts, desserts, and daytime schedules to make the event even more accessible.

Attendance and Community Response

Expected attendees 281. In CHRISTMAS MELA in Keighley 164 participated, reflecting strong community interest and engagement. The event's thoughtful planning and family-friendly activities were widely appreciated, with many expressing gratitude for MHA's efforts to create an inclusive, joyful gathering.

Community Feedback:

"Absolutely fantastic event. Great to see the community come



- together and families enjoying themselves"
- "Great options and food. Nice to see people giving a helping hand"
- "Entertainers for Kids"
- "Thank you for a lovely evening. Merry Christmas everyone"
- "The food was lovely excellent choices"
- "Excellent food. Plenty of activities for the children. DJ good."
- "Excellent"

Conclusion

Keighley Christmas MELA 2024 was far more than a single event—it was a vibrant celebration of unity, culture, and community spirit. Through a dynamic blend of entertainment, creativity, and cultural appreciation, Manningham Housing Association successfully fostered an inclusive space where people from all walks of life could come together in festive joy. The valuable feedback from attendees will play a vital role in shaping future MELA events, ensuring they continue to inspire togetherness and inclusivity across Bradford and Keighley. A heartfelt thank you goes out to MHA's MELA working group for their dedicated efforts in making the Keighley Christmas MELA 2024 a resounding success.



Faisal Khan

Welfare Benefits & Financial Support Officer



Call Us for Free Today

If you're dealing with money worries, struggling with rent, or unsure about your benefit entitlements, we're here to help—and it won't cost you a penny to get in touch.

We've set up two dedicated Freephone numbers so you can speak directly with the right team:

0300 102 0038 – Benefits Advice Line

Get clear, confidential advice about benefits, support with claims, and help understanding what you're entitled to. Whether your circumstances have changed or you just need some guidance, we're only a phone call away.

Need Help with Benefits or Rent?

0300 102 0039 – Rent Queries

Got a question about your rent? Need help with payments or worried about arrears? Call this number to speak to someone who can support you with rent-related concerns.

Why Use Our Freephone Numbers?

- They're free to call from most phones
- You'll get through to someone who can help, directly
- No long waits or confusing menus
- Support is friendly, confidential, and judgment-free

Don't wait until things get worse.

The sooner you reach out, the more we can do to help—so pick up the phone today.

Have you updated your new rent on Universal Credit for 2025/26?

Updating Your Rent on Universal Credit – What to Do

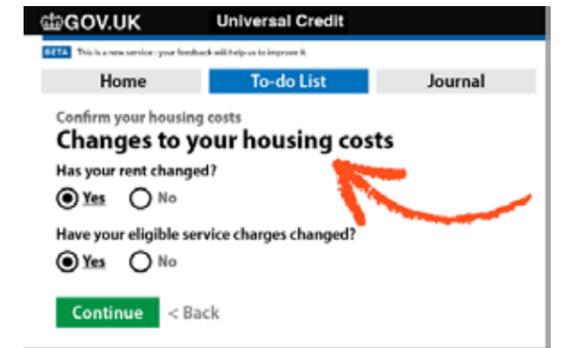
From 14 April 2025, your rent has changed. If you have not already done so, please make sure you report the new 2025/26 housing costs/rent details to Universal Credit.

How to update your housing costs (step-by-step):

- Log in at: www.universal-credit.service.gov.uk/sign-in
- Go to your To-Do List
- Click "Confirm your housing costs"
- Enter the new weekly rent and charges from the Annual Rent Change letter sent to you by MHA. If you don't have the letter, please contact MHA and we will be happy to provide you the correct details.

Why it's important:

- If you don't update it on time, you might miss out on money towards your rent
- UC won't usually backdate late changes



Why Paying Rent by Direct Debit Just Makes Sense

Let's face it — no one enjoys remembering bill deadlines or scrambling to make last-minute payments. That's where direct debit comes in. More and more tenants are choosing to pay their rent this way, and for good reason. If you haven't already made the switch, here's why it might be the smart move for you.



1. It's One Less Thing to Worry About

With direct debit, your rent comes out of your account automatically on the agreed date. That means no more setting reminders, logging into your bank app every month, or stressing about late fees. It's set-it-and-forget-it peace of mind.



2. Helps You Stay on Track Financially

Rent is likely your biggest monthly expense. By automating the payment, you're building a consistent routine into your budget. You always know when it's coming out, so you can plan around it and avoid any surprises.



3. Never Miss a Payment

Missed rent payments can lead to serious issues. Direct debit drastically reduces the risk of that happening.



4. It's Safe and Secure

Direct debits are covered by banking protections that guarantee you're always in control. If there's ever an error, you're entitled to a refund. Plus, your details are handled through secure systems, so your payment is protected.

