

Feedback

Latest news and events from Manningham Housing Association



**WHAT'S
INSIDE
THIS ISSUE:**

**Tenant
Satisfaction
Measures**

[Read more on page 4](#)

**Soul Sisters
Wellbeing
Project**

[Read more on page 12](#)

**Looking
to Move
Home?**

[Read more on page 22](#)

Welcome to Feedback Magazine

Latest news and events from Manningham Housing Association

Contents

In this issue...

CEO Update

Chair Update 3

Tenant Satisfaction Measures

4

Awards 2026

6

Latest News

Meet our New Starters 8

Customer Update

Our New Corporate Strategy 2026–2029 9
STAIRs – Social Tenants Access to Information Requirements 10

Development Team

Bank House Refurbishment Update 11

Wellbeing

Soul Sisters Wellbeing Project 12
From Customer Panel to Tenant Forum: Your Voice at the Heart of MHA 13
Men's Wellbeing Walk 14

Customer Service

Customer Service Team 15
Formal Complaints and Service Requests 16

Your Home

Summer Damp and Mould Prevention Tips 17
Summer Fire Safety at Home 17
Simple Tips for Unblocking Sinks 17
Snail Infestations 18

Income Team

April 2026 Benefits Update & Money Matters 19

Neighbourhood Team

Making Better Use of Our Homes in Bradford 21
Looking to Move Home? 22
Antisocial Behaviour (ASB) 23
Looking After Your Garden and Trees 24
Fly Tipping: What It Is and How We Can Tackle It Together 25
Standing Together Against Hate 26
Scheme Inspections and Scheme Focus Events 27

Community Involvement

Tenant Engagement Highlights 28
Funds to train tenants for leadership roles 31
Gardening Competition 2026 32
Getting Ready to Celebrate 40 Years of Manningham Housing Association 33

Community Investment & Partnership

Case Study: Supporting AL into Gaining Qualification to Employment 34
Building Stronger Communities Together 35

CEO Update



Lee Bloomfield

Chief Executive Officer

Welcome to your Summer Feedback magazine.

2026 is a bumper year for MHA as it marks an important milestone for the organisation. In September we will celebrate our 40th year of delivering homes and services to communities in Bradford and Keighley.

Last year we were excited to deliver 24 new properties for social rent at Victoria Road in Eccleshill with an investment of £5 million in partnership with Zentra Group, Homes England and Bradford Council. These homes represented another significant step forward in our mission to provide high-quality, affordable housing solutions for the local communities we exist to serve.

2026 has so far seen us acquiring more stock at Odette's Point in Keighley. 16 new affordable houses consisting of 12 four-bed homes and 4 three-bed homes. This is in addition to the 20 homes we acquired on the same site in 2024. This means that since 2024 we have delivered over 60 brand new homes in addition to other stock we have acquired from the open market.

In February MHA's Board approved our new Corporate Strategy 2026-29 with a renewed focus on important issues such as customer experience, delivering quality homes, driving growth

and sustainability, digital transformation and innovation, environmental sustainability and developing people & inclusion.

Additionally, the Board approved a new growth strategy to ensure we can continue to deliver more social and affordable housing, and I hope to be able to share more details about this later in the year.

I wish you a fantastic summer and I look forward to meeting you at one of our Mela's or Scheme Focus events held during the year.

We're Returning to Bank House!

We're delighted to share that we will officially receive handover of our newly refurbished Bank House offices from Claywood Construction Limited on 17 July 2026. Over the coming weeks, we'll be busy getting everything ready before welcoming customers and staff back on 10 August 2026. We can't wait to open the doors to our modern, welcoming new office and look forward to seeing you there soon.



Saqib Saleem

Director of Operations



Tenant Satisfaction Measures (TSMs) – 2025/26 Report

Please find below our performance against the Annual Tenant Satisfaction Measures (TSMs) for 2025/26. As the TSMs have now been in place for a couple of years, we are able to compare our performance with previous years as well as benchmark our results against organisations of a similar size.

Overall, we have achieved strong customer satisfaction scores across all categories, reflecting our ongoing commitment to delivering high-quality services and positive outcomes for our tenants. However, our performance in some service delivery measures has declined. This is primarily due to the mid-year mobilisation of a new gas contractor following a competitive procurement process. While we continue to experience some performance issues with the contractor, we are working closely with them to address these challenges and are committed to improving performance as quickly as possible.

TSMs Management information - score at period end

Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual
Annual Gas safety checks completed	100%	100%	100%	100%	↓ 99.9%
Proportion of Fire risk assessments due that have been completed	100%	100%	100%	100%	→ 100%
Proportion of Asbestos Surveys for properties built pre-2000 that have been carried	100%	100%	100%	100%	→ 100%
Proportion of Legionella risk assessments due that have been completed	100%	100%	100%	100%	→ 100%
Proportion of Lift Servicing inspections carried out	100%	100%	100%	100%	→ 100%
Number of Stage 1 complaints received per 1000 properties	100%	48%	47.6%	28.1%	↑ 27.1%
	105%				
	>110%				
Number of Stage 1 complaints received per 1000 properties responded to within target timescales	100%	100%	91.7%	100%	↓ 84.2%
	95%				
	<90%				
Number of Stage 2 complaints received per 1000 properties	100%	8%	7.7%	1.4%	↓ 3.6%
	105%				
	>110%				
Number of Stage 2 complaints received per 1000 properties responded to within target timescales	100%	100%	90%	100%	→ 100%
	95%				
	<90%				
Number of Anti social behaviour cases opened in the year per 1000 properties	100%	27.2%	27.2%	18.2%	↓ 32.6%
	105%				
	>110%				
Number of Anti social cases opened in the year involving hate crimes per 1000 properties	100%	0.6%	0.6%	1.4%	↑ 0.0%
	105%				
	>110%				

Tenant Satisfaction Measure (TSM)

TSMs Management information - score at period end (continued)

Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual
Percentage of homes that do not meet the Decent Homes Standard	0%	0.0%	0.4%	0.0%	↓ 0.1%
	2%				
	5%				
Proportion of non emergency repairs completed within timescales	100%	85.9%	85.9%	85.4%	↑ 88.4%
	95%				
	<90%				
Proportion of emergency repairs completed within timescales	100%	95.5%	95.5%	97.9%	↓ 89.6%
	95%				
	<90%				

Timescales non emergency repairs:

Routine - 22 working days, Urgent - 5 working days, Adaptations - 5 working days, Recalls - 5 working days

Timescales Emergency repairs: 24 hours

Customer satisfaction - cumulative scores

Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual
Satisfaction - overall		74.0%	74%	82.3%	↑ 88.4%
Satisfaction - repairs service		75.6%	75.6%	82.4%	↑ 89.4%
Satisfaction - time taken on last repair		72.4%	72.4%	82.1%	↑ 86.2%
Satisfaction - home is well maintained		74.7%	74.7%	84.8%	↑ 85.7%
Satisfaction - home is safe		80.0%	80%	87.3%	↑ 88.1%
Satisfaction - listens to your views	100%	65.0%	65%	75.2%	↑ 79.6%
Satisfaction - keeps you informed	95%	74.2%	74.2%	90.4%	↑ 90.5%
Satisfaction - treats me fairly and with respect	<90%	78.8%	78.8%	87.9%	↑ 92.4%
Satisfaction - complaints handling		37.8%	37.8%	40.2%	↑ 45.3%
Satisfaction - Communal areas well maintained		70.1%	70.1%	81.4%	↑ 84.9%
Satisfaction - positive contribution to neighbourhood		67.1%	67.1%	79.2%	↑ 82.2%
Satisfaction - approach to ASB		61.0%	61%	74.8%	↑ 80.5%

The Benchmark comparatives per the report are taken from the median for Associations with unit numbers between 1,000 – 5,000 as per Housemark for 2024/5.

Manningham Housing Association Celebrates Five Award Shortlisting

Manningham Housing Association (MHA) is celebrating a landmark year of recognition, having been shortlisted for five major awards, including being named a finalist in the **Bradford Sports Awards – Active Workplace category**.

This latest recognition reflects MHA's strong commitment to embedding physical activity, health, and wellbeing into everyday life for both staff and tenants.

Throughout 2025, MHA delivered a wide range of inclusive initiatives designed to improve physical and mental wellbeing while strengthening community connections.

