

Manningham Housing Association

Tuesday 20th January 2026

Customer Panel Meeting

Midland Hotel, Bradford

Present:

In attendance:

Please note names of Tenant attendees have been redacted in line with data protection expectations.

Lee Bloomfield, CEO (LB)
Sayful Alam, Customer Involvement & Engagement Officer (SA)
Vincent Van Der Meulen, Property Asset Manager (VM)
Ayesha Khanum, Welfare Benefits and Financial Support Officer (AK)
Ayesha Malik, Neighbourhoods Team Leader (AM)
Sadar Uddin, Community Partnerships and Investment Manager (SU)
Sheba Khan, Administration Assistant (SK)

No.	Minute	Action
11.	<p>1. Apologies</p> <p>1.1 No apologies were received</p>	
12.	<p>2. Minutes from the previous meeting: 7 October 2025 and matters arising</p> <p>2.1 The minutes from the previous meeting were said to be a true and accurate record of the meeting that took place.</p>	
13.	<p>3. Corporate Strategy</p> <p>The Panel were comfortable with the content of the Corporate Strategy and Action Plan.</p> <p>3.1 LB presented the new proposed Corporate Strategy and Action Plan to the Panel. LB and the Chair CB reflected on the importance of being mindful of the organisations heritage and how this has shaped current values and practices. LB emphasised the importance of maintaining a strong BME voice, while recognising that housing needs have evolved over time. LB noted that future provision should ensure housing is suitable for those in need, MHA is aligned with current waiting list demands and takes in to account changing needs and wants of tenants and housing applicants.</p> <p>3.2 LB outlined the organisations seven corporate objectives and reviewed these with the Panel.</p>	

	<p>3.3 Discussion took place regarding the reduction of paper usage and the importance of data security considering increasing cyber risks:</p> <ul style="list-style-type: none"> • LB reassured the members that MHA has appropriate cyber insurance in place to mitigate the risks associated with data breaches, data theft or any data leaking <p>3.4 LB noted that environmental sustainability was identified as an increasingly important priority. LB discussed with the Panel that MHA is focused on lowering the organisations emission levels, how the organisation will remain environmentally responsible and the mechanisms that will be used to measure success in this area. It was noted that the 2026-29 Corporate Strategy proposal will be presented to the Board in February for consideration and, subject to final approval by the Board, the new Strategy will be published.</p> <p>3.5 CB asked when the organisation last developed four-to-five-bedroom homes:</p> <ul style="list-style-type: none"> • LB confirmed, this type of development was around 2014, noting that changes to grant rates for larger family homes had impacted development decisions. <p><i>(SK left the meeting)</i></p>	
14.	<p>4. Performance Report</p> <p>a. Tenant Satisfaction Measures Results</p> <p>Members of the Panel noted the TSM results. Members of the Panel asked to ensure results are reliable and consistent- the language used in the questions will be reviewed.</p> <p>4.1 AM presented the Performance Report to the Panel stating that MHA performance is positive AM noted that for every performance measure there has been an improvement and that results are above the median across all measures. AM also noted that this data is based on caller service feedback.</p> <p>4.2 AM asked who from the Panel had received a call as part of the feedback process:</p> <ul style="list-style-type: none"> • SG confirmed that they received a call and said it went well • The Panel discussed types of questions asked during these calls <p>4.3 CB noted that measures reflect tenant perception. CB also highlighted that satisfaction with the way complaints are handled has increased from 40% to 47%. CB stated that after reviewing benchmarked data from other housing associations, MHA’s performance compares well. CB asked why only two out of five people report being satisfied:</p> <ul style="list-style-type: none"> • The Panel discussed and concluded that satisfaction is subjective and can be difficult to measure consistently. 	

4.4 CB stated that reviewing the language of the questions asked would be helpful. CB also asked whether the Housing Ombudsman has an established approach to measuring satisfaction:

- AM clarified that the aim is to ensure customers clearly understand what each question means to obtain the most accurate feedback possible
- CB commented that it is positive that all measures have increased, as this demonstrates ownership and accountability across teams.

b. Damp, Mould & Condensation

4.5 VM noted that a new law, Awaab's Law, was introduced in October 2025. In response, the organisation now has a formal policy and procedure in place to ensure compliance.

4.6 VM explained that under the new framework, damp and mould cases are categorised into three levels: emergency, hazard/significant hazard and standard cases. This categorisation determines the severity of the issue and the speed of the response.

4.7 VM explained that a new system has been implemented to record damp and mould cases in SDM, once a case is logged, an inspection must take place within 10 working days during which responsible staff must attend the property, assess the issue and complete a report. It was noted by VM that following the inspection, a summary must be provided to the customer within 3 working days and in extreme cases, where the property is deemed unsafe, tenants may be temporarily decanted from the property. It was also confirmed by VM that the response timescale is based on the severity of the damp and mould identified.

