

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 2
Report Title	Internal Audit Plan 2026/7	
Lead Officer	Director of Operations	

The Internal Audit Plan 2026/27 sets out a programme of reviews to be conducted over the next 12 months at MHA. The reviews will be conducted by an independent company who will review key areas across MHA and provide findings, recommendations and assurance.

The internal audit reports will get presented for review and discussion at MHA's Audit Committee and then reported to Board.

The plan for 2026/27 is risk based and has been developed with Executives and review of key documents. Tenants will get an opportunity to see the plan and input provide their feedback on the approved plan.

How have our Tenants influenced the content of this report or influenced the supporting data/information:

The Internal Audit Plan 2026/27 has been influenced by key risk areas for MHA, performance, stakeholder feedback and review of key corporate documents. Tenants are getting the opportunity to directly understand the process of our internal audit work and comments/feedback will be reflected in upcoming reviews.

DATE: 10/06/2026	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 3
Report Title	Welfare Benefits & Financial Support	
Lead Officer	Welfare Benefits & Financial Support Officer	

Energy Price Cap for July 2026 – September 2026.

- The current energy price cap for a typical household is £1,641 per year. From July, this is expected to increase by around £18 per month for an average household using gas and electricity.

Financial & Benefit Support

- Help to check benefit entitlement, including Universal Credit, Pension Credit, Housing Benefit.
- Support with benefit applications, appeals and budgeting.
- Discretionary Housing Payments for tenants struggling with rent shortfalls.
- Council Tax Reduction schemes through local councils.

Energy & Utility Support

- Energy advice and budgeting support.
- Help accessing fuel vouchers or hardship funds.
- Warm Home Discount Scheme for eligible households.
- Priority Services Register for vulnerable residents with energy suppliers.
- Advice on switching tariffs and reducing energy usage.

Household Support – Debt & Money Advice

- Access to food banks and community food projects.
- Household Support Fund through local authorities.
- White goods, furniture or emergency household item support through charities or grant schemes (Assisted Purchase Scheme)
- Free debt advice services and referrals.
- Help managing rent arrears and repayment plans.
- Support to maximise income and reduce outgoings.

How have our Tenants influenced the content of this report or influenced the supporting data/information:

Tenants raised concerns about rising energy costs, budgeting, rent affordability and financial hardship. This influenced the inclusion of information on benefits, debt advice, energy support and hardship funding.

Have we identified a financial impact on our tenants?

The increase in the Energy Price Cap is expected to increase average household energy bills by around £18 per month. This may make it harder for some tenants to manage household bills and rent payments.

Value for money or social value in this report.

Social value by promoting early intervention and preventative support for tenants experiencing financial hardship. By providing access to welfare advice, debt management support, energy guidance and hardship assistance, the measures outlined aim to:

- Reduce financial crisis and tenancy failure.
- Support tenant wellbeing and financial resilience.
- Prevent escalation of rent arrears and homelessness.
- Improve access to entitled benefits and financial support.
- Support vulnerable residents to maintain safe and warm homes.

Value for money is achieved through:

- Early support interventions that reduce the need for more costly crisis services.
- Maximising tenant income through benefit uptake.
- Partnership working with local authorities, charities and community organisations.
- Encouraging sustainable budgeting and energy efficiency to reduce longer-term household costs.

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 4
Report Title	Community Investment and Tenants Engagement (Case Studies)	
Lead Officer	Community Partnership & Investment Manager	

The Community Investment and Tenants Engagement Team mainly focused on key activities related to employability training, health and wellbeing, and tenants' participation at the neighbourhood level. At the last Customer Panel meeting, we reported a list of projects delivered in quarter 4 of 2025. I am pleased to report and present two Case Studies from some of our key activities, including tenant volunteering to learn new skills and women engaged in sports activities.

Case Study 1: Volunteering to Learn New Skills

Case Study 2: Multi-Sport

How have our Tenants influenced the content of this report or influenced the supporting data/information:

Tenants have played an important role in shaping both the content of this report and the supporting case studies presented. Their needs, experiences and feedback directly informed the design, delivery and evaluation of the projects outlined. We communicated with tenants throughout the reporting period using a range of accessible channels, primarily our social media platforms, targeted email networks and by direct contact. These methods allowed us to promote training courses, employment-focused programmes and health and wellbeing activities in both Keighley and Bradford. Feedback from tenants was gathered informally through engagement at events, course participation, follow-up conversations and responses received via email and social media. This feedback helped us assess our performance and identify areas where projects were most effective.

Have we identified a financial impact on our tenants?

The programme demonstrates **strong value for money**, evidenced by:

- Low average cost per engagement: approximately £7.71
- Delivery of multiple outcomes (wellbeing, employability, social inclusion) through single interventions
- Efficient use of resources through:
 - Group-based delivery models
 - Partner-led provision and shared resources
 - Low-cost pilot initiatives (e.g. Men in Motion)

- Door step play in partnership with JUMP.

