



Board Paper

Tuesday 29 July 2026

Agenda Item 6c

**Customer Service Performance Report Q1
(April– June 2026)**

DATE: 29.07.2026	MANNINGHAM HOUSING ASSOCIATION Report to the Board	Item no. 6c
Report Title	Customer Service Performance Report Annual / Q1	
Lead Officer	Saqib Saleem, Director of Operations	

Purpose/Summary:

This report provides the Board with oversight of performance across Customer Operations, incorporating activity from Housing Management and Property Services. It offers assurance on how the organisation manages complaints and compliments, and how it monitors and responds to ASB, domestic violence, hate crime, and safeguarding matters.

The report also covers Health & Safety performance, providing assurance that landlord responsibilities are being met and that tenants are kept safe.

Focus on /Must know

The report is in two sections and key areas include:

- Section 1 – Health & Safety
 - Performance in Q1 has been very positive for all the big 6 compliance areas, with 100% being achieved for 5 of the 6 streams of work. Domestic lift servicing was at 95% compliance, attributed to 1 property where we have had ongoing access issues.
 - Damp and mould cases slightly reduced in the reported period with only 1 case falling under the requirements of Awaab’s Law. This was dealt with and closed off within the required timescales.
 - A section has also been included in the report focussing on damp and mould expenditure and reporting over the past couple of years.
- Section 2 – Customer Operations
 - There continues to be a higher number of complaints being received mostly relating to the contractor (8 out of 13 complaints received in Q1). MHA operational teams are in weekly contact with the contractor to understand the issues further which relate to the booking system and resource restraints. Complaints continue to be received, with the team focused on investigation and learning;
 - A number of ASB cases were reported, however these had dropped from the previous quarter. There were no reported cases of hate crime and safeguarding.
 - One case of domestic violence was raised in the period which has been reported to the relevant authorities.

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

The new guidance for landlords on disrepair claims is that they continue to use the complaints procedure when the pre-action protocol has commenced and until legal proceedings have been issued to maximise the opportunity to resolve disputes outside the court. As such, all disrepair claims received in this quarter have been logged as formal complaints and included in this report.

The report also strengthens the presentation of certain protected characteristics data across 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.

What next

Executive Team review the received reports and feedback, identifying trends to enhance the service provided to our tenants.

Recommendations:

Board is asked to note this report.

Financial Implications: There are no direct financial implications resulting from this report, however across each of the areas being reported there may be implications that will be highlighted in future.

Value (VfM)/Social Value) Compliance: Overall this report demonstrates good value for money, providing visibility to Board on key performance metrics across customer operations.

An effective complaint handling policy and procedure is an important part of learning when things go wrong. Learning from complaints is one of the most important aspects of continuous improvement. Any work we do in handling complaints efficiently and effectively demonstrate good value for money.

Alongside complaints and compliments, we also monitor and address issues relating to anti-social behaviour (ASB), domestic violence, hate crime, and safeguarding, ensuring that our response across these areas delivers strong social value and compliance with regulatory expectations.

How have our Tenants influenced the content of this report or influenced the supporting data/information: The contents of this report have been as a result of services we provide to tenants. Areas such as complaints include a feedback and lessons learnt section and we performance is also reported to Customer Panel meetings.

Internal and external stakeholder Consultation: None for the purpose of this report.

Equality, Diversity and Inclusion Considerations: None for the purpose of this report.

Health and Safety Implications: Included within performance reporting.

Potential Risks Identified and controls in place: Failure to manage performance effectively could lead to service failures and place customers at risk. MHA mitigates this through a robust complaints policy aligned with the Housing Ombudsman Complaint Handling Code, alongside active monitoring of ASB, domestic violence, hate crime, and safeguarding cases. Comprehensive health and safety policies, supported by specialist advisors, help ensure homes remain safe and regulatory responsibilities are met. Monthly management meetings monitor delivery against the management plan and ensure actions are completed.

Legal & regulatory issues: (including any advice taken): Dealing with complaints effectively is a key part of future consumer regulation. Our monitoring and response to anti-social behaviour (ASB), domestic violence, hate crime, and safeguarding concerns also supports compliance with emerging regulatory expectations, ensuring we meet our legal duties in protecting tenants and addressing risk appropriately.

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: Saqib Saleem

Email: saqib.saleem@manninghamha.co.uk

Tel: 01274 771144

Section 1 – Health & Safety Dashboard Q1 2026/27

(1st April to 30th June 2026)

Health & Safety Compliance Dashboard - Contents



1. Compliance	This provides an overview of MHAs compliance against key landlord responsibilities e.g. Gas, Electric, Legionella, Fire, Asbestos and Lift servicing.
2. Quality Assurance	This provides results of MHA's quality assurance processes against key compliance areas. These quality assurance areas are generally conducted by external consultants and provides technical assurance the quality of the work conducted.
3. Fire Safety	This provides an overview of the key fire safety actions conducted internally and in line with the Fire Safety Policy.
4. Health & Safety Incidents	This provides an overview of the H&S incidents that have been reported in the previous quarter.
5. DMC Quarterly update	A high-level summary of the number of DMC cases reported for the recent reporting period, with a KPI framework in line with Awaab Law requirements.
6. Commentary	This section provides some context to each of the sections above, for clarity and transparency.

1. Compliance

The table below illustrates how MHA is providing assurance to board and highlights the results of this quality control where applicable.



KPI's		Tolerance Levels			MHA Quarter 4 (2025/26)			MHA Quarter 1 (2026/27)		
					Target	Result	Trend	Target	Result	Trend
Annual Gas safety checks completed		100%	NA	Below 100%	100%	99.8%		100%	100%	
Legionella Management plan actions completed		100%	99%	Below 99%	100%	100%		100%	100%	
Fire Risk Management plan implemented		100%	99%	Below 99%	100%	99%		100%	100%	
Outstanding Asbestos surveys (properties pre-2000)		0%	1%	Over 1%	0%	0		0%	0	
Annual non-domestic asbestos surveys completed *Bank House & Mint Street		100%	99%	Below 99%	100%	100%		100%	100%	
Electrical Installation Condition Reports outstanding (from those planned in 25/26)		None	Outstanding 0-6 months	Outstanding 6+ months	0	1		0	0	
						0			0	
Lifting Operations and Equipment Services Outstanding	Domestic	None	N/A	1 or More	0	2		0	1	
	Non-Domestic	None	N/A	1 or More	0	0		0	0	

2. Quality Control Assurance

The table below illustrates how MHA is providing additional assurance to board and highlights the results of this quality control where applicable.

