

Summer  
2017

# Feedback

Latest news and events from Manningham Housing Association



MHA is 30  
years young  
this Year!

**WHAT'S  
INSIDE...**

**The Board:**  
Our brand new  
Customer Panel

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**Money Matters:**  
Find out more  
about the Benefits  
Update

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**Prize Draw:**  
Find out if you're  
one of the lucky  
Winners

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# Stepping up to the challenge



**Alison Hadden**  
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Welcome to the Spring edition of our Feedback newsletter. Spring is a time to dust off the cobwebs and celebrate all that is now and fresh in the world. Early April saw some marvellous weather and when the daffodils are blooming and the sun is shining, you just can't help but feel more positive about life.

We have had an excellent year on performance and I would like to draw your attention to some highlights on **page 6**, the upshot of which is we have **100% gas safety, 98% satisfaction on repairs and an overall customer satisfaction rate of 93%!**

However, it is not all happy news. There have been even more changes to the welfare system that are making life harder for many of our customers. We will continue to try to assist all our customers that are affected, but even though we know how hard it is, it's crucial that everyone pays their rent so we can continue to provide high quality services.

On a happier note I would like to wish you a Happy Ramadhan and Eid Mubarak for May and June. This is a very special time for many of our customers, and their families and our staff, and although the days will be long, I hope the celebrations are joyous.

## The Board

In the last edition I gave you brief insight into the role of the Board and our Board members. This edition I want to inform you of some disappointing news and let you know what we are doing about it.

### Our Regulator

As an organisation we are regulated by the Homes and Communities Agency. They carried out an in depth assessment prior to Christmas and I am sorry to inform you that they found our standards of governance were inadequate. We had already taken steps to improve matters but we are now working closely with the Regulator to ensure that our governance once again follows best practice.

### What we have done

So far the board has done the following:

- Prepared and are in the process of implementing a detailed action plan
- Appointed an experienced Interim CEO
- Began a new recruitment campaign for additional Board Members.

### My Re-assurance to you

As customers your services remain unaffected and our performance on repairs and core housing functions remains high. I can also assure you that in terms of Health and Safety we are fully compliant.

Finally, I would like to welcome Cath Bacon as a new Tenant Board Member. Cath has been a member of the Residents' Panel for many years and is well known and respected in the community. Cath was successful in her application following a competitive interview.



## The new-look MHA Customer Panel



**Emma Tandy**  
Customer Insight Officer  
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Thanks to customer involvement we now have a new-look customer engagement forum! Following the review meeting held in January, our members agreed to merge the previous Residents Panel and Scrutiny Panel into one panel and re-name it 'The Customer Panel'. This was to make the group more efficient and effective and new terms of reference were agreed. It was also decided to retain the Complaints Learning Forum, which deals with customer complaints, but to reduce to 2 meetings per year, based on the significant reduction in complaints since 2015.

At the first official Customer Panel meeting held in March, elections for Chair were held and Cath Bacon was elected. The Panel unanimously agreed that this was an ideal choice due to her link to the MHA Board. We would like to wish Cath the best of luck in her new role. Gina Thompson, former Chair, is stepping down to spend more time with her family. We extend so much gratitude to Gina for her support over the years.

The next Customer Panel meeting will be held on 17th May at 5.30pm. If you would like to join us please fill in the form on the back of the newsletter and return in the pre-paid envelope. If you are still undecided, please read on!

## My Customer Panel Experience

Have you ever received your newsletter from MHA and having read through it, wondered what the Customer Panel was all about, thought about joining and then thought better of it? So did I! That was until January this year when I decided to see what it was all about.

In October 2014, I was lucky enough to secure a lovely new build home with MHA and when I received my first newsletter, I thought about joining all the different panels just to have some input; as well as seeing how my Housing Association was run on a daily/monthly basis. But, even though I filled in the form on the back page of said newsletter, I never got around to using that FREEPOST envelope... yes, it's even that!



So, each quarter, the newsletter arrived; each quarter I would fill out the form and each quarter... yes, you've guessed it, I didn't post it off. That was until I was speaking to one of my friends (a fellow MHA resident and neighbour) who had joined the panel right from day one. She encouraged me to sign up and I eagerly awaited my first experience.

March 2017 was my initiation; no, there are no weird initiation ceremonies... although we did play an icebreaker with our fellow members, which was fun and got our minds working. But no dancing in the car park on Manningham Lane with a flower in the hair, just a good old icebreaker where we had to find objects for each letter of the alphabet. Before all this though we were provided with food, which was a selection of sandwiches, crisps, soft drinks, tea, coffee and cake... yes, there was cake! Once everyone had eaten, Emma Tandy (Customer Panel Co-Ordinator), introduced herself to us and then each member did the same in turn. The meeting was in motion.

