

General Questions and Answers from the Customer Panel Meeting 15 April 2026

Can tenants contact MHA directly for clarification on welfare and benefits	Tenants can call and that support will be provided over the phone by our welfare & benefits officer or the MHA Income team
Can any resident become a Scheme Champion	Yes, if they are willing to be actively involved and committed to supporting the community
How are Scheme Activities/Events funded	From the £500 Grant Funding offered by MHA. Neighbourhood Officers can assist with an application for a grant
What are Key Performance Indicators	These are established benchmarks used to assess performance, ensuring that agreed standards and service levels are being met
Can tenants choose colours and finishes to their kitchens	Yes, colour options are provided to tenants
What is the kitchen replacement cycle	Kitchen replacement timelines have been extended from 15 years to 20 years in line with government guidance, although replacements may occur sooner depending on the condition
What is the kitchen replacement cycle	Typical replacement cycle is approximately 30 years, with different property components having varying lifespans and maintenance schedules
Will future developments would include larger family homes	A mix of property sizes will be delivered, based on the needs of local communities and allocation criteria
Tenants asked if new homes could be designed with fixtures and fittings in mind	New developments would incorporate sustainability measures, including features such as solar panels, with the aim of reducing energy costs for residents.
Could home orientation be considered in future designs, with a preference for more south-facing homes to maximise natural light	Energy efficiency and cost reduction are key priorities in new developments
Where are the locations of the planned 150 new homes	Developments will take place across multiple sites within and outside Bradford, depending on scheme planning and local housing needs