For tenants, activities included Men in Motion walking groups, men's wellbeing sessions combining light exercise and meditation, and women-only swimming sessions that created safe and welcoming spaces for participation. Additional initiatives such as bicycle workshops, community walks, and healthy living sessions helped residents—particularly those less likely to engage in sport—build confidence and improve overall wellbeing.

For staff, MHA actively promoted a healthy workplace culture through 5-a-side football, step challenges, walking initiatives, and friendly table football competitions. A key innovation was the introduction of a Health MOT machine in the office, enabling staff to monitor indicators such as blood pressure, weight, and BMI—encouraging awareness and positive lifestyle choices.



This recognition highlights the importance we place on creating a workplace where health and wellbeing are embedded into everyday life. By investing in our people's physical and mental wellbeing, we are building a stronger, more resilient organisation that can better serve our tenants.

Together, these initiatives have increased participation in physical activity, reduced isolation, and strengthened a sense of community across Bradford.



Northern Housing Awards Recognition

In addition to its sporting success, MHA were shortlisted for four Northern Housing Awards, including:

- Landlord of the Year (which MHA proudly won in 2025)
- Best Affordable Housing Development (Up to £10m) for the One Meadow scheme in Eccleshill
- Northern Housing Team of the Year (Income Team)
- Excellence in Company Culture and Employee Development

While we didn't take home the top prize, we're incredibly proud to have been Highly Commended in the Excellence in Company Culture and Employee Development category.

This recognition is a real testament to the culture we've built together — one that prioritises wellbeing, inclusion, and supporting each other to thrive.

MHA manages more than 1,400 homes for over 6,000 residents across Bradford and Keighley, continuing to deliver high-quality, customer-focused services.



Chief Executive Lee Bloomfield said:

"It is a remarkable achievement for a small association to be recognised across five major awards. Winning 'Landlord of the Year' in 2025 was a real high point for us, and being shortlisted again shows our commitment to continuously raising standards for our customers. I am immensely proud of the dedication of our colleagues, who consistently deliver high-quality services and make a real difference to people's lives."

Chair Rupert Pometsey added:

"Congratulations to Lee and the entire team. The positive, 'can do' culture at MHA is evident in everything we do, and it's fantastic to see this recognised across both housing and wellbeing initiatives."

Meet Our New Starters!

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Hayatul Maruf

Customer Services Assistant Apprentice



Maruf joined Manningham Housing Association as a customer service assistant apprentice and is excited to begin his journey within the organisation. He brings a strong background in customer service, having worked across financial services, utilities, and technical support roles.

Maruf has experience supporting a wide range of customers, including those who may be vulnerable, and takes pride in delivering clear, empathetic, and helpful communication. He enjoys working with people, resolving issues, and building positive relationships with both customers and colleagues.

He is particularly interested in developing his skills within the housing sector and contributing to a service that supports the local community. In his spare time, Maruf enjoys spending time with friends and family and exploring opportunities for personal growth.

Michelle Anderson-Dore

Co-optee



Michelle has extensive social housing and local government expertise spanning over 35 years. Michelle has a proven track record of elevating consumer standards, driving large-scale digital transformation, and ensuring compliance with the Social Housing Regulation Act and the Housing Ombudsman Complaints Handling Code.

Complementing her strategic and leadership strengths, Michelle has significant prior governance experience as a Non-Executive Director and committee chair in the social housing sector. Michelle remains passionate about championing the tenant voice and the advancement of equality, diversity and inclusion for local and seldom heard communities.

Kevin McAllister

Co-optee



Kevin McAllister is Head of Asset Investment at Connect Housing and has 19 years' experience in the housing sector. His expertise spans property investment, compliance, repairs, and long-term asset management.

Passionate about improving homes and services for residents, as a co-optee, Kevin brings practical sector knowledge, strategic insight, and a strong commitment to good governance. Kevin has lived in Bradford the majority of his life; outside of work, he is a keen runner and volunteers in the local community.



Our New Corporate Strategy 2026–2029



Carolina Padovezi de Oliveira

Head of Corporate Services

Manningham Housing Association (MHA) has officially launched its new Corporate Strategy for 2026–2029, setting out a clear vision for the future of housing and community development in Bradford and beyond.

The strategy outlines how MHA will continue delivering high-quality homes while strengthening communities, improving services, and embracing innovation over the next three years.

At the heart of the strategy is MHA's vision **to provide quality homes, empower BME and other communities, and create opportunities that help people live well and thrive.**

The strategy builds on MHA's long-standing commitment to inclusion, partnership, and community investment, recognising that housing is about much more than bricks and mortar.

Lee Bloomfield, our CEO, says: "This strategy sets out an ambitious but practical vision for the future of Manningham Housing Association. At its heart is a simple principle: housing is about people. By listening to our tenants, investing in quality homes, embracing innovation, and strengthening partnerships, we will continue to support communities and create opportunities for people to live well and thrive."

The strategy focuses on seven key priorities that will guide the organisation's work between 2026 and 2029:

- Putting Customers at the Heart
- Delivering Quality Homes
- Driving Growth & Sustainability
- People, Culture & Inclusion
- Digital Transformation & Innovation
- Partnership & Influence
- Environmental Sustainability

These priorities reflect MHA's ambition to provide safe and affordable homes, support tenants and communities, strengthen partnerships, and embrace digital innovation to improve services.

The strategy has been shaped through engagement with **staff, tenants, the Customer Panel and**

partners, ensuring the organisation's direction reflects the voices and needs of the communities it serves.

Through this strategy, MHA will also focus on expanding affordable housing, improving customer services, investing in sustainability and energy-efficient homes, and supporting tenants through community programmes and opportunities.

Rupert Pometsey, our Chair of the Board, adds, "The Board is proud to approve this new Corporate Strategy, which reflects both our heritage and our ambition for the future. It provides a clear direction for the organisation while reinforcing our commitment to strong governance, sustainable growth, and delivering real value for our tenants and communities".

Progress against the strategy will be monitored through clear performance indicators, regular reporting to the Board, and ongoing engagement with customers and stakeholders.

By combining strong governance, community partnership, and innovation, the **MHA Corporate Strategy 2026–2029** sets a clear path for delivering positive change and creating thriving communities.



Emma Noble

Head of Governance and
Regulatory Compliance



STAIRs – Social Tenants Access to Information Requirements

What is STAIRs?

STAIRs has been introduced by the Government to give tenants more rights to access information about how their social landlord manages their home.

For phase 1 of STAIRs, social landlords which includes Manningham Housing Association (MHA), are required to publish certain data and information about the management of MHA properties. For phase 2 of STAIRs, tenants can request certain information about the management of their home.

STAIRs differs from the Freedom of Information Act, as STAIRs is a bespoke scheme for Registered Providers.

Why will it benefit our Tenants?

Tenants will have access to certain information such as governance and decision making, spending, housing management and performance data/information and housing services information.

Access to this information will allow tenants to hold MHA to account.

Who is involved?

A data lead from each MHA department is contributing to the collation of data and information.

We have also established a tenant focus group to test the data which will be available to our tenants on our website. The test(s) will help us establish if the data and information provided is accessible and understandable.

What does it mean for our Tenants?

STAIRs will be introduced in two phases. Tenants will receive communication from MHA before each phase starts.

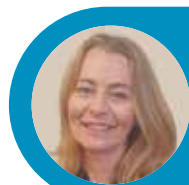
Phase 1; from October 2026 Manningham Housing Association is required to publish data which falls under STAIRs.

Phase 2; from April 2027, tenants or a designated representative of a tenant can request data and/or information that directly relates to management of their homes.

MHA will publish a policy and the name of the designated MHA STAIRs staff lead, to support tenants with STAIRs queries.



Development



Tracie Naylor

Head of Development, Regeneration and Growth

- Completions from April 25 to present March 26 – 22 homes purchased in total.
- 22 homes purchased within the Bradford & Keighley District.
- Spent on purchasing the homes £5,226,434.20

Bank House Refurbishment Update – Exciting Progress Underway

We're pleased to share some exciting progress from our Bank House refurbishment project, being delivered by Claywood Construction Limited.

Works officially started on site on 19 January 2025, and already the transformation is well underway. Just weeks into the contract, you wouldn't recognise the building at this stage. This marks an important step forward in how we evolve our workplace. This refurbishment project isn't just about fresh paint or new furniture—it's about creating a modern, inclusive, and collaborative environment where we can all thrive.