Throughout the ninety minutes or so, items connected with the day-to-day running of MHA were discussed, which we could ask questions about and give our own suggestions to solutions or where we felt that something different would work. I found it all to be interesting and felt like a valued member of the panel. Everyone has a voice, not just those 'in charge,' we were all equal. It was all done in a friendly and fun way. If anything wasn't understood, it was explained thoroughly.

I have to say that it was nothing like I expected it to be and it probably wouldn't be your idea of a meeting, after all, I think we have all been to the kind where we have felt out of place and couldn't wait to leave, never to return! The atmosphere is welcoming and warm, everyone chats and laughs throughout, not just before and after. All that is asked of you is that you turn up and share your views!

### So, is the MHA Customer Panel for you?

1. Are you eager to listen to ideas and put forward your own?
2. Do you want to learn how MHA is run?
3. Can you attend the alternate monthly meetings in Bradford (six a year)?
4. Are you willing to keep everything you learn confidential?

### If so, then sign up!

Fill in that form. Send it off in the FREEPOST envelope. I did and I love being a part of it all! For those that fill in the form and come to the meetings, there will be a prize draw at the end of the year to win a £50 shopping voucher... Go on, do it!

**Thank you to Jayne Pickard, new Customer Panel Member 2017, for taking the time to contribute to Feedback and write about her first experiences as a Customer Panel member.**



## Gas Safe Top Tips

- Have all your gas appliances, including boilers, gas cookers and gas fires, safety checked annually
- Always use a Gas Safe Registered engineer to fit, fix and check gas appliances in your home - it's the law and will help keep you safe (MHA only use Gas Safe Engineers)
- Always ask to see an engineer's Gas Safe ID card and check the back of the card to ensure they are qualified to carry out the specific type of gas work you need
- To find a Gas Safe Registered engineer in your area, call the free helpline on 0800 408 5500 or go to [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk)
- Recognise the symptoms of carbon monoxide poisoning - headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness
- Check gas appliances for warning signs that they are not working properly e.g. lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance and too much condensation in the room
- Buy an audible carbon monoxide alarm for your home and make sure it is located near to your gas appliances in accordance with the manufacturer's guidance. Carbon monoxide can leak from appliances and kill
- Only use gas appliances for their intended purpose e.g. don't use a gas oven to heat a room or use a gas barbecue inside the house
- Always ensure there is enough ventilation for your gas appliances to allow them to burn correctly and make sure you are not blocking any air vents that provide an air supply to the gas appliance

Anybody working with gas has to be Gas Safe Registered by law. To report someone working without registration, call Gas Safe Register on the free phone number 0800 408 5500.



## Estate Teams Service

Manningham Housing Association's Estates team provide a host of services that include:

1. Cleaning of communal and open grassed areas and hedging.
2. Dealing with illegal fly tipping.
3. Grass Cutting.
4. Graffiti Removal.

Our Estates team have received a nationally recognised qualification in tree surgery, which allows them to carry out the following tasks to the communal areas of our schemes:

1. Tree Felling.
2. Thinning.
3. Crown reduction.
4. Dead wooding.

The team has recently attended a two day refresher training at Craven College regarding the safe operation of chainsaws at ground and above ground level.



## Shower Head Maintenance

### Showers, heads and hoses

Is your shower head not performing like it used to? Did you know that water contains dissolved particles, bacteria and has minerals that determine the 'hardness' of the water. When the shower is not being used, the water in the pipes is not moving and causes stagnation allowing bacteria to multiply. Over time this can lead to mineral deposits and bacteria building up in the hose (if you have one) and on the shower head. This can cause blockages in the nozzles which reduces the effectiveness of the shower. Sometimes this causes water to squirt in all directions or clog up completely, leaving you with poor water pressure or low flow. The bacteria can also be a health hazard. MHA recommends that you dismantle, clean and descale removable parts, heads, inserts and hoses every 3 months.

### Cleaning shower heads

Most shower heads are plastic and can be cleaned using hot, soapy water and cloths. Many shower heads have flexible rubber nozzles. You can dislodge mineral build up in these nozzles by simply massaging each nozzle with your fingers. Or you can also try gently scrubbing the nozzles with a toothbrush or small brush. Be careful not to cause damage as some showers have chrome surfaces and some parts are delicate.

### Disinfecting shower heads

It is advisable to use a suitable disinfectant but NOT essential. It is much more useful to achieve good cleaning of the shower head. If you choose to use a disinfectant be careful when using any chemical to avoid splashes in your eyes, contact with your skin and especially when you have children or animals nearby. It is best to keep them out of the way.

