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**Manningham Housing Association**

# **Internal Audit Plan**

**Person: Head of Governance and Regulatory Compliance**

**Date: 10/06/26**

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## Results of MHA Internal Audit Programme for 2025/26

Review Area	Date Subject Last Reviewed	Assurance Rating	BAF/Risk Ref	Type	2025/26	2026/27	2027/28
<b>Governance</b>							
Procurement	March 2026	Reasonable	SR2	Assurance	✓		
Strategic Governance	August 2025	Substantial	SR2	Assurance	✓		
Tenant Satisfaction Measures	October 2025	Substantial	SR5	Assurance	✓		
Management of Damp and Mould	September 2025	Substantial	SR4, SR6	Assurance	✓		✓
Planned Estate Maintenance and Stock Condition Database	December 2025	Substantial	SR4	Assurance	✓		
Rents & Service Charge Setting	December 2025	Substantial	SR2	Assurance	✓		
Customer Engagement	March 2026	Substantial	SR5	Assurance	✓		

# MHA Internal Audit Programme 2026/27



Review Area	Date Subject Last Reviewed	Assurance Rating	BAF/Risk Ref	Type	2026/27
Responsive Repairs	July 2019	Adequate	SR4	Assurance	✓
Health & Safety			SR5	Assurance	✓
Financial Accounting Controls – Month End Processes			SR7		✓
Assets & Liabilities	October 2022	Substantial	SR2	Assurance	✓
Data Governance - Tenants			SR2, SR5	Assurance	✓
Property Compliance (Gas)	January 2024	Reasonable	SR6	Assurance	✓
Complaints			SR5	Assurance	✓
Anti-Social Behaviour			SR5	Assurance	✓
Human Resources Management	March 2021	Adequate		Assurance	✓



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# Welfare Benefits & Financial Support Update

Person: Ayesha Khanum

Date: 10<sup>th</sup> June 2026

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# Energy Price Cap

- Energy regulator Ofgem has announced that the energy price cap will increase by 13% from 1 July to 30 September 2026.
- The price cap is the maximum amount energy companies can charge customers on standard or default tariffs. It affects people who have not signed up to a fixed-rate deal.
- The increase is mainly due to higher gas prices linked to the ongoing conflict in the Middle East. Around 40% of households are on fixed tariffs, so they will not be affected by this increase.
- From July, gas prices will rise more sharply than electricity prices. Electricity bills are expected to increase by around 5%, while gas bills could rise by around 24%. 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.

# 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.



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# 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 (now called Housing Payment) for tenants struggling with rent shortfalls.
- Council Tax Reduction schemes through local councils.

# Household Support – Debt & Money Advice

- Access to food banks.
- 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.

# Contact Details



**Ayesha Khanum**

**Welfare Benefits & Financial Support Officer**

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**Manningham Housing Association | 01274 771144**

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# **Community Investment & Tenants Engagement**

**Person: Community Partnership & Investment Manager**

**Date: 10/06/26**

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# What is Volunteering?



**Volunteering is giving your time, skills, and support without financial reward. It helps individuals gain experience, build confidence, develop new skills, and create meaningful social connections within the community.**

# Volunteer: Rukshana Begum



Volunteering Experience with Manningham  
Housing Association  
February – April 2026

**Rukshana Begum** is a dedicated volunteer from Keighley. She volunteered with Manningham Housing Association from February to April 2026 to gain community development experience and support residents in Keighley.

# Projects and Activities Supported



- Teaching Assistant Training Course
- Childcare Course
- Food Hygiene Course
- Creative Art & Craft Sessions
- Walking and Hiking Sessions for Women
- Thursday Women's Swimming Sessions
- Soul Sisters Project for Keighley Residents

# Who Did Rukshana Support?



Rukshana supported local tenants and residents from minority ethnic communities, especially women, families, and unemployed individuals experiencing socio-economic challenges, low confidence, and social isolation.

