

Notes of the Tenant Forum Meeting – Wednesday 10th June 2026, 5:30pm

In attendance;

Cath Bacon- Chair (CB)

Emma Noble- Head of Governance and Regulatory Compliance (EN)

Abid Mustafa- Head of Property Services (AM)

Ayesha Malik- Neighbourhoods Team Leader (AyM)

Ayesha Khanum- Welfare Benefits & Financial Support Officer (AK)

Sadar Uddin- Community Partnership & Investment Manager (SU)

Summary papers were provided on the MHA website in advance.

Agenda	Notes	Actions
1. Introduction and Opening of Meeting	CB (Chair) welcomed attendees, introduced the staff presenters and outlined the meeting agenda and timings. CB also noted that the minutes from the previous meeting are available on the website.	
2. Internal Audit Plan 2026/27	EN introduced the item and explained that members of the Customer Experience Committee had requested that this item be presented to the Forum for transparency reasons. EN noted to the Forum that MHA works with an independent internal auditor under an annual and five-year audit programme. The auditor reviews and scrutinises organisational procedures and controls, providing an assurance rating based on their findings. EN outlined the audits undertaken during 2025/26 and provided an overview of the planned audits for 2026/27, including the areas that will be subject to review. CB clarified that the purpose of the internal audit process is to provide independent assurance by engaging an external organisation to assess whether MHA is operating in accordance with its stated policies, procedures, and responsibilities.	
3. Welfare Benefits & Financial Support	AK provided an update on cost-of-living support and advised that the energy price cap is expected to increase by approximately 13% in the next quarter, resulting in an estimated increase of around £18 per month for combined gas and electricity bills. AK	

	explained that wider global factors are contributing to rising energy costs. AK outlined the support available to tenants and highlighted a range of assistance that may be available through energy suppliers. Tenants were encouraged to contact AK for further information and personalised support. AK also advised that tenants without internet access could contact her directly by telephone for assistance in accessing available support schemes and services. SU provided an update on the utility support initiative. This includes support for tenants with water meters through partnership working with Yorkshire Water. Water-saving devices can be installed to help reduce consumption and lower bills. SU noted that staff have been proactively contacting tenants to discuss the scheme and, where tenants express an interest, installations can often be arranged. A tenant asked whether MHA had plans to introduce the installation of solar panels or similar energy-saving technologies: • AM stated that by 2050 properties should not have gas appliances installed (<i>this would include boilers and cookers</i>). Solar is not currently affordable for MHA however we will be looking for funding opportunities. • CB suggested that tenants may wish to raise the issue with their local Members of Parliament and advocate for increased government funding and grant support for solar panel installations and other energy-efficiency measures.	
4. Community Investment and Engagement Activities	SU presented two case studies highlighting successful community engagement and tenant-led initiatives supported by the organisation. SU introduced the first case study focusing on a tenant and her volunteering journey. It was noted that the tenant has recently become actively involved in leading and supporting community projects. SU outlined the various projects and activities that tenants have been	

