

WELFARE BENEFITS UPDATE Q1 2026

Presented by:

Ayesha Khanum

Welfare Benefits & Financial Support Officer

ENERGY PRICE CAP

1ST APRIL – 30TH JUNE 2026

The energy price cap is a limit set by **Ofgem (the energy regulator)** on the amount suppliers can charge households for gas and electricity on standard tariffs. It's designed to make sure energy bills stay fair and prevent prices from rising too high.

Between **1 April and 30 June 2026**, the energy price cap is set at **£1,641** per year for a typical household who use electricity and gas and pay by **Direct Debit**. This is a **decrease of 6.6%** compared to the cap set between **1 January to 31 March 2026 (£1,758)**.

A typical household will save around **£117 per year (about £10 per month)** on energy bills under the new price cap, although actual savings will vary depending on usage. This is also for the pre-payment customers.



ENERGY SUPPORT



Warm Home Discount (£150)

£150 off your electricity bill

Usually for:

Pensioners (on Pension Credit)

Low-income households

Paid automatically if eligible.

Winter Fuel Payment

£200–£600 for pensioners

Based on age + income

Cold Weather Payments

£25 per week during very cold periods

Only if you're on certain benefits.

Ask your supplier about hardship funds

Many energy companies offer:

Grants to clear debt

Emergency credit.

The Housing Associations' Charitable Trust

We currently work in partnership with HACT to provide targeted support for residents who are struggling with energy costs, particularly those using prepayment meters.

This support can include energy vouchers and practical advice.

Because funding is limited, it's important that we prioritise residents in the greatest need.

Rather than promoting this as a general offer, we take a proactive and case-by-case approach – identifying and supporting residents through our housing teams, referrals, and conversations with tenants.

We want to ensure support is accessible, but also fair and sustainable.

BENEFIT INCREASES APRIL 2026

Housing Benefit

Personal allowances increased slightly → some tenants may receive a little more help

Child amounts increased

Universal Credit

Non-dependant deductions increased → UC may cover less rent

Work allowances increased → working tenants keep more UC

Rent arrears deductions increased → arrears clear faster but reduce monthly UC

Child and disability additions increased

Adults Living With You

All non-dependant deductions (HB & UC) increased → support may reduce if another adult lives with you

Service Charges

Fuel-related ineligible charges unchanged → no extra help for rising heating/hot water costs

Disability & Sickness Benefits

PIP, DLA, Attendance Allowance, ESA, and Incapacity Benefit rates increased

Pension-Age Tenants

State Pension and Pension Credit increased

Capital Rules

Savings limits unchanged (£6,000 disregard, £16,000 upper limit for most benefits)

Overall Impact

More support if you have children, disabilities, or are working

Less support if you have non-dependants or arrears deductions.

You can find more information about the benefit changes this financial year on the Gov.UK website – Benefit and Pension rates for 2026 to 2027.

<https://www.gov.uk/government/publications/benefit-and-pension-rates-2026-to-2027/proposed-benefit-and-pension-rates-2026-to-2027>

ANNUAL RENT INCREASE 13TH APRIL 2026

From 13th April 2026, all rent charges have been reviewed and updated. These changes have now been applied to all tenant accounts and will be reflected in ongoing direct debit payments.

Rent review letters have been issued to all tenants, which include a full breakdown of the updated rent and any applicable service charges. Tenants who claim Universal Credit must update their housing costs on their claim from this date to ensure they receive the correct level of support.

For tenants receiving Housing Benefit, no action is required. The local authority has already been notified of the new rent levels, and entitlement will be adjusted automatically. Updated Housing Benefit award letters will be issued accordingly.

The rent increase for 2026 has been applied in line with government policy for social housing rents. Under this policy, landlords are permitted to increase rents annually by up to the Consumer Price Index (CPI) from the previous September plus 1%. For April 2026, the September 2025 CPI rate was 3.8%, meaning the maximum allowable increase is 4.8%, which has been applied to your rent.

This approach forms part of the government's long-term rent settlement (2026–2036), designed to ensure that rent increases remain fair and predictable for tenants, while enabling housing providers to continue maintaining homes, delivering services, and investing in new housing.



UNIVERSAL CREDIT RENT UPDATE

Enquiries
01274 771144
info@manninghamha.co.uk

SIGN IN TO YOUR ACCOUNT



Visit www.gov.uk/sign-in-universal-credit
Sign in to your Universal Credit account.