Regular supervision was provided by the MHA Community Development Officer, including guidance on safeguarding, communication, and community engagement. While learning the work ethics, dedicated mentoring supported Rukshana in understanding the needs of vulnerable residents.

# Volunteer Tasks and Engagement



- Organising community activities
- Engaging with residents and tenants
- Encouraging participation in programmes
- Supporting attendance and administration
- Creating a welcoming and inclusive environment

## Skills Developed:

- Improved communication and teamwork
- Community development experience
- Better organisation and planning

## Community Impact:

- Increased participation and wellbeing
- Stronger social connections
- Greater inclusion and confidence

# Volunteer's Voice



"If Manningham Housing Association didn't offer me the opportunity to volunteer, then I wouldn't have the chance to learn new skills and meet new people, and at the same time improve my mental and physical health and wellbeing."

– Rukshana Begum

Rukshana developed essential skills in patience, inclusion, and active listening. She learned the importance of building trust within diverse communities and understanding barriers faced by disadvantaged residents.

# Thank you



Thank you for learning about Rukshana's volunteering journey with Manningham Housing Association.

For community engagement opportunities, please contact MHA.

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# **Community Investment & Tenants Engagement**

**Person: Community Partnership & Investment Manager**

**Date: 10/06/26**

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# MULTISPORT INITIATIVE – FEMALE TENANT ENGAGEMENT PROGRAMME

Empowering Female Tenants Through Sport and Wellbeing



## Programme at a glance:

### TARGET GROUP

Female tenants, especially women looking for a low-pressure way into activity. Designed to feel accessible across ages, interests and confidence levels. The average age of attendants was between 30 and 50 years.

### THE OFFER

Multi-sport and wellbeing sessions are delivered in local indoor community venues. The mix broadened appeal and made it easier for women to take part regularly.

### WHY IT MATTERS

Builds confidence, connection and wellbeing. It also offers a practical model for more inclusive tenant services.

# Delivery at a glance



## **INCLUSIVE FITNESS SESSIONS**

Low-impact sessions included yoga, sports (football, cricket, Cricket, Dodgeball and Badminton), and circuit activity. Delivery was paced to feel welcoming, inclusive and manageable.

## **BEGINNER-FRIENDLY SPORT TASTERS**

Intro sessions covered various common sports as well as activities which did not exert too much energy. They gave women a simple, low-pressure way to try something new. Most of these sessions were friendlies, but the option for a competition between themselves was open.

# Delivery at a glance



## **SOCIAL WELLBEING ACTIVITIES**

Phone calls and interactive conversations created regular well-being touchpoints. Making Every Contact Count was key to promoting sustainability for these activities. These helped women stay connected and engaged.

## **COMMUNITY-BASED GROUP SESSIONS**

Sessions were run close to home in local venues. Most participants were from BD8 and BD5, with some from BD3 and BD9. Cultural appropriation made it easier for women to join in, and these sessions were ethnically diverse with tenants attending from Asian and African backgrounds. The sessions were run from Mid July beginning of September.

# Outcomes and Feedback



## **WELCOME AND ACCESSIBILITY**

Feedback showed sessions felt easy to join, with clear introductions and a friendly tone that helped new participants feel comfortable from the start. Average attendance was 8 participants.

## **CONFIDENCE AND ENJOYMENT**

Feedback showed they were growing in confidence to try new activities and enjoyed taking part. The supportive, non-judgmental setting made sessions feel manageable and worthwhile for them, and they reported feeling relieved and less stressed.

## **SOCIAL CONNECTION**

Participants valued meeting others and having regular contact through shared activity. Many said they would return and recommend the sessions to others.

# Key learning and next steps



- Trust-building and flexibility matter as much as programme design.
- Co-design and shared decisions improved engagement.
- Improved physical wellbeing and feeling more active.
- Improved mood and increased confidence.
- Free, local sessions reduce barriers to taking part.
- Next step: build toward regular, ongoing community sessions.