You can use diluted household bleach, always read the safety advice and follow the instructions for safe use. A safer alternative is vinegar which will still sting a lot if it gets in to your eyes or open cuts. It is advisable to wear glasses, goggles or gloves for protection.

### Is your shower head easy to remove?

If it is more practical or you prefer to leave the shower head attached to the pipe coming out of the wall, you can fill a plastic bag with vinegar and wrap it around the shower head. Secure the bag around the head with a rubber band, tape, or a twist tie.

Vinegar is a weak acid and reacts with scale to dislodge it. Depending on how contaminated it is, leave the bag around the shower head for at least three hours. Remove the bag and turn on the water for a few minutes to clear the vinegar out of the hose and shower head. This is important to make sure the next person using the shower gets only water and no vinegar in their eyes!

If it is practical or you prefer removing the head from the shower pipe, you can submerge the shower head in a container full of white vinegar. Let the shower head soak in

the vinegar for a few hours. Re-attach the shower head to the shower pipe and run water through the head for a few minutes to clear out the vinegar.

### Using Mild Bleach

If you prefer to use diluted bleach then use the same process and place the shower head in a bucket and submerge it. Leave the shower head for around 20 to 30 minutes. Again remove the shower head and re attach to the hose, turn on the water for a few minutes to clear the mild bleach out of the shower head. This is really important to make sure the next person using the shower gets only water and no bleach in their eyes!

### Stagnant Water

If you have not used your shower for over a week or if you have been on holidays for a couple of weeks then the water in the shower will have stagnated. This 'dead' water contains bacteria which presents a health hazard if water droplets are breathed in. Remove the shower head to prevent any water droplets forming, place the hose to its lowest level above the floor or shower tray. Turn the water on gently and run for one to three minutes on the highest temperature setting to ensure the static water within your shower hose has been fully flushed through. Finally refit the shower head.

**HOW TO**

## CLEAN YOUR SHOWER HEAD

1. Pour white vinegar into a sturdy plastic bag
2. Submerge the shower head into the bag
3. Secure it with a rubber band
4. Let it soak overnight
5. In the morning, remove shower head from the bag and run shower to rinse

## Excellent Performance!

We are delighted to be able to report some really good performance results achieved by MHA over the last year. It gives us particular pleasure to inform everyone that MHA have delivered a set of great results in all areas of our service delivery.

The headline results are shown in the table below.

Key Performance Indicator	MHA Targets	MHA Performance 2016/17
Gas Safety Checks	100%	100%
Repairs completed within Target date	96%	97%
Customer Satisfaction with last repair completed	94%	98%
% Total void loss	Below 1.1%	0.37%
Average number of days to re-let a property	18 days or less	9 days
% Rent arrears of total rent roll (4 week average)	Lower than 5%	3.99%
Overall Customer Satisfaction	Top 25% of our peers	Top 25% achieved

Given the difficulties and uncertainty the housing sector generally has faced over the last couple of years, this performance has had to rely on the skills, motivation and dedication of our staff. The results we have achieved in most of the areas are amongst the best in the housing sector and we are very proud of our achievements.

We are constantly being challenged to achieve efficiency savings and we have done a lot of work in reducing our costs. We will shortly be publishing our annual Value for Money (VfM) statement which will be available on our website and this will give specific details about what we have done to lower our costs. But whilst we make these efficiencies, we need to continue to make sure we perform well as an organisation. The level of performance we are working at is critical for the continued financial strength of MHA as well as giving you, our customers a really great service.

We want to thank our staff for their continued hard work and dedication but the real challenge is not to rest on our laurel but to try and get our performance even better for 2017-18!



Your entry needs to be on 1 page of A4 paper and include the following:

- 1) Development of your garden through spring and summer
- 2) A picture of who was involved in creating or nurturing the garden  
(lots of smiles please!)
- 3) An interesting fact about your garden  
(just one sentence about it will do!)

Entries need to be sent in by July 7th 2017 and they will be judged by our Customer Panel at their meeting on 12th July. This gives you the summer months to prepare and wow us with your submissions! Please send your entries in to the address on the back page.

## Garden Competition 2017

We would like to launch our annual Garden Competition for 2017! As the weather improves, we would like to see our residents getting out into their gardens and adding some colour to our schemes! All styles of garden will be considered and we are encouraging an element of 'grow your own' this year. Seeds are cheap to grow and are an excellent family activity with a great reward at the end!



## Out of the Ashes



**Peter Murgatroyd**  
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Saturday 28th January 2017 saw the Manningham Community come together to remember the events surrounding the Drummond Mill Fire.