4.8 VM reviewed several cases exemplified and reiterated that damp and mould issues are often seasonal. It was noted that cases are now being formally classified, which allows the organisation to track how urgent and prioritise resources more effectively.

4.9 VM continued to inform the Panel that the policy specifies that a follow up inspection should take place within 6 weeks to confirm that the source of damp and mould has been addressed. VM clarified that this requirement is part of MHA's internal policy rather than legislation. While Awaab's Law recommends a follow up visit, it does not mandate a specific timeframe. VM also noted that the six week follow up can be impacted due to minor issues arising from tenant actions or non-cooperation.

(GN left the meeting at 19:05)

c. Cyclical planned works

4.10 VM presented the Cyclical planned works report and explained that under Decent Home Standard, certain elements within properties have a defined lifespan. MHA complies with this requirement through a rolling programme of

	<p>replacements. VM stated that MHA understands that carrying out works during the winter period is not ideal due to adverse weather conditions, VM confirmed that this approach will be changed from the next financial year.</p> <p>4.11 Cyclical painting was raised as a main concern due to the impact of weather on meeting programme deadlines:</p> <ul style="list-style-type: none"> • CB suggested that the policy may need to be reviewed or MHA could consider additional contractors are employed during the summer period to ensure works are completed within the correct timescale <p>4.12 MHA tenant shared his personal experience, explaining that his scheme had waited five years for exterior works to be completed. MHA tenant stated that this demonstrates poor planning and highlighted that this is not a recent issue but a recurring problem across schemes.</p> <p>4.13 The panel discussed whether these concerns should be escalated to the Customer Experience Committee and/or the Board. The Panel feel that the Board should be made aware that the Customer Panel has raised significant concerns about long-term issues. The Panel stated that Customers are seeking assurance that plans will be put in place and sufficient support is given to Asset Management team to revolve these ongoing issues. It was recommended that feedback from CEC and the Board be provided at the next Customer Panel meeting, outlining what actions will be taken.</p> <p><i>(It was discussed at the November 2025 Board meeting and raised by the Chair of MHA Board, that future painting programmes should be scheduled during months where the weather has improved, so that tenants are not faced with delayed painting programmes / aesthetic maintenance to their homes)</i></p> <p>4.14 VM confirmed that additional stock condition surveys are being carried out this financial year to gather accurate data. This will allow for better planning and ensure works are carried out in the correct time periods. VM confirmed that planning is currently underway for the next two years.</p> <p>d. Compliance</p> <p>4.15 CB asked VM if MHA is compliant:</p> <ul style="list-style-type: none"> • VM stated that MHA identified that the new contractor PH Jones was behind with compliance checks, however MHA is monitoring PH Jones closely <p><i>(It has been confirmed by MHA senior management team to the Board that MHA is up-to-date with all compliance checks)</i></p>	
<p>15.</p>	<p>5. Tenant Involvement & Engagement</p> <p>The Panel noted the content of the report and SA verbal update to the Panel</p>	

	<p>5.1 SA presented the report highlighting key milestones achieved since September:</p> <ul style="list-style-type: none"> • The Community Investment team are working with the Housing Management team to deliver newsletters that inform tenants about scheme inspections and what is happening within the scheme. • The Anchor Court Christmas party was held, which included tenants from Leeds Jewish Housing Association as part of a joint project • A visit to Leeds Jewish Housing Association is planned for 2026. This will be an ongoing activity and will provide opportunities for groups to socialise and build friendships. The aim is to promote social cohesion between Leeds and Bradford <p>5.2 SA mentioned that similar activities to those delivered at Etna Street will be delivered again. This will include small community events.</p> <p>5.3 SA confirmed that the remaining CIG grant will be utilised. In addition, applications by MHA will be made for larger funding pots to enable delivery of more activities, and if the Panel have ideas for future projects, these could be considered.</p>	
<p>16.</p>	<p>6. Community Partnership & Investment</p> <p>This paper was provided for information only. No questions or concerns were raised by the Panel.</p> <p>a) Community Investment Activities b) Sport & Wellbeing</p>	
<p>17.</p>	<p>7. Welfare Benefits & Financial Support Officer</p> <p>Panel members noted the Welfare Benefits & Financial Support update.</p> <p>7.1 AK presented the report to the Panel and noted the following points:</p> <ul style="list-style-type: none"> • The energy price cap will change slightly from 1 January to 31 March 2026 • For a typical household paying by Direct Debit and using average gas and electricity, the annual cost is now £1,758; • this is a very small increase (0.2%) compared to the previous quarter <p>7.2 AK discussed what this means for our tenants, it was mentioned that most households will see little or no noticeable change in their energy bills, but the bill depends on how much energy the customer uses, the size of the home, and how they pay i.e. direct debit or prepayment.</p> <p>7.3 AK explained that most tenants will receive the Warm home discount and cold weather payments from December 2025 and January 2026, depending on the area/postcode.</p>	

