



Customer Experience Committee

Wednesday 6 May 2026

Agenda Item 13

**Performance Report
Q4 (January 2026 – March 2026)**

DATE: 06.05.2026	MANNINGHAM HOUSING ASSOCIATION Report to the Customer Experience Committee	Item no. 13
Report Title	Customer Performance Report – Annual - Q4	
Lead Officer	Nadim Khaliq - Head of Housing Services	

Purpose/Summary:

This report provides assurance to the Committee on how the organisation manages and responds to complaints and compliments, and how we monitor and address issues relating to anti-social behaviour (ASB), domestic violence, hate crime, and safeguarding.

With regards to complaints, it summarises performance, highlights key themes and learning, and identifies areas for improvement to strengthen service delivery for tenants. It also includes enhanced reporting on protected characteristics (EDI), providing greater visibility of who is accessing our services and where improvements in data quality are required.

In Section 2 of 'The Charter for Social Housing Residents' published by the Ministry of Housing, Communities and Local Government (MHCLG), there are three tenant satisfaction measures for complaints handling which each landlord will need to report on. These include:

- Number of complaints relative to the size of the landlord
- Percentage of complaints resolved within the agreed timescale
- Tenant satisfaction with landlord's complaints handling

Focus on /Must know

We have introduced a section within this report to provide clearer visibility and assurance on issues beyond standard complaints handling. This includes reporting on ASB, domestic violence, hate crime, and safeguarding concerns.

The report also strengthens the presentation of protected characteristics data across complaints and ASB. While data is currently captured on 6 of the 9 characteristics, there are gaps in completeness where information is recorded as "no data" or "unknown". Addressing these gaps is a key priority to enable more robust analysis and assurance.

In line with updated Housing Ombudsman guidance, all service failures and all disrepair cases are treated as formal complaints and reported accordingly.

What next

The Leadership Team and Director of Operations will review the report, identifying trends and areas for improvement to enhance service delivery.

This will include a continued focus on improving the quality and completeness of protected characteristics data at the time of complaint and ASB reporting to support more meaningful analysis and inform service improvements.

Recommendations:

The Committee is asked to note this report.

Financial Implications:

There are no direct financial implications arising from this report.

However, the report highlights areas where service improvements, particularly in contractor performance, complaints handling, and early intervention in ASB cases, may help to reduce future costs associated with repeat visits, disrepair claims, and escalation to the Housing Ombudsman. Strengthening data collection, including protected characteristics information, will also support more targeted and efficient service delivery.

Value (VfM)/Social Value) Compliance:

This report demonstrates a commitment to delivering value for money through effective complaints handling and proactive management of ASB and related services. Learning from complaints and service failures supports continuous improvement, reduces avoidable costs, and enhances service quality.

The inclusion of protected characteristics data strengthens the organisation's ability to understand customer needs and target services more effectively, contributing to improved outcomes and social value.

Ongoing monitoring of contractor performance, improved communication, and a focus on getting it right first time will further support efficiency and value for money.

How have our Tenants influenced the content of this report or influenced the supporting data/information:

Tenants have directly influenced this report through the complaints, ASB reports, compliments, and feedback received during the reporting period.

Is there an impact on our tenants because of the next steps or approval of this report?

Yes. The report identifies areas for service improvement, including contractor performance, communication, and complaints handling, which will positively impact tenants through improved service delivery.

Strengthening the collection of protected characteristics data at the time of complaint and ASB reporting will also support more tailored and equitable services for tenants.

Is there any consultation data we haven't responded to? (note the reasons why). No

Internal and external stakeholder Consultation:

None for the purpose of this report.

Equality, Diversity and Inclusion Considerations:

This report includes enhanced reporting on protected characteristics across complaints and ASB. While no clear disproportionate impact on specific groups has been identified based on the available data, gaps in completeness (including “no data” and “unknown” categories) limit the ability to draw firm conclusions.

Moving forward, the organisation will strengthen the collection of EDI information at the time of the complaint and ASB reporting to support more meaningful analysis, improve oversight, and ensure services are delivered fairly and equitably across all customer groups.

Health and Safety Implications:

None for the purpose of this report.

Potential Risks Identified and controls in place:

Failure to manage complaints and ASB effectively may result in increased service failures, reputational damage, and potential financial costs, including compensation and legal action.

The report identifies risks relating to contractor performance, delays in service delivery, and incomplete data (including protected characteristics), which may limit effective oversight.

Controls in place include a robust complaints policy aligned with the Housing Ombudsman Complaint Handling Code, regular contractor performance monitoring, and strengthened oversight of ASB and safeguarding cases.

Ongoing improvements to data collection, including EDI information at the point of contact, will further support risk management, regulatory compliance, and service improvement.

Legal & regulatory issues: (including any advice taken)

Effective complaints handling remains a key requirement under current and emerging consumer regulation.

The organisation’s approach aligns with the Housing Ombudsman Complaint Handling Code, including the requirement to treat all service failures and disrepair cases as formal complaints.

Monitoring and responding to ASB, domestic violence, hate crime, and safeguarding cases supports compliance with legal obligations to protect tenants and manage risk.

Enhanced collection of protected characteristics data will also support compliance with equality duties and improve the organisation’s ability to evidence fair and equitable service delivery.

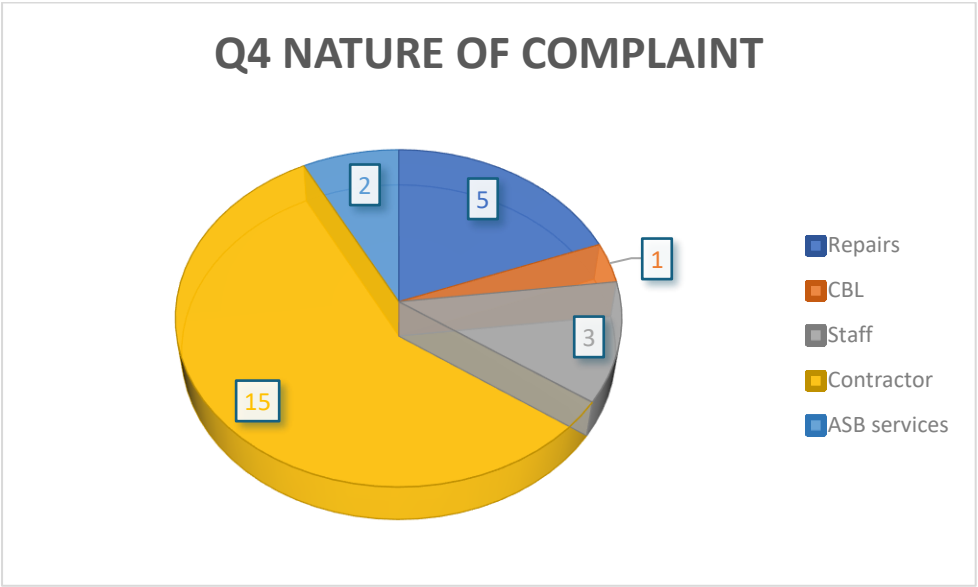
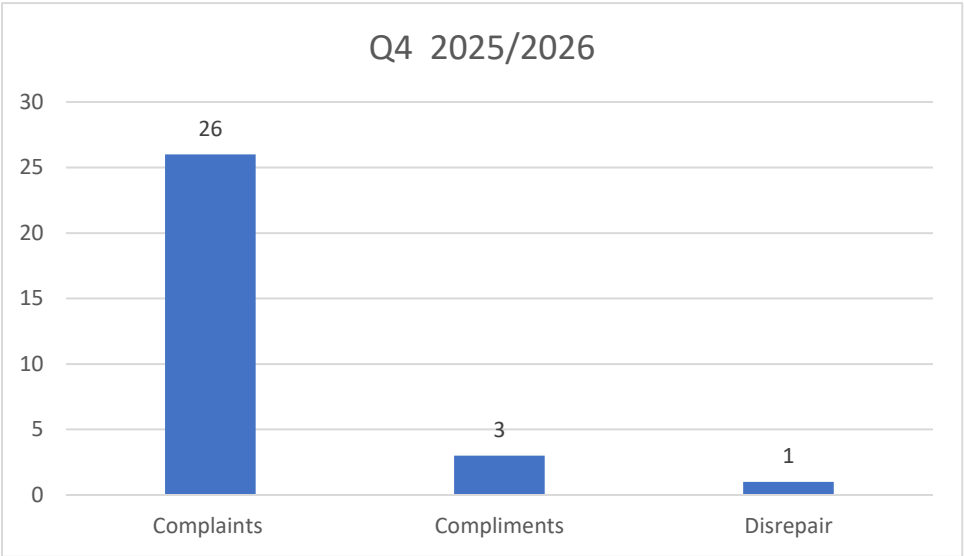
Link to primary corporate objective(s)

- Providing more homes to meet the needs of BME communities in Bradford and in other BME communities
- Community Investment and partnerships
- Looking after our existing homes
- Being the voice of the BME community