What's Happening?

Our aim is to modernise and future-proof the building while respecting its character and ensuring it remains fit for purpose for many years to come. Having better lighting, heating and double-glazed windows that will create a more comfortable and energy-efficient environment

The refurbishment will create:

- A modern, open-plan working environment
- Inclusive and accessible spaces for both colleagues and customers



- Improved facilities that better support the services we provide
- A welcoming and professional environment for everyone who visits

This investment reflects our commitment to continuous improvement and delivering the best possible experience for our tenants and communities.

When Will We Return?

We can't wait to welcome you back to our newly refurbished offices in mid-Summer 2026. We're confident the finished building will be something we can all be proud of.

Business as Usual

Please be assured that there is no impact to our services during the refurbishment period.

You can still contact us:

- By phone
- Through the Tenant Portal
- Via our online chatbot
- At our temporary office: Anchor Court, BD8 8JF (by appointment only)

Our team remains fully operational and committed to supporting you as normal.

Address	No of Homes	Purchase		Homes England Grant AHP	Recycled Grant RCGF
Purchase & Repair	1	£247,809.20			£125,000
Victoria Rd	5	£1,118,625		£290,000	£200,000
Odettes	16	£3,860,000		£1,360,000	£158,336
Total	22				
Total Cost Homes			£5,226,434.20	£1,650,000	£483,336

Cath Bacon

Chair of Tenants Forum



The **Soul Sisters** project was a six-week wellbeing programme that brought women together in a safe, welcoming space to support their emotional, mental, and physical wellbeing. Women from Pakistani, Bangladeshi and White British backgrounds connected through creative activities, relaxation, and shared experiences, building friendships and reducing social isolation.

The programme encouraged self-care, confidence, resilience, and community spirit through creative and therapeutic sessions. Participants enjoyed activities such as candle making, guided meditation, gentle relaxation, and opportunities to talk, reflect, and support one another.



Soul Sisters Wellbeing Project



The project began with a candle-making workshop attended by 11 women. During the guided meditation, many participants experienced a powerful sense of emotional release, while the creative activity encouraged relaxation and self-expression. Each woman created personalised candles and gifts to take home, helping to make the day both meaningful and memorable.

Throughout the six weeks, participants reported improved wellbeing, increased confidence, stronger social connections, and a greater sense of belonging. Many also experienced reduced stress, better sleep, and improved mobility.

The project showed how providing high-quality, culturally inclusive wellbeing activities can have a lasting impact. Participants described feeling valued, supported, and inspired, with many expressing a strong desire for the programme to continue.

Project Outcomes

- Improved mental wellbeing and emotional resilience
- Reduced loneliness and social isolation
- Increased confidence and creative engagement
- Stronger community connections across cultures
- Better relaxation, sleep, and overall wellbeing

The project also delivered excellent value for money, generating an estimated **£12,000 of social value** from an investment of just **£850**—equivalent to around **£14 of social value for every £1 invested**.

From Customer Panel to Tenant Forum: Your Voice at the Heart of MHA

We are delighted to share that our recent Customer Panel evening was a great success, with a fantastic turnout and strong engagement from tenants.

The evening brought together tenants from across our communities to share views, ask questions, offer ideas and talk openly about how we can continue improving services together. It was inspiring to see so many people keen to get involved, support their neighbourhoods and help shape the future of Manningham Housing Association.

One of the key outcomes from the evening came directly from tenants themselves. Those attending felt that the name **Customer Panel** did not fully reflect the purpose and spirit of the group. They suggested changing the name to **Tenant Forum** — a warmer and more meaningful name that better represents tenant voice, involvement and partnership.

We were pleased to listen to this feedback, and we are happy to confirm that the group will now be known as the **Tenant Forum**.

The Tenant Forum will continue to be a space where tenants can:

- share their experiences and ideas;
- discuss services and community issues;

- help us understand what matters most to tenants;
- get involved in improving neighbourhoods;
- support volunteering and community activities;
- work with MHA to shape future services.

A huge thank you to everyone who attended and contributed so positively. Your enthusiasm, honesty and willingness to help were truly heart-warming.

We would love to welcome more tenants to join the Tenant Forum. You do not need any previous experience — just an interest in your community and a willingness to share your views. Whether you want to attend meetings, suggest ideas, volunteer, or simply find out more, we would be delighted to hear from you.

Your voice matters, and together we can continue building stronger communities.

To get involved in the Tenant Forum, please contact Sayful Alam on 07483 396821.

At the Customer Panel meeting held on 10 June 2026 at Grange Interlink Community Centre, Summerville Road, Bradford, BD7 1PX, members agreed to change the name of the **Customer Panel** to the **Tenant Forum**.



Yasin Ali

Sports & Wellbeing Apprentice



Cliffe Castle, Keighley Session Report

A total of 8 tenants attended each week's Men's Wellbeing Walk at Cliffe Castle. The session aimed to promote physical activity, social interaction, and mental wellbeing through a combination of light exercise and engaging local experiences.

Activities

- Began with a brisk walk around Cliffe Castle Park to warm up and encourage active participation.
- Visited the Cliffe Castle Museum midway through the walk to add a cultural and educational element to the session, which participants found refreshing and engaging.
- Assisted several new members in joining the Step Challenge app and MHA group, helping them track their activity and stay motivated.
- Conducted a short series of stretching exercises to promote flexibility and reduce muscle strain.
- Ended the session with an uphill climb, encouraging teamwork, perseverance and building endurance.
- Refreshments were provided at the end of the walk, giving tenants an opportunity to relax and socialise.

Participant Feedback

Participants shared positive reflections about the experience, highlighting the benefits of both physical activity and social engagement:

"It felt good to get out and do something active together — the museum visit made it more interesting."

"I've been feeling more positive and motivated since joining the walks."

"The uphill bit was challenging, but it gave me a real sense of achievement."

"It's nice to meet people and not feel isolated. The walks are something to look forward to."

Men's Wellbeing Walk



Summary

The session was a great success, with excellent participation and engagement. The combination of physical exercise, cultural engagement, and social interaction contributed to an uplifting and inclusive atmosphere. The Step Challenge app continues to be an effective tool for maintaining motivation between sessions.

Next Steps:

- Continue encouraging new participants to join.
- Explore additional wellbeing activities to complement the walks.
- Monitor progress on the Step Challenge app and recognise achievements in upcoming sessions.



Customer Service Team

Manningham Housing Association (MHA) has a dedicated Customer Service Team who are the first point of contact for tenants who need help, advice, or information about housing services. The team plays an important role in supporting tenants and making sure enquiries are directed to the right department as quickly as possible.

Customer Service Officers are trained to deal with a wide range of enquiries and work closely with other teams across the organisation to resolve issues efficiently. Their aim is to provide a helpful, professional, and responsive service to everyone who contacts MHA.

The team can assist with a variety of matters, including:



Reporting repairs – logging repair requests and ensuring they are passed to the appropriate team so work can be arranged.



Housing advice and tenancy support – providing guidance on tenancy matters, responsibilities, and where to access additional support if needed.



Rent and payment enquiries – helping tenants understand rent accounts, payment options, and any outstanding balances.



General service information – answering questions about MHA services, policies, and how tenants can access support.

If an enquiry requires specialist assistance, our team ensures that tenants are connected with the appropriate department or officer who can provide further help.



Salima Begum

Senior Customer Services Officer

Communication and Support

MHA understands that tenants prefer different ways of communicating, so several contact options are available to make it as easy as possible to get in touch.

Tenants can contact the organisation through the following channels:



Telephone support during office hours, allowing tenants to speak directly with a member of the Customer Service Team.



Online tenant portal, where tenants can access services, report repairs, and manage certain aspects of their tenancy at a time that suits them.



Email enquiries, which can be used for general questions or requests for information.



In-person visits to the office, where tenants can speak to staff directly if they prefer face-to-face support.

These communication options allow tenants to report repairs, check rent payments, request advice, and access support services conveniently.

Your Feedback Matters

MHA values feedback from tenants and is always looking for ways to improve the services it provides. One of the ways tenants can share their experiences is through **repairs satisfaction surveys**.