	supported with and highlighted the tenant who volunteered significant contribution to these initiatives. <i>(Details regarding volunteering roles, engagement activities, and project involvement were presented and are available within the presentation slides on the MHA website).</i> SU then presented a second case study centred on a community-based programme designed to engage women in physical activity. The project targeted women aged 20–50 years and focused on promoting inclusive fitness, improving social wellbeing, and encouraging community participation through group-based activities held across several venues. SU highlighted the positive outcomes reported by participants, including increased social interaction, improved wellbeing, and greater engagement within the community. <i>(Further details regarding participation figures and project outcomes are included in the presentation slides).</i> SU advised that tenants interested in joining similar activities can access information through MHA social media channels. A tenant asked how many people would be required to establish a community group of this nature: • SU advised that a minimum of six participants would generally be required, depending on the activity being proposed. However, SU emphasised that a wide range of activities could be supported where there is sufficient tenant interest. • CB commented that she had personally met the volunteer tenant and found her to be very inclusive, and approachable. CB noted that working with the tenant had been a valuable learning experience and praised her contribution to the community. • CB encouraged tenants who are interested in establishing new groups	
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	or activities to contact MHA. It was noted that support would be provided to help develop and coordinate groups, ensuring they are well organised, and beneficial to the wider community.	
5. You said we did	AyM provided an overview of the “you aid, we did” approach, explaining how tenant feedback is used to inform service improvements and organisational actions. <i>(Further details and examples were included within the presentation slides).</i> A tenant asked how they can access the organisation's performance information, including Tenant Satisfaction Measures, and if all feedback gets published: • AyM responded that performance information, including Tenant Satisfaction Measures and other relevant data, is published on the organisation's website. AyM noted that some feedback and supporting information cannot be published due to data protection law. • EN added that the Social Tenant Access to Information Requirements (STAIRs) will come into effect in October 2026, requiring housing providers to publish certain information for tenants. EN further advised that from April 2027, tenants will be able to request information directly from the organisation and access information relating to themselves. A tenant asked if a large number of tenants need to want to participate in scheme-based engagement events, before they can be arranged: • AyM explained that these interactions are typically held within larger schemes due to resident numbers but advised that opportunities for similar engagement within smaller schemes could be explored. • AyM noted that such events can help build relationships between social housing tenants and other residents	

	within mixed-tenure communities. Tenants interested in arranging local engagement activities were encouraged to speak with their Neighbourhood Officer or members of the Community Investment Team. A tenant asked whether existing residents are informed if new tenants moving into a scheme have previously demonstrated problematic behaviour elsewhere: • EN advised that information about other tenants cannot be shared due to data protection legislation; tenants are only entitled to request information relating to themselves. • CB encouraged the tenant to discuss their concerns directly with her, noting that she would be happy to explore possible solutions and identify opportunities to improve relationships and engagement between social housing tenants and non-social housing residents within the scheme. • AyM explained that, prior to housing individuals, the organisation undertakes appropriate checks and assessments. However, AyM acknowledged that, as with any community, there may occasionally be individuals whose behaviour causes concern. • Another tenant commented on the difficulties residents can face when attempting to report or resolve anti-social behaviour. The tenant noted that while MHA may be willing to support residents, action from external people such as the police is not always forthcoming, which can make resolving issues more challenging.	
6. Performance Report - Neighbourhoods	AyM provided an update on performance relating to empty homes, lettings, and anti-social behaviour for April and May. AyM advised that the presentation slides contained comparative performance data, with April figures shown in blue and May figures shown in red. <i>(Further details are available within the presentation slides).</i>	

	AyM highlighted performance in regard to re-letting vacant properties, noting that the organisation's target is to re-let homes within 14 days of receiving the keys back from the outgoing tenant. The aim is to minimise void periods and maintain performance below the 14-day target wherever possible. Detailed performance figures were presented within the slides. AyM also provided an update on ASB cases reported during April and May. It was noted that a total of six ASB cases had been reported across the two-month period.	
7. Performance Report - Property	AM provided an update on gas compliance. He explained that MHA has a legal responsibility to ensure that all properties receive an annual gas safety inspection to confirm that appliances are serviced, tested, and safe. AM noted that for the past six years, YPM had carried out the gas safety checks on behalf of MHA. Following a retendering process conducted in accordance with procurement requirements, YPM was unsuccessful in securing the new contract. The contract was subsequently awarded to PH Jones (British Gas), who are responsible for gas safety inspections, responsive repairs, and out-of-hours emergency works. AM acknowledged that PH Jones experienced challenges when transitioning into the contract and initially took some time to adapt to MHA's ways of working. Delays occurred, and MHA identified issues including missed appointments and insufficient engineering and administrative resources. In response, an improvement plan was implemented in January. AM reported that as of the meeting date, MHA is 100% compliant with its gas safety obligations. AM also advised that MHA closely monitors performance relating to responsive repairs and wished to be transparent with the panel regarding current performance levels. Although repair completion rates were slightly	