GO TO YOUR TO-DO LIST



Navigate to your "To-do list" or "Journal" section.
Look for tasks related to housing costs.

FIND THE HOUSING TASK



Find "Report a change of housing costs" or "Update your rent".
Select this task to begin the update process.

ENTER YOUR NEW DETAILS



Enter your new rent amount and the date it changed which is 13th April 2026

SUBMIT YOUR UPDATE



If you've misplaced details of your new rent or need assistance updating your housing costs with Universal Credit, please get in touch and we'll be happy to help.

BENEFITS ADVICE DROP-IN

Supporting the Keighley Community



Benefits Advice Service

Appointments available | Drop-in welcome

Every Thursday | 10:00 AM – 12:00 PM

Sangat Centre | Marlborough Street
Keighley, BD21 3HU

AVAILABLE SUPPORT :

Benefits Support

- Universal Credit
- Housing Benefit
- Pension Credit
- Child Benefit
- Free School Meals

Financial & Household Support

- Council Tax Reductions
- Budgeting Advice
- Fuel Poverty
- Water Support
- Rent

ADDITIONAL HELP AVAILABLE :

- Foodbank Vouchers & Advice
- Benefit Application Help
- Debt Advice Signposting
- Discretionary Housing Payment (DHP) Support

Ayesha Khanum

Welfare Benefits & Financial Support Officer

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Manningham Housing Association | 01274 771144

Sangat Centre | 01535 610 263

OUTREACH SESSIONS – SANGAT CENTRE KEIGHLEY

Cost of Living Support

I am running outreach sessions every Thursday from 10:00am to 12:00pm at the Sangat Centre in Keighley for residents in the local area.

If you're struggling with the cost of living or unsure what support you may be entitled to, I can help you access a range of support, including:

Financial Support & Benefits

- Universal Credit
- Pension Credit
- Housing Benefit
- Council Tax Reduction
- Child Benefit

Household Bills & Essentials

- Water support schemes
- Discretionary Housing Payment (DHP) applications
- Energy support
- Foodbank vouchers for food and essential items

Support for Families & Children

- Help applying for free school meals
- Free childcare hours
- Healthy Start vouchers

These sessions are confidential, friendly, and open to anyone who may need advice or support. No appointment is necessary—just drop in.

If you're unsure what you may be entitled to, please come along and have a chat.

Community Investment & Tenants Engagement

Forging connections
and growing our
communities





Sadar Uddin

Community Partnership and
Investment Manager

We strive to empower and engage
residents to improve their quality of life



Key Highlights

- Soul Sisters
- Swimming Sessions for women
- Men in Motion
- Teaching Assistant Course
- Childcare Course
- Food Hygiene Courses
- A Place of Sanctuary
- Art & Craft Sessions with BD2025
- Cycling Workshop
- JUMP Bradford & Keighley
- Sports & Wellbeing for all





Key Highlights Conti...



- Mindful Gardening
- MHA in Bloom
- Tenants Associations
- Volunteering with MHA
- Employability Support for residents
- Make Their Day
- Community Linking Project
- Scheme Champions
- Scheme Focus Events
- Bio-Annual Feedback Magazine
- Community Action Plan 2026/27
- Tenants Engagement Action Plan
- Customer Panel

Thank you

Have an idea aligned with Community Development, Tenants Engagement, or Sport & Wellbeing? If so, please contact:-

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sayful.alam@manninghamha.co.uk

