

# manningham

HOUSING ASSOCIATION

## Annual Tenant Report 2024/25

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Welcome to this year's Annual Tenant Report. This is an opportunity for us to share how we have performed in delivering our services over the past year. We hope you will find this report both useful and informative. If there is any additional information you would like to see included in future reports, please do let us know. We are always open to new ideas.

Over the last two years of Tenant Satisfaction Measure reporting, your feedback has continued to shape where we focus our efforts. While many of our satisfaction scores remain above the national median, we did see some declines between 2023/24 and 2024/25 particularly in overall satisfaction, repairs, perceptions of fairness and respect, and feeling that we listen and act on tenants' views. Satisfaction with complaint handling also remained low,



**Saqib Saleem**

Director of Operations

reflecting what tenants have consistently told us about delays, communication gaps, and the need for clearer updates when issues are raised. These results reinforce that although our compliance performance remains excellent, we must do more to strengthen the everyday experience tenants have when interacting with our services.

In response, our Service Improvement Group has delivered a programme of targeted actions to address these areas. This includes improving communication by using a single contractor for more complex repairs, adding system reminders for component renewals and enhancing partnership working on lettings nominations. To improve complaint handling satisfaction specifically, we have strengthened our processes through staff training, clearer acknowledgment timescales, improved tracking of responses, and a renewed focus on learning from every complaint, ensuring issues are resolved more quickly and transparently. These changes, driven directly by your feedback, reflect our commitment to listen, act and continually improve the services our tenants depend on.

Tenant Satisfaction Measure	MHA 2023/24	MHA 2024/25	Housemark 2024/25 Median
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>83.8%</b>	<b>82.3%</b>	<b>74.0%</b>
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>86.5%</b>	<b>82.4%</b>	<b>75.6%</b>
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	<b>78.2%</b>	<b>82.1%</b>	<b>72.4%</b>
Proportion of respondents who report that they are satisfied and that their home is well maintained.	<b>87.1%</b>	<b>84.8%</b>	<b>74.7%</b>
Proportion of respondents who report that they are satisfied that their home is safe.	<b>92.6%</b>	<b>87.3%</b>	<b>80.0%</b>
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>79.4%</b>	<b>75.2%</b>	<b>65.0%</b>
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>91.7%</b>	<b>90.4%</b>	<b>74.2%</b>
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>93.0%</b>	<b>87.9%</b>	<b>78.8%</b>
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	<b>41.3%</b>	<b>40.2%</b>	<b>37.8%</b>
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas.	<b>75.0%</b>	<b>81.4%</b>	<b>70.1%</b>
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>82.3%</b>	<b>79.2%</b>	<b>67.1%</b>
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>75.2%</b>	<b>74.8%</b>	<b>61.0%</b>
Proportion of homes for which all required gas safety checks have been carried out.	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Proportion of homes for which all required fire risk assessments have been carried out.	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>86.3%</b>	<b>85.4%</b>	<b>85.9%</b>
Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>92.2%</b>	<b>97.9%</b>	<b>95.9%</b>
Proportion of homes that do not meet the Decent Homes Standard.	<b>0.3%</b>	<b>0.0%</b>	<b>0.4%</b>

Tenant Satisfaction Measure	MHA 2023/24	MHA 2024/25	Housemark 2024/25 Median
Number of stage one complaints received per 1,000 homes.	<b>6.7</b>	<b>28.1</b>	<b>47.6</b>
Number of stage two complaints received per 1,000 homes.	<b>0.7</b>	<b>1.4</b>	<b>7.7</b>
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100.0%</b>	<b>100.0%</b>	<b>91.7%</b>
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>
Number of anti-social behaviour cases opened per 1,000 homes.	<b>12.6</b>	<b>18.2</b>	<b>27.2</b>
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>0</b>	<b>1.4</b>	<b>0.6</b>

## Bedspaces and average weekly rent 2024-25

### General Needs Social Housing Rent



### General Needs Affordable Rent



## Lettings Data 2024/25:



# What We've Learned



**Nadim Khaliq**

Head of Housing Services

## Complaints Learnings and Service Improvements 2024/25

As we reflect on the feedback received during the 2024/25 financial year, I want to take this opportunity to share how MHA is acting on the valuable feedback we receive through complaints and service reviews. Listening to our tenants is essential, and your experiences continue to shape the way we improve our services.