	below target, a detailed review found that the decline in emergency repair performance was largely attributable to PH Jones' initial operational difficulties: • MHA is continuing to work closely with PH Jones to improve service delivery and performance. AM informed the forum that we instruct that internal audits on property performance are included with our internal audit plan to ensure that all required procedures and standards are being met. Regarding planned maintenance, AM advised that contracts for property works are currently out to tender. A decision on who to award the contract to is expected by the end of the month, after which residents will be informed of the outcome and the planned works programme. A tenant asked how and when kitchen and bathroom replacements are carried out: • AM explained that, in line with MHA's replacement programme and government guidance for landlords, kitchens are typically replaced every 20 years and bathrooms every 30 years. A tenant asked how contractors are selected and when a decision is made on when to procure a new contractor: • AM explained that MHA procures annually and MHA goes through a formal tender process which includes small local contractors and larger contractors and MHA must receive a minimum of three tenders. The tenant further asked whether existing current contractors are permitted to retender for contracts: • AM confirmed that existing contractors can participate in future tenders. CB commented that PH Jones had been frustrating for some residents, as letters regarding gas safety appointments had been	
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	sent out but the engineers had not always attended as scheduled: AM acknowledged this concern and advised that MHA is working with PH Jones to improve communication and appointment management to ensure a more reliable service for residents.	
8. Domestic Lift Servicing	AM provided an update regarding domestic stairlifts installed within MHA properties. He explained that these stairlifts are initially fitted through Bradford Council, which seeks MHA's permission before installation. MHA usually approves these requests to support residents' accessibility needs. AM advised that after a period of five years, responsibility for the maintenance and upkeep of the stairlifts transfers to MHA. As a result, MHA has incurred significant ongoing costs associated with maintaining these installations. AM outlined the options currently being considered for managing stairlift maintenance costs moving forward and advised that these would be discussed directly with tenants who currently have stairlifts installed in their homes. AM invited feedback from the forum. A tenant asked whether any increase in service charges would apply to all residents: - AM clarified that any proposed increase would only apply to residents who have stairlifts and would not affect all tenants. A tenant asked why service charges are paid in general: - AM explained that service charges contribute towards the upkeep of communal areas and shared services. - AyM added that service charges are often used where external contractors are engaged to provide maintenance and related services. A tenant questioned why changes were being considered if the current arrangement was	

	working effectively, suggesting that the existing provision appeared to be functioning well: • AM responded that the issue was not about changing a service that was working but rather addressing the long-term maintenance responsibilities and associated costs that transfer to MHA after the initial five-year period. He reiterated that while Bradford Council funds the installation and manufacturers typically maintain the stairlifts initially, MHA becomes responsible for ongoing maintenance after five years. One tenant suggested that the available options could potentially be tailored to individual properties and trialled in different locations to assess effectiveness. • AM responded that MHA's approach should remain consistent and fair across all residents and properties. CB commented that the provision of stairlifts is not directly initiated by MHA and therefore felt that some responsibility for the associated costs should rest with the tenant benefiting from the installation. Another tenant expressed concern that this could place a significant financial burden on individual residents. CB further suggested that a modest increase in service charges for affected residents could help absorb maintenance costs without creating excessive financial pressure: • Another tenant stated that MHA should not be expected to bear the full cost of maintaining stairlifts indefinitely, as this appeared unfair to the wider organisation and tenant base. A further tenant highlighted that there may be external funding opportunities or support schemes available that could help residents manage any additional service charge costs associated with stairlift maintenance.	
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	The discussion concluded with recognition that further consultation with affected tenants would be necessary before any decisions are made.	
9. Customer Panel Terms of Reference (ToR)	EN presented this item and explained that the purpose of the tenant forum is to provide tenants with an opportunity to hold MHA to account, scrutinise performance, and suggest service improvements. She noted that the forum operates under a ToR document, which sets out the group's purpose, responsibilities, and ways of working. The ToR is reviewed periodically with tenant involvement to ensure it remains fit for purpose. EN advised that, following the success of the revised meeting format, which has now been used for a second time, MHA is proposing permanent amendment to the ToR and meeting format. EN noted that the more informal and relaxed format has resulted in improved attendance, engagement, and contributions from participants. EN stated that as part of the proposed changes, MHA would like to rename the group from the "Customer Panel" to the "Tenant Forum." EN explained that the revised Terms of Reference would be shorter and more accessible, while retaining the group's core function of holding MHA's performance to account. She confirmed that CB would continue to chair meetings if the Forum today agreed that CB could continue to Chair. A tenant asked why MHA proposed a name change from Customer to Tenant: • EN explained that, based on learning and best practice shared through webinars and engagement activities she had attended, the term "Tenant " was considered more appropriate and welcomed. CB stated that, although CB would like to continue in the role as Chair, CB would like to identify and support a tenant who could step in as Chair when CB isn't able to attend a meeting:	