As most MHA residents of St Mary Magdalene's Close; Jinnah Close; Clarendon Court and Sylhet Close will remember, the fire was not only a dramatic site but it also had a massive impact on the lives of local residents.

In order to remember the event and to look positively towards the future Cecil Green Arts arranged the "Out of the Ashes" lantern parade around the Manningham Area.

For many weeks Volunteers at Cecil Green Arts and local residents worked hard to produce the lanterns and other mobile art works for the parade. These included a Bicycle Mounted "Bradford Boar" that circled the parade.

Life-sized puppets where the puppeteers were actually inside were displayed and most importantly hundreds of the local community joined in carrying lanterns behind a marching band. The parade began and ended at St Mary Magdalene's Community Centre on Wood Street where there was a large exhibit of interesting items from Drummond Mill.



There were items used in the production of high quality cloth, a video showing conditions in the weaving sheds and most dramatic of all, a sound track of the actual noise made by a fully operational Mill. I think the noise levels came as a shock to most of the younger people who watched the film.

Ex-employees of Drummonds were also on hand and they were happy to show the children what life was like in one of Bradford's famous woollen mills. The children even had the opportunity to dress in Victorian clothing to fully enjoy the mill experience.

The parade was a great success and ended with a hot meal back at St Mary Magdalene's Community Centre that everyone appreciated on one of the coldest nights of the year.



## Fire Safety for the Communal Blocks



**Jonathan Coles**  
Neighbourhood Officer  
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Neighbourhood officers currently undertake monthly inspections of flats in the communal blocks (those with a shared entrance) to ensure there are no hazards which could endanger residents in the event of a fire.

Therefore, it is essential that the hallways and exit doors remain clear of any obstructions to enable residents to leave the building safely.

This means that if items do happen to be left in the hallways that present an obstruction or trip-hazard, we will be forced to remove them immediately and take them away for disposal. Any costs incurred will be passed on to the tenant responsible.

**We are grateful to residents for their cooperation in maintaining fire safety at the schemes and would also ask to be informed of any health and safety issue so we can address it as soon as possible.**

Finally, if you live in one of the communal flats and develop a mobility issue that would make it difficult for you to leave the building in the event of a fire, please contact the office so we arrange to make an assessment of your needs.



## Working Together

Hollings Youth Association (HYA) was established seven years ago, with the aim of providing an exemplary community-based service for young people and the residents of the Hollings Road and surrounding areas.

This has been a voluntary endeavour to help both engage young people and bring communities together on a social platform. HYA has been a great success over the years as our summer event has been attracting around a thousand people and our indoor winter event about five hundred. This is in addition to regular sports and recreational activities throughout the year for young people which have again been a success and averaging attendance of about fifty young people.

In November 2016, Manningham Housing Association (MHA) kindly provided the property at 2 Penzance Court as a base for HYA to further expand our community-based services.

HYA has been working with MHA, Bradford Council and other local organisations to provide new initiatives for the local young people and to help them become more responsible adults.

On Tuesday 21st of March HYA & MHA organised a local clean-up which was a huge success. Members of the MHA team came down, Arshad from the Bradford West co-ordinating team, along with road sweepers and wardens. We all got together at the Locality Hub from where the plan was hatched on where to start and how we would go about the whole process. Two skips were provided by MHA and strategically placed, one on Hollings Square and the other at Jasmin Terrace.

Everyone went out in two's and canvassed the area, door-to-door. Residents were told about the Locality Hub, the cleanup and some given a hand with bulky items that needed to get to the skip. The whole event was a huge success, and the result was highly visible giving the area a facelift and spring clean.

### Other services provided at the locality include:

drop-in sessions where residents come in for support with anything from a CV and job application to help and advice with housing, benefit or tax queries. Other projects and services are planned following feedback from residents with priority requests for women's sessions.

## Permit Parking

- Are you finding it hard to park in your street?
- Could parking permits be the answer?
- How hard can that be?
- Don't you just put a sign up?

It would be great if Manningham housing could put up signs on all our developments, this would make life easier for all our tenants, but it's never that easy.

What we have to remember is that the streets belong to the Council. As a result they decide which streets are designated "permit holders only".

The process of getting this done takes time – in fact a very long time indeed. To begin, residents must get together and raise a petition asking the council to change their street to resident parking only. This is then forwarded to the Council's Highways Department for consideration.

The council then undertake surveys of the area to see if there really is a parking problem. They put up notices asking if anyone would like to object to the proposal and they have a lot of meetings with planners and council committees looking at the likely cost and the impact a permit only scheme might have on local business users, schools, traffic flow etc.

To put this into perspective, an application for a permit only scheme in the BD9 area began over two years ago and the process is still ongoing.