After a repair has been completed, tenants are invited via email to complete a short survey. This feedback helps the organisation understand what is working well and where improvements may be needed. Responses are reviewed regularly and contribute to ongoing service improvements.

As part of our ongoing efforts to be more accessible and support our customers during challenging times, we have introduced two new 0300 numbers:

- **0300 102 0038**: Benefits Advice Line
- **0300 102 0039**: Rent Queries

These numbers are now live and available for tenants use.

Salima Begum

Senior Customer Services Officer



Formal Complaints and Service Requests

Formal Complaints and Service Requests

Sometimes you may need to report a problem for the first time, such as a repair or an issue in your neighbourhood. This is usually a **service request**. We will pass it to the right team so they can look into it and take the right action.

A **formal complaint** is different. It is when you are unhappy with the service you have received, something we have done, or something we have not done. You do not need to use the word "complaint" for us to treat it as one.

For example, reporting a repair for the first time is usually a service request. If you are unhappy because we did not respond, took too long, or did not deal with the matter properly, this may become a formal complaint. Reports of anti-social behaviour are usually dealt with under our anti-social behaviour process.

What happens if you make a complaint?

MHA has 2 complaint stages.

At Stage 1, we will:

- acknowledge your complaint within 2 working days
- send you a full response within 10 working days.
- explain what we found, what we will do to put things right, and what we have learned to improve our service.

If you are still unhappy, you can ask us to look at your complaint again at Stage 2. At Stage 2 we will:

- Arrange an Appeal Panel, made up of an MHA Director and 2 MHA tenants within 15 working days of the complaint being escalated
- Listen to your complaint and why you remain unhappy.
- The director will send you a full written response within 20 working days of your Stage 2 request.

If you are still unhappy after Stage 2, you can contact the Housing Ombudsman Service. They are independent and can review your complaint. Their details are:



Telephone: **0300 111 3000**



Email: **info@housing-ombudsman.org.uk**



Website: **www.housing-ombudsman.org.uk**



Address: **Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ**

We aim to resolve complaints, quickly, efficiently and fairly, focused on improving customer satisfaction and experience. We also welcome your feedback and compliments, as they help us understand what we are doing well and where we can continue to improve our services for tenants.



Repairs and Maintenance

Summer Damp and Mould Prevention Tips

Many people think damp and mould only happen in winter, but moisture can build up at any time of the year. During summer, simple steps can help keep your home fresh and dry.

Let fresh air in



Open windows regularly to allow fresh air to circulate. This helps reduce moisture and improves air quality inside your home.

Use extractor fans



If your kitchen or bathroom has an extractor fan, make sure you use it when cooking or showering to remove excess moisture.

Avoid drying clothes indoors where possible



If you dry clothes inside, try to open windows or place them in well-ventilated areas to prevent moisture build-up.

Keep vents clear



Avoid blocking air vents or trickle vents on windows with furniture or curtains.

If you notice any signs of damp or mould, report it early so the issue can be investigated and addressed quickly.



Monuhar Ali

Senior Maintenance Surveyor

Summer Fire Safety at Home

With warmer weather, many households use fans, barbecues, or electrical appliances more often. Keeping fire safety in mind helps protect you and your home.

Test smoke alarms regularly



Press the test button on your smoke alarm to make sure it is working.

Avoid overloading plug sockets



Too many appliances plugged into one socket can increase the risk of overheating.

Use BBQs safely



If using a barbecue, always keep it outdoors and away from buildings, fences, or sheds.

Turn appliances off when not in use



Unplug fans or electrical items when you leave the house or go to bed.

Simple safety steps can make a big difference in preventing accidents.

Simple Tips for Unblocking Sinks — And Preventing Future Clogs

Blocked sinks are one of the most common household nuisances, but the good news is that they're often easy to fix, and even easier to prevent. Whether you're dealing with a slow-draining kitchen sink or a complete blockage, here are some practical, budget-friendly tips to help you keep things flowing smoothly.

Quick Fixes You Can Try at Home

1. Boiling Water

- Pouring boiling water down the drain can help dissolve grease and soap buildup. Try this first, it's simple and often surprisingly effective.

2. Baking Soda & Vinegar

- Mix half a cup of baking soda with half a cup of white vinegar. Pour it down the drain, wait 15–30 minutes, then flush with hot water. This natural solution can break down minor clogs without harsh chemicals.

3. Plunger Power

- A sink plunger can dislodge stubborn blockages. Make sure there's enough water in the sink to cover the plunger's cup, and give it a few firm pumps.

Preventative Tools That Save Money

One of the easiest ways to avoid future blockages is by using a drain saver, a small grille that sits in the waste trap and catches food scraps, hair, and other debris before they enter your pipes. These cost just a few pounds and are available at most supermarkets, DIY stores, or online.

Other affordable prevention tips:

- **Avoid pouring fats or oils down the sink** — they solidify and cause clogs.
- **Use a sink strainer** to catch larger particles.
- **Run hot water after each use** to help keep pipes clear.

When to Call for Help

If none of the DIY methods work, or if water is backing up into other fixtures, it might be time to contact our maintenance team. Persistent blockages could indicate a deeper issue in the plumbing system.



Snail Infestations: What You Can Do to Protect Your Home and Garden

Snails might seem harmless, but when they start invading your garden or even creeping indoors, they can cause damage to plants, leave slimy trails, and become a real nuisance. Fortunately, there are simple, affordable ways to manage and prevent snail infestations, without resorting to harsh chemicals.

Why Snails Become a Problem

Snails thrive in damp, shaded environments and are especially active during wet weather. They feed on plants, vegetables, and even pet food left outside. In some cases, they can enter homes through gaps in doors or windows, especially if there's moisture or food nearby.

Low-Cost Solutions That Work

1. Copper Tape

- Snails dislike crossing copper. You can buy adhesive copper tape from garden centres or online and place it around plant pots, raised beds, or entry points.

2. Crushed Eggshells or Sand

- Scatter crushed eggshells, sand, or coffee grounds around plants. These create a rough surface that snails avoid crawling over.

3. Beer Traps

- Bury a shallow container in the soil and fill it with beer. Snails are attracted to the smell, fall in, and can't escape. It's a surprisingly effective method!

4. Manual Removal

- Go out in the early morning or evening and remove snails by hand. It's not glamorous, but it works — especially if you do it regularly.

5. Barrier Plants

- Some plants like lavender, rosemary, and fennel naturally repel snails. Planting these around vulnerable areas can help keep snails at bay.

Preventing Indoor Snail Visits

- Seal gaps around doors, windows, and pipes.
- Keep pet food indoors and clean up spills quickly.
- Reduce moisture by fixing leaks and using dehumidifiers if needed.

Eco-Friendly and Pet-Safe

Avoid using slug pellets, especially those containing metaldehyde, as they can harm pets, wildlife, and children. Instead, opt for iron phosphate-based pellets, which are safer and still effective.

Final Tip:

Regular garden maintenance — trimming overgrown areas, clearing debris, and checking for hiding spots — goes a long way in keeping snails under control.



April 2026 Benefits Update & Money Matters

What's Changing from April 2026?

Several benefit and pension changes come into effect from April 2026.

Key Changes

Benefits Increase

- Most benefits, including PIP and Attendance Allowance, will rise by around **3.8%**.
- Universal Credit (UC) standard allowances will increase by around **6%**.

Two-Child Limit Removed

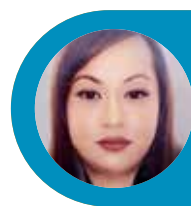
- Eligible families will receive support for all children through Universal Credit and Child Tax Credit.

State Pension Increase

- State Pension payments will increase by approximately **4.8%** under the triple lock.

Universal Credit Health Element

- Existing claimants will keep their current health-related payment and receive annual increases.
- New claimants from April 2026 may receive a lower health-related payment.
- Protections remain for people with severe lifelong conditions and terminal illnesses.



Ayesha Khanum

Welfare Benefits & Financial
Support Officer

Main Benefit Rates from April 2026

Benefit	Rate
UC Single (25+)	£424.90/month
UC Single (Under 25)	£338.58/month
UC Couple (one or both 25+)	£666.97/month
UC Couple (both under 25)	£528.34/month
New State Pension	£241.30/week
Basic State Pension	£184.90/week
PIP Daily Living	£76.70 / £114.60/week
PIP Mobility	£30.30 / £80.00/week
Attendance Allowance	£76.70 / £114.60/week
Carer's Allowance	£86.45/week
Pension Credit	£238.00 single / £363.25 couple

New rates apply from 6 April 2026. Many claimants will see the increase in their payments during May.