	EN added that MHA offers training and support for residents who may be interested in undertaking the Chair role. Members confirmed that they were happy for the Forum to continue operating in the new format, approved the new Terms of Reference and approved the change of name to Tenant Forum, and by a show of hands tenants present proposed that Cath Bacon continues to chair the Tenant Forums.	
10. Tenant Scrutiny Forum – Call for volunteers	EN explained that training is provided for any tenants who are interested in participating in scrutiny forum or in the topics being reviewed. It was noted that the scrutiny process involves two meetings: 1. An initial 1-hour meeting to determine which areas or topics tenants would like to review. 2. A second 2-hour meeting where tenants carry out the scrutiny process and review the selected topic in detail. EN advised that the next scrutiny project will focus on how our Association manages Anti-Social Behaviour. It was emphasised that tenants wishing to participate should be prepared to commit the necessary time and have a genuine interest in the topic under review. A tenant asked who is responsible for making changes to policies: - AyM responded that tenants do have input into policy development and review at the Tenant Forum meetings or via the Scrutiny Forum. - EN also stated that legislation is also shaped by collective input from the housing sector when under a government review. - EN also added that policies are published on the organisation's website prior to the Forum meetings, allowing tenants the opportunity to review and provide feedback on them.	

11. Data Protection Complaints Policy	EN stated that recent amendments to Data Protection Legislation intended to support organisations in managing data protection requirements more effectively. EN highlighted that, under recent changes to data protection legislation, organisations are required to have robust processes in place to respond to data protection complaints EN confirmed that in line with the amendments, the organisation's privacy notices have been amended and will be published on the website shortly. It was also noted that individuals can now submit data protection-related complaints directly to our Association and/or the Information Commissioners Office. EN highlighted the draft Data Protection Complaints Policy which was placed on the website for review prior to this meeting and asked if there were any questions in relation to the policy or any concerns: • As no questions were raised by tenants, the policy will be presented to the Customer Experience Committee for final approval before placing on the MHA website.	EN
12. Questions from the Tenants	CB opened the meeting to questions from attendees. A tenant asked for an update on the Scrutiny Forum: • EN advised that the next Scrutiny Forum is expected to take place at the end of August or the beginning of September. CB encouraged any tenants interested in joining the Scrutiny Forum to register their interest. It was noted that participants are also able to suggest topics or areas they would like the Forum to review. CB thanked everyone for their attendance and contributions before closing the meeting. During the discussion, a tenant asked how tenant contributions and available funding are	

	allocated, explaining that residents had expressed an interest in creating a garden area at Anchor Court: • SU responded that there appeared to be suitable space available at the tenant's scheme and that any proposal would depend on the intended use of the area and what residents wished to grow. • SU suggested that there may be opportunities to support the growing of food and other planting within the available space. He confirmed that the matter would be explored further and followed up after the meeting.	SU
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Date	Action required	By Whom	By when	Status
15/04/26	Performance Report • ASB • Complaints AyM to provide updates to the panel Forum regarding contractor-related matters that are not currently available on the website.	AyM	September 2026	
10/06/26	Questions from the Tenants SU to discuss the proposed garden project with residents following the meeting and explore available options.	SU		
10/06/26	Data Protection Complaints Policy Submit the draft Data Protection Complaints Policy to the Customer Experience Committee for final approval and publish on the MHA website following approval.	EN		