But, every journey begins with the first step and in this case it is the residents who begin by raising a petition asking the Council to declare their street Residents Only Parking. Without this petition, unfortunately nothing will be done.

So, if you are having problems parking and you'd like to have a permit only scheme in your area it's up to you to get organised and form a residents group to see the process through. If you need any advice on the subject just call your neighbourhood officer and have a chat.



## Welfare Reform & Benefits

**Major changes to the benefits system have come into force in the last few years, including the Benefit Cap, the Bedroom Tax and the roll out of Universal Credit.**

### Local Housing Allowance

From 1 April 2019 social (single applicants) tenants who are under 35 and childless will only be eligible for housing benefit at the 'shared accommodation' rate, based on the cost of renting a room in a shared house or flat locally. Current shared room rate is £58.00 per week, this is the amount a single under 35 will receive for the housing costs regardless of what the property rental charge is and the tenant will have to make up the shortfall.

### Universal Credit Housing Costs for 18-21

From April 2017 the Government removed the automatic entitlement to housing costs in Universal Credit full service areas.

The government is going to axe the Universal Credit (UC) housing costs element for claimants aged 18 to 21 years old to force young unemployed people to live with their parents or pay their own rent. This means that unemployed under-22s will no longer qualify for help with their rental costs.

This will not apply to claimants in receipt of Housing Benefit or those receiving Universal Credit in Live Service areas. We anticipate Bradford becoming a full UC service area in the spring of 2018, this is when the under 22's living in Bradford will no longer receive the UC housing costs element.

There will be exceptions - including vulnerable young people, those who may not be able to return home to live with their parents, and those who have been in work for 6 months prior to making a claim - who will continue to be able to receive housing support for up to 6 months while they look for work.

#### For example:

Claimant responsible for a child or a qualifying young person will not be affected.

Claimants who are unable to live with their parents, because they don't have parents or neither parent occupies accommodation as their home will not be affected.



## Bedroom Tax

In April 2013 the Government introduced a tax on spare bedrooms for people living in housing association properties:

- Having one spare bedroom means you lose 14% of your entitled housing benefit.
- Having two or more spare bedrooms means you lose 25% of your entitlement.
- The government says children of the same gender under 16 can share a bedroom.

#### Qualifying conditions for an extra bedroom:

- Do you or your partner have a carer who regularly stays overnight in your home to help care for a disabled child or another adult who lives with you who is disabled?
- Is the overnight care provided by a carer who doesn't live in your home?

If the answer to all these questions is yes, then from 1 April 2017 the help you get with your rent may be able to take account of this as an extra bedroom may be allowed.

This will include whether the disabled child or adult who lives with you, is entitled to certain disability benefits. Even if your Housing Benefit doesn't increase as a result, it is still in your interest to tell your local authority if you have care arrangements in place for the child or the non-dependant adult who lives with you.

#### Other qualifying conditions:

- Are you and your partner not able to share a bedroom because of you or your partner's disability?
- Do you and your partner sleep in separate bedrooms because of this?

If the answer to these questions is yes, then from 1 April 2017 the help you get with your rent may be able to take account of this as an extra bedroom may be allowed.

For example, if you or your partner have medical equipment, such as a hospital bed or hoist, that prevents you from sharing a bed and there is insufficient space in the bedroom for two separate beds. All of your circumstances would need to be considered to decide whether you can get more money. This will include whether you or your partner are entitled to certain disability benefits.



## Benefit Cap

The Benefit Cap is a limit on the total amount of work-related benefits you can get if you are of working age. The Benefit Cap will only affect you if you're getting Housing Benefit or Universal Credit. If the cap affects you, your Housing Benefit or Universal Credit housing element is reduced.

In August 2013 the government introduced £26,000 benefit cap.

- Couples with or without children and lone parents £500 per week (£26,000 per annum)
- Single adults £350 per week (£18200.00 per annum)

£26,000 cap mostly affected large families claiming work-related benefits and living in 4 + bedroom properties.

From 7 November 2016 the cap levels were lowered from £26,000 to £20,000 for our region.

The new £20,000 cap is going to affect all our customers claiming work-related benefits and living in 3 bedroom properties and have 3 or more dependent children.

- Couples with or without children and lone parents £384.62 per week (£20,000.24 per annum)
- Single adults £257.69 per week (£13399.88 per annum)

## Universal Credit for 18-21 year olds

Universal Credit is a single monthly payment for people in or out of work, which merges together some of the benefits and tax credits that you might be getting now and also includes the housing benefit. It is paid every month into your bank account.

In November 2015 Universal Credit was introduced to new single claimants between 18 and 60 years 6 months, and eligible for Jobseeker's allowance. Universal Credit is the biggest change in the welfare system in a generation and will have a huge impact on MHA and our customers.