	<p>7.4 AK highlighted that HACT have now reopened the Fuel Fund 2025 and will be continuing with the distribution of the fund throughout January. It was noted that there was a temporary pause in applications between 15th December 2025 – 05 January 2026; AK assured Panel members that this funding will continue to provide support to our tenants who use pre-payment meters and who are in financial difficulty and need help with their energy bills.</p>	
<p>18.</p>	<p>8. You said we did</p> <p>Panel members are aware that they should come forward with ideas for ‘You said, we did’.</p> <p>8.1 AM opened the discussion by suggesting that if the Panel have any ideas, to come forward and propose ideas to AM.</p> <p>8.2 CB noted that SU is applying for more funding to expand the Soul Sisters project for Women’s Wellbeing:</p> <ul style="list-style-type: none"> • CB clarified that it’s not only for Asian women, the project is for all women to have that support and safe space. CB also explained that they are linking in with the men’s club and it is going to be called ‘men in motion’ and it’s about getting the men together out for different activities, because men don’t always feel that they can talk to other people • CB reiterated that if Panel has any ideas, they can go to AM 	
<p>19.</p>	<p>9. Customer Panel Terms of Reference Review</p> <p>Panel members approved the Customer Panel Terms of Reference.</p> <p>9.1 SU presented the Terms of Reference noting that tracked changes have been applied to the Terms so Panel members can see the amendments suggested.</p> <p>9.2 SU discussed the Panel attendee list noting that there are currently 20 individuals on the attendance list, mostly couples from individual households. In addition, there are a further six individuals (three couples) from their separate households who are not yet included.</p> <p>9.3 CB asked how panel members’ names and contact details were obtained.</p> <ul style="list-style-type: none"> • SU confirmed that much of the current list was from a previous employee and therefore needs revision <p>9.4 CB suggested that when inviting Panel members to contribute to the newsletter, this should be combined with a promotional and recruitment message to encourage wider engagement and attract new participants.</p> <p>9.5 A discussion took place regarding meeting attendance and document circulation. It was agreed that, for confidentiality reasons, documents should only be shared with individuals who have confirmed their attendance at meetings.</p>	<p>SA</p>

<p>20.</p>	<p>10.1 CCTV policy and Domestic Violence policy</p> <p>10.1 AM presented both policies and highlighted that minor amendments had been applied to both policies:</p> <ul style="list-style-type: none"> • CB stated that, having reviewed both policies ahead of the meeting, the minor amendments were acceptable, and had not identified any further changes required <p>10.2 Due to the limited time remaining on the agenda, the Chair CB, asked whether a response for these policies could be provided by email within seven days from the date of the meeting:</p> <ul style="list-style-type: none"> • AM and all Customer Panel members agreed to this <p><i>(Panel members did not suggest any further amendments to the policy and accepted the minor amendments applied)</i></p>	
<p>21.</p>	<p>11. Any Other Business</p> <p>11.1 CB asked the panel if they if they are happy with the format of the papers ahead of the meeting, CrB stated that papers should continue to be provided seven days in advance of meetings. CB confirmed that receiving papers digitally would be the preferred option, in line with MHA paperless goals.</p> <p>11.2 SA advised Panel members that there are plans to move MHA towards a paperless approach to meeting papers:</p> <ul style="list-style-type: none"> • CrB raised his concern of a paperless approach and asked for paper copies of reports to be available on the day of the meeting • CrB asked if MHA could consider providing tablets on the day of the meeting so documents can be shared digitally <p>11.3 Everyone present confirmed that they would like the papers emailed to them seven days before the meeting and paper copies made available at the meeting.</p> <p><i>(Due to the new format of the Customer Panel meeting. Cover Reports to presentations will be available on the MHA website for tenants to review)</i></p>	<p>SK</p>

Min No.	Date	Action required	By Who	By When	Status
5	07.08.25	<p>Repairs & Maintenance</p> <p>Review tenants feedback preferences and to consider text feedback as an option for tenants.</p>	MA	2027	Planning to work with PanConnect on the contractor portal and use that as main feedback mechanism on repairs. Likely aiming for early to mid-2027 to have this in place.
6	07.08.25	<p>Winter Feedback Magazine</p> <p>The Panel agreed to send in a paragraph to SA for inclusion in the Winter Feedback Magazine.</p>	Panel	31 Oct 25	Ongoing action
19	20.01.26	<p>Customer Panel Terms of Reference Review</p> <p>SA to send a combined message inviting Panel members to contribute and newsletter and encouraging wider engagement and recruitment.</p>	SA		Ongoing action
21	20.01.26	<p>Any other business</p> <p>Panel papers to be emailed to Panel members before the meeting and paper copies made available at the meeting.</p>	SK	Complete	<i>(Due to the new format of the Customer Panel meeting. Cover Reports to presentations will be available on the MHA website for tenants to review)</i>