Compliance Area	Quality control measure in place	MHA Target	National benchmark	Result	Trend
Gas safety checks (10% of all gas safety checks per month)	Corgi audits. 22 carried out in the last quarter. All issues found are highlighted to the gas contractor.	100%	92%	100%	↔
Electrical Installation condition reports (10% of periodic inspections every quarter)	Corgi audits. 10 audits were carried out on electrical safety in the last quarter. All issues found are highlighted to the contractor.	100%	69% (Corgi benchmark)	100%	↔
Fire Risk Management Plan actions completed (management actions checked by Fire Specialist and letter)	Fire Comply carried out our annual fire door surveys & Fire Safety Risk Assessments in September 2025.	100%	N/A	100%	↔
Quarterly Fire Risk communal inspection audits (carried out by Compliance Team Leader)	Quarterly audits are in place for 13 communal blocks.	13	N/A	13	↑
Asbestos (Reinspection's and letter)	Annual re-inspections carried out. Annual assurance letter provided by MCP.	100%	N/A	100%	↔
Legionella (Remedials checked by specialist each month and annual letter)	Annual risk assessment and monthly checks carried out by Archer & Stone. Any remedials checked each month and annual assurance letter provided.	100%	N/A	100%	↔
Lifting equipment (LOLER inspections)	There were 21 LOLER inspections due this quarter. 20 were completed.	100%	N/A	95%	↑

3. Fire Safety

The table below outlines the fire safety assurance measures undertaken by MHA and presents the outcomes of quality control checks where applicable.

	MHA Target	MHA Quarter 4 (2025/26)		MHA Quarter 1 (2026/27)	
		Number of checks/tests Due	Number checks/tests completed	Number of checks/tests due	Number of checks/tests completed
Weekly testing of Fire Alarms in 9 Communal Buildings (one test per building per week) *Not including Fiddlers Mill, Oakroyd Terrace or Mint Street	108	108	108	108	108
Emergency Lighting short functional tests carried out at 13 communal buildings (each building counted as one complete test) *Full test in October *Not including Fiddlers Mill	39	39	39	39	39
Fire Door inspections carried out at communal buildings (due annually in June)	13	13	13	13	13
Monthly Fire Safety walkthroughs (carried out by H&S Compliance Officer)	13	13	13	13	13
	MHA Target	Rating	Q4	Q1	Trend
Outstanding actions from the full Fire Risk Assessments carried out at 13 communal buildings in September 2025	0	High	0	0	↔
	0	Medium	0	0	↔
	0	Low	2	0	↑

4. Health and Safety Incidents

The table below summarises reportable health and safety incidents and demonstrates MHA's ongoing commitment to risk monitoring and compliance



KPI's	Tolerance Levels			MHA Quarter 4 (2025/26)			MHA Quarter 1 (2026/27)		
				Target	Result	Trend	Target	Result	Trend
Health & Safety Reportable incidents to HSE (RIDDOR)	0	Up to 2	Over 2	0	0		0	0	
Accidents and near misses reported	2	2-4	Over 4	0-2	0		0-2	0	
Fire incidents	0	1	Over 1	0	0		0	0	
Legionella related incidents	0	1	Over 1	0	0		0	0	
Asbestos related incidents	0	1	Over 1	0	0		0	0	
Gas/carbon monoxide leaks	1-4	N/A	Over 4	0-4	1		0-4	1	
Electrical Safety related incidents	0	1	Over 1	0	0		0	0	
Lifting Operations and Equipment (LOLER) related incidents	0	N/A	1 or over	0	0		0	0	

5. Damp, Mould and Condensation

The table below outlines MHA's response to damp, mould and condensation cases, highlighting investigation timelines, remedial actions, and follow-up compliance.



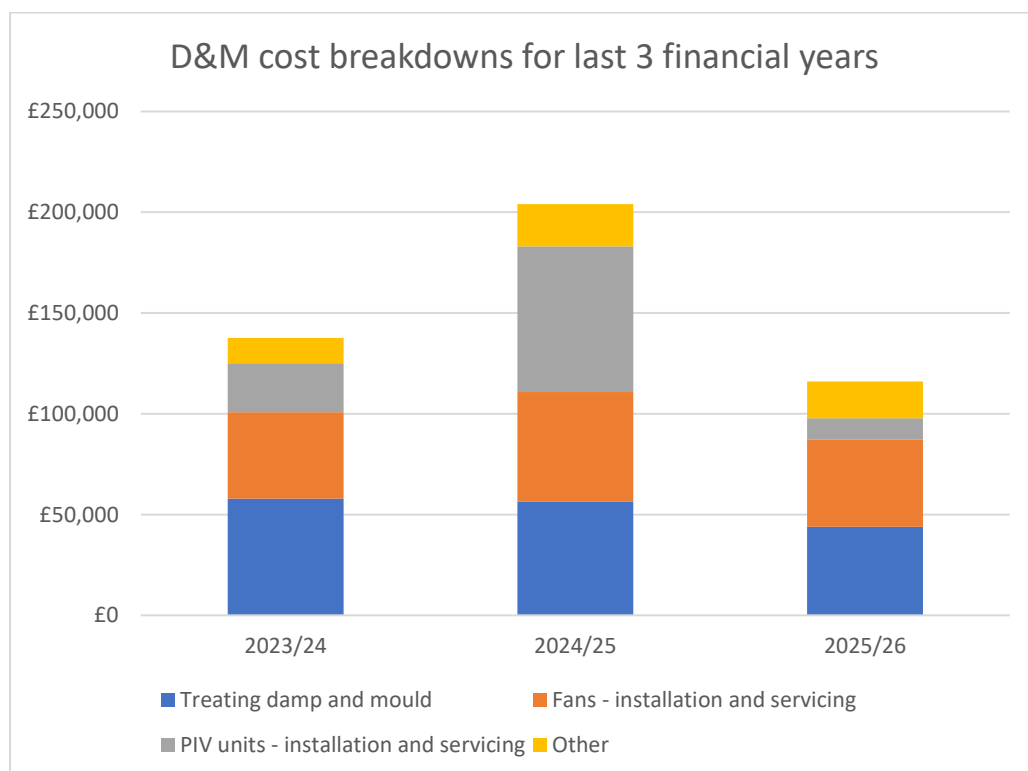
	MHA Previous Quarter		MHA from 01/4/2026 to 30/6/2026	
Total number of new cases reported	63	13%	54	-14%
Number of cases reported that have been closed	57	128%	34	-40%
Total number of current open cases	6	-81%	20	70%
Total number of cases carried over from previous Quarter	1		-	-
	Cases Reported	Jobs Raised	On Time	Late
Outside of Awaab's Law	53	29	24	4
Awaab's Law Significant	1	On Time	Pending	Late
Number of properties to have had initial investigation completed within the 10 working days requirement		1	0	0
Number of properties to have had written report produced and shared with resident within 3 working days of investigation concluding		1	0	0
Number of properties where works order were raised within 7 days of initial investigation concluding		1	0	0
Number of properties where works were completed within MHA Time Scales (24hrs / 5 days / 22 days)		1	0	0
Number of properties to have had 6-week follow-on visit carried out upon completion of remedial works		1	0	0
Awaab's Law Emergency	0			