We anticipate the full Universal Credit role out in Bradford in the spring of 2018. The migration of all the existing housing benefit claims to Universal Credit will start in 2019 and is expected to be completed by March 2022.

In preparation for the forthcoming full service of UC in Bradford in the spring of 2018, we are updating our customer's details on our system. We will be contacting all our customers to update the information we hold on our system.

Our experience so far with the single Universal Credit claimants is, that the Universal Credit customers are significantly falling behind with their rent payments. This is mainly due to the time it takes for the Universal credit claim to be processed, which takes up to 6-7 weeks. By this time customers have built up 7 weeks' rent debt.

## Support available

If you are affected by the Welfare Reforms and experiencing financial difficulties in managing your rent accounts, please contact our Income Team. We will signpost you to the relevant agencies who can help you with budgeting skills and provide you with money advice. The Income team can also support you with applying for the Discretionary Housing Payment.

Discretionary Housing Payment (DHP) is extra payment to help people pay their rent. DHP is paid to people receiving Housing Benefit or the housing costs element of Universal Credit who need more help with their housing costs. DHP is paid in addition to your Housing Benefit or Universal Credit entitlement.

We do advise that there is no guarantee that your DHP application will be successful, but if you are allowed any DHP, this will only be a temporary fix to your financial problem and will not continue for the long term. Once the DHP payments do stop, you are responsible for making the payments.

We are also working in partnership with the Department of Work and Pension (DWP) to support customers with finding employment.

If you require benefits advice, need help finding a job or are seeking financial advice please contact MHA Income Team on 01274 77 11 44 or [income@manninghamha.co.uk](mailto:income@manninghamha.co.uk)

For Housing Benefits Dept. please contact 01274 432772.



## Tenancy Fraud

If you are aware of somebody who has obtained a council or housing association home without permission or has obtained a home through providing false information, they are guilty of tenancy fraud.

Manningham Housing takes tenancy fraud very seriously and will take action to regain possession of properties wherever we find evidence of tenancy fraud.

To fight these housing cheats Manningham Housing has teamed up with the Bradford Council's fraud team. If you suspect someone is a tenancy cheat, please call Bradford Council on 01274 437511 or email them on: [reportfraud@bradford.gov.uk](mailto:reportfraud@bradford.gov.uk)

Your report will be treated in the strictest confidence and can be given anonymously.

If you would like to discuss this matter further, please contact your Neighbourhood Officer on 01274 771144 and they will be more than happy to help.



## Introducing the Customer Service Team.

**You may see and speak to them quite often, but do you know Manningham Housing's Customer Service Team?**

The customer service team has had several changes in personnel over the last few years, however the focus and aim of the team remains the same and in-line with the visions and values of Manningham Housing.

These are the people at the forefront of the business; the first point of contact. It is their objective to provide customers with a professional, first class service by being passionate, attainable and resolving queries as effectively as possible.

### What does the Customer Service Team do?

They are the first people you speak to when you visit us or call. They offer a variety of services and can call upon a range of skills and years of experience in order to provide a solution to your problem.

### They can help you by –

- Providing access to and directing to helpful information
- Assisting with housing applications and bidding for properties
- Answering questions regarding housing enquiries
- Offering repairs advice and reporting repairs
- Booking and scheduling repairs appointments
- Taking rent payments in the office or over the telephone
- Handling your complaints, whether a service complaint or anti-social behaviour
- Managing MHA's Gas Safety schedule
- Reporting and providing feedback based on Customer Satisfaction
- Providing a multi-lingual service through our language line service

### Who are the Customer Service Team?

#### John Green – Senior Customer Service Officer.

*"I have worked at Manningham Housing for nearly 5 years now and I am proud of the high level of customer satisfaction we continue to achieve. Our staff may have changed but I am delighted that our levels of customer service have not suffered.*

*We also changed some repair responsibilities last year. This was a difficult time for all the customer service staff, but we faced the challenge head on. Our customers have been very understanding so for this I wish to thank you all".*

#### Nozrul Uddin – Customer Service Officer

Nozrul has over 7 years' experience working in Housing. He has been with us for nearly 4 years now.

*"I enjoy my job because I thrive from helping internal/external customers...especially when the customer appreciates the*



John Green



Asma Shah



Nozrul Uddin



Haseena Jannat

*help and service I have provided them. I particularly like working at MHA because I feel I can make a difference to somebody's life. Every day is different and never dull".*

#### Asma Shah – Customer Service Assistant

Asma has worked at Manningham Housing for just over 3 years.

*"I get to help people who are very vulnerable and I like it when I see someone who I have helped at the initial stages, get a house".*

#### Wendy Keogh – Customer Service Assistant

Wendy has a wealth of experience of working within the housing sector, having worked at Leeds City Council for 20 years.