What Should You Do?

- ✓ Check benefit letters and payment notifications
- ✓ Keep Universal Credit details up to date
- ✓ Seek advice early if your circumstances change

Spring Clean Your Finances

Spring is a great time to review your finances after the extra costs of winter.

Review Your Budget

Take a few minutes to:

- Check your income and essential bills.
- Cancel unused subscriptions.
- Review spending habits and look for savings.

Deal with Debt Early

If you're struggling with debt, don't ignore it. Getting help early can prevent problems from escalating.

Free advice is available from StepChange and Citizens Advice.

Struggling with Rent or Bills?

If you're finding it difficult to manage:

- Contact the Income Team as soon as possible.
- Ask about repayment arrangements.
- Check you're receiving all the benefits you're entitled to.
- Explore local support schemes.
- Speak to your Welfare Benefits & Financial Support Officer for advice.

Build a Small Emergency Fund

Even small amounts saved regularly can help cover unexpected expenses and reduce the risk of debt.

Check for Extra Support

You may be entitled to:

- Council Tax Reduction
- Discretionary Housing Payments (DHP)
- Energy support schemes
- Free school meals
- Healthy Start vouchers

If Your Benefit Stops

If a benefit payment stops unexpectedly:

1. Check any letters, texts or online accounts to find out why.
2. Contact the relevant organisation immediately.
3. If you think the decision is wrong, you usually have one month to request a Mandatory Reconsideration.
4. Tell your landlord or housing officer if your rent may be affected.
5. Ask about hardship payments or local welfare support.
6. Seek advice as early as possible.

Quick Guide: Discretionary Housing Payments (DHP)

What is it?

Extra help from your local council if your Housing Benefit or Universal Credit housing costs do not fully cover your rent.

Who can apply?

Anyone receiving Housing Benefit or the housing element of Universal Credit who is experiencing financial hardship.

How to apply

1. Contact your local council.
2. Complete a DHP application form.
3. Provide details of your income, benefits and rent.
4. Submit any supporting evidence.

Remember: DHP is discretionary, so apply as early as possible if you need help with housing costs.

Over the past year, I have been working to bring welfare benefits and financial support closer to our residents through outreach services. This included regular sessions at the Sangat Centre in Keighley, where significant efforts were made to promote the service, by going door to door and sending leaflets through letterboxes, promoting my services through rich card text messaging, promoting through other group sessions in collaboration with the Community and Investment Partnership Team, and encourage MHA customers to access support. Despite these efforts, take-up remained limited, and the outreach sessions were brought to an end.

I am now working alongside our Neighbourhood Officers, attending scheme visits and inspections to engage directly with residents in their homes, raise awareness of the support available, and provide welfare benefits advice where needed. I can offer guidance on benefit entitlement, financial support, completing forms, accessing services, and advocating with organisations on residents' behalf.

Alongside this, I am pleased to announce that I will be delivering new welfare benefits and advocacy sessions at St Mary Magdalene's Close as part of a pilot programme, with sessions running twice a week from 20 July to 14 August, offering both morning and afternoon appointments.

If anyone needs benefits advice services, you can contact me via the contact information below:

Ayesha Khanum, Welfare Benefits & Financial Support Officer

Tel: **01274 771144**

Mob: **07973380619**

Email: ayesha.khanum@manninghamha.co.uk

Making Better Use of Our Homes in Bradford



At Manningham Housing Association, we want to make sure every home is used in the best way for our community.

What does “under-occupation” mean?

This simply means a home has more bedrooms than the people living there need.

For example, if one person lives in a 3-bedroom house, there are spare rooms that could be used by a larger family.

Why these matters

Many of our tenants are now living in homes that once suited their families, but things have changed. Children have grown up and moved out, and households are smaller.

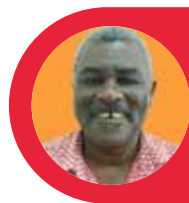
At the same time, many families in Bradford are waiting for larger homes.

When bigger homes are not available, it can mean:

- Families stay longer on waiting lists
- Overcrowding for some households
- Pressure on housing services

How this affects you

If you have spare bedrooms, you may also be affected by the “**bedroom tax**”, which can reduce housing benefit.



Femi Metzger

Neighbourhood Officer

Moving to a smaller home could:

- Lower your rent and bills
- Be easier to manage and maintain
- Help you avoid extra charges

How we can help

We understand that moving home is a big decision, and it's not always easy. That's why Manningham Housing Association is here to support you.

We can offer:

- Help finding a smaller home that suits your needs
- Support through the moving process .
- Options to move closer to family, work, or support networks .

A positive step for you and others

By choosing to downsize, you are not only helping yourself—you are also helping a family in need of a larger home.

It's about making sure everyone in our community has a home that fits their needs.

We're here to talk

If you think downsizing might be right for you, please get in touch with Manningham Housing Association. We're here to listen and help you explore your options—at your pace.



Nazneen Zafar

Neighbourhood Officer



Try HomeSwapper

Many Manningham Housing Association residents find that their housing needs change over time. Your home might now feel too big, too small, or you may want to move closer to family, schools, work, or support networks. If this sounds familiar, a **mutual exchange through HomeSwapper** could be a good option for you.

What is HomeSwapper?

HomeSwapper is the UK's largest mutual exchange website for social housing tenants. It allows you to swap homes with another tenant, either within Manningham Housing Association or with a tenant from another housing association or local authority.

A mutual exchange can often be a **quicker and more flexible way** to move than waiting for a property through the housing register.

How does a mutual exchange work?

A mutual exchange is when two tenants agree to swap homes with each other. Both tenants must:

- Be eligible to exchange
- Accept the property they are moving into in its current condition
- Receive permission from their landlord before the move goes ahead

Once approved, each tenant takes on the tenancy of their new home.



Looking to Move Home?



Why MHA tenants should use HomeSwapper

HomeSwapper makes finding a swap much easier. As an MHA tenant, you can:

- Advertise your home online
- Search for potential swaps locally or across the UK
- Contact other tenants directly through secure messaging
- Explore different property sizes and locations

HomeSwapper is **free for Manningham Housing Association tenants** and is available 24 hours a day, 7 days a week.

Important things to know

Before applying for a mutual exchange, please remember:

- Your rent account must be clear and your tenancy conditions met
- You are on an Assured tenancy
- Any existing issues such as serious antisocial behaviour may affect approval
- You accept your new home as it is, including decoration and any alterations

Your Neighbourhood Officer will check whether the exchange meets the required criteria before giving permission.

How to get started

Getting started is easy. Simply visit:

www.homeswapper.co.uk

Create an account, advertise your property, and begin searching for a swap that suits your needs.

If you're not sure whether a mutual exchange is right for you, **your Neighbourhood Officer is happy to help and provide advice.**

A mutual exchange could be the move that works for you — and HomeSwapper is a great place to begin.

Antisocial Behaviour (ASB)

A Simple Guide for Tenants

We want everyone to feel safe, comfortable, and at home where they live. We know that living close to other people can sometimes lead to concerns, so this guide explains what we usually mean by anti social behaviour (ASB) and what is normally part of everyday life.

What we may treat as ASB

ASB is when someone's actions cause ongoing upset, fear, or harm to others. This can include things like:

- Harassment, abuse, or threatening behaviour
- Hate related incidents, including racial abuse
- Damage to property or vandalism
- Pets not being properly managed
- Ongoing loud noise or disturbance
- Drunk or disorderly behaviour
- Intimidating or aggressive actions
- Underage drinking or smoking
- Drug use or dealing
- Graffiti
- Dumping rubbish or fly tipping
- Prostitution

These are examples, not a full list. Each situation is looked at on its own, and we consider how serious it is and how it affects others.

What we don't usually treat as ASB

We understand that everyday life involves noise and activity, especially in shared or family housing. The following would not usually be treated as ASB:

- Normal household noise at reasonable times, such as talking, walking around, cooking, or babies crying
- Using everyday household appliances, like washing machines or vacuum cleaners, at reasonable times



Ayesha Malik

Neighbourhood Team Leader



- Children playing in gardens or shared or public spaces
- Car parking
- Small neighbour issues, such as gates being left open or closed
- Disagreements about fences, hedges, or boundaries
- Personal differences between neighbours, including comments made on social media

That said, if something happens frequently and has a serious impact on you, we may review it again to see if it should be treated as ASB.

What happens if you report a concern

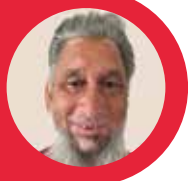
If you contact us about ASB:

- We will listen to your concerns and acknowledge them
- Some issues may not be logged as ASB if they are part of normal day to day living
- Even if something is not ASB, we may still offer advice or guidance where this may help

Our aim is to be fair, supportive, and balanced, and to help maintain positive relationships between neighbours wherever possible.

Sajid Mahmood

Caretaking Team



Looking After Your Garden and Trees

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If your home has a garden, please help keep it tidy, safe and manageable. This includes grass, weeds, hedges, shrubs and small trees.

Doing a little bit often can stop problems building up and helps keep the neighbourhood looking good.

How You Can Help

Simple things that help include:

- Cut the grass and remove weeds regularly
- Keep paths, patios and driveways clear and safe
- Trim hedges, shrubs and small branches when needed
- Remove garden waste and rubbish properly
- Don't let your garden become overgrown or cause problems for neighbours

When to Contact Us

Please contact us if:

- A tree looks unsafe, dead, diseased or at risk of falling
- Large branches are damaging buildings or blocking access
- A tree may need specialist work or could be protected
- The issue is in a shared or communal area

Please don't cut down a tree or do major tree work yourself. Ask us first so we can advise you.

Some trees are protected by a Tree Preservation Order or are in a conservation area, so permission may be needed before work can be done.

If You Are Struggling

We know gardens can be hard to manage, especially if your health, disability, age or personal circumstances make things more difficult.

- Tell us early if you're struggling
- We may be able to give advice, suggest support or look at reasonable adjustments



A Few Helpful Tips

- Do small jobs when you can, rather than waiting until things get overgrown
- Use the council garden waste service. In Bradford, you can request a brown bin from Bradford Council, but there is a charge payable to the Council.
- Pick low-maintenance plants if gardening is difficult
- Ask for help early if it's getting too much to manage

Thank You for Playing Your Part

By looking after your garden, you help keep your home safe and make the area nicer for you and your neighbours.

If you're worried about your garden or trees, please contact us. We're here to help where we can.

Fly Tipping: What It Is and How We Can Tackle It Together

Fly-tipping is the illegal dumping of rubbish, such as black bags, old furniture, or building waste, instead of disposing of it properly.

It can make neighbourhoods look untidy and unsafe, but we can help prevent it by working together.

Why is fly tipping a problem?

Fly-tipping affects residents and communities because it can:



Attract more rubbish



Encourage pests, such as rats and insects



Blocks access to paths, car parks and entrances



Harms the environment



Cost money to clear, affecting services for everyone

Is fly-tipping illegal?

Yes. Fly-tipping is a criminal offence, and those responsible may face fixed penalty fines, court prosecution, larger fines, or imprisonment in serious cases.

How can you help prevent it?

Everyone can help keep our neighbourhood clean and safe.

Do:

- ✓ Use your **local council bin collection services**
- ✓ Take larger items to a household recycling centre
- ✓ Arrange a **bulky waste collection** for sofas, mattresses, or other large items
- ✓ Check that anyone taking waste away is **licensed**

Don't:

- ✗ Leave rubbish next to bins or in communal areas
- ✗ Let someone dispose of your waste irresponsibly
- ✗ Dump items in car parks, green spaces, or alleys

Tip: If someone you pay fly-tips your rubbish, you could still be held responsible.

What should you do if you see fly-tipping?

If you spot fly-tipping, please report it to Manningham Housing as soon as possible, online or by phone. Include the location, type of waste, and photos if it is safe to take them.

Please do not move the waste yourself, as it could be unsafe.

What we are doing

We take fly-tipping seriously. We aim to remove reported waste quickly, work with the local authority to investigate incidents, and take action where those responsible can be identified.

Working together

Keeping your neighbourhood clean is a shared responsibility. By disposing of waste properly and reporting problems, you help protect your community.

If you're unsure how to get rid of something, please contact your local council or speak to us — we are happy to help.



Nabeela Naseem

Neighbourhood Officer



Standing Together Against Hate

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Support Available Through Manningham Housing Association

At Manningham Housing Association, we are committed to creating safe, inclusive communities where everyone feels respected and valued. As part of this commitment, we are proud to work in partnership with the Bradford Hate Crime Alliance (BHCA) as a recognised Hate Crime Reporting Centre.

What is a Hate Crime?

A hate crime is any criminal offence that is perceived by the victim or any other person to be motivated by hostility or prejudice. This could be based on factors such as race, religion, disability, sexual orientation, or gender identity. Hate incidents—whether criminal or not—can have a serious impact on individuals and communities.

How We Can Help

As a reporting centre, Manningham Housing Association provides a safe and confidential place for customers to report hate crimes or incidents. You do not have to face this alone. Our trained staff can:

- Listen to your concerns in a supportive environment
- Help you report the incident to the police if you choose
- Provide guidance on next steps and available support
- Signpost you to specialist services through BHCA

You can report an incident whether it happened to you, or if you witnessed it happening to someone else.

Why Reporting Matters

Many hate crimes go unreported, which can allow harmful behaviour to continue unchecked. Reporting helps:

- Protect you and others from further harm
- Ensure support services are put in place
- Help authorities understand and respond to community issues

Even if you are unsure whether something counts as a hate crime, we encourage you to speak to us.

Working Together for Safer Communities

Through our partnership with Bradford Hate Crime Alliance, we are part of a wider network dedicated to tackling hate and supporting victims across the region. By working together, we aim to raise awareness, challenge prejudice, and promote understanding within our communities.

Get in Touch

If you experience or witness a hate crime or incident, please contact Manningham Housing Association. Our team is here to listen and help you access the support you need.

Together, we can make our communities safer, stronger, and more inclusive for everyone.



Scheme Inspections and Scheme Focus Events

At Manningham Housing Association, we hold two regular events at our schemes: scheme inspections and scheme focus events. Both help us keep your neighbourhood safe, well looked after, and in good condition—and they give you a chance to tell us what matters to you.

Scheme inspections

Scheme inspections are arranged by your Neighbourhood Officer, often with support from other staff. We walk around the scheme to check that communal areas are clean, safe, and being looked after properly. If we spot anything that needs attention—like litter, damage, lighting issues, or repairs—we can report it quickly and follow it up. This helps us deal with small problems early, before they turn into bigger ones.

Scheme focus events

Scheme focus events are bigger sessions led by our teams and attended by all Housing Officers, our Community Investment Team, and colleagues from different departments. This means you can speak to the right person on the day—whether your question is about rent, repairs, or another service—without needing lots of separate appointments. Some events may also include activities for children, so families feel welcome. Our Board Members often come along too, so you can share your views with senior people and help shape how we deliver services.

During either type of event, we may also knock on your door and visit your home. This gives us a chance to check how you are doing, make sure we have the right details for everyone in your household, and check your home for any repair issues. Having up-to-date information helps us offer the right help and keep in touch when we need to.



When you take part, you can raise issues early, get answers quicker, and help improve your community. Your feedback really matters. By working together, we can keep your neighbourhood a safe, supportive, and pleasant place to live.



Sayful Alam

Customer Engagement and
Involvement Officer



At Manningham Housing Association, we are committed to creating inclusive, supportive, and vibrant communities. Through meaningful tenant engagement, we continue to strengthen connections, empower residents, and celebrate the rich diversity across our neighbourhoods.

Here's a look at some of our recent activities and what's coming up.

Building Bridges: Community Linking Project

Our partnership with Leeds Jewish Housing Association (LJHA) continues to flourish, promoting shared learning and stronger inter-community relationships.

In December 2025, LJHA residents joined us for the Anchor Court Christmas Party—an event filled with warmth, cultural exchange, and new friendships. We are excited to continue this collaboration with a return visit completed in June 2026. Joint activities, including a shared event at Anchor Court, have already been a great success and warmly received by residents.