# Thank you



**Thank you for learning about the Multisport Initiative – Female Tenant Engagement Programme with Manningham Housing Association.**

**For community engagement opportunities, please contact MHA.**



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# **You said, We did**

**Person: Ayesha Malik**

**Date: 10 June 2026**

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# What is 'You said We did'?

**"You said"** = what customers/tenants told us (feedback, complaints, suggestions)

**"We did"** = what the organisation actually changed or improved as a result

# Feedback and what we've done

- **You said:** Repairs take too long  
**We did:** Improved repair times and communication
- **You said:** Hard to contact us  
**We did:** Reduced wait times and improved responses
- **You said:** Complaints weren't clear  
**We did:** Made responses clearer and improved our process
- **You said:** ASB action wasn't visible  
**We did:** Strengthened case handling and communication



# How we collect customer feedback

Tenancy Satisfaction Measures (TSMs)

Feedback from compliments and complaints

Customer engagement activities (e.g. scheme focus events, community action days etc)

Day to day contact with customers

Digital channels (social media, Google reviews, MHA website)

# Your feedback helps us improve

We're continuing to:

- Review and improve services
- Act on what you tell us
- Keep you informed about changes





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# Performance - Neighbourhoods

Person: Ayesha Malik – Neighbourhood Team Leader

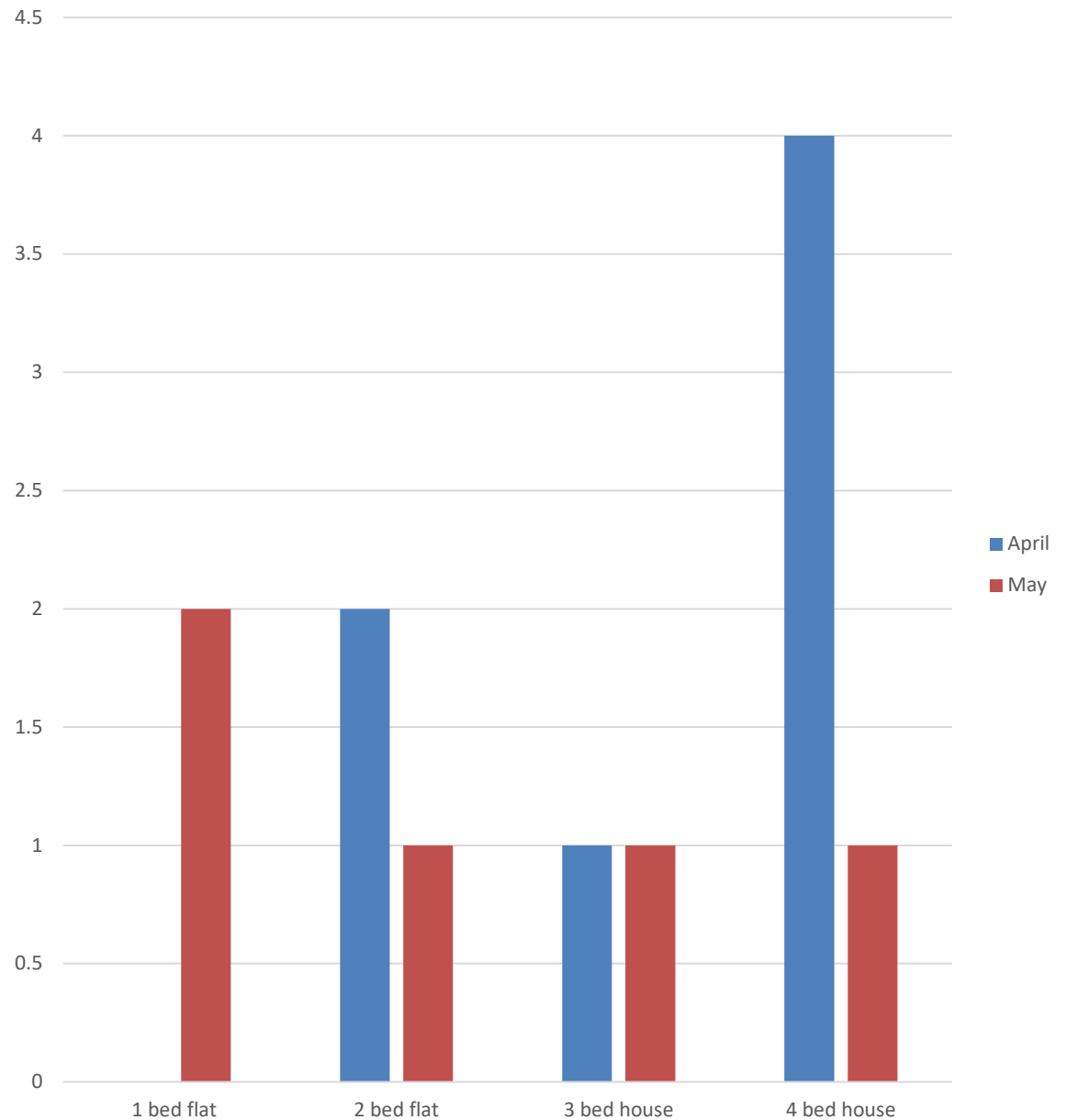
Date: June 2026

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Lettings:

# Empty Homes in April & May 2026

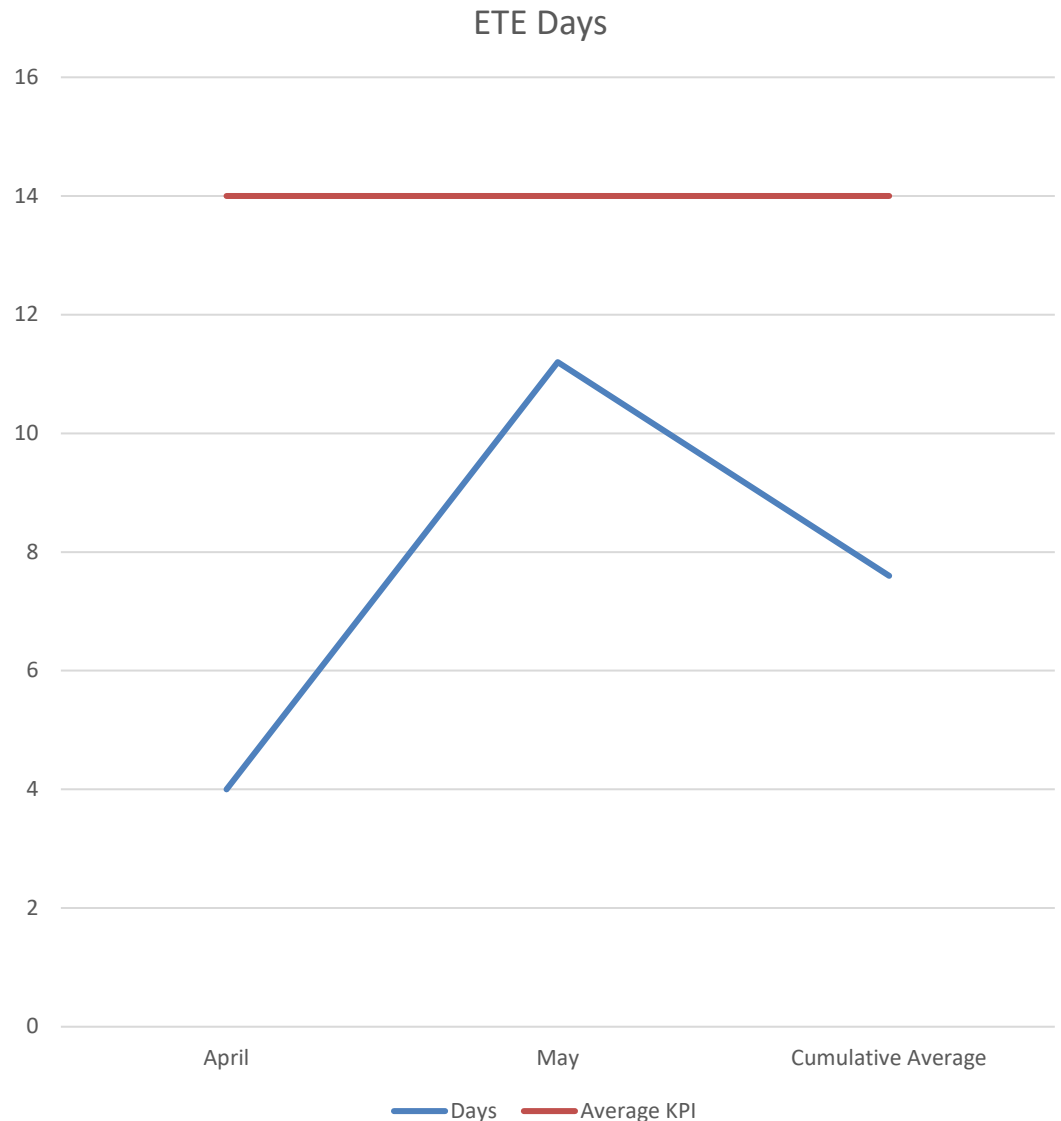
Empty Homes by Size and Type



# Lettings: End to End Times

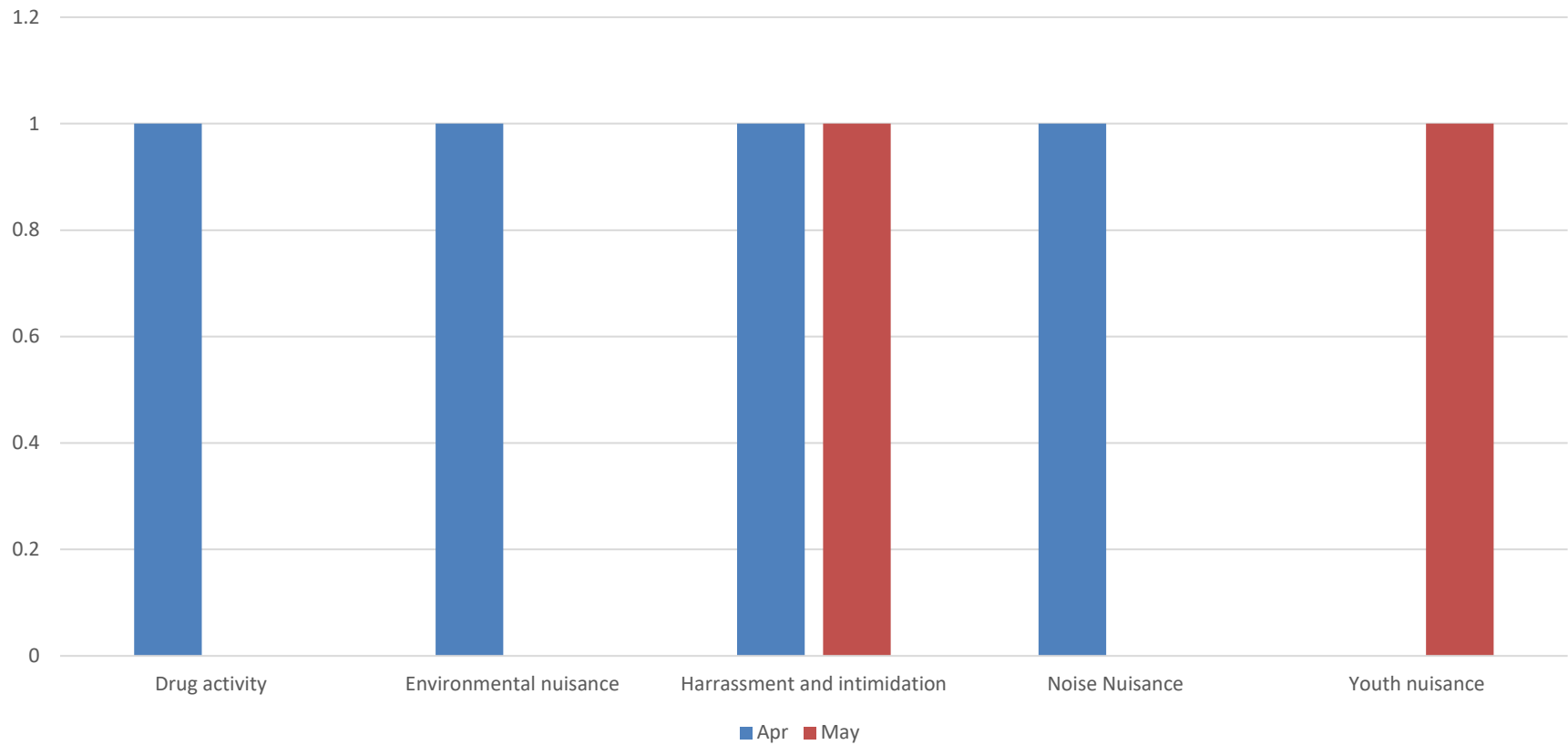
**End-to-end time (ETE)** is the average number of days it takes to re-let an empty home — from getting the keys back to a new tenant moving in.