Area	Additional Commentary
Gas Safety Checks	• Annual Gas Safety Checks: 358 checks were due, with 358 successfully completed. • Overdue Status: None overdue
Electrical Safety Tests	• Check Volume: A total of 49 checks were due during the Q1 period, with 49 being successfully completed. • Overdue Status: None overdue
Fire Safety	• Monthly Checks: All monthly fire safety inspections were carried out as scheduled throughout Q1. • Action Completion: 173 out of 173 identified fire safety actions have been successfully completed and closed. • Outstanding Items: None • Incidents: None reported in period
Corgi Audit Results Gas/Electric	• Gas Audits: 22 audits completed with 100% scores for the quality of work completed and 96% for accuracy of documentation. • Electrical Audits: 10 audits carried out with 100% for the quality of work; some minor administrative actions were raised. These have been discussed with and forwarded to the contractor for resolution.
Gas/Carbon Monoxide leaks & Accidents	• Incident Volume: 1 emergency incident was reported during the quarter. • Incident Breakdown: 1 gas leak reported. • Response Time: 100% of incidents were attended to and successfully rectified on the same day they were reported. • Safety Outcome: All immediate risks were mitigated effectively, ensuring the ongoing safety of residents. • Findings: 1 gas leak was fully investigated, and it was found that there was no leak to any MHA appliance. Gas leak detected to the gas meter and was reported to Northern Gas Networks who attended and rectified rectified on the day of being reported.
Lift Inspections & Services Outstanding	• Service Progress: 19 service checks due in Q1, 18 completed with 1 service check outstanding due to access issues (domestic lift). 21 LOLER checks due in Q1 with 20 being completed and 1 outstanding due to access issues (domestic lift). • Outstanding Status: Working with Neighbourhood Team to assist in gaining access to 1 outstanding property due a service check and LOLER inspection. Note – the same property is overdue a service check and LOLER inspection.
Damp, Mould and Condensation	• New Cases: There were 54 new cases reported in Q1, representing a 14% decrease compared to the previous quarter. • Total Volume: There were 53 cases handled outside of the specific Awaab's Law criteria (Minor DMC). 1 case was identified as being significant in this quarter and within the requirements of Awaab's Law. • Efficiency: All 54 cases had an inspection carried out within 10 working days. 29 properties had a job raised following inspection, with 24 of these jobs being completed within the required timescale. 25 properties inspected were found to have no DMC and required no further action. • 4 jobs were completed out of timescale, all attributed to access issue delays and documented. • Q4 cases update: • 7 open cases from previous Q4 period, all 7 cases have been completed and closed, 6 related to minor DMC and fall outside of the scope of Awaab's Law. • 1 case was within the scope of the law and has since been completed and closed. All actions were completed within the required timescale, except for the <u>6 week</u> follow-on visit. This was late as the tenant cancelled and rescheduled several appointments.

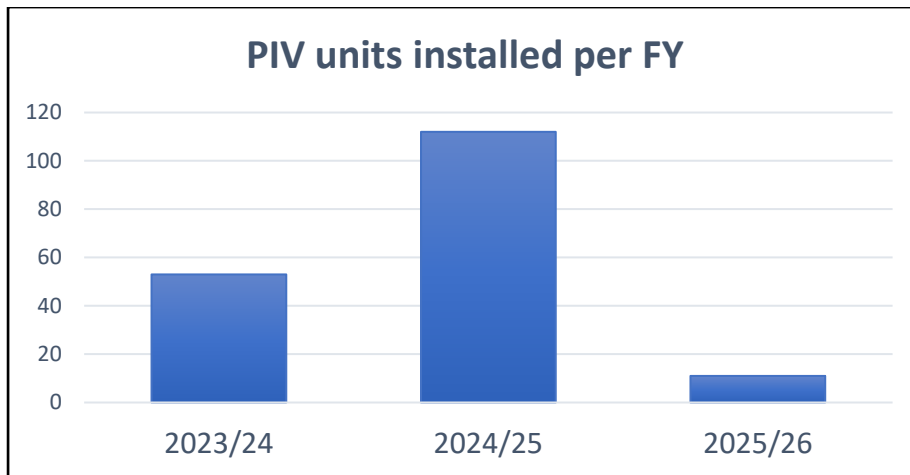
Damp and Mould Review

The information below summarises expenditure on damp and mould works over the past two years at MHA.

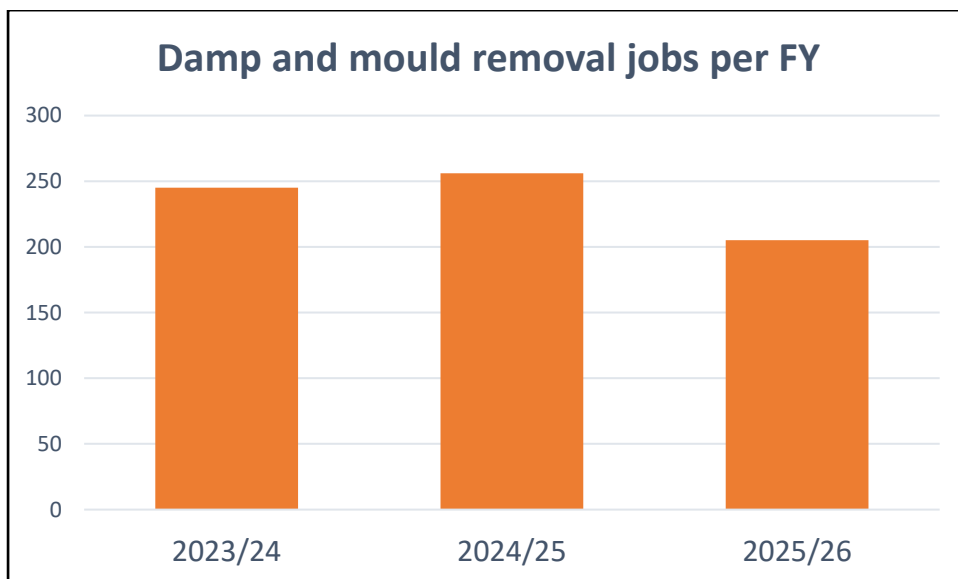
In preparation for the introduction of Awaab's Law in October 2025, MHA made significant investment in investigating and resolving damp and mould issues across its homes. As shown in the chart below, expenditure on damp and mould remedial works reduced significantly during the last financial year, indicating that the measures implemented have been effective.



One of the key initiatives introduced has been the installation of Positive Input Ventilation (PIV) units. Although the number of installations has been relatively low this year, further work is required to evaluate their long-term effectiveness and to better understand the ongoing installation and maintenance costs.