Simi Amini: 07811360571
Simi.Amini@manninghamha.co.uk

Yasin Ali: 07490 977495
Yasin.ali@manninghamha.co.uk

Manningham Housing Association

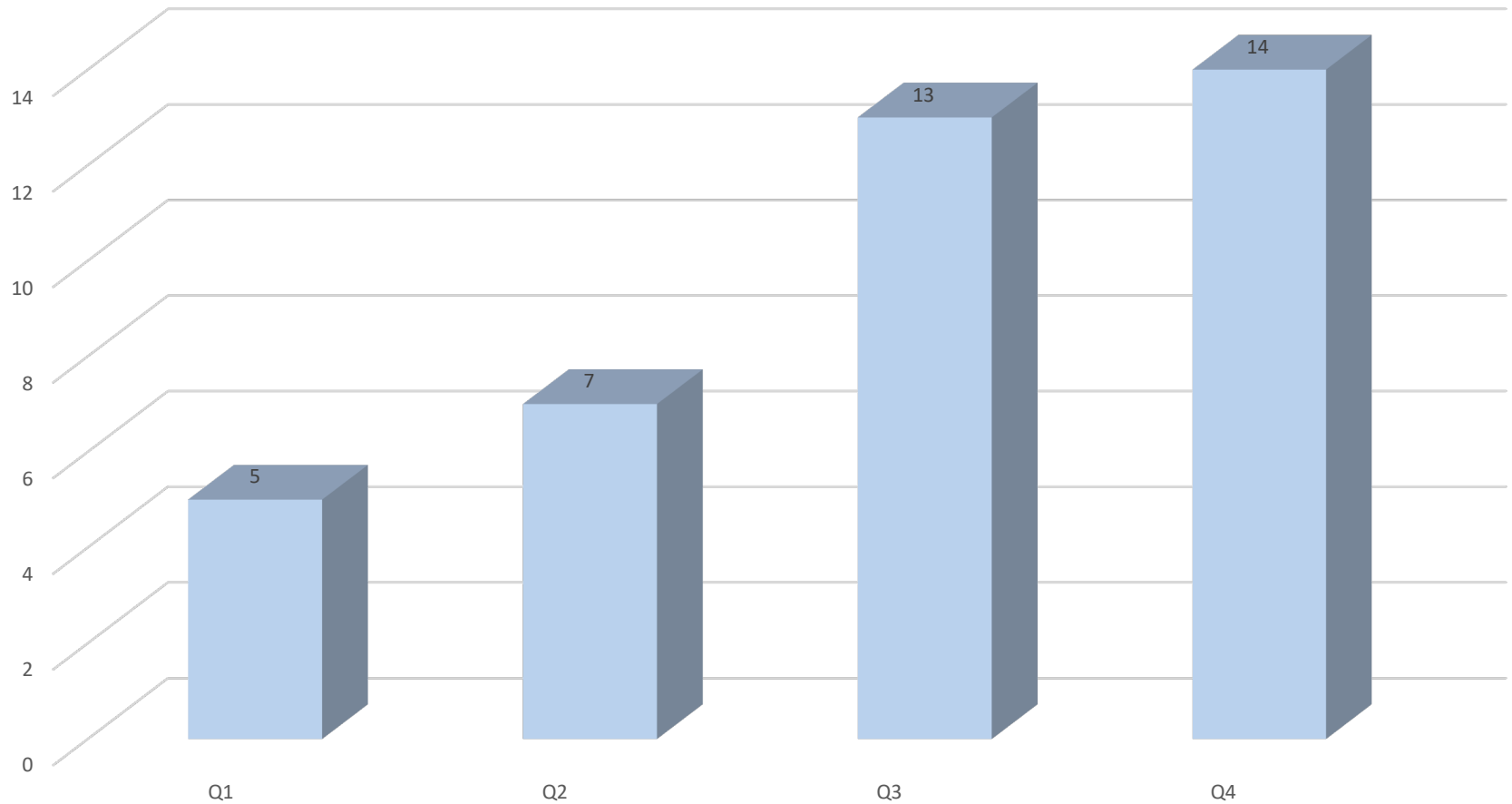
ASB & Complains Performance 2025-2026

Person: Ayesha Malik – Neighbourhood Team Leader

