

Spring  
2014

# Feedback

Latest news and events from Manningham Housing Association

## WHAT'S NEW AT MHA

MHA's Customer  
Scrutiny Panel elects  
its first Customer  
Chairperson...  
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[ManninghamHousing.co.uk](http://ManninghamHousing.co.uk)



MHA launches its  
brand new website  
[ManninghamHousing.co.uk](http://ManninghamHousing.co.uk)  
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## Customer Service Promise

MHA's Brand New Customer  
Service Promise. Know what  
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Fill out your  
Neighbourhood  
Survey included  
inside and  
have a chance of  
winning £100.

See inside

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# A Message from Ansar



**Ansar Ali**

Chief Executive Officer

Ansar.Ali@manninghamha.co.uk

# Power to the Customers

If there's one constant theme that has run through all of my quarterly 'messages', besides from the occasional seasonal pun, is one which highlights how the Association is giving power and a place to our customers which involves them in helping us improve and develop new policies, procedures and services that puts them first.

This edition of Feedback is no different, with the Association implementing a number of new initiatives which I believe really go further in empowering our customers and giving them a real place in the organisation where their voices can influence our decisions. Here are just some of the highlights...

## Brand New Customer Service Promise

For those of you who aren't familiar with the Customer Service Promise, it is a really important list of standards agreed and developed with our customers, which the Association uses to shape, deliver and scrutinise our services. One of the issues with the previous Customer Service Promise document, even though good in intentions, was that it was really long, hard to follow and difficult to use to scrutinise our services. Ulfat Hussain, our Director of Customer Services, writes a really good article on the entire journey him, his team and our customers have made in getting the Customer Service Promise to a one page document which both customers and staff can easily use to know what's expected when it comes to accessing our services.

## Brand New Customer Scrutiny Panel Chairperson

Not satisfied with just developing a new Customer Service Promise, MHA's Customer Scrutiny Panel has elected its first Customer Chairperson Gina

Thompson. Adnan Ud-Din, our Customer Insight and Performance Officer has been working really closely with the Customer Scrutiny Panel in organising the elections and working with them so they are in a position to take over full control of chairing and delivering the meetings. A really interesting article, which highlights the vision and direction our new Chairperson would like to take the panel.

## Brand New Website

It's been a long time in development but it's finally here. The new Manningham Housing Association website came live online in January 2014. The customers we have consulted with think the re-design is cleaner, easier to read and offers a vastly improved experience over our last website. The development is still continuing as we hope to continue to build on the features so you can report repairs online, check your rent account, provide us with some real feedback plus a lot more. Have a read on the journey to developing the website by MHA's very own website extraordinaire, Sabir Hussain, who has been project managing the development of the new site from the beginning.

## Happy Easter

For all those who are celebrating, I just wanted to take the time and say Happy Easter. Hope everyone enjoys the festivities without over indulging on the chocolate Easter eggs, Lord knows I'm trying!

## Contact us

If you would like to provide us with feedback on these new changes or any of our services in general, please contact us on 01274 771144. We look forward to hearing from you!



# Introducing Firebird Homes' Board



**Nigel Guy**  
Managing Director – Firebird Homes Ltd  
[Nigel.Guy@firebirdhomes.co.uk](mailto:Nigel.Guy@firebirdhomes.co.uk)

Firebird Homes Ltd was formed in 2004 and is a fully owned subsidiary of Manningham Housing Association. It is guided by a board of directors who have strategic responsibility for ensuring a good supply of new affordable homes are delivered each year for Manningham and its customers. From its humble beginnings to present day it has delivered around 800 new homes with a capital investment of over £90 Million. The Firebird Board are fully committed to delivering more affordable homes. Keep up the good work Firebird!

## Who are Firebird Homes' Board members?



**Abdul Hamied**

Length of service 16 months



**Azeem Malik (Chair)**

Length of service 10 years



**Akhtar Malik**

Length of service 5 years



**Stuart Whyte**

Length of service 5 years



**Jabeen Tahir**

Length of service 16 months



**Ruby Bhatti**

Length of service 10 years



**Fazlul Haq**

Length of service 16 months



**Muhammad Abdur Raqeeb**

Length of Service 16 months



**Masoud Khan - (Company Secretary)**

Length of service 10 Years

### Find out more

If you would like to find out more about Firebird Homes please contact Nigel Guy at [Nigel.Guy@firebirdhomes.co.uk](mailto:Nigel.Guy@firebirdhomes.co.uk)



## WHAT'S NEW AT MHA

# MHA's Brand New Customer Service Promise: Know what to expect from your services?



**Ulfat Hussain**  
Director of Customer Services  
Ulfat.Hussain@manninghamha.co.uk

At Manningham Housing Association, we're really serious about delivering the best possible service to our customers, that's why we have the Customer Service Promise. The Customer Service Promise is a set of service standards agreed with our customers, which we use to shape and scrutinise how well our services are really performing.