The programme also provides **preventative value**, supporting tenants before needs escalate into crisis or statutory services, thereby reducing future demand on higher-cost interventions.

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 5
Report Title	You said we did	
Lead Officer	Neighbourhoods Team Leader	

What is this agenda item about?

There is a short presentation for this agenda to explain what this section is about and some general examples of how we collect customer feedback and use it to improve our services.

Feedback Required?

Yes – we welcome feedback on how we can increase customer engagement and feedback for continuous improvement of our services.

Any ideas and suggestions for projects and events are also welcome.

Think about what MHA can do to help customers improve their neighbourhoods and communities.

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 6
Report Title	Performance Report - Neighbourhoods	
Lead Officer	Neighbourhoods Team Leader	

What is this section about?

We are currently mid-way through Quarter 1. The presentation will include information from April and May 2026. This presentation will include information on lettings and antisocial behaviour cases reported in April and May 2026.

Feedback Required?

Yes – do you find this information helpful?

Is there anything you would like in addition or for us to present differently to make it more meaningful for the panel?

Is the presentation meaningful within the context of the Customer Panel meeting?

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 7
Report Title	Property Services Update – Gas Compliance, Responsive Repairs, and Planned works	
Lead Officer	Head of Property Services	

Presentation Overview: Property Services

1. Gas Compliance

- Previous gas contract expired in October 2025 and we were required to go to an open tender to appoint a contractor for another 3 year plus period.
- PH Jones (part of British Gas) awarded contract until March 2029.
- Projected cost savings of £100k per year
- Contract commenced November 2026 – experienced initial set up issues with new contractor, increase in complaints due to jobs being delayed or attended late.
- Action plan put in place to improve service delivery with additional resources and engineers allocated to contract.
- Significant improvements between Feb-April 2026.
- 99.98% of gas safety checks completed at year end (1 outstanding property which has since had safety check completed and MHA fully compliant)

2. Responsive Repairs

- Current performance relating to responsive repairs
- Actions being taken to help improve and drive performance upwards
- Using feedback from customers and data we hold on repairs to help shape future needs and service delivery

3. Planned Maintenance 2026/27

- Current status of planned maintenance for the upcoming year
- Projected start and completion dates
- Planning for future years and the rationale behind this

The Panel is requested to:

1. Provide feedback on the clarity and transparency of our approach to gas compliance.
2. Provide any comments or feedback as to how we can improve the repairs service delivered to you.

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 8
Report Title	Domestic Lift Servicing	
Lead Officer	Head of Property Services	

Presentation Overview:

1. Domestic Lift Servicing

- Background to lifts in MHA properties
- Our current approach to dealing with domestic lift servicing in our properties
- Looking at future options as to how lift servicing and maintenance should be managed
- Involving our customers in this process

The Panel is requested to:

1. Provide feedback on the clarity and transparency of our approach to gas compliance.
2. Provide any comments or feedback as to how we can improve the repairs service delivered to you.

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 9
Report Title	Customer Panel Terms of Reference	
Lead Officer	Head of Governance & Regulatory Compliance	

The Tenant Forum Terms of Reference formally documents the objectives, role and responsibilities of a tenant that attend a Forum meeting.

Our current Terms of Reference focused on Terms that a formal a Customer Panel would undertake.

We would like to amend the Terms to suit the new format of the Customer Panel and amend the name of the Customer Panel to Tenant Forum.

Following review of the new Terms and change of name, the decision of our tenants will be presented the Customer Experience Committee which consists of Board members, for final review and approval.

Please read the new Tenant Forum Terms of Reference.

How have our Tenants influenced the content of this report or influenced the supporting data/information:

The new terms have been drafted by using content from our current Terms of Reference. The Terms agreed in January 2026 were drafted from contributions from the previous Customer Panel members.

New – Tenant Forum Terms of Reference

Purpose of the Tenant Forum

The Tenant Forum is a collaborative meeting for tenants to positively engage with Manningham Housing Association (MHA) acting as a consultative and scrutiny panel in MHA's day-to-day service operations.

Meetings

- MHA will arrange four Forum meetings per year
- A Chair will be in place to direct the meetings.
- Administrative support will be provided by the MHA Administration Assistant.
- Forum Agendas, pre reading information and presentations will be placed on the MHA website for all tenants to access
- Forums may be held at various locations to encourage a wider participation from tenants in Bradford and Keighley

Membership

- The Tennat Forum is open to all MHA tenants
- The Chair of the Forum must be a tenant of MHA
- The Chair must meet what is expected of an individual taking on the role of the Chair to deliver the objectives of the Forum

Role & Responsibilities of tenants that attend the Tenant Forum meetings

- Be the wider tenant voice and hold MHA to account, ensuring the tenant voice is heard at Board level
- Act as a consultative body for the implementation of new and existing policies
- Scrutinise MHA's services and MHA performance against services and policies
- Identify areas for continuous improvement in the Association's service delivery
- Approve applications made for the Community Involvement Grant (CIG)
- Review performance against MHA's Customer Service Promise
- Promote involvement and engagement with all the Association's tenants
- Help plan customer events including the Tenants Mela(s) by contribution of ideas at the Forum