The MHA target is 14 days or less.



# Antisocial Behaviour Cases

ASB Cases Reported in April and May 2026



## Manningham Housing Association

### Property Services Update – Gas Compliance, Responsive Repairs, and Planned works

**Person:** Head of Property Services

**Date:** 10 June 2026

# Gas Compliance

Date	Milestone	Outcome
October 2025	Previous gas contract expired	Open tender process commenced to procure a new contractor for a further three-year term.
October 2025	Contract awarded	PH Jones (part of British Gas) appointed as gas servicing contractor until March 2029, with projected savings of £90,000 per annum.
November 2025	New contract commenced	Mobilisation period began. Initial set-up and transition issues impacted service delivery.
Nov 2025 – Jan 2026	Early contract challenges	Increase in customer complaints due to delayed appointments and late attendance by engineers.
January 2026	Improvement action plan implemented	Additional resources and engineers allocated to the contract to address performance concerns.
February – April 2026	Service improvement period	Significant improvements achieved in service delivery and contractor performance.
Year End 2025/26	Gas safety compliance review	99.98% of gas safety checks completed, with one outstanding property.
Post Year End	Full compliance achieved	Outstanding gas safety inspection completed; organisation now 100% compliant with gas safety requirements.

# Gas Compliance - Continued

- PH Jones had a very short and tight mobilisation period
- November – February the busiest time for gas checks and boiler breakdowns
- Failures were a combination of contract set up, not having enough resource allocated, working very differently to what our tenants have previously come to expect
- Learnings – used data from our systems, tenant feedback & complaints findings
- Action plan put in place to address and tackle the key areas of concern
- Additional resource put in place by PHJ (admin staff and engineers)
- There has been a gradual but significant improvement in performance
- Currently achieving 100% gas safety compliance
- Still work to do to on gas repairs and better communication with tenants

# Responsive Repairs

KPI Ref	Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual - Qtr 4
RP02.1	Proportion of non emergency repairs completed within timescales	100%	86%	85.90%	85.40%	↑ 88.40%
		95%				
		<90%				
RP02.2	Proportion of emergency repairs completed within timescales	100%	96%	95.90%	97.90%	↓ 89.60%
		95%				
		<90%				