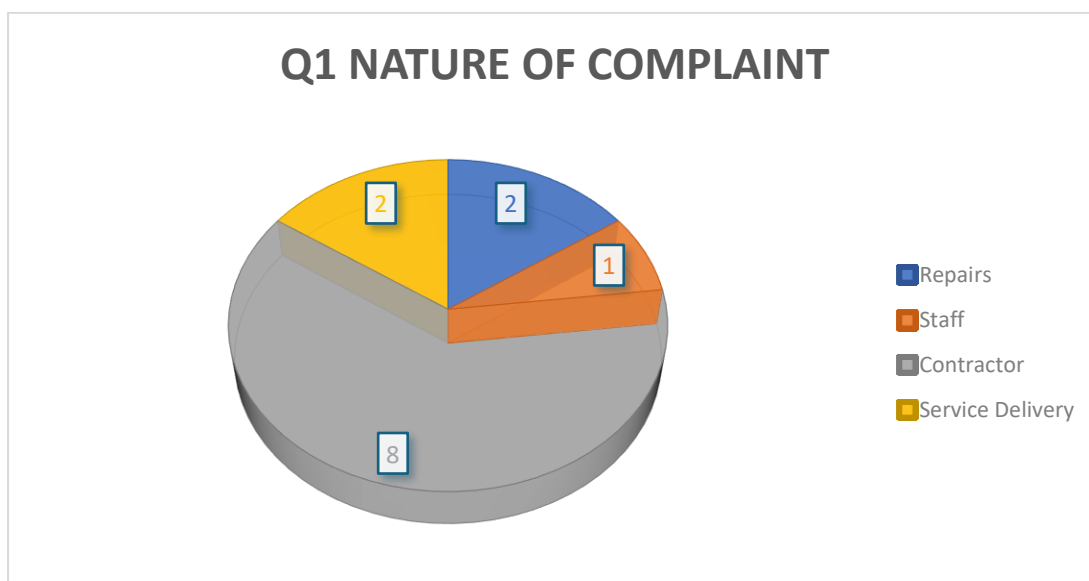
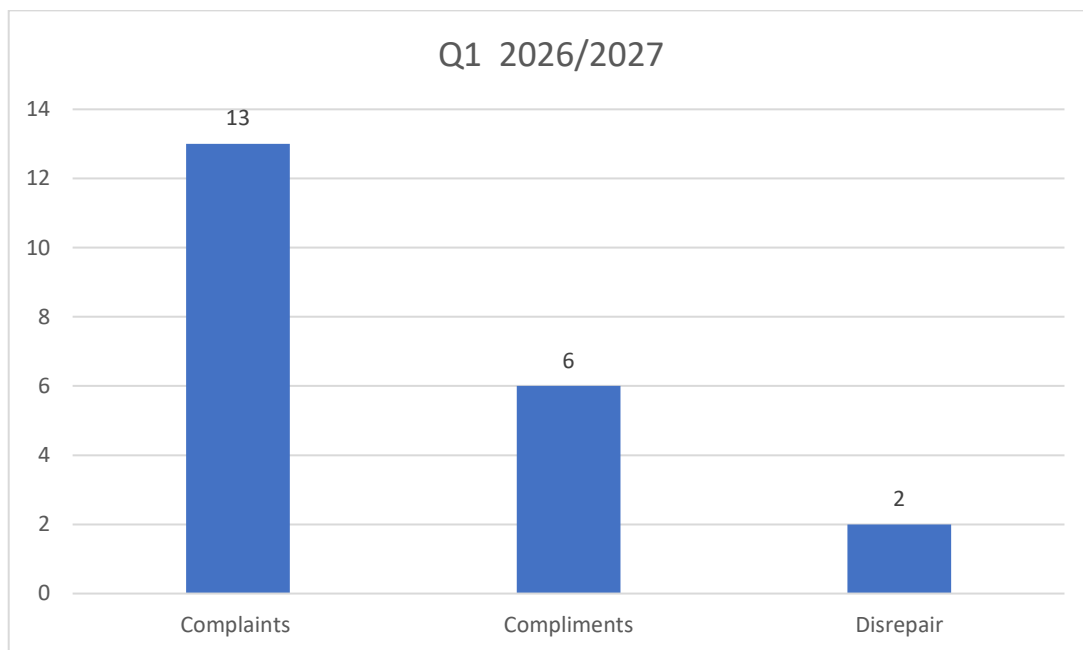
Changes were made to the damp and mould case recording process in January 2025, making it difficult to provide consistent case data across the full three-year period. However, the chart below shows the number of damp and mould remediation jobs raised, which provides a useful proxy for overall case volumes and demonstrates the reduction in damp and mould activity during 2025/26.