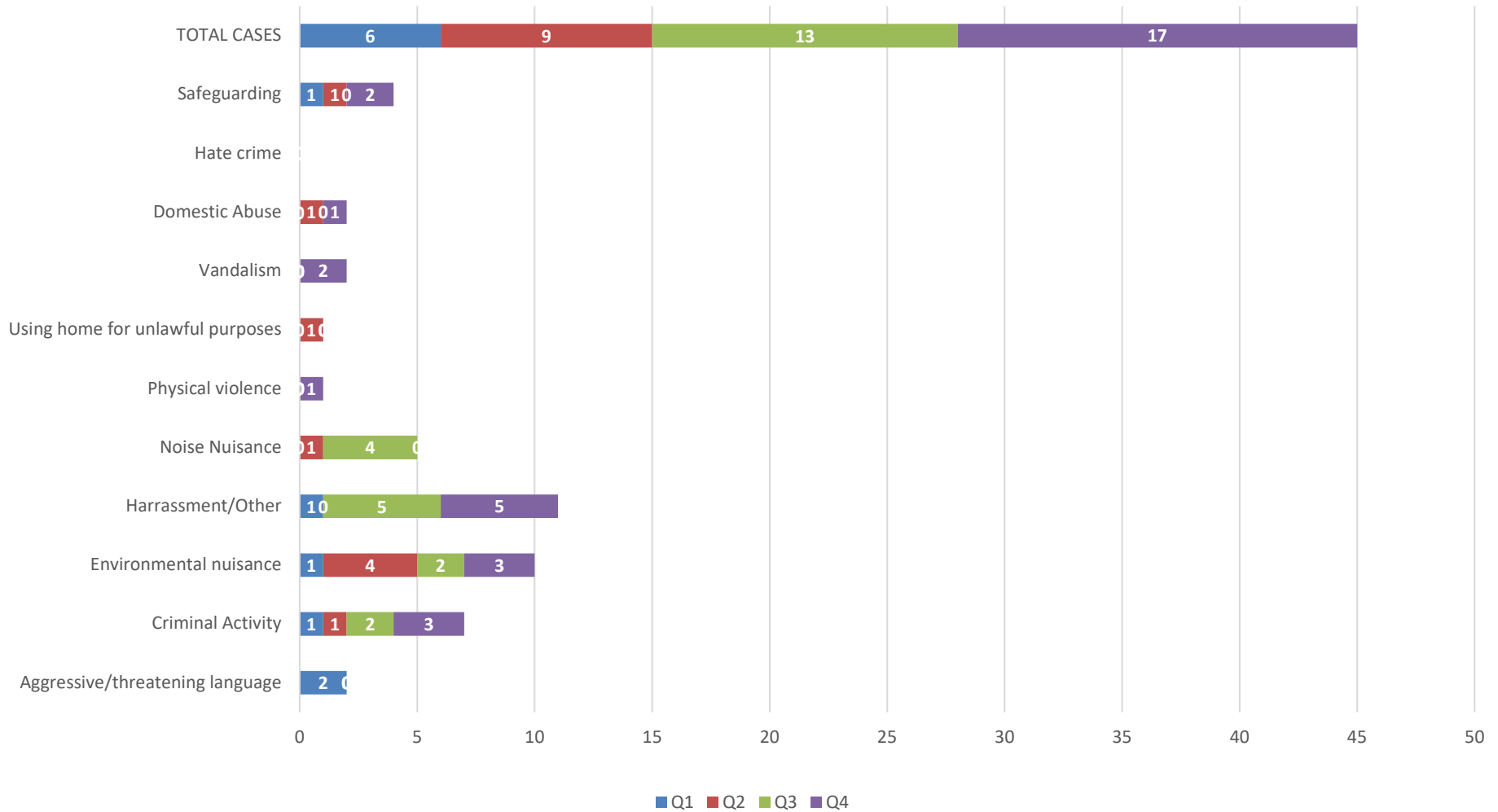
Date: April 2026

A better tomorrow

Number of ASB Cases by Quarter



ASB Cases by Type & Quarter



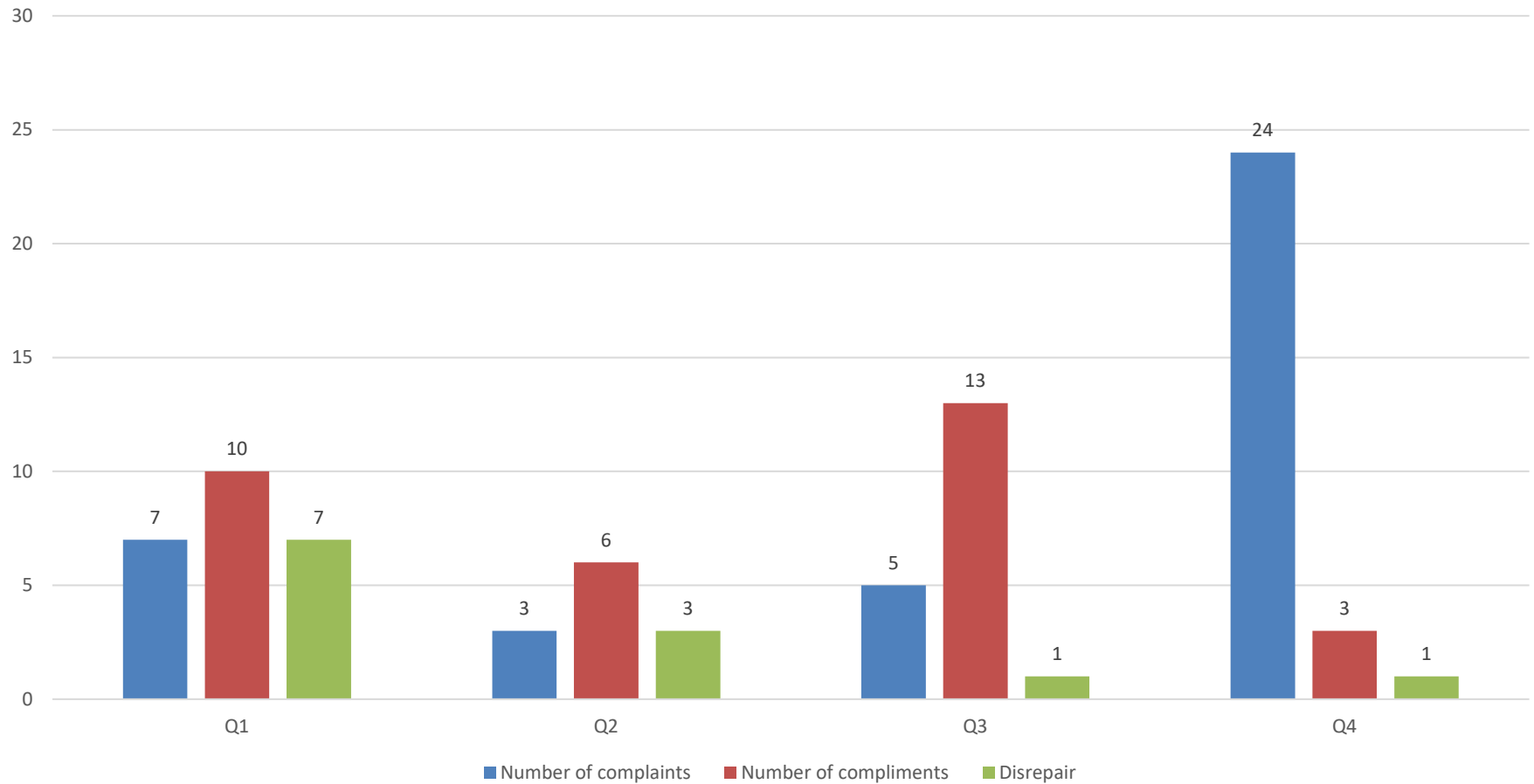
Key Changes to the ASB Procedure