Conduct

- Be led by the Chair, following the guidance of the Chair in the conduct of the meetings.
- Be courteous to each other, allowing each other the opportunity to speak
- Accept the purpose of the meeting is to benefit to tenants generally and not specific individuals

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 10
Report Title	Tenant Scrutiny Forum – Call for Volunteers	
Lead Officer	Head of Governance & Regulatory Compliance	

The Tenant Scrutiny Forum is made up of our tenants who meet three times per year to work with and support Manningham Housing Association to help us continuously improve our services to tenants.

What is the remit of the Tenant Scrutiny Forum?

- Analyse and evaluate a bi-annual report which will show MHA’s performance in dealing with complaints in-line with our agreed procedures.
- Review a number of anonymous complaints to understand how these have been dealt with
- Conduct a series of scrutiny projects agreed by Customer Experience Committee (CEC)
- Recommend changes/improvements in order to ensure that any learning outcomes are implemented
- Report to the Customer Experience Committee on the work of the Customer Scrutiny Forum

Skills and Abilities from our tenants

- Representatives of the forum who are nominated or volunteer as a MHA tenant must demonstrate the relevant skills and compliance with MHA’s policies and procedures.
- Provision for training can be made by MHA to ensure forum members hold the appropriate skills and knowledge required to carry out the work.
- Understanding of current policies e.g. Data Protection etc. should be signed off by those involved in the Forum.

Next Scrutiny Project: Scrutiny of how our Association handles Anti-Social Behaviour.

Time and Expectations of the Forum members: 1–2-hour meeting to discuss what data the forum will require to carry out effective scrutiny and 2 hours to for the Scrutiny Forum.

How have our Tenants influenced the content of this report or influenced the supporting data/information:

Tenants have helped shape the Tenant Scrutiny Forum terms of reference and have contributed ideas on what subjects should be considered for scrutiny in the future.

DATE: 10/06/26	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Panel	Item no. 11
Report Title	Data Protection Complaints Policy	
Lead Officer	Head of Governance and Regulatory Compliance	

Following the introduction of the Data Usage and Access Act (DUAA), and amendments to the Data Protection Act. It is now a requirement that our Association must give our tenants and customers a channel to make a data protection complaint to our Association.

We would like our tenants to read the content of the new Data Protection Complaints Policy.

This Panel has the opportunity to ask any questions on the new policy.

New - Data Protection Complaints Policy

Introduction

Following the introduction of the Data Usage and Access Act (DUAA), and amendments to the Data Protection Act. It is now a requirement that our Association must:

- Give our tenants and customers a channel to make a data protection complaint to our Association
- Set the timeframe for acknowledging receipt of a complaint
- Keep the complainant informed, especially if it is taking time to collect supporting evidence
- Inform without undue delay the complainant the outcome of their complaint

This policy will assist individuals when assessing when and how a data protection complaint can be made to our Association and our approach when receiving and responding to data protection complaints.

What is a data protection complaint?

An individual can make a complaint if they believe that our Association has breached data protection legislation because of the way we have handled their personal information.

For example; an individual may not be happy about how we have responded to a data subject access request, how we have used their personal or sensitive data, the retention of their personal or sensitive data and the accuracy of their data.

We will not consider under our data protection complaint policy, complaints about our customer services or an internal grievance issue, these types of issues will be addressed under other policies such as our Feedback and Complaints Policy or our internal staff policies.

Each complaint will be assessed to understand if it is in fact a data protection complaint.

How can an individual make a data protection complaint.

We accept complaints via the following channels/methods:

- Email to our data privacy manager dpm@manninghamha.co.uk
- Letters hand delivered or via post
- Verbally over the phone
- Via our Associations chatbot
- Verbally in person to a member of staff

Our policy is not to respond to data protection complaints on social media, instead a data protection complaint will be passed to the data privacy manager and handled inline with our policy and internal processes.

What individuals should expect from our Association regarding a data protection complaint.

- We will require proof of ID
- We can accept third party complaints if the third party is authorised to act on the other person's behalf
- We may require evidence or supporting information for us to investigate a complaint
- We will acknowledge a complaint within 30 days
- The acknowledgement may also include a response to the complaint
- We will explain the outcome of the data protection complaint

What if individuals do not agree with our response and continue to complain.

We will in all our responses include a detailed response, however if the individual continues to pursue a complaint that is without merit and intends to cause inconvenience, harassment or expense to MHA, this will be raised with a director to decide on whether it is a vexatious complaint/complainant.

When making this determination we will consider a proportionate response and give regard to provisions made under the Equality Act 2010. If we find that the complainant has any support needs, we will seek advice from any support agencies.

Note: individuals can also make complaints to the Information Commissioners Office (ICO).