Report Author: Nadim Khaliq

Email: nadim.khaliq@manninghamha.co.uk Tel: 01274 771144

EXECUTIVE SUMMARY Q4

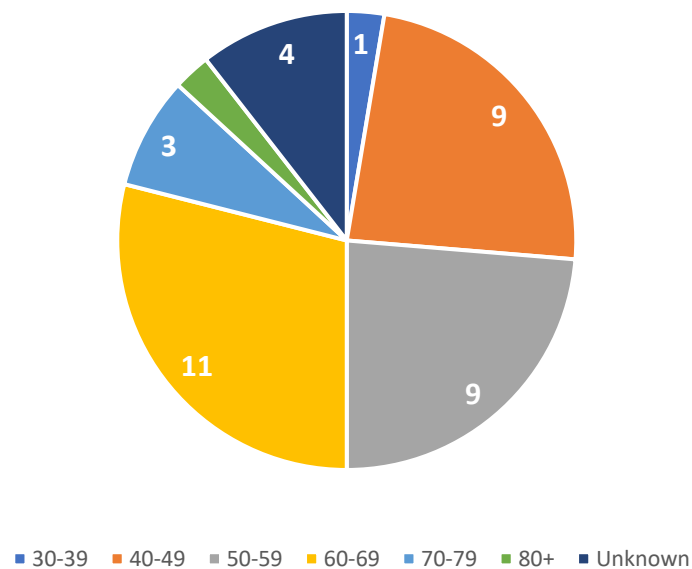


Customer Demographics – Cumulative 2025 - 2026

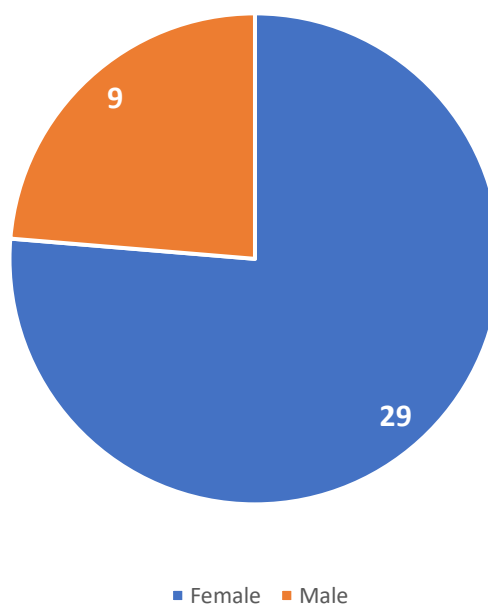
Out of the 38 formal complaints, 4 were made by customers who are not MHA tenants (related to bidding and applying for homes). In the following charts, 'unknown' refers to those complaints where EDI information has not been captured.

MHA captures data on 6 out of the 9 protected characteristics. 'No data' refers to those tenants who haven't provided EDI information.

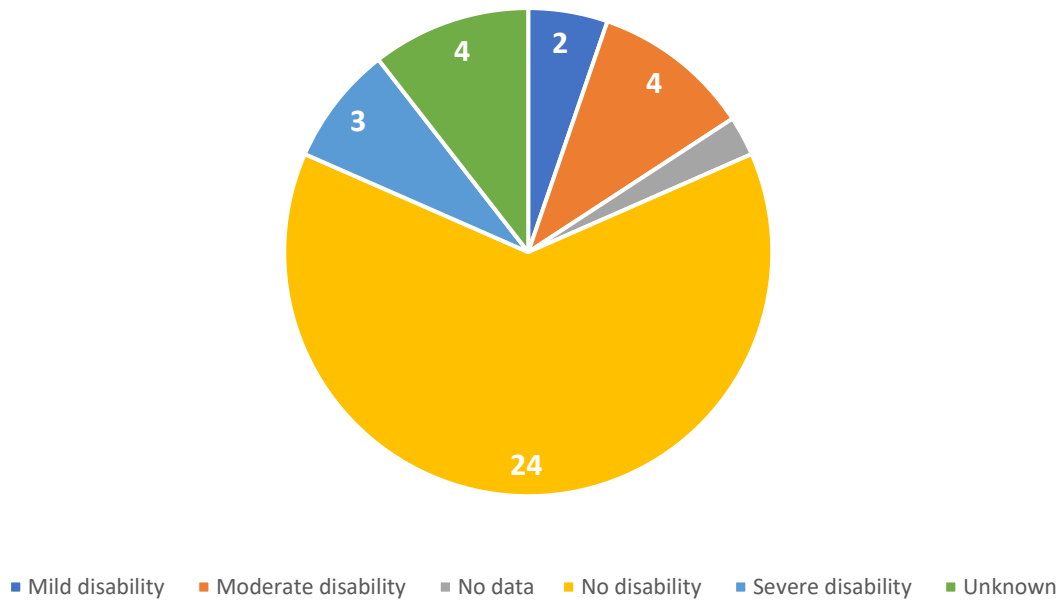
Formal Complaints - Age Range of Customer



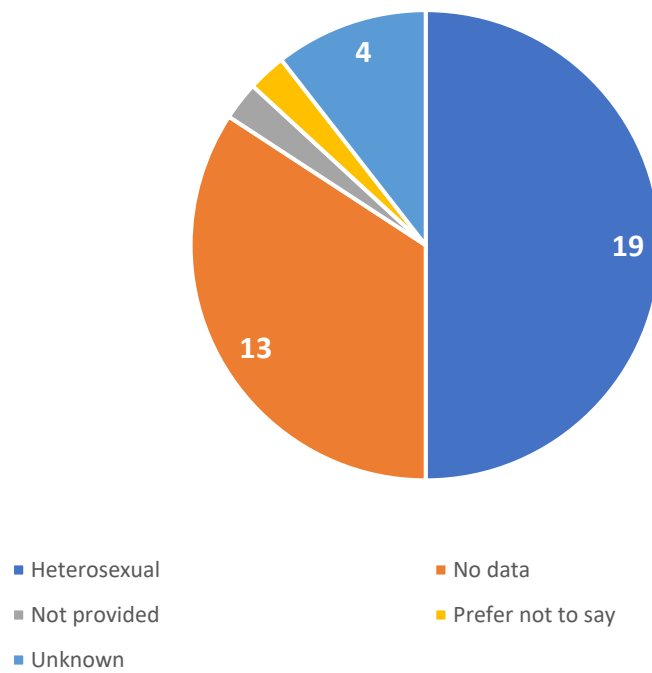
Formal Complaints - Gender of Customer

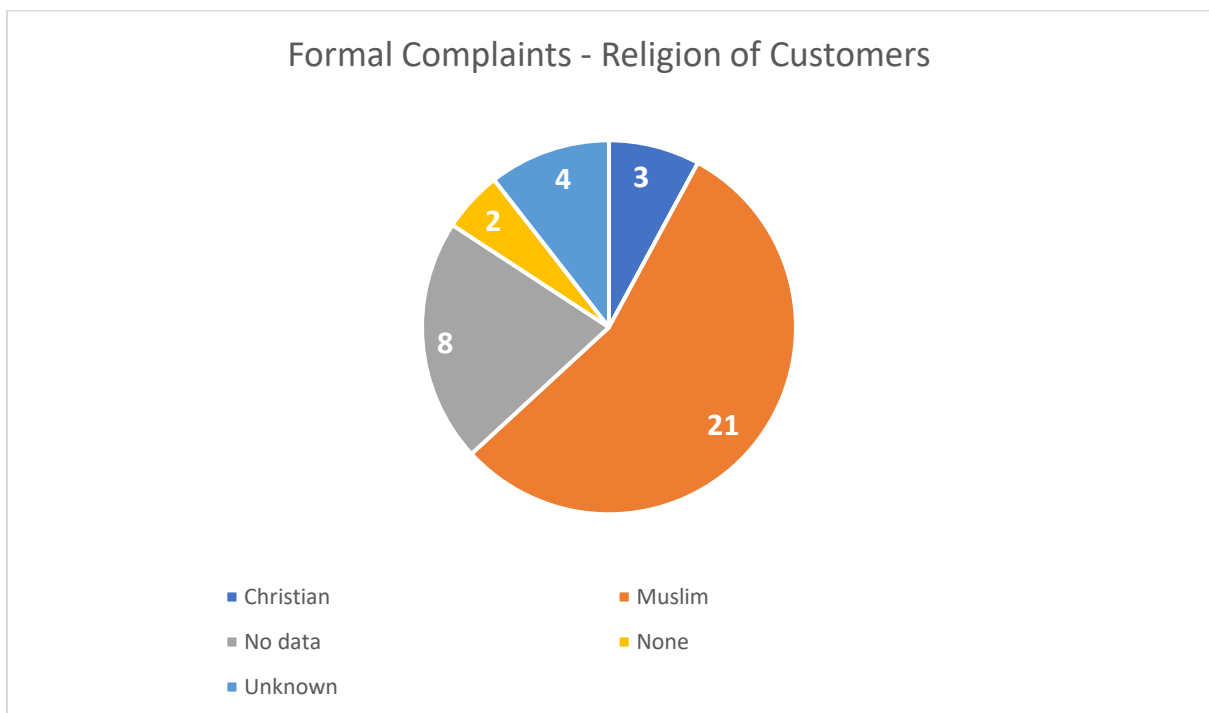
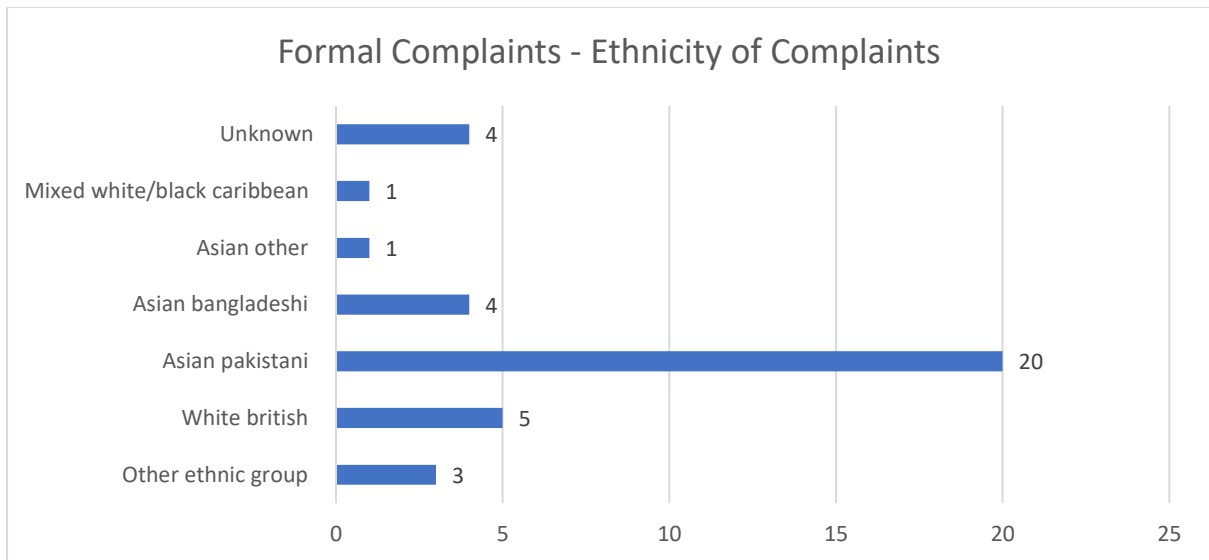