New procedure – designed to stronger and more effective case management in line with the ASB policy – clarity about what is/isn't ASB to manage expectations

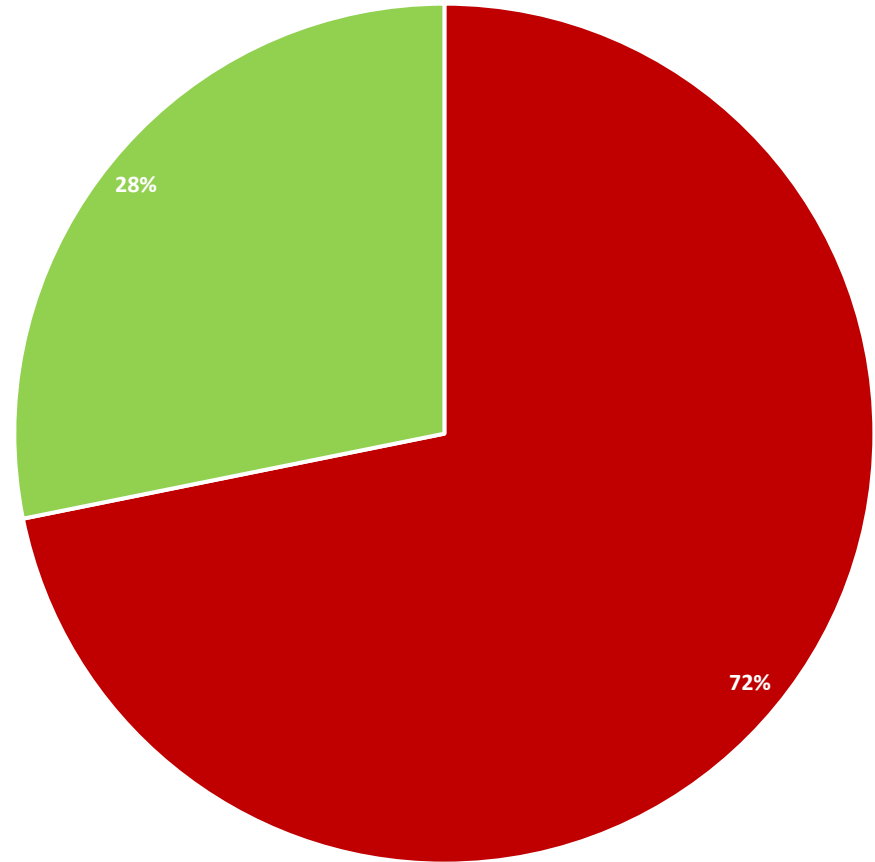
Clearer structure and timescales to ensure appropriate progression of cases

