

How your service charge income was spent 2024/5

As of 31st March 2025, Manningham Housing Association owned 1,428 properties across Bradford and Keighley. Services were provided to 899 of these properties as part of the tenancy/lease.

Service charges cover the period from 1st April to 31st March each year.

Manningham operates variable service charges for all tenancies and leases.

How does this work?

Tenants and leaseholders are charged an **estimated** cost for services for the year from April to March. After the year end, Manningham calculates the **actual** cost and applies it. Any difference is refunded or recharged through the following year's service charge.

In February 2024, the Association wrote to tenants and leaseholders with estimated charges for 1st April 2024 to 31st March 2025. In September 2025, we wrote with details of the actual costs, including any overpayments or underpayments. These are repaid or recovered through an adjustment to the 2025/26 service charge.

What services do we provide?

Below are the main categories of services. Not all properties receive the same services; this depends on the property type and what Manningham is responsible for providing (for example, flats may have lift-servicing costs, while houses do not).

- **Other costs:** Communal lift servicing; servicing and maintenance of scheme equipment (e.g., fire alarms); insurance for shared-ownership properties; and laundry facilities.
- **Estates and communal areas:** Cleaning and maintenance of communal areas, including window cleaning.
- **External contractor charges:** Rechargeable third-party management costs (e.g., cleaning and landscaping).
- **Grounds maintenance:** Communal lawn maintenance, tree works, fly-tipping removal, etc.
- **Personal services:** Services to individual properties (e.g., stairlift servicing and individual window cleaning).
- **Utilities – communal use:** Electricity, gas and water for communal areas on specific schemes.
- **Utilities – personal use:** For schemes with heating networks and communal meters, charges may apply for both communal and personal use.
- **Management charge:** Administration of service costs and production of estimated and actual statements.
- **Over/under recovery:** The difference between estimated charges paid and actual costs incurred.

The bar chart below compares total estimated service-charge costs for 2024/25 with the total actual costs for the same period. Any under-recovered costs shown in the estimated column reflect the difference between the estimates and the actuals.

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The chart shows the overall position for the Association and how the charges to tenants and leaseholders in 2024/25 compare with the costs incurred by Manningham.