Ready to switch to direct debit? It's simple to set up — Just call us and we will guide you through the process.

Paying rent by direct debit isn't just convenient — it's smart, secure, and one less thing on your to-do list. Why not make life a little easier?

Help To Save – for working people on eligible benefits

The DWP Help to Save scheme is a UK government savings initiative run by the Department for Work and Pensions (DWP) and HMRC.

It's designed to help low income employed people build up savings with a 50% bonus from the government. The scheme lasts for 4 years.

Eligibility

You can apply if you meet any of the following criteria:

- Entitled to Universal Credit and your take-home pay of £1 or more in your (or your and your partner's, if it's a joint claim) last monthly assessment period.
- Receiving **Working Tax Credit**
- Entitled to **Working Tax Credit** and receiving **Child Tax Credit**

How much you can save:

- You can save between £1 and £50 per month
- You do not have to pay money in every month
- You can close the account at any time, but you may not qualify for the next bonus



Government bonus:

- Help to Save bonuses are based on the highest balance achieved, not the ending balance
- After 2 years, you get a 50% bonus on the highest balance you've achieved (up to a maximum of £600)
- After 4 years, you get another bonus — 50% of any extra amount you've saved beyond your highest balance in the first 2 years
- In total, you can earn up to a maximum of £1,200 in bonuses over the 4 years

Withdrawals:

- You can take money out whenever you need to, but it might affect your bonus
- You can only withdraw money from your Help to Save account to your bank account

Example:

Let's say you save £50 a month for 2 years = £1,200

You'd get a 50% or £600 bonus at the end of year 2.

If you save nothing more, that's your total bonus.

In years 3 and 4 you save an extra £500 to grow your highest balance from £1200 to £1700.

You took out £400 to buy a new fridge freezer, so your balance drops to £1300.

Your final bonus is £250, which is 50% of £500. Despite the withdrawal, **your final bonus is still based on the highest balance** you reached — not your ending balance.

Important Notes

- You can only open one Help to Save account per person
- Joint claimants can apply for one account each through making separate applications on the government gateway online account
- Bonuses are paid directly into your bank account, not into the savings account
- The savings account does not pay interest — only the bonuses
- If your benefits change whilst on the scheme, you can continue to claim
- Once your 4 years are up, the account closes — you can't extend or reopen
- Individual or joint savings may impact your eligibility for other benefits
- The Help to Save applications are open until April 2027

More information:

www.gov.uk/get-help-savings-low-income

www.youtube.com/watch?v=yVJbdRB4kQ0

Where to apply:

Through your GOV.UK: <https://www.gov.uk/get-help-savings-low-income>

Your MHA Customer Portal

Easy, Quick, and Always There When You Need It

We know life gets busy, so we've made it easier for you to manage your home with our simple online customer portal. It's a secure and convenient way to stay on top of everything – anytime, anywhere.

Here's what you can do:

- **Check your rent balance** – See what's been paid and what's due, whenever it suits you.
- **Make payments online** – Fast, secure, and no need to call or queue.
- **Report repairs** – Let us know what needs fixing and track the progress, all in one place.
- **Update your details** – Moved to a new phone number or changed email? Update your info in seconds.
- **View important documents** – Access letters, tenancy info, and more, without waiting for the post.
- **Send us a message** – Got a question? Message us through the portal and we'll get back to you quickly.

No more waiting on the phone or digging through paperwork. Just everything you need, right at your fingertips.

How the customer and contractor portal work together

At Manningham Housing Association, the Customer Portal and Contractor Portal work together to provide a seamless repair service. When a resident reports a repair through the Customer Portal, we will assign the repair to one of our approved contractors.



Salima Begum

Senior Customer Services Officer

Contractors can view the job details, update progress in real time, and once the work is complete, residents can give feedback through the Customer Portal. This integrated system improves communication, speeds up response times, and ensures residents stay informed while allowing us to monitor contractor performance and service quality effectively.

Your Voice Matters – And It Could Win You a Prize!

We're always looking for ways to improve our service, and your feedback plays a big part in that. That's why the MHA Customer Portal is now even more connected — when a contractor completes a repair in your home, you'll receive an email inviting you to fill out a quick satisfaction form.

It's simple, takes just a minute, and helps us make real improvements based on what you tell us.

And here's the exciting part — we're running a prize draw to say thank you!

From 1st August to 31st October 2025, every repair satisfaction form completed through the customer portal will count as an entry into the draw. The more forms you complete, the more chances you have to win!

Yorkshire Water Support Schemes

Yorkshire Water can provide financial help if you're struggling to pay your bill. They offer immediate short term and longer-term schemes.