Updates on the system – we will record hate crime as a separate category in line with House Mark recommendations

Complaints/Compliments/Disrepair by Quarter



Upheld/Not Upheld Complaints 2025 - 2026

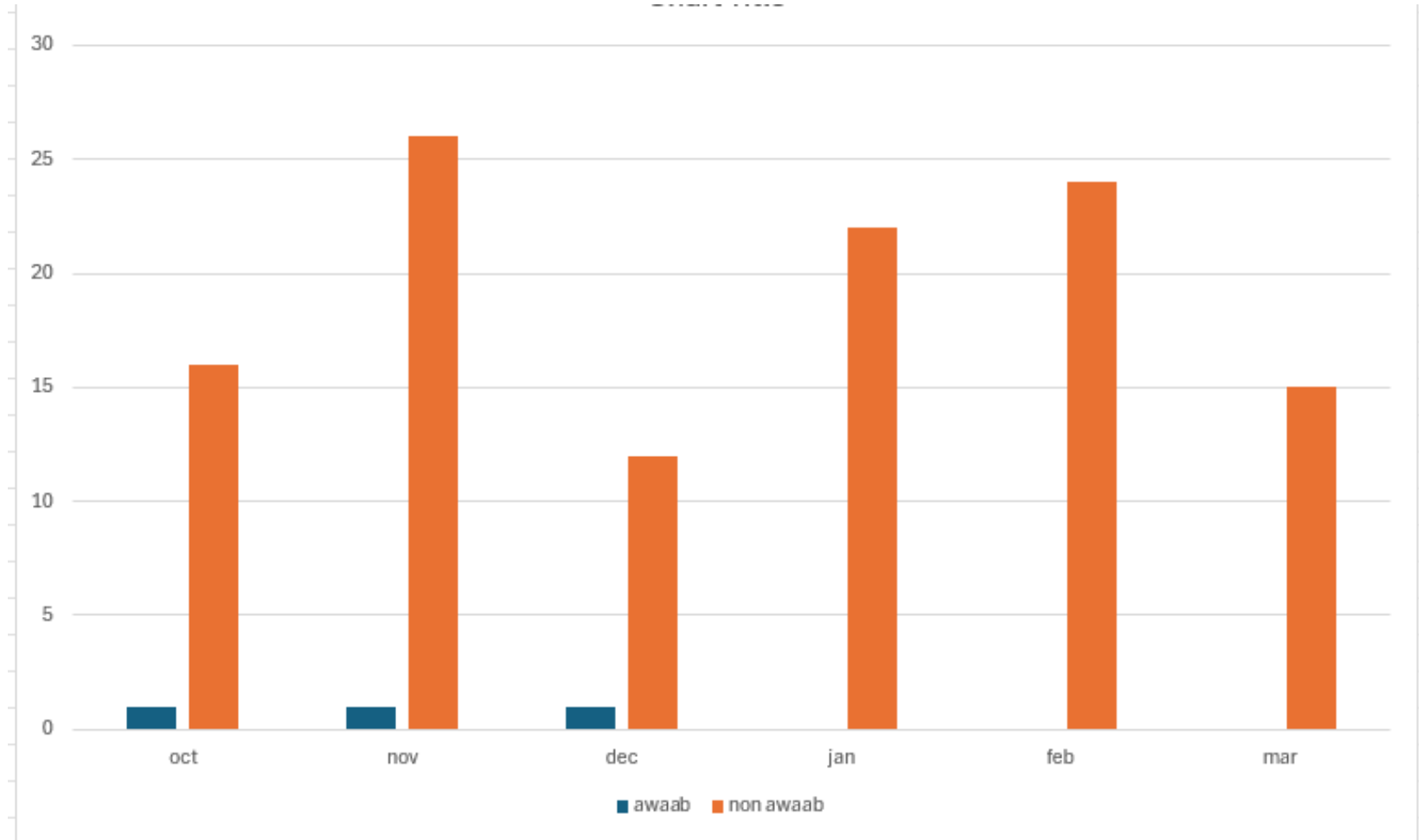


■ Upheld ■ Not upheld

Property Services & Assets

- 1. Performance Report & Service Delivery
 - Resident Satisfaction
 - Key Performance Indicator
 - Lessons Learned
- 2. Damp, Mould & Condensation
- 3. Cyclical & Planned Works
 - Investment Programs:
 - 246 Properties Painting
 - 39 Kitchens
 - 10 Bathrooms
 - Stock Condition
 - 365 Properties

Property Services & Assets



Property Services & Assets

Annual Gas Servicing	100%
Fire Risk Assessment	100%
Electrical Safety Check	99%
Asbestos inspections	100%
Legionella inspections	100%
Lift inspections	100%

Kitchen Examples



Kitchen Examples



Kitchen Examples



Kitchen Examples



Property Services & Assets

- Policies for Review
 - We are seeking comment and feedback for the following updated policies:
 - Electrical Safety
 - Updated legalisation
 - Aids and Adaptations
 - Came out of general maintenance policy



Manningham Housing Association

Customer Initiative Grant

Person: Ayesha Malik – Neighbourhood Team Leader

Date: April 2026

A better tomorrow

What is the CIG Grant?

Up to £500 grant that tenants can apply for to create a positive impact on MHA schemes

Up to 4 grants are awarded each financial year

To be used for community events that promote cohesion

£500 is the maximum per application

The process



IDENTIFY AN OPPORTUNITY TO
INVEST SOME MONEY INTO
YOUR LOCAL COMMUNITY



COMPLETE THE FORM



COMPLETED FORM GIVEN TO
THE NEIGHBOURHOOD
OFFICER FOR APPROVAL



IF APPROVED, THE
APPLICATION IS GIVEN TO A
PANEL OF CUSTOMERS TO
MAKE THE FINAL DECISION



Delivering 150 homes over the next 5 years

We are committed to delivering 150 new homes over the next five years, grounded in strong social values and community needs.

By integrating tenant feedback, prioritising wellbeing and accessibility, and securing necessary funding, we aim to create sustainable, supportive living environments for current and future generations.