*"I find the customers at MHA are very polite. I enjoy meeting them in person and dealing with their enquiries over the phone. MHA is the nicest place I have ever worked and the staff are all so friendly".*

### New members of the team

#### Haseena Jannat – Customer Service Assistant

Haseena initially started at MHA as part of an apprenticeship programme in 2015. She was then made a permanent member of the team and has now been with us for nearly 2 years.

*"I have a challenging role. Every day is not the same, I get to meet and help different people and I enjoy helping people. I like to go the extra mile. All the staff at MHA are really nice and friendly to work with. I feel happy here".*

#### Prafula Parsotam – Customer Service Officer

Prafula Parsotam joined the team in March as a Customer Service Officer, she has previously worked in different customer facing areas of the housing sector. It is a privilege to have her as a part of the team as she will be using her past skills and experience to benefit our customers.

*"My career has been based around working in a customer-focused environment, providing front-of-house customer service".*

## Have you heard of the new General Data Protection Regulations (GDPR)?



**Sabir Hussain**  
OD and Performance Manager  
sabir.hussain@manninghamha.co.uk

The current Data Protection legislation controls how companies use personal information and your rights to ask for information about yourself as a tenant of MHA. The regulations are being updated and the new General Data Protection Regulations (GDPR) will come into force in May 2018. The new regulations give companies such as MHA new responsibilities and we are currently working on making sure that we understand the practical implications.

We want to adopt an ethical approach of being transparent, open, and honest, and will seek customer consent for the use of personal data where it is required. However we want to treat the issue as not simply one of compliance but have a clear strategy for the use of tenant's personal data, how we process it, retain it and remove it effectively.

Over the last year we have updated the security of many of our systems but there is still much work to be done. We will be reporting our progress to the MHA Customer Panel as we ensure that we are meeting our responsibilities.

## Check your wallets and piggy banks!

The new five pound notes were released into circulation last year but did you know that as of 5th May 2017 they are worthless?

**As of this date they will no longer be legal tender, which means you won't be able to buy anything with them.**

However, fear not! If you do find a stray one or few in an old pocket, wallet or a child's piggy bank, they can be swapped for a new £5 through a bank, building society or Post Office. But don't wait too long as it is possible that a high street bank will stop exchanging them after the cut-off date but The Bank of England is legally obliged to indefinitely.



## Your opinion counts...

Back in December we let you know about our Customer Opinion Survey being run monthly by Callerz, a local market research company. These are very brief telephone surveys to our customers asking questions about the quality of our service to you.

We reported how pleased we were with your feedback with 92% of you telling us that you were satisfied with the service that you receive from us. This was great news to hear but we didn't want to stop there and have continued to seek your opinion of us and wanted to do a temperature check on how we are doing.

So since the last newsletter five months ago, we are pleased to tell you that we have increased our satisfaction rate to 93.4%, but we are constantly striving to do better. We still need to improve on the 6.6% that are not satisfied!

So if you get a call from Callerz, please help us to improve our service to you through this confidential survey. The telephone call should not last more than a couple of minutes but the information you provide, good or bad, will be invaluable to help us to improve our service to you.

**Thank you for your support**

## Charity vs Cards

Rather than send Christmas cards last year, MHA staff pulled together and collected over £280 for Bradford Central Foodbank. MHA donated a further £50 to this excellent cause bringing the total to £330. Rather than buy food, the foodbank requested that the cash be given to allow them to use their resources to get the best value for money.

Exchanging cards is a great sentiment at times of celebration, but knowing someone can have a hot meal or some provisions to get through the holidays was deemed more important to MHA staff.

If you would like to make a donation to Bradford Central Foodbank the details are:

**Bradford Central Foodbank hosted by:**

The Light Centre, 86 Captain Street,  
Bradford, BD1 4EL.

[www.bradfordcentral.org.uk](http://www.bradfordcentral.org.uk)



## Keighley and District Volunteer Centre Helping Hands Project

Enabling older people to live safe and independent in their own homes.

Designed to tackle a variety of minor repairs and adaptations dealing with home safety and security, mobility issues and general maintenance.

Tel: 01535 609506

E-mail: [admin@keighleyvc.co.uk](mailto:admin@keighleyvc.co.uk)



## Helping Hands Age UK - low cost repairs

Helping Hands is a friendly and reliable home maintenance service for the over 50's across the Bradford and district area. All the contractors who work with us have been vetted by Age UK Bradford and District to ensure a high standard of work, reliability and customer service.