Tenant Engagement Highlights



Empowering Residents: English Language Support

Residents at Anchor Court have taken the lead in organising informal English language sessions, helping one another build confidence and improve communication skills.

Building on this inspiring initiative, we will be working alongside our Community Partnerships & Investment team to introduce a more formal ESOL programme in the coming months—creating further opportunities for learning and development.

Advocating for Change: Bus Shelter Campaign

Following a formal assessment, a proposed location for a new bus shelter did not meet the required usage threshold.

However, residents are determined to continue advocating for this much-needed facility. Working in partnership with local councillors, they will explore next steps and potential solutions. A councillor has been invited to attend a Thursday Tea & Coffee Morning at Anchor Court to discuss the issue directly with residents.

Working Together: Scheme Inspections

Our Neighbourhood Officers continue to carry out regular scheme inspections alongside residents. These inspections are vital in maintaining high standards and ensuring that residents' voices are heard and acted upon.

Ahead of each inspection, scheme newsletters are shared to keep residents informed of updates, local issues, and opportunities to get involved.

Keeping You Informed: Publications

Work is well underway on the winter edition of Feedback magazine. The Editorial Board will oversee the final stages of publication.

In addition, scheme-specific newsletters continue to be developed in partnership with Neighbourhood Officers—ensuring timely and relevant communication with residents.

Improving Services: Mystery Shoppers Programme

Members of the Tenants Forum continue to play a key role in enhancing our services through mystery shopping activities. Their insights help identify areas for improvement and support the delivery of high-quality services across the organisation.

Getting Involved: Scheme Champions

We are launching an outreach initiative at Hope Avenue to recruit volunteer Scheme Champions—residents who can help lead and inspire community activity.

Early engagement has already taken place with residents and a local primary school to plan a Summer Fun Day. This event will bring the community together while encouraging wider participation and volunteering.

Community in Action: Red Holt Crescent Event

On 9th April 2026, we hosted a successful Scheme Focus Event at Red Holt Crescent in Keighley.

The day combined practical support with community activities, including:

- Property inspections
- Advice on damp and mould
- Welfare benefits guidance
- Activities for children and families
- Plant potting for residents' windows

The event concluded with lively street games and celebrations, creating a welcoming and inclusive atmosphere for all.



Looking Ahead: Mela 2026

We are delighted to announce plans for a community Mela during the school summer holidays in the Bradford (BD8) area.

These vibrant events play an important role in bringing people together. Last year's Melas, held at St Stephen's Church and Victoria Hall in Keighley, welcomed over 500 attendees. The Halloween-themed Keighley Mela was a particular highlight.

Smaller events, such as the Etna Street Cohesion Day, continue to reflect this same spirit—especially in encouraging participation from young people.





Have Your Say: Tenants Forum

We are currently piloting a refreshed approach to the Tenants Forum. All tenants are invited to attend the Tenant Forum meetings, which are held 4 times a year.

This is a great opportunity for residents to share feedback and help shape our services.

For further information, please contact Sayful Alam, your Customer Involvement and Engagement Officer, on 07483396821.

Celebrating Together: ACTA Christmas Party

We rounded off 2025 with the ACTA Christmas Party on 11th December at Anchor Court, delivered in partnership with Dixon Primary School.

The event was a wonderful success, bringing residents together for a festive celebration and strengthening community bonds. We extend our sincere thanks to everyone who contributed to making the event so special.



Resident Involvement

MHA is committed to working in partnership with tenants and ensuring that resident voices are heard when services are developed or improved.

Residents have opportunities to get involved through the **Tenants Forum**, which represents the views and experiences of tenants. Forum members work alongside the organisation to review services, discuss policies, and suggest improvements that can benefit the wider community.

By sharing their views and experiences, residents help MHA shape services that better meet the needs of tenants and ensure that customer feedback plays a direct role in future service development.

Closing Remarks

We would like to thank all residents, staff, and partners for their continued support and involvement. Your contributions are at the heart of everything we do and play a vital role in building stronger, more connected communities across Manningham Housing Association.

Funds to train tenants for leadership roles

Manningham Housing Association (MHA) has secured £70,000 of government funding to boost tenant involvement in important decisions made by landlords in Yorkshire and Humber and the North East.

Working in partnership with the Housing Diversity Network (HDN) – a not-for-profit social enterprise that specialises in Equality, Diversity and Inclusion for the housing sector – the money will be used to establish a Tenant Board Member Academy for a consortium of smaller housing associations covering both regions.

The project, set to run for 12 months, will support tenants to develop the skills, confidence and experience needed to take on leadership and governance roles on housing association boards.

The Social Housing Innovation Fund – administered by the Ministry of Housing, Communities and Local Government – is financing 20 projects across England.

Each is focused on improving how tenants are listened to, involved in decision-making and supported to raise concerns, particularly those from under-represented communities.

Through the Tenant Board Member Academy, MHA and HDN will work directly with tenants to build inclusive pathways into governance and ensure leadership better reflects the communities served.

The Social Housing Innovation Fund forms part of a wider government programme to improve tenants' experiences and strengthen accountability across the social housing sector.

Saqib Saleem, MHA Director of Operations, said:

“Working in tandem with Housing Diversity Network, we are excited to be at the forefront of a new drive to provide willing tenants with the tools to help steer the policy direction of housing associations across the North. MHA has a strong reputation for placing tenants at the heart of everything we do. We look forward to sharing this knowledge through our involvement in this exciting initiative.”



Sayful Alam

Customer Engagement and Involvement Officer

Mushtaq Khan, Chief Executive of HDN, said:

“This funding recognises the importance of genuine tenant leadership.

“By working with the consortium partners, we want to ensure tenants are supported to shape decisions at the highest level and influence services that affect their homes and neighbourhoods.”

Lee Bloomfield, MHA Chief Executive, said:

“It is always a pleasure to partner with the HDN for the betterment of the housing sector and the tenants whose needs we exist to serve.

“I have no doubt the Tenant Board Member Academy will have a positive impact and lead to better-informed decisions in participating housing associations.”

The programme is fully funded and includes training, mentoring, peer support, and opportunities to learn more about board life.

For more information

MHA tenants who would like to find out more can contact the following: **Housing Diversity Network**

Sayful Alam
sayful.alam@manninghamha.co.uk





GARDENING Competition 2026



Manningham Housing Association would like to invite all gardeners to submit their garden Pictures for this years Gardening Competition.

Best Gardeners will receive Amazon Vouchers.

Closing date for your entry is 30 July 2026

Winners to be announced at the Mela (19 August 2026)

Please provide your name and address of your Garden!

REGISTER NOW

Contact us :

Sayful : 07483396821 or your Neighbourhood Officers

MHA : 01274 771 144



Getting Ready to Celebrate 40 Years of Manningham Housing Association



Carolina Padovezi de Oliveira

Head of Corporate Services



This September, Manningham Housing Association will be celebrating a very special milestone — our 40th anniversary.

For four decades, MHA has been proud to provide homes, support communities and work alongside our tenants, staff, board members, volunteers and partners to make a positive difference across Bradford and Keighley.

Our 40th anniversary is not only a chance to look back at our journey, but also to celebrate the people who have helped shape MHA into the organisation it is today. From our tenants and neighbourhoods to our dedicated staff and community partners, this celebration belongs to everyone who has been part of the MHA story.

As part of the celebrations, we are organising a 40th anniversary event in September. The evening will bring people together to mark this important moment, reflect on our achievements and celebrate the strong community spirit that continues to sit at the heart of MHA.

We would also like to say a big thank you to everyone who took the time to vote in our 40th Anniversary Awards nominations. We

asked for nominations for outstanding tenants, staff, volunteers and others who have made a positive difference — and we were delighted by our responses.

The nominations highlighted kindness, dedication, hard work, community spirit and the many ways people go above and beyond for others. It was lovely to read the stories shared by tenants, colleagues and members of the community, and to see how much people value those who quietly make a difference every day.

During our 40th anniversary celebration, we will be recognising some of these outstanding nominees and celebrating the people who received the highest number of nominations.

We are looking forward to coming together to celebrate not only MHA's history, but also our great staff, tenants and wider community. Our anniversary is a reminder that MHA has always been about more than housing — it is about people, belonging, support and pride in our communities.

Thank you to everyone who has supported MHA over the years, and to everyone who continues to help us build strong, inclusive and welcoming communities.