Together, we are shaping a future where everyone has a place to call home.

Vision and Commitment to Social Purpose

- Staying true to our social values, serving the needs of our community, Homes built for future generations.
- Vision and Commitment to Social Purpose
- Designing Homes for Wellbeing and Accessibility

Serving the needs of our community

Questions

Your Current Home

- What do you like most about your current home?
- If you could change one thing about your home, what would it be?





Serving the needs of our community

Questions

The next questions are really about you. There are no right or wrong answers—this is your chance to shape what we do and to design homes / services around you ?

Ideas for New Homes / Growth

- What features would you like to see in a new home?
- What should we prioritise when building new homes?

Serving the needs of our community

Neighbourhood & Community

- How do you feel about your local area?
- What would make your area a better place to live?



Energy efficient homes for lower bills

30%

Reduction in household energy costs with efficiency upgrades

Insulation, solar panels, and smart meters boost affordability and sustainability.

Dementia-ready housing design criteria for general needs housing



The ten criteria



Front door is easy to find, day or night



Step-free access into the home



Internal surfaces reduce confusion



Bathroom is easy to find



Bathroom/WC locks aid rescue



Good level of natural light in all habitable rooms



View of nature from at least one habitable room



Access to an outdoor space that is easy to navigate



Amenities and other homes within 1km



Active dementia champion within the housing organisation



Active dementia champion within the housing organisation

Thank you for your feedback

Any Questions





Customer Scrutiny Report

Damp, Mould and Condensation Review

ACTION PLAN



Recommendations

The following recommendations are proposed by the Customer Scrutiny Forum based on the findings of the review.