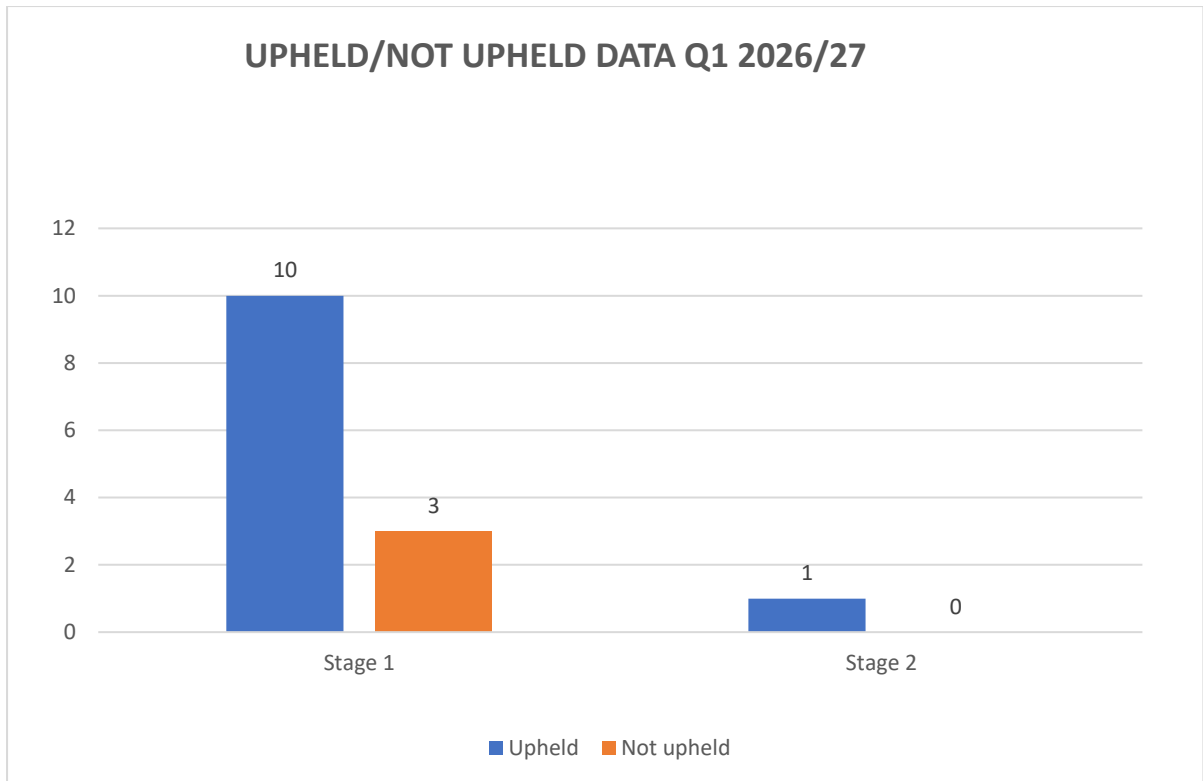


Section 2 - Customer Operations

EXECUTIVE SUMMARY Q1

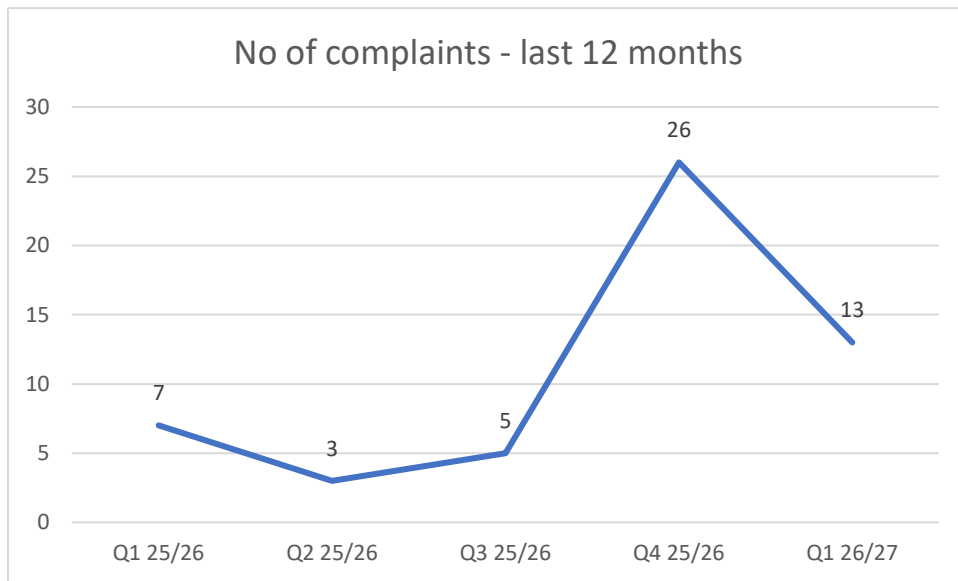
The table below highlights the number of complaints, compliments and disrepair issues received in Q1 (April-June 2026). Further details of complaints is provided below.





Reason(s) for not completing within timescale	Learnings
The complaint was initially emailed to MHA (Mar 2026) but was not logged promptly due to a miscommunication between the Customer Services and Compliance teams. Further delays occurred following staff departures. An apology was issued to the resident, confirming that a response would be provided as soon as possible.	Customer Services must record a complaint on the system immediately when a resident requests to make a formal complaint. Where there are staffing shortages, the case should be escalated to another manager to ensure it is handled promptly and delays are avoided.

Complaints Performance – 12 months



TSM – Callerz data

2026/27	Q1
Satisfaction level with MHA's complaints handling	53.12%

COMPLAINTS BEING INVESTIGATED BY THE HOUSING OMBUDSMAN 2026/27

	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 MHA policy, and delays were due to the waiting list. The panel upheld the Stage 1 findings.
Housing Ombudsman determinations	0	
Housing Ombudsman non-compliance orders	0	

COMPLAINTS (Q1)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Tenant complained that the gas supply was capped following a missed gas safety inspection and service delays were experienced.	1	The investigation found that gas supply was capped for safety reasons, and records confirmed the engineer attended within the required timeframe. Complaint not upheld	Improve communication by clearly explaining safety related disconnections to tenants.
Tenant complained about delays in resolving a boiler repair and poor communication.	1	Investigation of repair records found delays between the initial diagnosis and completion of works, with insufficient updates provided to the tenant. Complaint upheld	Introduced monthly reviews of repairs outstanding for more than 7 days
The tenant reported unprofessional and confrontational behaviour from a contractor during a shower repair visit, which made them feel uncomfortable and led them to ask the contractor to leave.	1	The investigation reviewed the contractor's visit and the tenant's concerns about the contractor's conduct. While the contractor maintained that they acted professionally and provided technical advice, the tenant reported that the interaction felt argumentative and distressing. As there was no independent evidence to support either account, tenant concerns were acknowledged and an apology was provided for the distress caused. Complaint not upheld	Contractors to be reminded in monthly meetings about conduct when at tenants' properties. Where disagreements arise the matter to be escalated to MHA staff who can step in and mediate to a satisfactory conclusion.
Tenant complained about expired CO alarm and failure by MHA to attend quickly following gas meter being capped by Northern Gas Networks (NG) due to a suspected CO leak. They also raised concerns about the impact on their and their daughter's health and wellbeing.	1	The investigation confirmed that NG capped the gas supply after a suspected CO leak. MHA arranged inspections, including a specialist fumes test, which confirmed there was no carbon monoxide or gas leak. An expired CO detector was later identified and replaced. The complaint was upheld due to delays in restoring the gas supply and gaps in service delivery. Complaint upheld.	The expired CO detector was missed by our previous gas contractor. The current 3 start gas contract has clear provision for CO detectors to be checked and reported on gas certificates. These details are now logged on our gas register to prevent any gaps or expired equipment being missed for timely replacement. Also, delay in restoring gas has been

			emphasised with current gas contractor to ensure swift turnaround with weekly monitoring now in place.
The customer raised concerns that incorrect advice was provided about their rent account and Universal Credit payments, which led them to believe they were in arrears despite making payments.	1	Following a review of the account, it was confirmed that the balance was in credit. However, it was identified that previous explanations provided by staff were unclear and overly complex, which caused confusion. An apology was given, and the account position was clarified, which the customer's representative confirmed they were satisfied with. Complaint upheld.	Income team staff were reminded of the importance of providing clear and concise communication when explaining rent accounts to customers.
Customer complaining about having to make multiple contacts regarding plumbing and drainage issue, which led to loss of heating, a boiler fault, and sewage backing up into the kitchen.	1	The investigation confirmed the repair was raised as a 24-hour emergency. Avant Homes did not fully resolve the issue despite follow-ups, and MHA's contractor cleared the blockage on 25 April, fixing the drainage and boiler. The complaint was upheld due to delays and poor response. An apology and compensation were offered, and the issue was escalated with Avant Homes to prevent recurrence. Complaint upheld.	Any future defect issues not resolved in a timely manner will be escalated to senior management of Avant Homes. In addition, a weekly spreadsheet update will be reviewed and monitored jointly by MHA and Avant Homes.
Resident complained about a rat infestation, an untidy neighbouring garden, and delays in action being taken to resolve the issues.	1	The investigation found significant delays in addressing the issues and poor case management. MHA apologised and agreed an action plan to resolve the concerns. Complaint upheld.	Neighbourhood staff will receive training to ensure cases are managed promptly, consistently, and with regular updates to residents.
The resident complained about how an ASB case was handled, including a lack of evidence, process concerns, an unannounced visit, and an unfair Final Housing Caution	1	The investigation concluded that issuing the Final Housing Caution was not reasonable or proportionate. As a result, the caution was withdrawn. MHA apologised for any distress caused and agreed to record the resident's preference for written communication and reasonable adjustments.	Staff were reminded that ASB decisions must be based on the facts of each case and that any action taken must be fairly. Additional staff training was identified to improve future decision making

		Complaint upheld.	
Tenant complained about visible mould in the property and the impact on their health, particularly due to asthma in the household.	1	A joint inspection identified mould and moisture issues within the property. The findings were escalated to senior management at Avant Homes, and a full investigation was requested along with necessary remedial works, including treatment and redecoration. Delays were also identified in both Avant Homes' response and MHA's initial defect reporting. Complaint upheld.	Staff have completed defect management training. Regular checks of monitoring the spreadsheet will ensure defects are recorded, monitored, and escalated when needed, helping to reduce delays and complaints.
Tenant complaining about contractor failed to attend multiple appointments that were made to repair the boiler, causing repeated inconvenience, frustration, and loss of time.	1	A review of contractor's portal confirmed that PH Jones failed to attend multiple scheduled appointments. Following the complaint, an alternative contractor inspected and tested the boiler but found no fault. The complaint was upheld due to PH Jones' repeated missed appointments, which caused delays and inconvenience. The matter has been escalated to their senior management, and an apology has been provided to the resident. Complaint upheld.	MHA will work towards improving the processes and making the necessary changes to prevent this occurring in the future.
Tenant complained that a contractor attended the property without a prior appointment and requested access to carry out a check.	1	During the investigation, the contractor advised that several attempts had been made to arrange an appointment and that the unannounced visit were made due to the inspection being overdue. There is insufficient evidence to support that the contractors acted unprofessionally. Several appointments had been made and not adhered to by tenant, and the contractor attended whilst in the area to ensure safety of the property and the tenants. Complaint not upheld	Where crucial compliance checks are required, tenants to be contacted via all communication means. A text message or email will suffice. This has been emphasised to the contractor concerned and escalated to all other contractors also.
The resident complained that they had been without heating and hot water for	1	The investigation confirms that the contractor failed to attend to the faulty boiler with the required timescale,	MHA will work towards improving the processes and making the necessary

three days and that the boiler repair had not been attended to within a reasonable timeframe.		resulting in the resident being without heating and hot water for three days. Complaint upheld.	changes to prevent this occurring in the future.
Tenant complained about ongoing damp and mould affecting health and belongings, and dissatisfaction with compensation.	2	MHA commissioned an independent damp and mould specialist, agreed ongoing monitoring and remedial actions, offered support with rehousing options, and increased compensation from £100 to £850 in recognition of the distress caused and delays in handling the case and damaged caused to items in house. Complaint upheld	Improve coordination between teams, clarify responsibilities, and strengthen damp and mould case management.

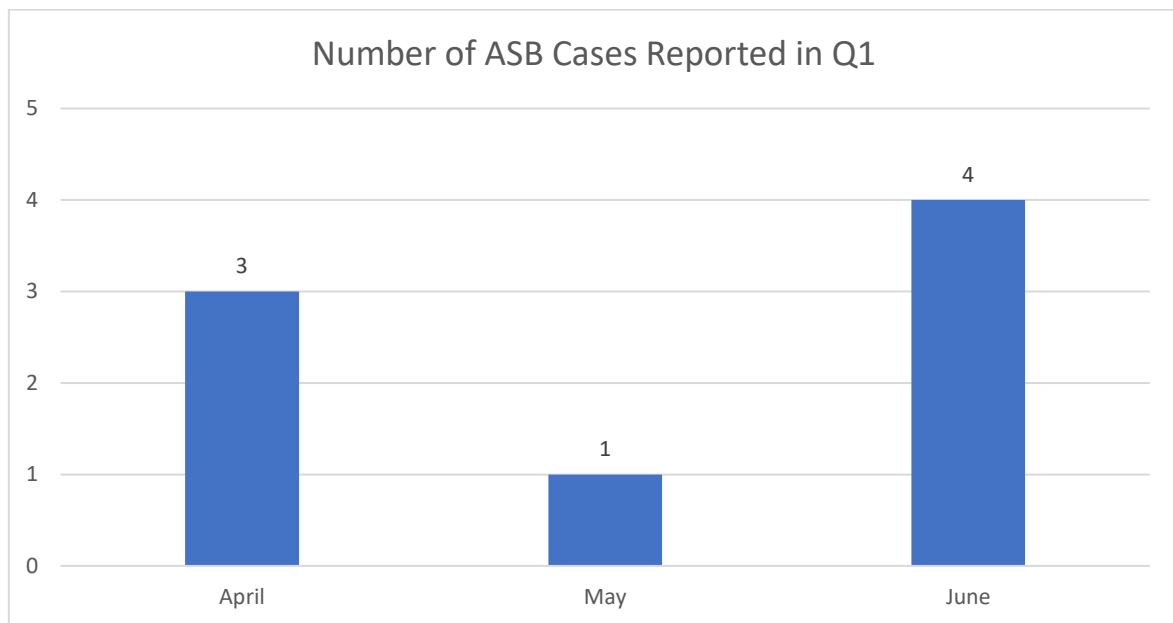
DISREPAIR CLAIMS (Q1)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Disrepair claim letter received regarding repairs.	1	The pre-action protocol was initialised; tenant reported various repairs and damp and mould in the property. Following the inspection, minor repairs were identified. Some works remain outstanding due to ongoing issues. A repair schedule has been provided to DWF for legal reference and case preparation, and DWF have been made aware of the access difficulties encountered. The complaint is with our legal team.	No learnings.
Disrepair claim letter received regarding repairs.	1	The pre-action protocol was initialised; tenant reported various repairs in the property. Following the inspection, minor repairs were identified and completed promptly. Repair schedule sent to DWF for legal reference and case preparation. The complaint is with our legal team.	No learnings

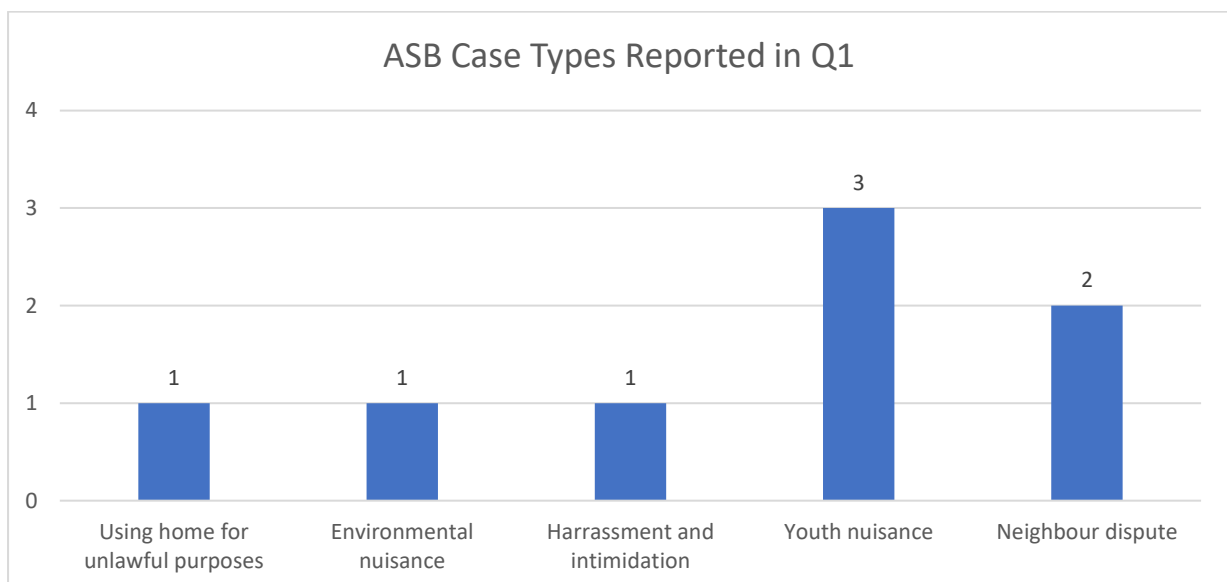
COMPLIMENTS (Q1)