# Responsive Repairs - Continued

## LEARNINGS & ACTIONS:

- For the year 2025-26, repairs target for non-emergency repairs were above the target of 86% (88.4%)
- Emergency repairs for the year were below the set annual target of 96% (89.6%)
- Have reviewed the data we hold on our systems for repairs and found that the dip in performance is not seismic. Identified that 2 specific contractors have been underperforming on emergencies (PH Jones being one of them)
- This has been escalated and we are working with them to drive performance upwards
- A more detailed review of the delivery, monitoring and reporting of responsive repairs to be undertaken later in the year and findings shared with the Customer Panel
- Internal audit also being undertaken in July 2026 to ensure we do not rest on our laurels, this will be shared and reported to our Board

# Planned Maintenance Update

- Kitchen, bathroom & external paint works currently out for tender
- Tender deadlines Mid June 2026
- Works to be awarded by end of June 2026
- Commencement July 2026 – tenants to be informed in writing
- Paint works scheduled July-September 2026
- Kitchens & bathrooms July 2026 – March 2027

# QUESTIONS?

## Manningham Housing Association

### Domestic Lift Servicing

**Person:** Head of Property Services

**Date:** 10 June 2026

# Background

- Several MHA properties have lift equipment installed in them
- These have all been supplied & fitted by Bradford Council via Disability Facilities Grant (DFG)
- 5 year Warranty with Manufacturer
- Historically MHA assumed responsibility to service and repair lift equipment at expiry of warranty period
- Service costs are service charged to the tenant, but repair costs absorbed by MHA

# FUTURE OPTIONS FOR CONSIDERATION

<b>Option 1 – Maintain Current Arrangements</b>	Continue with the current approach, with MHA managing servicing and bearing repair costs.
<b>Option 2 – Transfer Repair Responsibility to Tenants</b>	Advise tenants that future repair costs will become their responsibility.
<b>Option 3 – Extend Service Charge to Include Repairs</b>	Introduce a charge covering both servicing and repairs.
<b>Option 4 – Full Tenant Responsibility After Warranty Expiry</b>	Cease MHA administration of servicing and repairs once warranty expires, with tenants arranging this directly.

# QUESTIONS/FEEDBACK?



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# Customer Panel Terms of Reference

Person: Emma Noble

Date: Head of Governance & Regulatory Compliance

# What is a Terms of Reference?

- We have a duty to ensure that our tenants have a formal role in assessing and influencing the performance, service delivery, strategies, plans and behaviour of housing and related Services.
  - The Tenant Forum Terms of Reference formally documents the objectives, role and responsibilities of a tenant that attend a Forum meeting, namely:
  - Meetings, Membership, Roles and Responsibility, Conduct at Meetings
-

# Current Terms of Reference

- Named 'Customer Panel' – focus was then on a set membership of tenants who regularly attended a meeting
  - Customers would attend a formal meeting that was minuted
  - Customers would receive formal papers ahead of the meeting
  - Apologies would have to be noted if Customers did not want to attend the formal meeting
  - Customers are expected to hold MHA to account and scrutinise what was being presented to the Panel
-

# New Terms of Reference for Agreement today

- Amend the name to 'Tenant Forum'
  - Agree to a one-page document simplifying the duties of tenants that attend our Tenant Forum
  - Agree to the duties specified in the one-page document (Terms)
  - Agree that Cath Bacon (MHA tenant) remains as Chair to the Tenant Forum
-

## Any Questions?

Please could you raise your hands if you agree to the four key points raised and implementation of the suggested Terms (one page document)

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# Data Protection Complaints Policy

**Person: Emma Noble**

**Date: 10 June 2026**

# Why have we introduced a new policy

- 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
-

# 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.
  - 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.
-

# Key points within the policy

- Requirements of MHA as stated in slide one
  - States what a data protection complaint (DPC) is and gives examples of what we will and will not consider under a DPC
  - How an individual can make a complaint
  - What tenants should expect from MHA throughout the whole process
  - Alternate route for individuals to complain about data protection at MHA
-

**Thank you**  
**Any Questions?**

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