One of our key priorities is strengthening communication. Tenants should always feel informed and confident about what is happening with their home. We are reinforcing expectations with our contractors, surveyors, and Out-of-Hours team to ensure appointments are clear, timescales are followed, and updates are provided promptly. Missed calls will be returned quickly, and any delays or changes will be explained so you are never left uncertain about the next steps.

We are also improving how repairs are managed. All issues identified during visits must now be logged accurately, with follow-up work raised straightaway so nothing is overlooked. Contractors are reminded to notify us if they cannot attend an appointment, allowing us to make alternative arrangements without inconvenience to you. We are also focusing on diagnosing repairs correctly on the first visit, reducing repeat callouts and speeding up resolutions.

Enhancing customer care remains a central part of our work. We are investing in staff training so our teams can better support tenants experiencing financial difficulties, personal vulnerabilities, or sensitive circumstances. No tenant should ever feel pressured into agreeing to work that is not necessary, and we are reinforcing this message across the organisation. Surveyors and contractors will continue to be monitored to ensure high standards are maintained, including consistent, like-for-like replacements and quality workmanship.

By continuing to learn and improve, we aim to deliver a consistently high level of service to every tenant. Thank you for your feedback and for helping us shape a better future at MHA.

## ASB data 2024/25:

Total no of ASB cases	<b>26</b>	No of noise nuisance	<b>4</b>
No of cases resolved	<b>17</b>	No of criminal activity	<b>1</b>
No of cases on-going	<b>9</b>	No of other forms of harassment	<b>6</b>
No of cases with Legal Action	<b>6</b>	No of environmental nuisance	<b>2</b>
Total no of Hate Incident/ Crimes reported	<b>2</b>	No of using home for unlawful purpose	<b>3</b>
No of cases of aggressive/ threatening language	<b>3</b>	No of Neighbour Dispute	<b>2</b>
No of domestic violence	<b>1</b>	No of animal nuisance	<b>2</b>

## Complaints and Compliments



Complaints: 36 Stage 1 Complaints and 2 Stage 2 Complaints



Compliments: 39



Informal Resolutions: 6

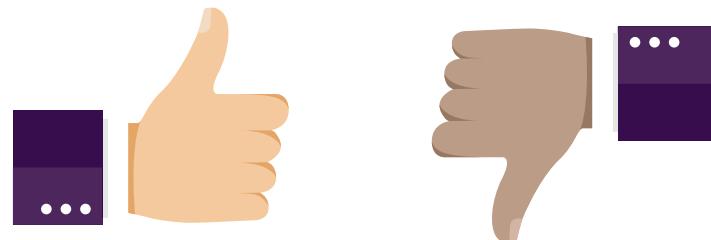
Complaints resolved within the target time scale: 100%

