

General Questions and Answers from the Tenant Forum Meeting 10 June 2026

Does MHA have plans to introduce the installation of solar panels or similar energy-saving technologies?	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.
How many people would be required to establish a community group that would promote social wellbeing?	A minimum of six participants would generally be required, depending on the activity being proposed. Tenants who are interested in establishing new groups or activities should contact MHA.
Does MHA require large number of tenants to want to participate in scheme-based engagement events, before they can be arranged?	Activities are typically delivered within larger schemes because of the higher number of residents; however, opportunities to provide similar engagement within smaller schemes could be explored if tenants put in a request with their Neighbourhood Officer or Community Investment Team.
Are existing tenants informed if new tenants moving into a scheme have previously demonstrated problematic behaviour elsewhere?	Information relating to other tenants cannot be disclosed due to data protection legislation. Tenants are only entitled to access information that relates to their own tenancy.
How and when are kitchen and bathroom replacements carried out?	In accordance with MHA's planned replacement programme and relevant government guidance for landlords, kitchens are generally scheduled for replacement every 20 years and bathrooms every 30 years.
How are contractors selected and when does MHA decide to procure?	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.
Are existing current contractors permitted to retender for contracts?	Existing contractors can participate in future tenders.

Why do tenants pay service charges?	Service charges contribute towards the upkeep of communal areas and shared services.
Why is MHA proposing to change the name of the "Customer Panel" to "Tenant Forum"?	Based on learning and best practice gained through webinars and other engagement activities attended, the term "Tenant" was considered more appropriate and welcomed.
Who is responsible for making changes to policies?	Tenants have input into policy development and review at the Tenant Forum meetings or via the Scrutiny Forum; policies are published on the organisation's website prior to the Forum meetings, allowing tenants the opportunity to review and provide feedback on them. Legislation is also shaped by collective input from the housing sector when under a government review.