Formal Complaints - Disability Status

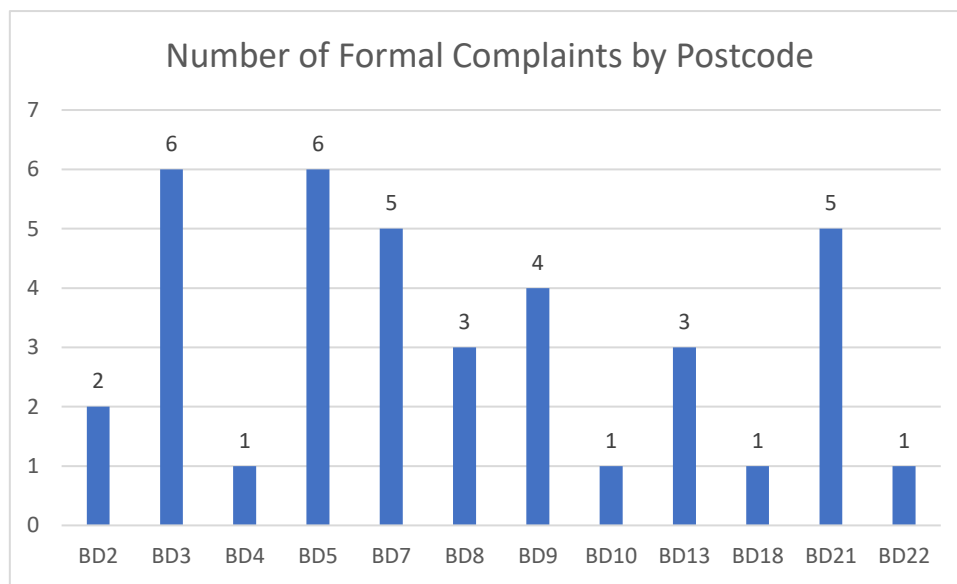


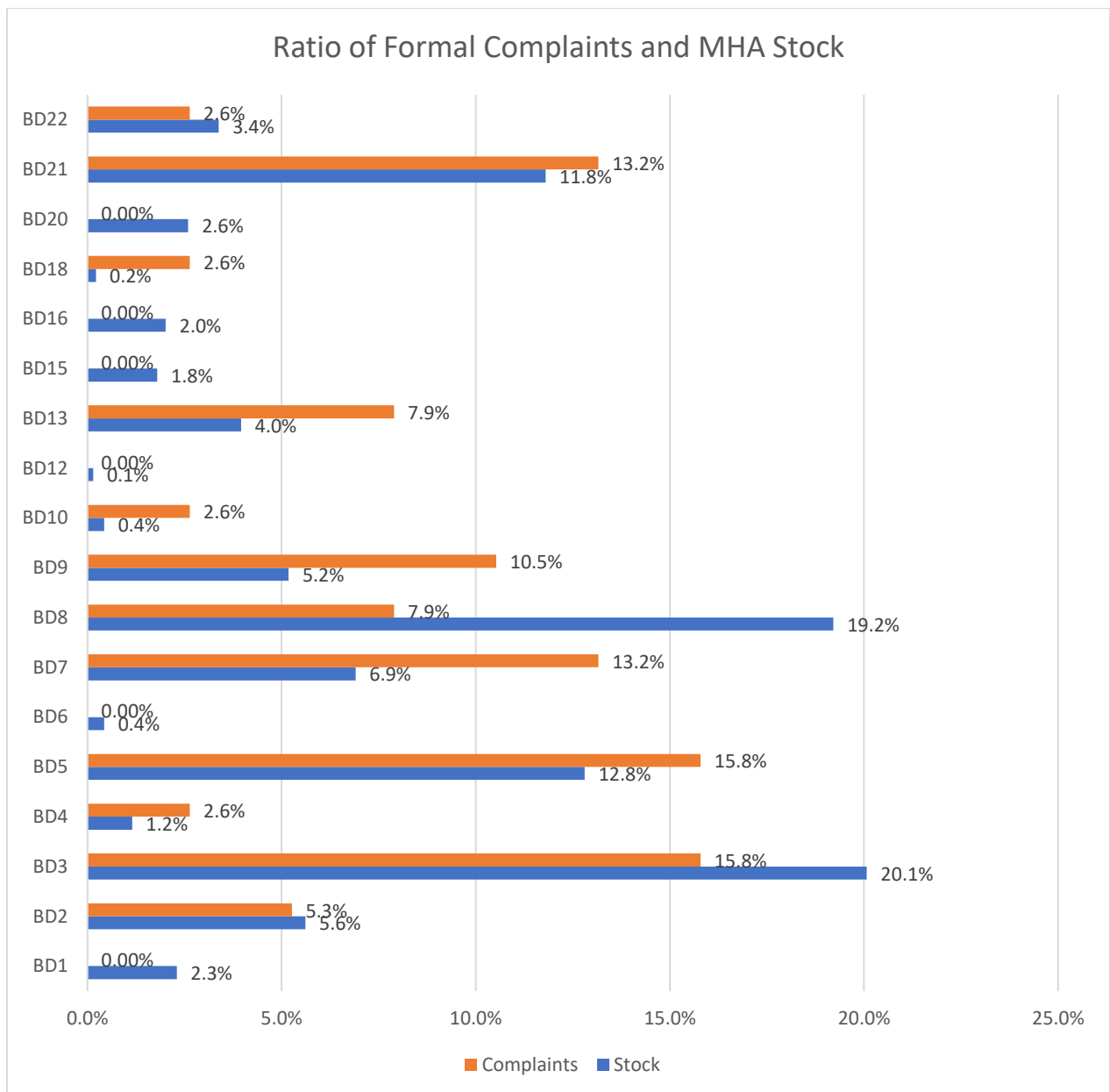
Formal Complaints - Sexuality of Customers





Complaints by postcode area



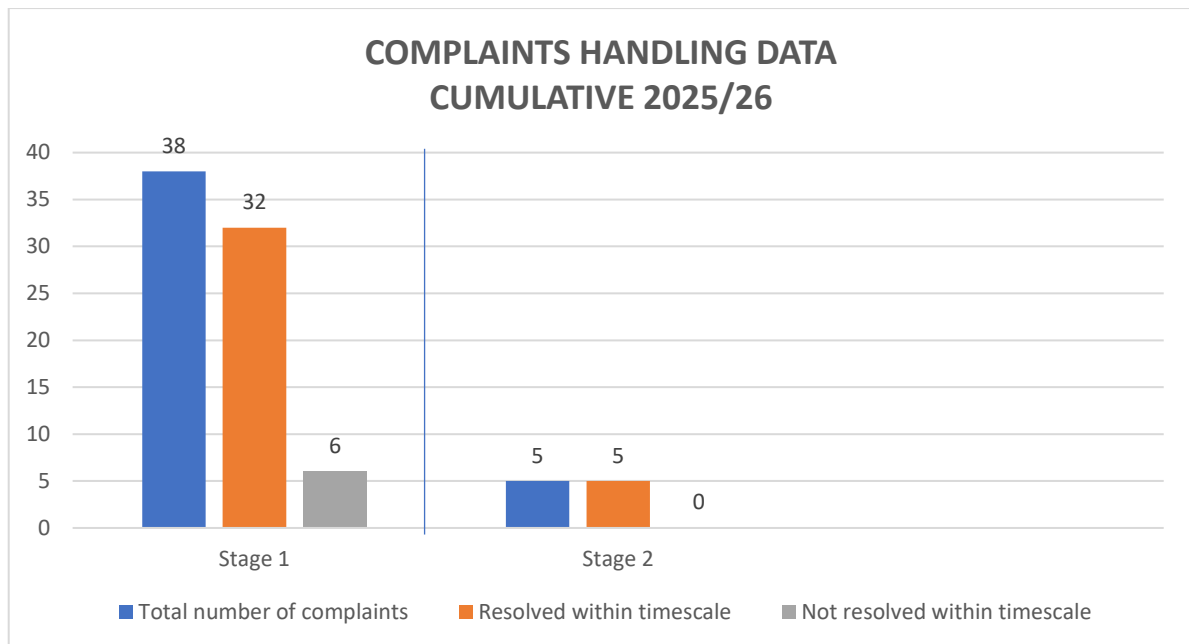


Formal Complaints – Protected Characteristics Summary

The protected characteristics data for formal complaints shows that, although data is collected on 6 of the 9 characteristics, there are notable gaps where information is either not provided (“no data”) or not captured for non-tenant complainants (“unknown”). In addition, the relatively small number of complaints further limits meaningful analysis. Based on the available data, there is no clear indication of disproportionate impact on specific protected groups.

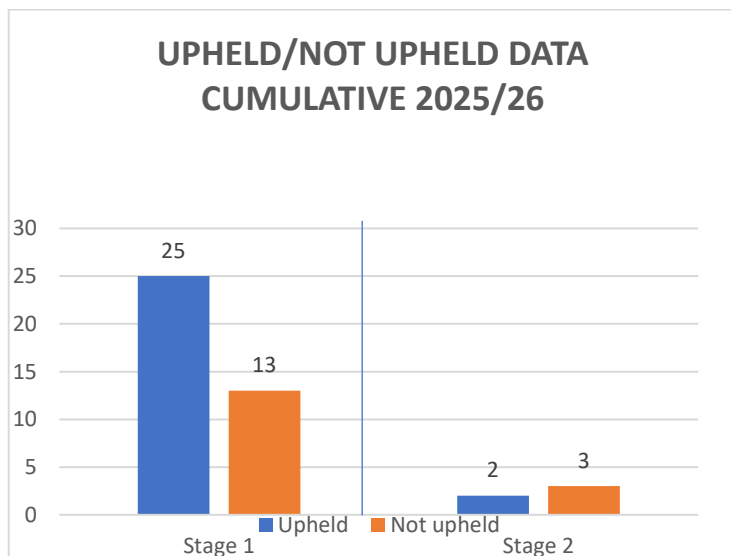
Moving forward, we will strengthen the collection of EDI information at the time of the complaint to enable more meaningful analysis and provide greater assurance in understanding the impact of our services across different customer groups.

Annual Cumulative Complaints Data



Reason(s) for not completing within timescale	Learnings
1. Due to competing priorities, the manager responsible for the complaint was unable to allocate adequate time to address it, resulting in a delay in its resolution (Q1).	The manager has been strongly reminded of the importance of adhering to the strict timescales set out in the Housing Ombudsman Complaints Handling Code.
2. Due to competing priorities, the manager responsible for the complaint was unable to allocate adequate time to address it, resulting in a delay in its resolution (Q1).	The manager has been strongly reminded of the importance of adhering to the strict timescales set out in the Housing Ombudsman Complaints Handling Code.
3. The resolution was delayed beyond the required deadline due to the necessity of conducting an essential site visit (Q4).	Resource planning could account for physical inspections early in the process to ensure site visits do not push the response outside of the mandated window.

4. The response exceeded the timescale due to delays associated with scheduled holiday leave (Q4).	Possible handovers could be in place to ensure complaint progression continues seamlessly during periods of planned absence.
5. The response exceeded the timescale due to delays associated with scheduled holiday leave (Q4).	Managers could review caseloads prior to leave to ensure that deadlines falling within the holiday period are either completed in advance or reassigned.
6. This case was late due to reduced working hours and resource/recourse issues within the team (Q4).	Where capacity is limited by reduced hours or staffing shortages, cases should be triaged or escalated early to ensure compliance with the Housing Ombudsman Complaints Handling Code.



TSM – Callerz data

2025/26	Q1	Q2	Q3	Cumulative scores 2025/26
Satisfaction level with MHA's complaints handling	45.16%	39.13%	55.55%	46.61%

COMPLAINTS BEING INVESTIGATED BY THE HOUSING OMBUDSMAN 25/26

	Number of cases	Case Summary
Number of cases currently under investigation by the Housing Ombudsman	2	1. Customer complained about damp and mould not being properly addressed and requested compensation for the impact. Stage 1 complaint was partially upheld; MHA apologised and offered £500. Health-related compensation was declined due to insufficient evidence. Customer rejected the offer and escalated to Stage 2. Stage 2 complaint upheld. Panel found delays and insufficient follow-up despite repairs and a decant. MHA to review repair processes, investigate staff conduct, and improve appointment protocols. Compensation increased to £1,000. 2. Applicant complained of waiting over 10 years for housing, citing delays, lack of transparency, and impact on family wellbeing. Requested review of bidding history and application and asked for management discretion in allocation. Audit found all bids were unsuccessful due to higher-priority applicants. Application from 2011 reflected medical and overcrowding needs, but listed address was outdated and needs updating to confirm eligibility. No issues found with the allocations process. The complaint was not upheld at either stage. Bidding and allocations followed policy, and delays were due to the waiting list. The panel upheld the Stage 1 findings.
Housing Ombudsman determinations	1	Summary: Customer was unhappy with the Stage 1 response and raised further concerns about unresolved ASB, faulty CCTV, security issues, and lack of tenant risk assessments. The panel reviewed these points at the stage 2 hearing alongside the initial outcome. The panel acknowledged delays in dealing with anti-social behaviour, faulty CCTV, and security repairs. Although these issues have now been addressed, the panel found that MHA should have acted sooner and more proactively. The tenant has accepted a new property, and £600 compensation was offered to help with moving and decorating costs

		recognising the stress and inconvenience caused. The Ombudsman issued a determination, however, we have appealed the finding regarding a delay in arranging the Stage 2 hearing, as this was due to the tenant's request to await further information. The tenant has also appealed the decision, not happy with the compensation offered. Final determination: No change to the original determination. Final orders: <i>Apology order</i> - The landlord must apologise in writing to the resident for the failures identified in this report. The landlord must ensure: The apology is specific to the failures identified in this decision, meaningful and empathetic. <i>Compensation order</i> - The landlord must pay the resident £100 to recognise the frustration caused by its. This must be paid directly to the resident by the due date. The landlord must provide documentary evidence of payment by the due date. Final recommendations The landlord should provide a copy of its review of this case and any actions it has taken since to improve its processes. The landlord should pay the resident £600 compensation as offered in its final response. They found reasonable redress based on this being paid to the resident.
Housing Ombudsman non-compliance orders	0	

COMPLAINTS (Q4)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Private resident has raised a complaint	1	Following a review of the inspection findings, photographic	MHA will continue to improve its

regarding the handling of a water leak from MHA property that resulted in damage to their home.		evidence, and surveyor advice, it was confirmed that the wall had fully dried with no damage or ongoing issues identified. There was no evidence of an active leak or defect from MHA property, and the minor plaster unevenness was assessed as cosmetic. Complaint not upheld	response to water leaks
Vulnerable tenant complained about heating and hot water; and a failure of contractor attending scheduled appointments.	1	The investigation confirmed a service failure, as the repair was not progressed due to a contractor administrative error, despite MHA notifying the contractor on the day the fault was reported. Complaint upheld	Weekly progress meetings with contractor
Tenant complaining about Housing Officer (HO) attitude, lack of empathy and reassurance.	1	During the investigation, it has been found that HO appeared rushed, showed little empathy, and did not explain housing options or priority status, ignored tenant management move, which caused them distress. Complaint upheld	MHA recognise the importance need for clear, empathetic communication. This complaint will be used to reinforce customer care standards with the HO and team.
Customer not satisfied with the service provided as there was a clear lack of professionalism throughout the interaction	1	After investigating the complaint and reviewing the call between the customer and the staff. There was a lack of clarity and proactive support, and the service provided did not meet the standard we expect to deliver to our customer Complaint upheld	Staff received feedback to reinforce high quality service and using this as an opportunity to improve service for all customers.
Tenant complaining about text message confirmations for multiple appointments where the contractor failed to attend.	1	The investigation found that the tenant suffered significant inconvenience, including having to rearrange hospital appointments. MHA service standards require clear communication and reliable attendance, but coordination between MHA and PH Jones fell short, causing unacceptable delay and stress. Complaint upheld	MHA is working with PH Jones to audit how "text confirmed" appointments are logged to ensure that confirmed jobs are guaranteed in the engineer's diary.
Vulnerable tenant without heating and hot water for 4 days	1	During the investigation, it was found that the tenant reported a repair on New Year's Day, which was logged as an emergency. A contractor attended that evening	This case will be used to review communication practices when specialised parts

		and replaced the ignition unit, but the fault persisted, requiring additional parts. However, the tenant refused to take temporary heaters. The necessary repairs were completed four days later.	are needed during extended breaks, to ensure better support is provided.
		Complaint not upheld	
Tenant is complaining about contractor's long delays and multiple visits	1	During the investigation, it's been discovered that the contractor visited multiple times without resolving the reoccurring of no heating issue for over 3 weeks. Contractor took long time to fully identify what was required to resolve.	Provide approximately 4 temporary heaters for bigger properties and have weekly meetings with the contractor to avoid this.
		Complaint is upheld	
Tenant and family were left with only 2 temporary heaters for a 5-bedroom property following loss of heating.	1	During the investigation, PH Jones confirmed that they attended the property within 24 hours and supplied two temporary heaters to assist until able to reinstate heating. PH Jones completed the follow-on repair the next day and heating reinstated. Due to nature of the emergency the engineer was only able to provide 2 heaters that were in van stock at time of attendance. This is line with the agreed service level agreement with the contractor.	Contractor approached to ensure additional temporary heaters provided for large households in future. Consideration to be given for vulnerable families with specific needs. Service level agreement to be amended accordingly.
		Complaint not upheld	
Tenant complaining about timescale to restore heating and inadequate temporary measures	1	During the investigation, it has been confirmed that the contractor attended within 24 hours, however that was no contact for 12 days after and in total it took 27 days to restore heating.	Weekly progress meetings with contractor
		Complaint upheld	
Tenant is complaining about contractor repeated and failed attendance	1	During the investigation, there was failure of service in terms of contractor booking appointments and rearranging without clearly communicating with the customer. The appointments were rearranged	Weekly progress meetings with contractor

		4 times via text message. Appointment was cancelled on short notice, when customer was waiting and there was no follow up until 2 weeks later. Complaint upheld	
Tenant complaining about incomplete work and contractor left without testing heating	1	During the investigation, it has been confirmed that the engineer failed to perform necessary heating test. Complaint upheld	Contractor has been informed that this doesn't happen in future.
Vulnerable tenant complaining about a boiler repair visit where the contractor carried out no work despite being informed of a leaking pipe and no temporary heaters were provided.	1	During the investigation, it has been confirmed the boiler was working when the engineer attended. However, the reoccurring issue and unresolved leak indicate a failure to service, and the tenant should have been provided with alternative heating. Complaint upheld	Contractor should conduct a mandatory follow up call within 24 hours of any engineer visit to a vulnerable tenant to ensure the repair has been successful
Tenant complaining about contractor using dehumidifier for 4 weeks during repair works and seeking reimbursement for electric usage.	1	During the investigation, it was identified that the dehumidifier remained in use while the works week being carried out. The tenant was not informed that they could claim reimbursement for the additional electricity usage, MHA compensated the cost of the electricity incurred. Complaint upheld	MHA must communicate clearly with the tenant. This will be discussed in team meeting.
Tenant unhappy with response time about reporting the ASB issue.	1	Having reviewed the evidence and relevant policies, it's been found that MHA has acted within the required timescales and procedures. No service failures have been identified. Complaint not upheld	No learnings
Tenant complaining about contractor not attending as agreed and disappointed with the service provider.	1	During the investigation, it's been discovered that the contractor didn't attend as agreed and dealt with emergency within 3 days rather than 24 hours, which is exceeding MHA emergency policy. Complaint upheld	Its been discussed with the contractor to stock the van with parts that are common to ideal boilers.
Tenant is concerned about the unrepaired rear boundary wall, which is impacting his family. The garden is	1	The delay in starting the repairs was due to insurance approval being required. This related to an external boundary wall, and the property remained secure and safe	No learnings

partly unusable, unsafe for children, and raises ongoing safety, privacy, and security concerns.		throughout. The works were carried out in line with MHA policy, with updates provided, including direct contact from the surveyor.	
		Complaint not upheld	
Tenant complained about poor service as they had no hot water or heating for 2 weeks. Tenant also mentioned that the engineers were unprofessional and despite been promised electric heaters none were delivered.	1	The investigation found that logistical shortcomings by PH Jones led to missing parts, while the diagnostic process did not meet required standards, resulting in children being left without heating.	MHA implemented temporary daily contractor meetings, senior oversight for repairs exceeding two visits, and mandatory physical verification of emergency heater deliveries
		Complaint upheld	
Tenant is complaining about contractor failure to resolve the repair issue.	1	Following the investigation, the tenant raised concerns about the operative interaction as uncomfortable and the standard of work. A surveyor attended and confirmed the work carried out was appropriate and in line with what could reasonably be completed.	The contractor has acknowledged the term referred and feedback has been addressed with the contractor.
		Complaint upheld	
Tenant reported a heating failure lasting over three weeks during winter, causing significant distress and discomfort for the household.	1	During the investigation, it's been discovered that contractor failed to attend the initial power flush appointment and attended 3 days later. Restoring the heating took eleven days and two major interventions, which was deemed unreasonable.	It's been discussed in the contractors meeting that they must ensure to attend booked appointments.
		Complaint upheld	
The tenant waited six hours for a scheduled gas safety check, but the engineer failed to attend without notification.	1	The investigation found, a system conflict caused the appointment to be automatically moved to a later date without the tenant being notified. The contractor did not attend a confirmed appointment and failed to provide clear communication in relation to the rescheduling.	It's been discussed in the contractors meeting that they must ensure to attend booked appointments.
		Complaint upheld	

The tenant complained about missed contractor appointments and the excessive overall time taken to complete radiator repairs.	1	During the investigation, it was confirmed that the contractor attended within the required timescales. Following the initial visit, parts had to be ordered and a follow-on order raised, which was communicated to the tenant. The repair was completed within the required timescale and no failure on part of the contractor. Complaint not upheld	No learnings
Tenant complaining that all properties are not advertised via CBL. She was expecting a specific property to be advertised on CBL to bid on	1	Property was allocated by the council nominations, which is in line with MHA allocation policy. Complaint not upheld	No learnings
The gas boiler repair was delayed despite repeated reports, with no follow-up after the initial visit, leaving tenant without reliable heating and hot water during Ramadan.	1	An initial inspection identified a cracked sump and a suspected heat exchanger leak. A follow-up visit was requested but not arranged due to contractor administrative failure, resulting in an avoidable delay before the fault was confirmed and parts ordered. The repair was then completed a week later after this delay. Complaint upheld	Clear expectations have been set with the new contractor, with weekly meetings in place to monitor performance and prevent delays.
Following the Stage 1 outcome, tenant was dissatisfied with the ASB related response and requested a Stage 2 review.	2	After a thorough review of all documentation and evidence provided, including photographic images, the Panel concluded that the actions taken during the ASB investigation were appropriate and proportionate. The Panel therefore determined that the Stage 1 decision not to uphold was correct. Complaint not upheld	No learnings
Following the Stage 1 investigation, the tenant remained dissatisfied as the boiler repair issue had not yet been resolved.	2	Following a review of the documentation and the tenant's attendance at the panel meeting, the panel resolved to uphold the complaint. Although the Stage 1 outcome was noted, the panel concluded that MHA should have acted sooner to address the issues raised. The panel also found that the Stage 1 response did not	Stage 2 highlighted key lessons, including a required follow-up call for vulnerable customers. The contractor delays will be reviewed as part of the

		sufficiently explain how the matters would be resolved.	contractor meeting.
		Complaint upheld	
Following the Stage 1 outcome in Q3, the tenant remained dissatisfied with the response regarding the ASB matter and requested a Stage 2 review.	2	The Panel reviewed the ASB Complaint and Perpetrator forms completed by the Housing Officer, along with all supporting evidence, and concluded that the investigation was handled appropriately. The Panel therefore confirmed that the Stage 1 decision not to uphold the complaint was correct. Complaint not upheld	No learnings

DISREPAIR CLAIMS (Q4)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Disrepair claim letter received regarding repairs.	1	The pre-action protocol was initiated. A joint inspection has been booked with the tenant. The disrepair claim is with our legal team.	No learnings.

COMPLIMENTS (Q4)

Compliment type	Summary
Tenant feedback by email	Anchor Court tenant expressed heartfelt appreciation to everyone, including the estate management for the kindness and compassion shown to the friends and family. Special thanks to Sister Nazneen for kindly opening the communal lounge and kitchen facilities for those who gathered in mourning. This thoughtful gesture deeply touched all who attended.
Tenant feedback by email	New tenant, expressing how much they enjoy living at Scoresby Close. It is a wonderful area with a friendly community, clean streets, and neighbours who look out for one another. Tenant is also appreciating MHA team for organising community events, which bring residents together and create a warm and welcoming environment.
Google review	Tenant expressed their gratitude to the neighbourhood team leader Ayesha Malik for her support, understanding, and empathy during a difficult time. They felt heard, reassured, and treated fairly, with Ayesha providing a calming and thoughtful presence while addressing ongoing concerns. The customer also appreciated Prafula and Carly for their approachable and supportive work. Overall, the team's professionalism and care make them a valuable part of Manningham Housing.

Annual Learning from complaints in 2025 – 2026

The key themes and trends over the last financial year are:

- Damp and mould: earlier identification and faster action, including decants where needed, aligned to Awaab's Law timescales.
- Contractor quality and accountability: stronger post-inspections, better documentation, and clearer ownership of workmanship standards.
- Appointments and systems: ensure "confirmed" jobs are locked into engineers' diaries, with daily system checks to prevent missed orders and avoidable delays.
- Performance grip: routine (e.g., weekly) progress meetings, escalation/senior oversight for repeat visits, and tighter management of long-running repairs.
- Resident experience and vulnerability: improve warm, empathetic communication, and strengthen support for vulnerable households (adequate temporary heating, delivery verification, and follow-up calls).

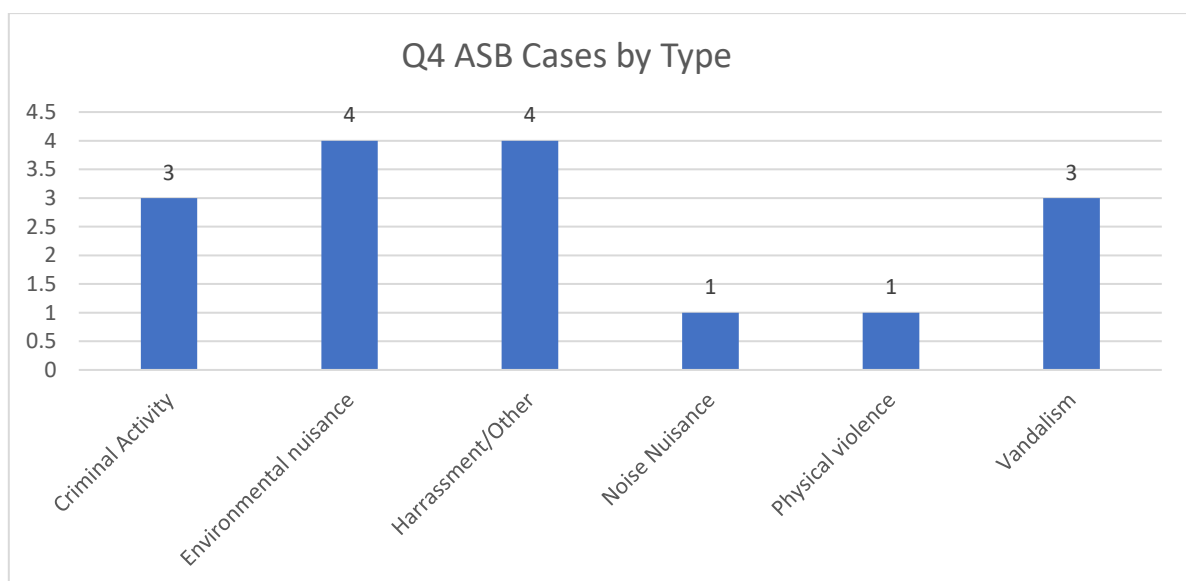
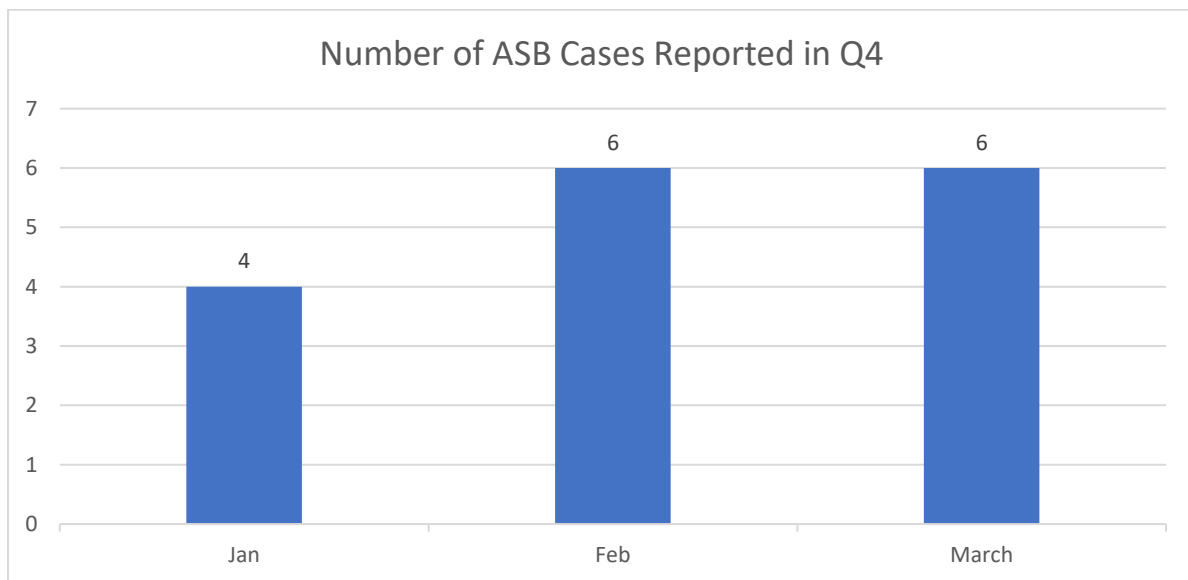
Complaints Learning Forum

There were two Complaints Learning Forums in 2025 – 2026, based on the themes and keys learnings, the following recommendations were made:

- Customer experience is the main trigger for escalation: complaints most often escalated when customers felt unheard, dismissed, or passed between teams. More empathy, clear explanations, and realistic expectations would reduce repeat contact and formal escalation.
- Getting it right first time prevents avoidable harm and cost: accurate diagnosis at first point of contact reduces repairs being raised incorrectly resulting in unnecessary call outs and frustration for customers.
- Acknowledge quickly and follow up proactively to close the loop: prompt responses, senior follow up where required, and clear ownership and updates reduce anxiety and further complaints.
- Make it easier for residents to report issues: feedback suggests residents are often asked to evidence problems themselves (e.g., photos, managing faults), which adds to their frustrations. Simplifying reporting routes and being clear about evidence requirements should improve access and outcomes.
- Transparency builds trust, especially where options are limited: explain responsibilities, recharges and unavoidable cost factors (e.g., energy/service charges) in plain language, and engage early changes that impact customers. This improves understanding and acceptance, even when outcomes are limited.
- Consistency across staff and contractors matters. Clear communication, agreed timescales, accountability and ownership are as important as the technical fix.
- Capture learning from informal resolutions as well as formal complaints: consistent recording and analysing trends are essential. Changes to categorisation and recording may increase logged volumes without indicating service deterioration.
- Complaint records should include more comprehensive detail specifically outcomes, actions taken, and confirmation of resolution to support effective monitoring and reporting.
- Cases relating to anti-social behaviour (ASB) and criminal activity require more timely responses and prompt action.

- Consideration should be given to implementing a safety-net process to ensure that no repair requests are overlooked or lost within the system.

ASB Q4 Report



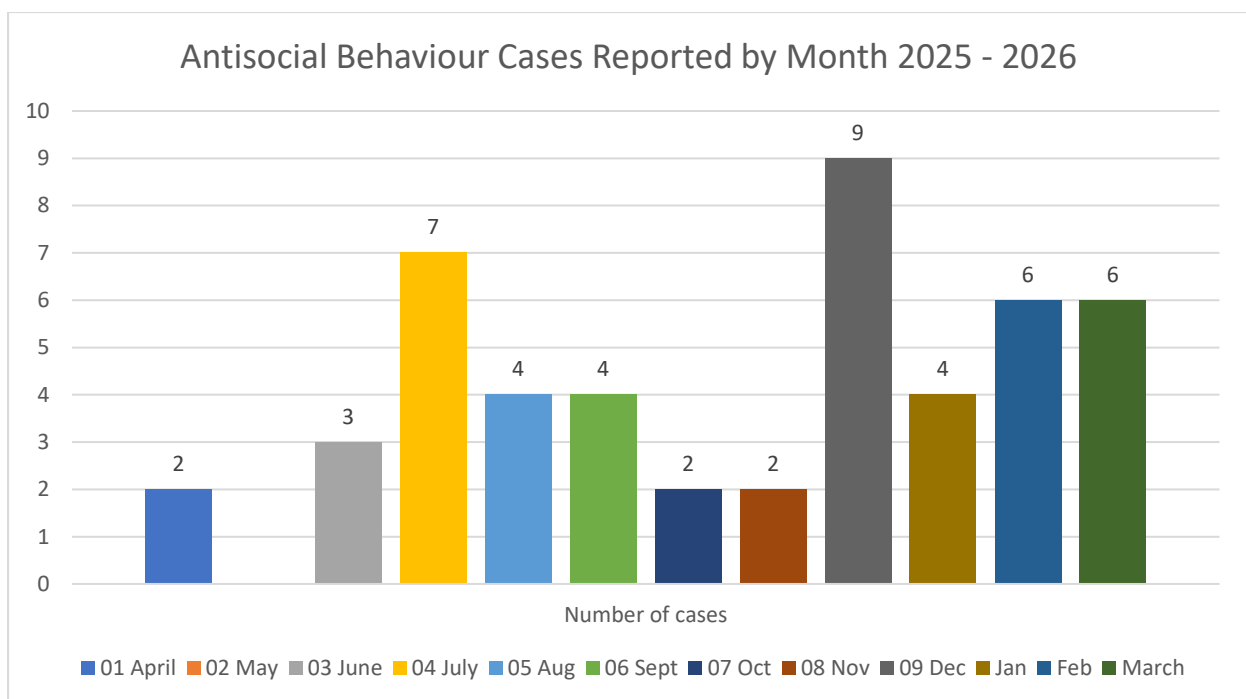
Q4 Legal Action Case Summary	Current Actions
Tenant and several family members arrested at Birmingham Airport for importing Class A drugs into the UK in November 2024. In July 2025, perpetrators plead guilty to conspiracy to evade the prohibition on the importation of a controlled drug of class A and have been sentenced to prison.	Notice Seeking possession served. Awaiting possession proceedings.
Police warrant for drugs executed at property in July 2025. Household member arrested and on remand.	Case settled out of court – defendant agreed to sign a 5-year possession order
Tenant and husband plead guilty to harassment of neighbours in August 2025.	Notice Seeking possession served. Awaiting possession proceedings.
Suspended Possession Order granted against perpetrator in January 2025. Further reports of ASB received.	Drafting witness statements and collecting CCTV for further possession proceedings. Currently liaising with police to gather further evidence.
Tenant and visitors casing multiple issues on the scheme including drug dealing/use, prostitution and other misuse of communal areas	Notice seeking possession served. Awaiting court date.

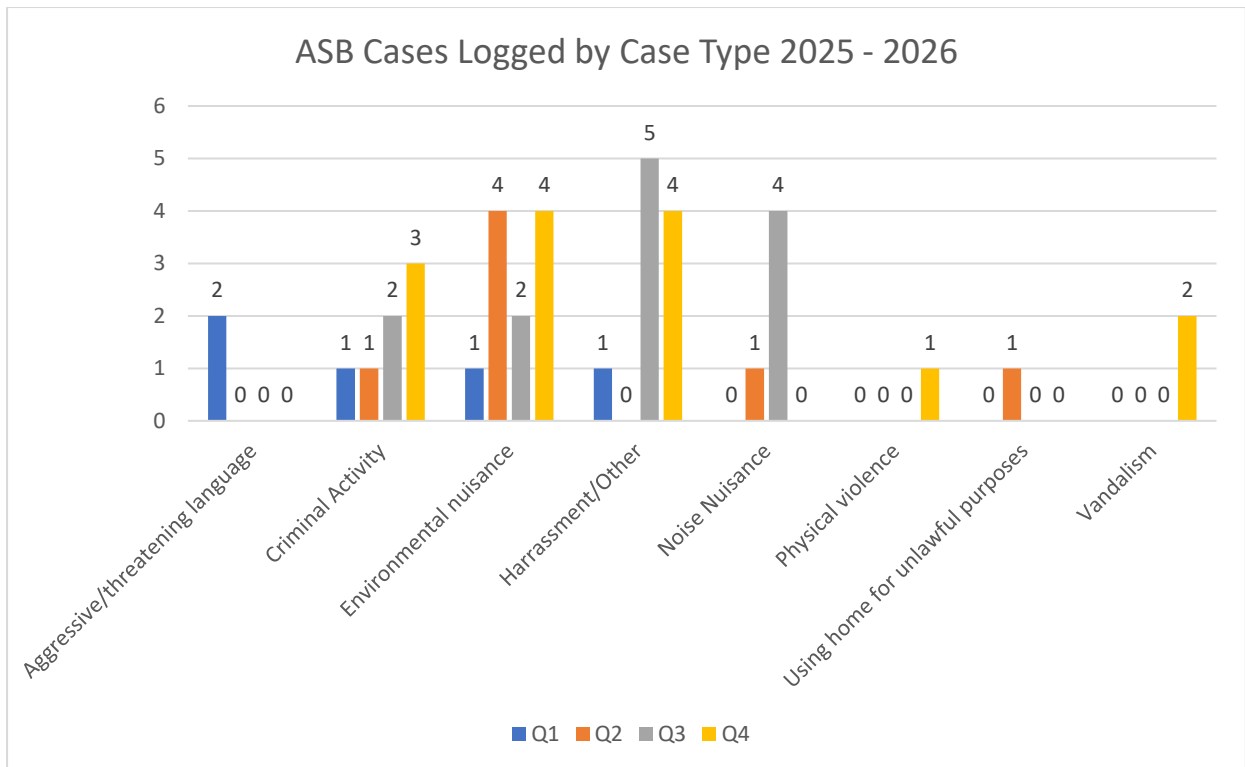
Q4 Reported Hate Incidents/Crimes	0
--	----------

Q4 Reported Domestic Violence	1
Domestic abuse reported by a tenant from ex partner who has been bailed away from the address	Housing needs assessed and no immediate danger to tenant. Monitoring and in comms with support worker in case anything changes

Q4 Reported Safeguarding Cases	1
Concerns around cuckooing and a potential vulnerable adult at risk. Referred to Adult Social Case	The case has been referred to the Police and ASB Adult panel 30/04/2026.

Annual ASB Report 2025 – 2026



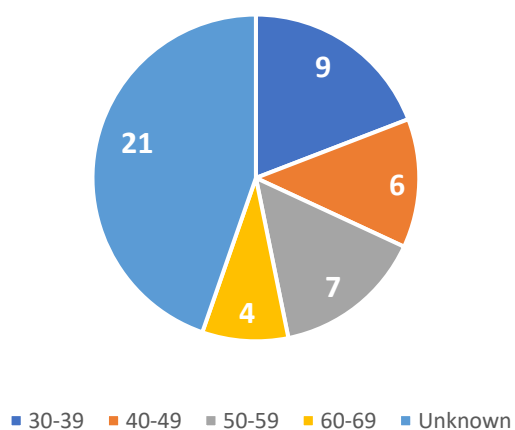


ASB Complainant Demographics – Cumulative 2025 - 2026

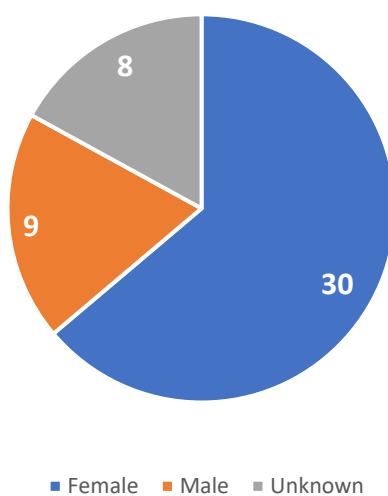
In 2025 – 2026 MHA captured EDI information 6 of the 9 protected characteristics. The charts in this sections illustrate the data held by MHA for the characteristics for tenants who have submitted ASB reports.

ASB complaints can be made by members of the general public as well as MHA tenants. Reports can also come in from partner agencies such as the police. In the following carts, ‘Unknown’ refers to all reports received by non MHA tenants where EDI information is not captured. ‘No data’ refers to tenants where this information has not been captured.

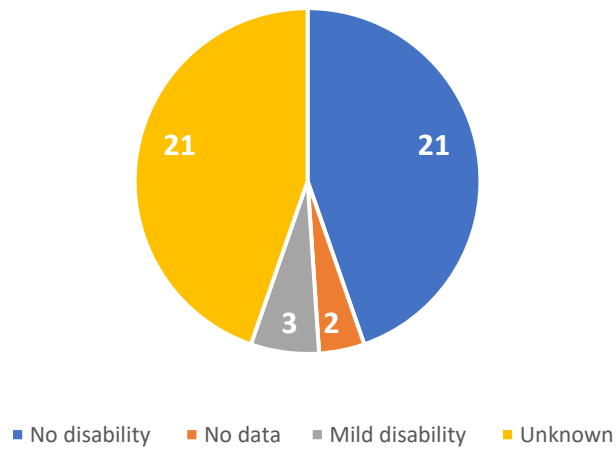
ASB - Age Range of Complainant



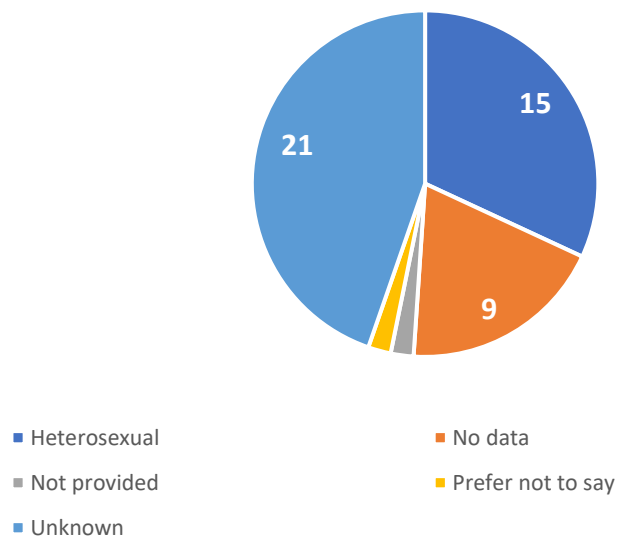
ASB - Gender of Main Complainant

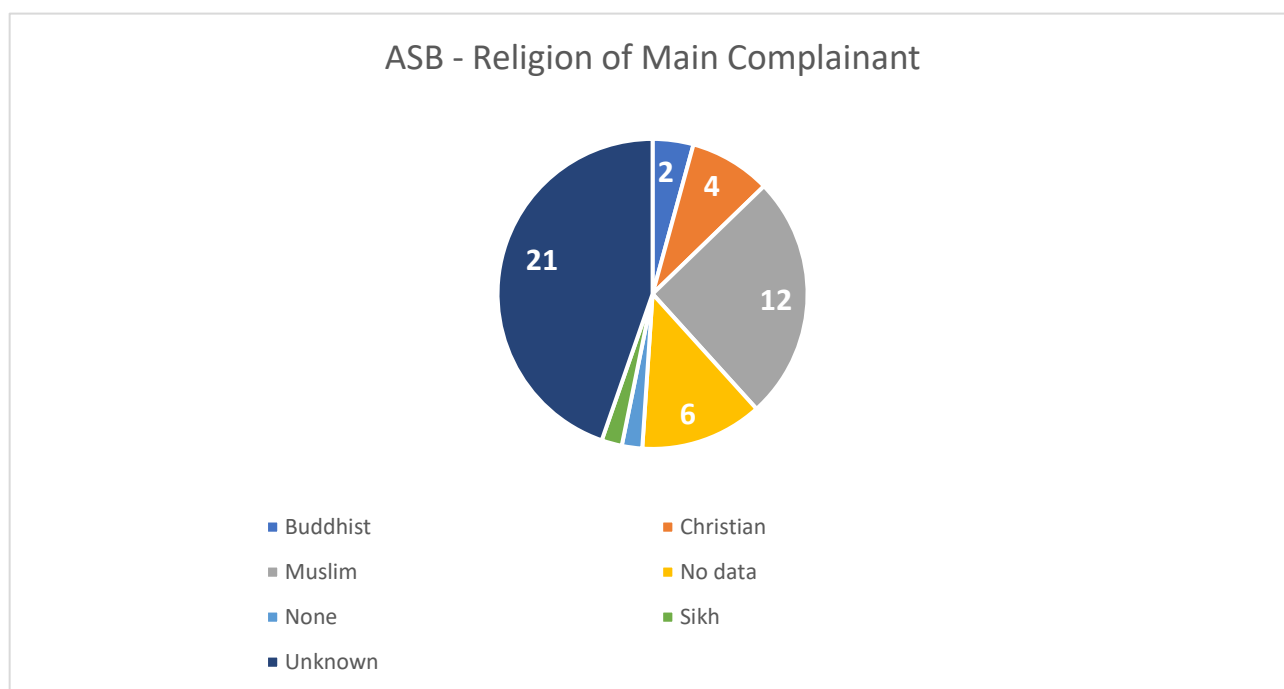
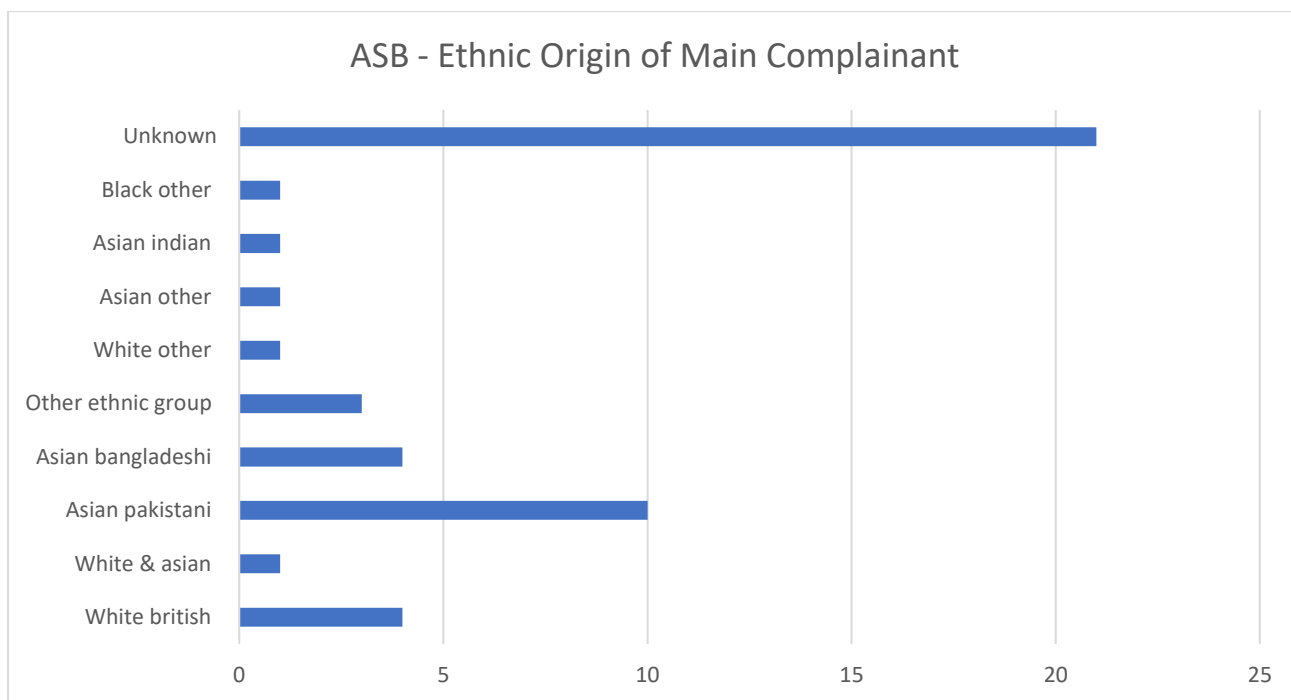


ASB - Disability Status of Main Complainant



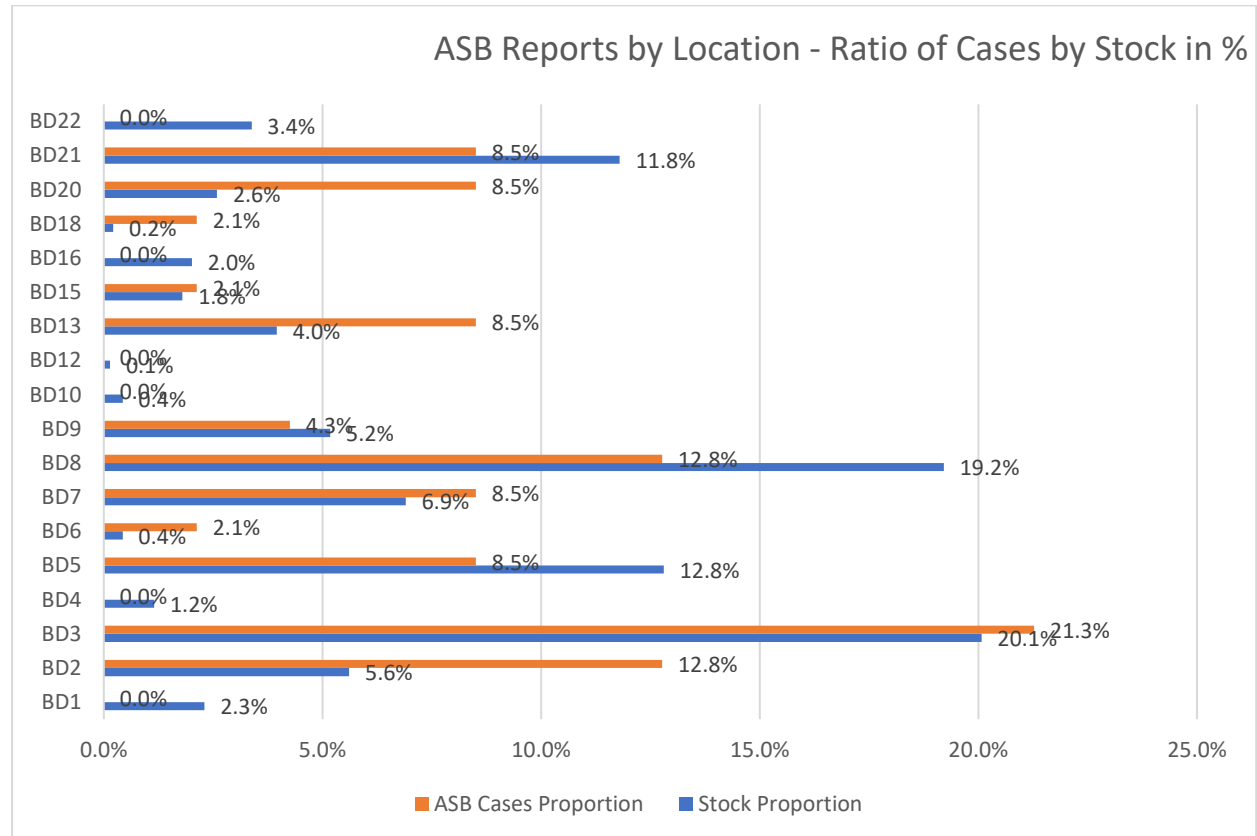
ASB - Sexuality of Main Complaint





ASB cases by postcode area

The following graph illustrates proportion of stock by postcode and proportion of ASB cases. Where ASB case proportion is higher than the stock proportion, this shows that reports of ASB are higher than they should be for that postcode area.



ASB (Anti-Social Behaviour) - Protected Characteristics Summary

The protected characteristics data for ASB indicates that, while information is collected on 6 of the 9 characteristics, there are significant gaps in completeness. A high proportion of cases are recorded as “unknown,” largely due to reports being made by non-tenants or partner agencies such as the police, alongside instances of “no data” where tenants have not provided their details.

As a result, the current dataset does not allow for robust analysis of whether particular groups are disproportionately affected by or reporting ASB. While no clear inequalities are evidenced, the limitations in data mean this cannot be confirmed with confidence, and improved data capture is required to strengthen equality monitoring.

Moving forward, we will strengthen the collection of EDI information at the time of the ASB to enable more meaningful analysis and provide greater assurance in understanding the impact of our services across different customer groups.