Compliment type	Summary
Tenant feedback by letter	The customer has written to express her sincere thanks to everyone involved in organising the Iftar box. She greatly appreciates the effort, coordination, and care that went into preparing it and wanted to recognise the team for such a thoughtful gesture.
Google review	A customer provided positive feedback recognising Ayesha's excellent support. She explained that Ayesha helped her complete her application and set up her NHS App. As the customer has limited English, she particularly appreciated Ayesha's patience.
Tenant feedback by email	A customer would like to compliment Kirsty from SRK, noting that she was very helpful when they returned from shopping, kindly assisting by carrying their bags to their flat and placing them in the kitchen.
Tenant feedback by email	Positive feedback was received recognising the contractor's thorough and professional work in identifying and resolving the CO issue. Appreciation was also noted for Sumera's advice prior to the visit, which helped support the process.
Google review	A special thank you to Ayesha Khanum for her outstanding support to a tenant with their council tax reduction application. She went above and beyond to help resolve this and also provided valuable guidance with other household bills. Her time, dedication, and effort are greatly appreciated.
Tenant feedback by email	The tenant thanked Manningham Housing and staff, particularly Ayesha Malik, for their support and understanding during a difficult time following a bereavement. They appreciated the team's professionalism, clear communication, and consideration of their circumstances, which led to a successful house swap allowing them to stay within their community.

ASB Q1 2026 – 2027



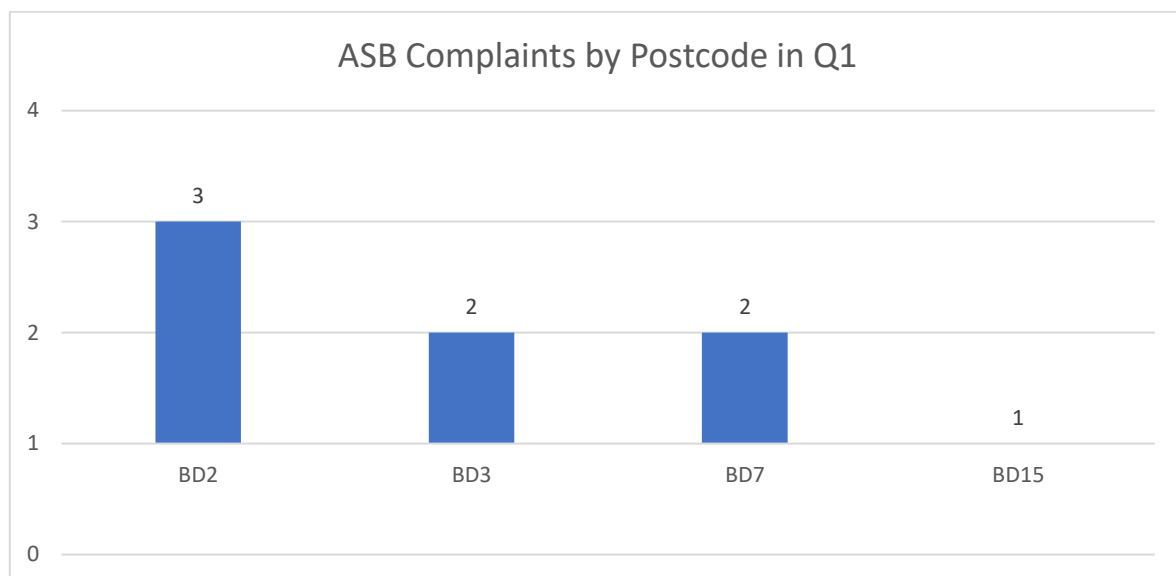
A total of eight Anti-Social Behaviour (ASB) cases were reported during Quarter 1. Case volumes fluctuated throughout the quarter, with April recording three cases, May one case, and June four cases, indicating an increase in reporting towards the end of the quarter. Whilst overall case numbers remain relatively low, the rise in June will continue to be monitored to identify any emerging trends or hotspot locations.



Youth nuisance was the most frequently reported category of Anti-Social Behaviour during Quarter 1, accounting for three cases (38%) of all ASB reports. These cases involved behaviour causing disturbance to local residents and required intervention to prevent escalation.