Number of Complaints Referred to Housing Ombudsman

None

### 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.



## Total Responsive repairs

**7077**

Total no of repairs for 2024/25

An average of  
**590**  
repairs a month

Up by  
**2%**  
from last year

**88%**  
of job completed on time

**82%**  
overall customer satisfaction with repairs completed

## Repairs completed on time

**98%**

emergencies within 24hrs

**91%**  
urgent jobs within 5 working days

**78%**  
routine within 22 working days



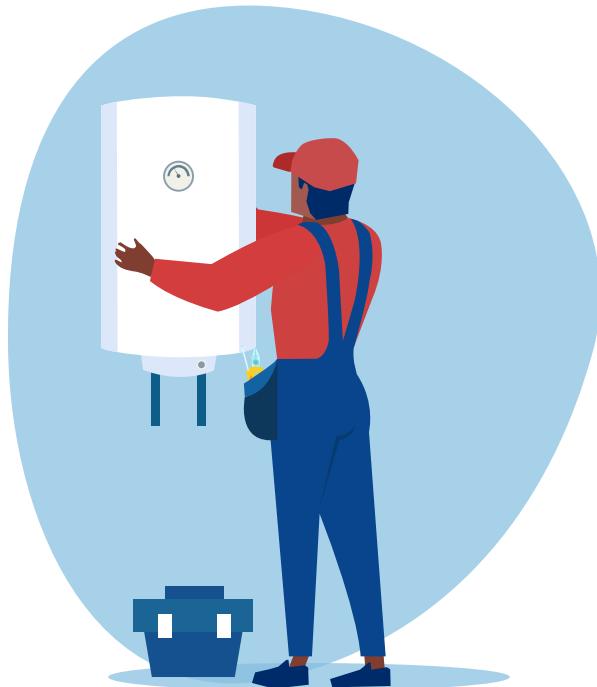
## Boiler Replacements 2024/25

**£103,701.54**

spent on boiler replacements

**48**

Total number of boilers replaced



MHA has confirmed that it does not operate a fixed boiler replacement programme. Instead, boilers are assessed and replaced based on their condition to ensure residents continue to receive safe, reliable heating and hot water.

So far this year, MHA has replaced 48 boilers that required renewal, carried out by various qualified gas contractors who have been working with MHA for many years. Their experience and expertise help ensure all installations meet the highest safety and quality standards.

MHA remains committed to maintaining the safety, comfort, and wellbeing of all residents.

## Component Replacement Programme (CRP) 2024/25

**£427,000.00**

spent on kitchen replacements

**34**

Total number of kitchens replaced

**£391,750.00**

spent on bathroom replacements

**35**

Total number of bathrooms replaced

**17**

Replacement doors and windows -  
Total Number of properties

**£88,875.00**

Total cost on replacing  
doors and windows

MHA continues its commitment to improving the quality and comfort of residents' homes through its ongoing kitchen and bathroom renewal programme. The rolling contract, awarded to a contractor who carried over from 2023/24, has enabled steady progress throughout the year.

To date, MHA has completed 34 kitchen replacements and 35 bathroom upgrades across its properties. Several of the bathroom replacements included conversions to wet rooms, providing improved accessibility and supporting residents with specific needs.

MHA remains focused on delivering high-quality improvements that enhance residents' daily living and ensure homes remain safe, modern, and fit for purpose.

## Cyclical Paint Programme 2024/25

**£208,316**

spent on our  
Cyclical Paint  
Programme

**100%**

completed out of  
260 properties

**268**

Total number of properties painted,  
including 8 No properties at Etna St brought  
from last year's programme. There were no  
communal painted that year.

MHA continues to deliver its external cyclical painting programme across its housing stock each year, ensuring homes remain well-maintained, protected, and visually appealing. The organisation operates a five-year rolling painting schedule, allowing every property to be refreshed within the planned cycle.

This year, MHA successfully completed 100% of the scheduled programme, demonstrating strong performance and commitment to maintaining high standards across its estates.

MHA remains dedicated to preserving the long-term quality of its housing stock and providing residents with well-kept, attractive living environments.

## Minor Adaptation

At MHA, minor adaptations refer to small modifications made to a property to improve accessibility, safety, and usability for tenants with specific needs. These minor adaptations for example, include adding grab rails in bathrooms, handrails along stairways, or fitting lever taps in kitchens and bathrooms. Minor adaptations are particularly beneficial for tenants with mobility challenges, as they help residents maintain independence and safety within your homes.

The process of arranging minor adaptations often referral from occupational therapists, and sometimes medical professionals to assess a tenant's specific requirements. Once a need is identified, Manningham Housing Association usually arranges for the necessary adaptations to be carried out by approved contractors within 5 working days. This responsive approach ensures that residents receive prompt support, allowing them to continue living comfortably in their homes with minimal disruption.

- 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 Adaptation Department. Examples include:

- Extensive work such as widening doors for wheelchair access.
- Installation of stairlifts or accessible showers.

Total Spent:

**£4922.00**

Grab rails and handrails:

**28**

Shower seat:

**2**

Leaver Taps & raised toilet seat:

**5**



## New Developments

Completions from April 24 to present, March 25 - **39** homes purchased in total.