No.	Recommendation	Management Response
1	<p>Improve visibility and documentation of DMC processes MHA should develop clear, customer-facing and scrutiny-ready documentation that sets out the end-to-end damp, mould and condensation process. This should include visual aids such as flowcharts, screenshots or system walkthroughs to demonstrate how cases are logged, monitored, escalated and closed.</p> <p><i>Intended outcome:</i> Improved transparency, consistency and ability for customers and the Scrutiny Forum to understand and scrutinise the process effectively.</p>	<p>We will develop a simple flowchart and put on the MHA website for tenants to understand the DMC process</p> <p>Future scrutiny reviews – additional information will be provided such to the Scrutiny Panel, to include screenshots and system walk throughs.</p> <p><i>April 2026</i></p>
2	<p>Strengthen identification and reporting of repeat DMC cases MHA should review how repeat damp and mould cases are defined, recorded and reported to ensure reoccurrences can be clearly identified, tracked and analysed. This should support learning from repeat cases and help distinguish between new issues, unresolved issues, contractor-related failures and wider property or environmental factors.</p> <p><i>Intended outcome:</i> Better oversight of recurring issues, improved learning, and targeted preventative action.</p>	<p>Report to go to CEC in May 2026, this will include reporting of repeat cases and action taken to minimise/prevent. <i>(May 2026)</i></p> <p>DMC Monitoring spreadsheet – repeat cases to be flagged and reported on. <i>(June 2026)</i></p>

<p>3</p>	<p>Enhance customer communication and accessibility Customer Services and Property teams should proactively ask customers their preferred method of communication and language when managing DMC cases. Where possible, written communication and reports should be provided in accessible formats to meet customer needs, including consideration of literacy, digital access and language barriers.</p> <p><i>Intended outcome:</i> Improved customer understanding, reduced escalation, and a more inclusive customer experience.</p>	<p>Due to the nature of the legal and technical requirements of DMC it may be difficult to provide reports in specific languages.</p> <p>We will undertake to ensure a translation service is provided in the required language if difficulties transpire. MHA have multilingual staff across its services to cater for customer needs, and have subscription with language line translation services to assist on site translations.</p> <p>Current hardcopy report provided, will ensure option for electronic copies are catered for.</p> <p><i>Immediate</i></p>
<p>4</p>	<p>Review customer information and advice provided MHA should review the effectiveness of current damp and mould information provided to customers (e.g. leaflets, QR codes, verbal advice) to ensure it is accessible, understood and appropriate for different customer groups, including older tenants and those with limited digital skills.</p> <p><i>Intended outcome:</i> Increased customer engagement with advice and reduced likelihood of avoidable reoccurrence.</p>	<p>Website – clear guidance and advice available to all tenants.</p> <p>Hardcopy leaflet provided to tenants at each DMC inspection or visit.</p> <p>MHA staff - home visits, sign-ups, scheme focus, DMC is publicised and referred to</p> <p><i>In place already</i></p>

5	<p>Support staff capacity and administrative efficiency MHA should review resourcing and administrative support for DMC case management, including consideration of additional administrative capacity and improved system integration, to ensure surveyors and officers can focus on timely inspections, monitoring and compliance.</p> <p><i>Intended outcome:</i> Improved efficiency, reduced pressure on frontline staff, and stronger compliance with regulatory timescales.</p>	<p>MHA have had assurance on meeting requirements of Awaab’s Law on DMC cases.</p> <p>Wider review is currently being undertaken relating to team resource and structure. This will be shared with our Customer Panel once completed.</p> <p><i>Ongoing</i></p>
6	<p>Strengthen proactive and preventative approaches MHA should continue to develop a proactive approach to identifying properties at higher risk of damp and mould, using available data to identify patterns across property types or locations, and consider preventative interventions where appropriate.</p> <p><i>Intended outcome:</i> Reduced incidence of damp and mould, improved property condition, and better long-term outcomes for customers.</p>	<p>We are currently using a data led approach to highlight high risk properties prone to DMC. This is done via SCS, DMC inspections, DMC weekly monitoring.</p> <p>This also covers repeat cases and effectiveness measures we use to prevent DMC, this is reported to the CEC every quarter.</p> <p><i>Ongoing</i></p>
7	<p>Update Damp, Mould and Condensation Policy wording The Damp, Mould and Condensation Policy should be updated to address minor wording issues identified by the Forum, ensuring clarity and alignment with current practice and regulatory requirements.</p>	<p>DMC policy reviewed and updated in July 2026, approved by CEC/Board.</p> <p>Minor wording changes considered and policy will be reviewed annually.</p>



	<p><i>Intended outcome:</i> A clear, up-to-date policy that supports consistent application and customer understanding.</p>	
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