Services Helping Hands contractors are currently able to offer include: Key safes, grab rails, plumbing, painting and decorating, electrical and roofing. However if your requirement is not listed please contact us as we are always adding to our range.

Tel: 01274 728259

Email: [helpinghands@ageukbradfordanddistrict.org.uk](mailto:helpinghands@ageukbradfordanddistrict.org.uk)

Opening Hours: Monday - Friday 9:00am - 4:00pm



# PRIZE DRAW & WINNERS



## Prize Draw

**"You've got to be in it to win it"**

Winners of our latest direct debit prize draw are:

**First Prize** - Mr Yukub Akubat – 1479 Hollings Road Bradford - £100 Prize winners

**Second Prize** - Mrs Naheenunnisa Sadiq - 16 Kismet Bradford - £50 prize winner

**Third Prize** - Mr Mudassir – 79 Clifton Villas Bradford - £25 prize winner

As a continued effort to encourage our customers to pay their rent by direct debits, we will continue to have this prize draw 4 times a year

Terms and Conditions apply: Competition open to existing and new direct debit customers. To qualify, the customers will need to show three consecutive months of payment on their rent account via direct debit with no failed payments.

### Set up a direct debit

Please call us on **01274 771144** and we will help you set one up.

## The Benefits of paying by Direct Debit

Direct Debit is a quick and simple way of ensuring that your rent charge is paid to Manningham Housing Association and should minimize the risk of you going into arrears with your payments.

You can set up a direct debit weekly, fortnightly and monthly.

Once the direct debit is set up, your rent charge will be collected from your account on the agreed date.

All our customers who are paying through direct debit have the opportunity to win.

The next prize draw will take place at the end of 2017. To qualify, customers will need to show three consecutive months payments.



### Survey winners £25 prize

**Kathleen Greenwood** – 9 Fiddlers Mill

**Fozia Begum** – 11 Cunliffe Villas

**Farzana Kauser Begum** - 9 New Fields Drive

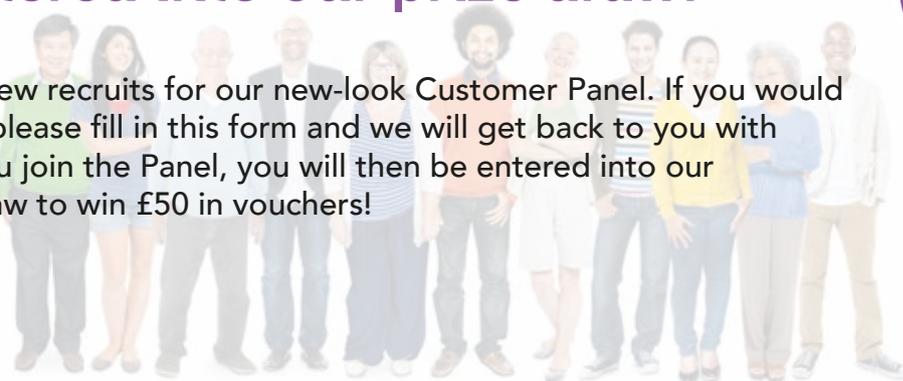


## Get Involved in our customer activities and get entered into our prize draw!

We are looking for new recruits for our new-look Customer Panel. If you would like to get involved please fill in this form and we will get back to you with further details. If you join the Panel, you will then be entered into our end of year prize draw to win £50 in vouchers!



Continued overleaf



Summer  
2017

# Get in touch

## MHA Direct Contacts:

### Neighbourhood Officers

Call: Nazneen Zafar on

**01274 377221**

Call: Jonathan Coles on

**07891 360571**

Call: Peter Murgatroyd on

**01274 377222**

### Property Surveyors

Call: David Hargreaves on

**01274 377207**

Call: Abid Mustafa on

**01274 377267**

### Customer Service

**Call: 01274 377217**

**or 01274 377225**

Call: John Green on

**01274 377209**

## Other Useful Contacts:

### For Gas leaks

Call: Northern Gas Networks on

**0800 111999**

### To Report Non-Emergencies or Anti-Social Behaviour

**Call: Police on 101**

### Blocked Drains

Call: Yorkshire Water on

**08451 24 24 24**

Call: Asian speaking line on

**08451 24 24 21**

### Benefit Enquiry Line

**Call: 0800 88 22 00**

### Pension Credits:

**Call: 0800 991 234**

### Winter Fuel Payment Helpline (for people over 60):

**Call: 08459 15 15 15**

### Tax Credit Helpline

**Call: 0845 300 3900**

### Child Benefit

**Call: 0845 302 1444**

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

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

## Your Details

Please fill in and send off in free post envelope supplied.

Name:

Address:

Postcode:

Home Telephone:

Mobile Telephone:

Email: