



Manningham Housing Association

Tuesday 7 October 2025

Customer Panel Meeting

In person and via Microsoft Teams

Present:

Note: names of Panel attendees have been redacted in line with data protection confidentiality

In attendance:

- Lee Bloomfield, CEO (LB)
- Harry Manford, Neighbourhoods Team Leader (HM)
- Sayful Alam, Customer Involvement & Engagement Officer (SA)
- Vincent Van Der Meulen, Property Asset Manager (VM)
- Sajid Qureshi, Community Development Office (SQ)
- Ayesha Khanum, Welfare Benefits and Financial Support Officer (AK)
- Shazia Khan (Board member) (SK)
- Emma Noble, Head of Governance & Regulatory Compliance (EN)

Apologies:

No.	Minute	Action
1.	<p>1. Apologies</p> <p>1.1 No apologies were received</p>	
2.	<p>2. Minutes from the previous meeting: 1 July 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> <p>2.2 HM; regarding matters arising, further progress on the tenant scrutiny forum will be captured in item 4 on the agenda.</p>	
3.	<p>3. Corporate Strategy</p> <p>SA to circulate Strategy Information to the wider panel for further thoughts and feedback.</p> <p>LB to include empowering people, cohesion in communities and retaining MHA heritage and purpose within the Strategy.</p> <p>3.1 LB presented the new Corporate Strategy and highlighted the seven new objectives within the Strategy. LB stated that an external facilitator discussed at the May 2025 Board meeting, legislative expectations and Board members future aspirations and objectives for MHA; the outcomes of the discussion have resulted in the seven objectives and the new Strategy.</p> <p>3.2 LB emphasised within the report MHA passion for long term sustainability, sharing information with other Associations and working in partnership with other organisations to achieve our objectives.</p>	

	<ul style="list-style-type: none"> • The Chair, CB suggested that the Forum should scrutinise MHA Lettings Policy; CB stated that from attending an ombudsman event there are many challenges facing a lettings policy • CB also suggested the Panel could base a scrutiny project following an area of complaint • LB noted that MHA internal audit outcomes may also highlight areas that require scrutiny 	HM
5.	<p>5. Repair and Maintenance Update</p> <p>HM to review tenants feedback preferences and to consider text feedback as an option for tenants. VM to report at the next Panel which schemes would receive new or retrofit bathrooms and report on the cyclical painting plans.</p> <p>5.1 VM introduced himself to the Committee and his role and responsibilities at MHA. VM highlighted the following points from his report:</p> <ul style="list-style-type: none"> • Awaabs Law comes into effect 27 October 2025 • MHA has a policy in place to manage damp, mould and condensation • MHA timescales are tighter than Awaabs law which means that MHA will be exceeding the laws expectations <p>5.2 The Chair CB asked VM if MHA has the right resources in place to continue meeting timescales and deadlines documented on MHA policy. VM assured the Panel that:</p> <ul style="list-style-type: none"> • MHA has the right resources in place and has recently appointed a trainee surveyor • MHA Senior Maintenance Surveyor has recently completed his level 4 Chartered Institute in Housing (CIH) qualification and MHA Health and Safety Compliance Officer is currently undergoing National Examination Board in Occupational Safety and Health (NEBOSH) training • VM did note that MHA intends on monitoring post inspection timescales as they expect to face difficulties when access several homes <p>5.2 VM informed the Panel that PH Jones won the 3 Star gas Contract. MHA wants to maintain high tenant satisfaction levels hence will monitor PH Jones closely. VM also noted:</p> <ul style="list-style-type: none"> • PH Jones have worked for other Associations • The contracts starts November 2025 until March 2026 and then +3 years • There is a clause in PH Jones contract that MHA KPI's must be met • YPM will continue to work on other projects; <ul style="list-style-type: none"> ○ CB asked if feedback forms are going to issued rather than emails as some tenants may not want to feedback via an email link or by the customer portal: ○ HM confirmed that the feedback forms are under review to ensure that the right questions are being asked ○ HM noted that MHA Data Analyst can review tenants feedback preferences, digital or paper 	

	<ul style="list-style-type: none"> • MHA has identified training and development for tenants and our first partnership was with Positive Echo; Feedback from the open day was positive, although some tenants felt the Clifton Street centre was too far to travel • To improve accessibility, MHA partnered with Inspired Training Initiative (ITI), expanding training to additional venues, MHA enrolled 6 tenants from Keighley, 12 tenants from Clifton Street and 6 tenants from park lane • The next step is for tenants to take part in employability schemes, which involves; CV writing, applying for jobs, working with tenants on work placements <p>7.2 The Chair CB noted that the report sent to the Panel was informative and demonstrates the additional activities that MHA provides in addition to providing homes. CB asked LB to consider how to include this type of work in the 2026 – 2029 Strategy.</p>	LB
8.	<p>8. Welfare Benefits & Financial Support Officer</p> <p>The Panel noted the updated.</p> <p>8.1 AK introduced herself to the Panel noting that she was new to the job having recently been promoted into the role of Welfare Benefits & Financial Support Officer.</p> <p>8.2 AK highlighted the following points from the report to the Panel:</p> <ul style="list-style-type: none"> • Energy Price Cap –From 1 October to 31 December 2025, the price for energy for a typical household using electricity and gas has increased by 2%, to £1,755 per year • This is 2.2 per cent per year higher than the price cap set for the same period last year, from 1 October to 31 December 2024 (£1,717) • Prepayment Meter Support – Ongoing support is available for tenants on pay-as-you-go meters (non-British Gas) via HACT (Housing Association’s Charitable Trust) <p>8.3 Board member SK highlighted that Octopus Energy offer free energy times for customers which could be beneficial to tenants that have an Octopus Energy account.</p> <p>8.4 MHA tenant asked if tenants need to apply for the new warm home discount:</p> <ul style="list-style-type: none"> • CB confirmed that new applications must be made to the Government 	
9.	<p>9. You say we did</p> <p>9.1 MHA tenant thanked HM and SA for following up on issues raised at the July 2025 Customer Panel meeting and for handling CrB issues efficiently:</p> <ul style="list-style-type: none"> • No other actions were raised 	
	<p>10. Customer Initiative Grant</p> <p><i>(CrB left the meeting whilst the Panel voted on Etna Street receiving £360 for a family fun day)</i></p>	

	<p>10.1 The Chair, CB asked Panel member to cast their vote on Etna Street receiving £360 for a family fun day:</p> <ul style="list-style-type: none"> All panel members present voted in favour of the grant <p><i>(CrB rejoined the meeting)</i></p> <p>10.2 MHA tenant welcomed the first cohesion day for Etna street:</p> <ul style="list-style-type: none"> SA confirmed the family fun day will be held on the 27 October and that consideration to invite tenant's from Hena Close and Gaythorne Street will be given. <p>10.3 The Chair CB discussed a wellbeing course for women only and explain the rationale behind requesting a grant for £850. CB discussed the stigma of mental health amongst southeast Asian women and the limited outlet for women to discuss their feelings of loneliness and depression:</p> <ul style="list-style-type: none"> CB stated that the four-week wellbeing course, tailed for the first time in Keighley would encourage women into a relaxed state to they feel they are able to open up and talk about concerns or feelings. The course would be available to twelve women, places are not prescriptive of heritage or nationality; the women would take part in hena sessions, nail art, massage therapy and group counselling session CB highlighted that if the four-week course is successful, the team who runs the session would like to expand into the MHA community and amongst other groups of women in Bradford CB also made the Panel aware that if only the £500 was granted then the MHA Community Investment Manager would input the remaining money from the allocated community investment budget. <p><i>(CB left the meeting whilst the Panel voted on the costs of the wellbeing course for women. CrB Chaired the meeting in CB place)</i></p> <p>10.3 MHA tenant asked if the Panel should exceed the grant of £500:</p> <ul style="list-style-type: none"> The Panel were concerned that if the project was awarded more the £500 this would set precedent for future grant requests All Panel members present agreed that it was a fantastic project idea and would like to award the full £500 grant, noting that the remainder would be contributed by MHA <p><i>(CB rejoined the meeting)</i></p> <p>10.4 MHA tenant explained that the project was approved and that as the Panel didn't want to set precedent, only £500 would be awarded:</p> <ul style="list-style-type: none"> LB noted that the project sits well within Community Investment budget as the project focus is on mental wellbeing and health in the community 	
<p>10.</p>	<p>10. Any Other Business</p> <p>10.1 CB asked HM to clarify tenant and landlords' obligations regarding trees in tenants' gardens:</p>	

	<ul style="list-style-type: none">• HM confirmed that MHA is obligated to trim trees that encroach on public walkways or damage properties and that the MHA Estates team has a tree programme in place to remove trees that are causing issues. <p>10.2 The Chair, CB thanked the Panel, and everyone present for their contribution and closed the meeting.</p>	
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Signed by the Chair:

Date:

Min No.	Date	Action required	By Who	By When	Status
3	07.08.25	Corporate Strategy Circulate Strategy Information to the wider panel for further thoughts and feedback.	SA	31 Oct 25	Complete
		Include empowering people, cohesion in communities and retaining MHA heritage and purpose within the Strategy.	LB	Nov 25	Complete
4	07.08.25	Scrutiny Panel Circulate Forum training details Request one more member for the Forum.	HM	Oct 25	Complete
		Include on the scrutiny plan; Lettings Policy, Area for scrutiny following a complaint.	HM	2026-27	Complete – included on a list of topics to review
5	07.08.25	Repairs & Maintenance Review tenants feedback preferences and to consider text feedback as an option for tenants.	HM	Jan 26	MHA has explored texting options with SDM previously; we are currently reviewing cost and functionality comparisons with other platforms
		Report at the next Panel which schemes would receive new or retrofit bathrooms and report on the cyclical painting plans.	VM	Jan 26	Update Presentation provided at the April 2026 meeting
6	07.08.25	Winter Feedback Magazine The Panel agreed to send in a paragraph to SA for inclusion in the Winter Feedback Magazine.	Panel	31 Oct 25	Ongoing

7	07.08.25	<p>Community Partnership & Investment</p> <p>The report was informative and demonstrates the additional activities that MHA provides in addition to providing homes. - Consider how to include this type of work in the 2026 – 2029 Strategy.</p>	LB	Nov 25	Complete
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