We look forward to celebrating with you in September.



The founders of Manningham Housing Association

Case Study: Supporting AL into Gaining Qualification to Employment

.....

AL enlisted herself in the FH course after seeing it advertised through MHA SMS posted out by the Community Investment Team (CIT). AL expressed a strong desire to gain the qualification to make a small food stall business official, but did not know how to proceed with this.

During the initial assessment, it became clear that AL suffered from depression and anxiety, and it took a lot of effort to express interest, but she did. She was particularly interested in being part of a course led by MHA to help 'ease' her into these formal settings again, as she held a highly responsible job for years, but due to life events and the death of her mother, she had crippling anxiety without warning, which left her not wanting to leave her bed, let alone her home.

Given AL's mental health pressures, but her desire to pursue this qualification for her wellbeing as well as personal development, SA, CIT arranged to attend the 2-day training sessions in partnership with ITI Training. This training was designed to help AL develop theoretical and practical skills, gain knowledge, and build confidence in a food service setting, as well as improve her personal life.

Following the training, SA, CIT supported AL with an evaluation in which she expressed how attending the course made her feel useful and with purpose again.

AL found it hard to get out of bed after the course finished due to lack of energy, SA followed this up by calls and arranged action points that AL can help to follow up with a higher level qualification, which would cover for supervisors role as she had gained confidence and wanted to be able to independently run a food handling business. SA suggested the online course to benefit from this and with funding, SA gave information regarding the CI grant for residents to apply for, with reasons why this would be beneficial for all participants in the course to pursue if collectively agreed.

AL is left with action points to give a sense of purpose and feel responsible. All participants collectively agree to apply for the CI grant as they have formed a positive, proactive approach together from attending this course.

CIT maintains regular contact with AL, offering continued advice, guidance, and encouragement to help her achieve her professional and personal goals.



Building Stronger Communities Together



Sadar Uddin

Community Partnerships and Investment Manager



Since our last Winter Edition, Manningham Housing Association's Community Investment Team (CIT) has continued to support tenants through a wide range of wellbeing, community and training opportunities. Led by **Simi Amini, Yasin Ali** and **Sayful Alam**, the team has helped residents improve their health, develop new skills and connect with their local communities.

Bringing Communities Together

Our community events celebrated culture, wellbeing and inclusion across Bradford and Keighley. Highlights included Refugee Week celebrations, our first-ever Eid Festival at East Riddlesden Hall, wellbeing walks in the Yorkshire Dales, the Smoothie Bike Challenge, the Bradford Curry Festival, and weekly swimming sessions promoting both physical and mental wellbeing.



Simi Amini

Community Development Officer



Health & Wellbeing

Residents of all ages have benefited from activities including badminton, basketball, walking, swimming, chair-based exercise for older residents, and our popular **Men in Motion** programme. Young people also enjoyed the **Young Community Stars** summer project, featuring sports, creative workshops, recycling activities and a community fun day.



Learning & Employment

We expanded accredited training across Bradford and Keighley, helping residents gain valuable qualifications in Teaching Assistant, Childcare, Food Safety and ESOL. Alongside training, one-to-one Information, Advice and Guidance (IAG) sessions have supported learners with CV writing, career planning and progression into volunteering, further education and employment. Eleven residents are now volunteering with MHA, helping strengthen their communities.



Supporting Wellbeing

Our Mindfulness Garden project has encouraged residents aged 50+ and carers to improve their wellbeing through nature, while the new Bradford Bags of Taste initiative has supported tenants with free recipe kits and healthy cooking sessions delivered alongside health advice.



Your Feedback

Our tenants tell us the difference these projects have made:

“These sessions helped me feel more active and confident – and I’ve made new friends too.”

“The gardening and mindfulness have helped me manage my pain and improve my wellbeing.”

“I never thought I would pass! This course has given me confidence and a qualification.”

“I was struggling with anxiety. You gave me a reason to get out of the house.”

Please get in touch with Simi to know more about these sessions:

- Food and catering courses
- Men’s wellbeing, swimming and badminton sessions
- Women’s swimming sessions
- Youth football
- Young Community Stars expansion
- Adult mindful gardening
- Arts, heritage and cultural activities
- WaterAid water-saving packs
- Bradford Bags of Taste

We’d love you to get involved. Whether you’d like to improve your health, learn new skills, meet new people or simply have fun, there’s something for everyone. We look forward to welcoming you to one of our upcoming sessions!

Celebrating Inclusion: Your Voice Event with HouseProud North



Support Now Available: Join Rainbow Roofs

We are delighted to share that MHA tenants can now connect directly with Rainbow Roofs : a group created to ensure LGBTQ+ tenants in social housing feel understood, supported, and represented.

If you are part of the LGBTQ+ community or an ally, you can:

- Meet others with shared experiences
- Access support and advice

Be part of a growing network that celebrates diversity and inclusion.

To get involved or simply say hello, you can contact:
rainbowroofs1@outlook.com

At Manningham Housing Association, we believe every tenant deserves to feel safe, supported, and valued; no matter who they are or who they love.

Together, we're building a community where every voice matters and every colour shines bright.

Rainbow Roofs
THE LGBTQ+ GROUP FOR SOCIAL HOUSING
RESIDENTS ACROSS THE NORTH WEST

Are you a member of the LGBTQ+ community?

It can feel isolating if your housing provider doesn't understand the additional support you may need.

We want to change that.

Meet people and get support, drop us a message to say hi:
rainbowroofs1@outlook.com



10 reasons to choose My Home Contents Insurance Scheme this summer



-  Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge).
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-  You don't need to have special door or window locks (just a lockable front door).
-  Covers theft, water damage, fire.
-  Covers tenants improvements (up to £2,000 or 20% of the sum insured whichever is greater).
-  Accidental damage to TV's and aerials and home computers is covered as standard (excludes items designed to be portable including mobile phones, ipods etc). A £50 excess may apply, full details are available on request.
-  Covers damage to external glazing for which you are responsible.
-  Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
-  The sum insured will be increased by £1,500 or 15% (whichever is the greater) for one month before and after Christmas to cover presents bought or received (excludes theft which does not involve forcible or violent entry into your home).
-  Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
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Exclusions & limits apply. A copy of the policy wording is available on request.

**Ask your landlord for an application pack or
to apply for cover today, call My Home on:**

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email: myhome@thistleinsurance.co.uk or visit www.thistlemyhome.co.uk

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THISTLE
TENANT RISKS 



Get in touch

MHA Direct Contacts

Customer Services:

01274 771144

Neighbourhood Officers:

Nazneen Zafar

01274 377221

Prafula Parsotam

01274 377214

Femi Metzger

01274 377226

Nabeela Naseem

01274 377217

Carly Sharp

01274 377244

Customer Involvement
and Engagement Officer
Sayful Alam

01274 377253

Maintenance Surveyors:

Monuhar Ali

01274 377206

Income Team:

Mansha Khan

01274 377206

Welfare Benefits & Financial

Support Officer:

Ayesha Khanum

01274 377215

For Gas leaks

Call: Northern Gas

Networks on

0800 111 999

To Report Non-Emergencies
or Anti-Social Behaviour

Call: Police on **101**

Blocked Drains

Call: Yorkshire Water on

08451 24 24 24

Benefit Enquiry Line

Call: **0800 169 0310**

Pension Credits

Call: **0800 991 234**

Winter Fuel Payment Helpline
(for people over 60)

Call: **0800 731 0160**

Tax Credit Helpline

Call: **0345 300 3900**

Child Benefit

Call: **0300 200 3100**

Housing Benefit Office

Call: **01274 432772**

Free Debt Management Advice

www.payplan.com

Call: Pay Plan's Helpline on

0800 280 2816

Bedroom Tax calculator

www.entitledtofortenants.co.uk

For vulnerable adults

Adult Protection Unit on

Call: **01274 431077**

For vulnerable children:

Children's Social Care Initial

Contact Point on

Call: **01274 437500**

(8.30am - 5.00pm Monday to Thursday,
4.30pm on Friday)

At all other times, please call

Social Services Emergency

Duty Team **01274 431010**



manningham
HOUSING ASSOCIATION

Manningham Housing Association

Bank House, 30 Manor Row, Bradford, BD1 4QE

www.manninghamhousing.co.uk | Main Telephone: 01274 771144

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