**39** homes purchased within the Bradford & Keighley District.

Spent on purchasing the homes

**£8,304,515**

Address	No of Homes	Purchased
Victoria Rd	19	£3,959,300
Odette's	20	£4,345,215
<b>Total</b>	<b>39</b>	<b>£8,304,515</b>
<b>Total Cost Homes</b>		<b>£8,304,515</b>

## Keeping our Tenants safe 2024/25

Legionella Management Plan Actions completed **100%**

Fire Risk Assessments completed **100%**

Annual Gas Safety Checks completed on time **100%**

Asbestos Surveys completed **100%**

No of electrical tests completed this financial year: **79**

No of fire door surveys completed: All doors in **14** communal buildings

No of lift services carried out this financial year: **30** Boiler Inspections - included under Gas Safety Checks

## MHA Chat data 2024/25

### Usage

Total users	<b>1312</b>
New users	<b>1279</b>

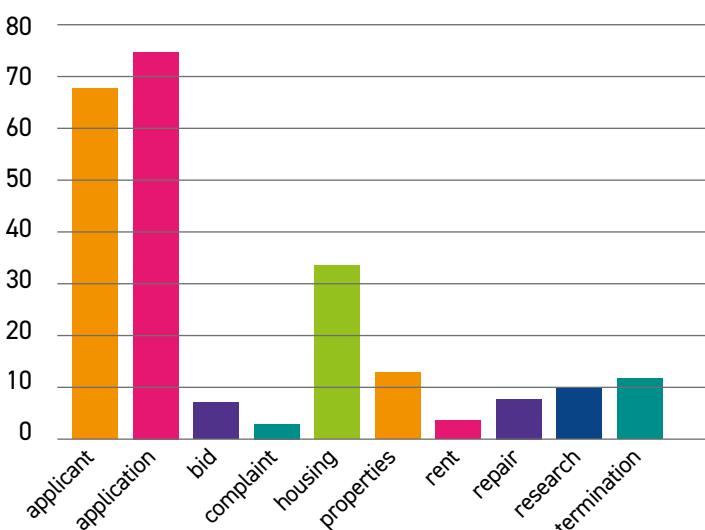
### Questions

Answered questions	<b>2914</b>
Avg. response time	<b>1.03 seconds</b>
Avg. confidence score	<b>87.86%</b>

### Live Chat

Total users	<b>283</b>
New users	<b>236</b>

## Top 10 Conversations by Categories



**Joe Langfield**

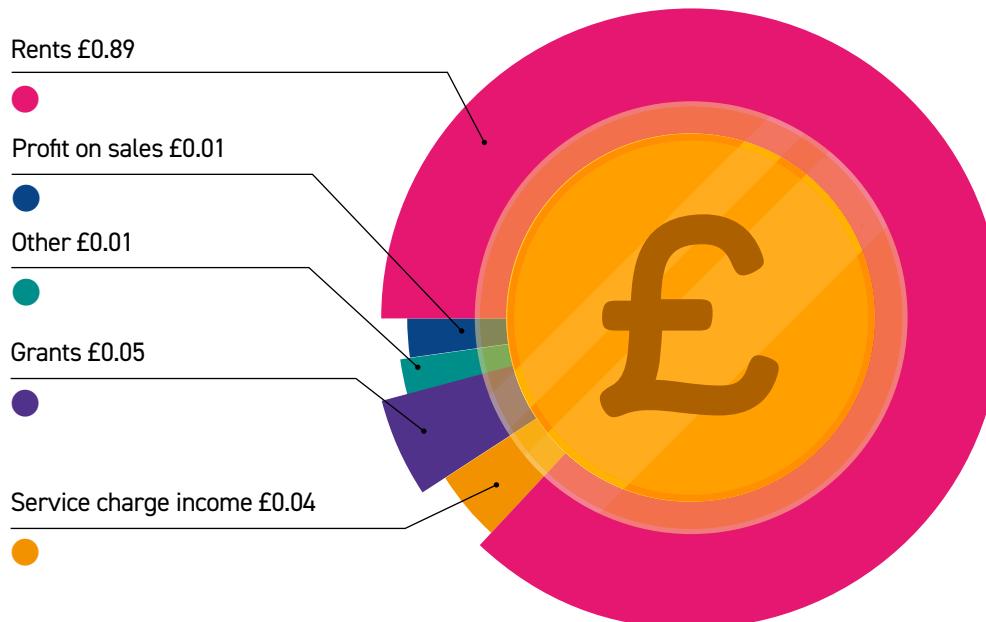
Head of Finance



## How Your Rent is Spent

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

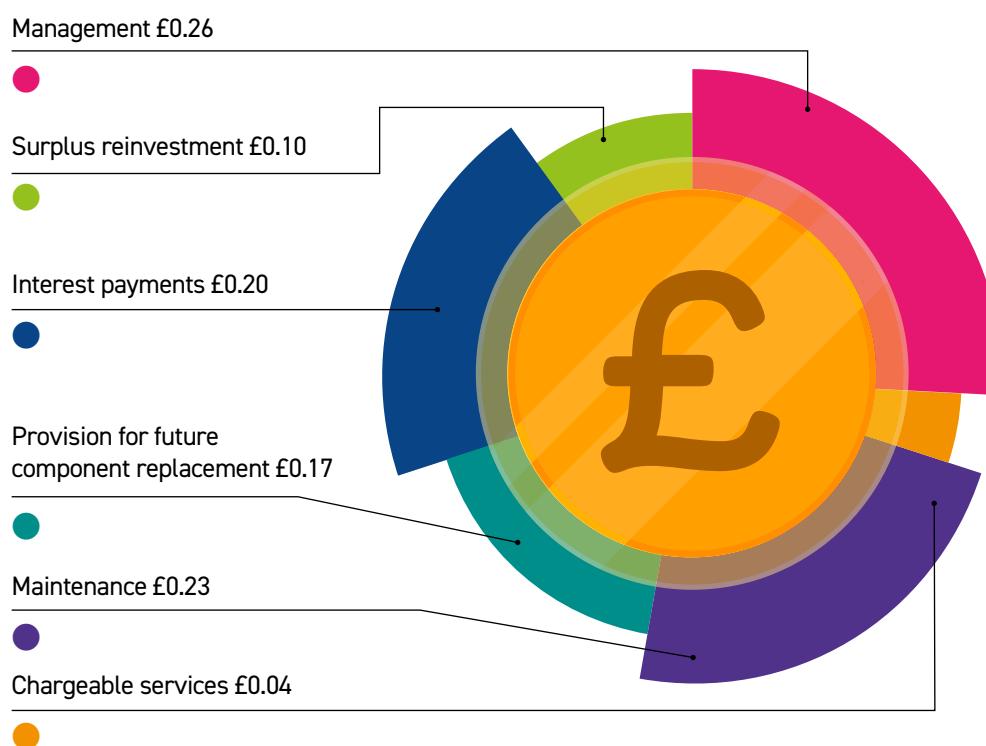
### How our income is generated for every £1



For the year 31st March 2025 the Association's total income was £10.193M. Graph 1 demonstrates 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 £0.89 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 for every £1



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 £0.10 per £1 generated.

The remaining costs are more evenly split.

£0.26 per £1 of income is spent on the management costs of the Association, which includes housing management and overhead costs, whilst £0.23 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.

## Directors' remuneration and management costs for the financial year ended 31st March 2025

The Transparency, Influence and Accountability Standard, requires all registered providers to provide tenants with accessible information about their directors' remuneration and management costs.

There are 3 measures that are reported on, each is detailed below along with a brief description of how they are arrived at.

### Measure 1 – Remuneration payable to the highest paid Director relative to the size of the landlord

*The figure for 2024/5 was £98.22 per unit compared to £98.59 per unit for 2023/4*

#### How this is arrived at:

Remuneration payable to the highest paid Director at Manningham (excluding Pension and National Insurance Contributions) in relation to the financial year ended 31st March 2025.

Divided by

Total social housing units owned and/ or managed as at 31st March 2025.

### Measure 2 - The aggregate amount of remuneration paid to Directors<sup>7</sup>, relative to the size of the landlord

*The figure for 2024/5 was £266.27 per unit compared to £313.51 per unit for 2023/4*

Total aggregate Directors' remuneration including pension and National Insurance contributions, payable to Directors or former Directors in relation to the financial year ended 31st March 2025.

Divided by

Total social housing units owned and/ or managed as at 31st March 2025.

### Measure 3 - Management costs, relative to the size of the landlord

*The figure for 2024/5 was £1,822.51 per unit compared to £1,865.28 per unit for 2023/4*

#### How this is arrived at:

Total management costs (social housing lettings) in relation to the period of account. to the financial year ended 31st March 2025.

Divided by

Total social housing units owned and/ or managed as at 31st March 2025.