Check out the range of ongoing help schemes you can apply for:

- WaterSupport – Low income households
- WaterSure – Meter/Disabilities/minimum 3 children
- Community Trust – Grant to clear part or full debt
- Water Direct – Payments made direct from UC entitlements
- Resolve – Debt Plan

For your FREE water saving pack visit: <https://www.yorkshirewater.com/bill-account/help-paying-your-bill/>



Salima Begum

Senior Customer Services Officer



How will we handle your complaint?

Stage 1

When we receive a complaint, we will:

- Let you know within 2 working days that we have received it.
- Tell you the name of the person who is dealing with the matter.
- Contact you to discuss your complaint within 3 working days of the complaint being received.
- Write to you within 10 working days of the complaint being received to explain our findings. We will also tell you what action we will take if any.



Stage 2 – Complaints Panel

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

We will then:

- Acknowledge that we have received your complaint within 5 working days
- Set up a Complaints Panel meeting within 15 working days of your request to appeal the outcome of stage one. The Panel will consist of two customers that are members of the Customer Experience Committee/Panel and normally a member of the Senior Management Team.
- Advise you about the Complaints Panel.
- Give you the chance, at the Panel to present your case. You can bring an advocate, such as a relative along with you. We only ask that any advocate is not acting in a legal capacity. The Panel will hear the case and ask you questions.
- Advise you within 5 working days of the Panel decision, subject to any further investigation being required.

How can I take my complaint further?

In the unlikely event that you remain dissatisfied following our internal two stage process you can contact the Housing Ombudsman Service if you want to take your complaint further.

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

The Housing Ombudsman address is:

Housing Ombudsman Service
PO BOX 152
Liverpool
L33 7PW

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk/



Register for your free MyMHA online Customer Account



www.mymha.manninghamhousing.co.uk

- Check your rent account
- Pay your rent
- Report and check the progress of your repair
- Provide feedback
- Update personal information
- Gas and electric safety check due date
- View your tenancy agreement
- Calendar and events
- And much more

Access MHA Services 24/7



Scan this code to register



Contact Us:
01274 771144

info@manninghamha.co.uk

your tenancy reference number is located on your rent statement letter



HomeSwapper®

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

Over 200,000 live adverts

Over 10,000 swaps

successfully completed in the last six months



- 1 Visit www.homeswapper.co.uk and click register. You can register with Facebook if you like.
- 2 Tell us about the home you want, and the home you've got - make sure you upload photos!
- 3 We'll find matches for you, or you can run your own search to find exactly what you're looking for.
- 4 Contact your matches and chat to the current tenant using the in-system messaging.
- 5 Once you've agreed a swap, ask your landlord for the paperwork.

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

login details here:

Username

Password

Find out more at www.homeswapper.co.uk

City of Bradford MDC
www.bradford.gov.uk



BLOW THE WHISTLE ON HOUSING CHEATS

When somebody with a council or housing association home rents it out without permission or obtains a home through providing false information, they are guilty of housing fraud.

They are using up valuable housing spaces and depriving families and vulnerable people on the waiting list. **It's not fair.**

If you suspect someone of unlawfully sub-letting, call Bradford Council on **01274 437511** or email us: reportfraud@bradford.gov.uk

Your report will be treated in the strictest confidence and can be given anonymously



10 reasons to choose My Home Contents Insurance Scheme this summer



- ☀ 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

Femi Metzger

01274 377226

Nabeela Naseem

01274 377217

Carly Sharp

01274 377244

Customer Involvement
and Engagement Officer
Sayful Alam

01274 377253

Maintenance Surveyors:

Monuhar Ali

01274 377206

Income Team:

Mansha Khan

01274 377206

Faisal Khan

01274 377215

For Gas leaks
Call: Northern Gas
Networks on

0800 111 999

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 169 0310**

Pension Credits

Call: **0800 991 234**

Winter Fuel Payment Helpline
(for people over 60)

Call: **0800 731 0160**

Tax Credit Helpline

Call: **0345 300 3900**

Child Benefit

Call: **0300 200 3100**

Free Debt Management Advice

www.payplan.com

Call: Pay Plan's Helpline on

0800 280 2816

Bedroom Tax calculator

www.entitledtofortenants.co.uk

For vulnerable adults

Adult Protection Unit on

Call: **01274 431077**

For vulnerable children:

Children's Social Care Initial

Contact Point on

Call: **01274 437500**

(8.30am - 5.00pm Monday to Thursday,
4.30pm on Friday)

At all other times, please call

Social Services Emergency

Duty Team **01274 431010**



manningham
HOUSING ASSOCIATION

Manningham Housing Association

Bank House, 30 Manor Row, Bradford, BD1 4QE

www.manninghamhousing.co.uk | Main Telephone: 01274 771144

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