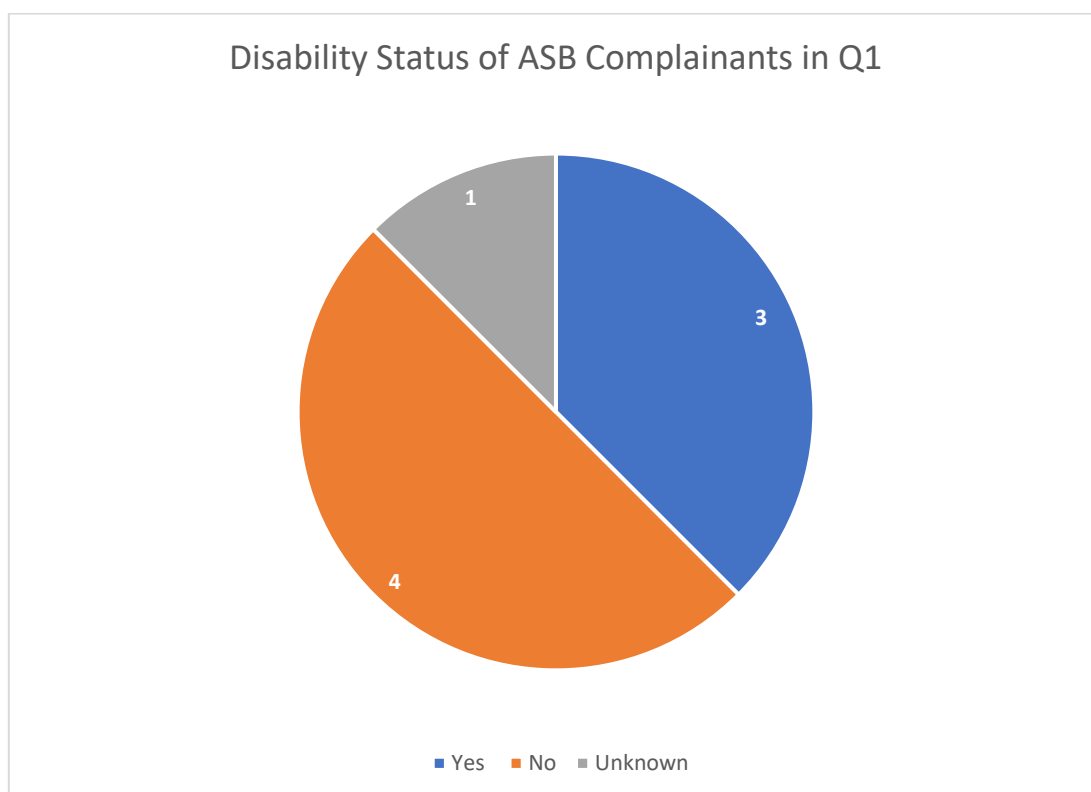
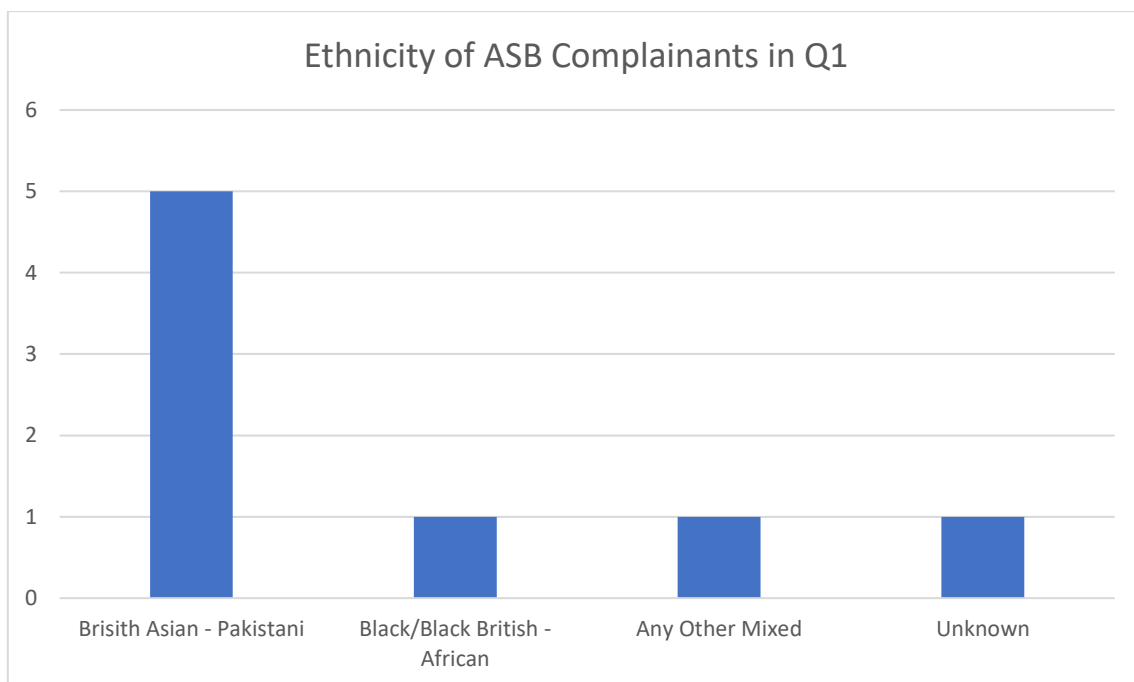
Neighbour disputes were the second most common category, with two reported cases (25%). These cases typically related to disagreements between residents and were managed through tenancy management interventions, mediation, and early engagement where appropriate.

Overall, the profile of ASB cases demonstrates the importance of early intervention, effective tenancy management, and partnership working with external agencies to prevent escalation and support sustainable communities.



ASB reports were concentrated across four postcode areas. BD2 recorded the highest number of reports with three cases, followed by BD3 and BD7 with two cases each, while BD15 recorded one case.

Although the number of cases remains low, the concentration of reports within BD2 will be monitored to determine whether any recurring tenancy management issues, repeat complainants, or location-specific concerns require targeted intervention.



The ethnicity profile of ASB complainants is broadly consistent with MHA's tenant demographic, where approximately 78% of residents identify as South Asian. The majority of ASB

complainants were recorded as British Asian/Pakistani, and there is currently no evidence of disproportionate reporting by any ethnic group. Due to the relatively small number of ASB cases reported during Q1 (8 cases), we can't determine any reasonable trends.

Three complainants identified as having a disability, representing 38% of all ASB complainants. While the sample size is small, this highlights the importance of ensuring appropriate support and reasonable adjustments are considered when managing ASB cases involving potentially vulnerable residents.

The inclusion of protected characteristic information within ASB reporting strengthens organisational oversight and supports compliance with equality duties. However, given the relatively small sample size of eight cases during Quarter 1, trends will be monitored over a longer period before drawing firm conclusions regarding disproportionality or service outcomes.

Legal Action Case Summary	Current Actions
Tenant and several family members arrested at 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.	This case has been fast tracked to the small claims court. Court trial date has been fixed.
ASB in a block of flats caused by one tenant and their visitors which include drug users, prostitutes and rough sleepers.	Notice served and court date received. 1 st hearing Outcome: The Court has adjourned the matter to allow 28 days for tenant to file a defence, thereafter a case management hearing with a time estimate of 30 minutes.
Multiple incidents of petty crime and ASB by 2 youths. Multiple agencies are involved due to the boys being minors.	Acceptable Behaviour Contract (ABC) signed by the perpetrators. Notice served and instructed legal to make an application to court due to ASB and crime being persistent. Awaiting court date.
Drugs raid at a property and both tenants arrested.	Police investigation is ongoing. Awaiting outcome of the investigation before deciding next steps.
Tenant arrested and held on remand for possession of a firearm (taser). Plea hearing has been set.	Referred to legal to prepare a Section 8 notice.
New tenant on a new build scheme causing ASB by having loud late night parties, shouting and arguing in her garden, affecting numerous residents	Legal instructed to prepare a S.21 notice.

Q1 Hate Crime Reporting

Q1 Reported Hate Incidents/Crimes	Number of Cases
No cases of hate incidents or crimes have been reported during Quarter 1.	0

For reporting purposes, a new hate crime category has been created on the Complaints module of SDM.	
---	--

Q1 Domestic Violence Reporting

Q1 Reported Domestic Violence	Number of Cases
1 report of DA where the ex-partner is on bail for harassment and violence.	1
MHA works with several partners in Bradford, including the Police and Staying Put. MHA has Service Level Agreements in place with Staying Put for several properties.	

Q1 Safeguarding Reporting

Q1 Reported Safeguarding Case Summary	
Date Reported	Case Summary
	None reported