### "Designed by our customers"

Working with members of the Customer Scrutiny Panel, it was agreed that the old Service Promise was in need of a review in order to make it easier to follow, scrutinise and monitor.

After a number of consultations with customers on understanding what they wanted from their services and looking at other housing associations to try and gain good practice, we think the new Customer Service Promise now achieves this.

Manningham Housing Association's new Customer Service Promise designed by our customers is a more comprehensive set of standards in a leaner, clearer and more well-rounded package. It contains 13 promises in total which cover the breadth of all of our services and key responsibilities. All of our staff are in the process of being trained with the new Service Promise, with a copy of the Promise to be placed on every staff member's desk.

## And here is the summary of MHA's New Customer Service Promise...

### Our Empowerment and Involvement Promises

1. **When you access our service over the phone:** We will deal with your enquiry in a friendly and polite manner at the first point of contact. If we cannot answer your query straight away we will refer you to the right person. To ensure we deliver the best service possible we will record calls for training and monitoring purposes.

2. **When you write in to us:** We will acknowledge your email within 1 working day and letters within 2 working days. We will ensure all of our written information is in Plain English.
3. **When you access our service at our offices:** We will ensure we advertise our opening hours and holiday closures clearly. We will ensure our staff wear name badges and our reception area is clean and inviting. We will provide private interview rooms for customers if required.
4. **When we visit you at home:** We will arrange a mutually convenient time, be punctual, give our name and show identification. We will always treat you and your household with respect. If you are not at home we will leave a calling card. If for any reason we cannot attend the appointment we will telephone you in advance.
5. **When you make a complaint:** We will provide you with a number of ways to report a complaint and accept complaints made by others on your behalf. We will acknowledge complaints within 2 working days and provide a full response within 10 working days. If the complaint takes longer to investigate we will keep you informed and updated. If you are not happy with the outcome of the complaint you can appeal the decision within 21 days of the decision.
6. **When you want to get involved with the work Manningham Housing Association does:** We will offer a host of opportunities where you can offer your views to help us improve our services. We will provide customers with easy to understand information and provide training and development for customers to get involved to maximise their contribution.

### Our Tenancy Promises

7. **When we let out our homes:** We will ensure they meet our Empty Property Standard and are let as quickly as possible through our website or where customers have been referred by the local authority. We will treat your applications confidentially and if required provide you with support in completing your application. For successful applicants, we will send written confirmation. When signing for a tenancy we will provide a welcome pack and carry out a settling in visit within six weeks.

8. **To pay for your rent:** We will offer you a variety of ways to pay your rent, regularly monitor your account and keep you informed if there are any issues with your payments. We will provide benefit advice, signpost to specialist debt advice organisations and will work with you to agree a repayment plan if you fall into arrears.

### Our Home Promises

9. **When you report a repair:** We will provide you with a variety of ways to report your repairs. We will offer a service to provide an emergency repairs service outside of normal working hours, during weekends and Bank Holidays. We will offer either a morning or afternoon appointment that is convenient to you unless it is an emergency repair. We will use qualified contractors who will arrange the repair appointment. If additional repairs are discovered at the time, we will carry them out provided contractors' seek permission from us. At the end of each repair we will give you the opportunity to provide us with feedback.
10. **When we carry out planned improvements:** We will consult you on the work and provide you with timescales, whilst making sure we avoid work during holidays and religious/ cultural days and provide you with opportunities to provide feedback. We will publish our improvement programme in MHA's Feedback magazine.
11. **When we carry out your gas safety check:** We will carry out a gas safety check in your home at least once a year at a time suitable for you on or before the annual renewal period. We will give you an opportunity to provide feedback on your gas safety check.

### Our Neighbourhood Promises

12. **When managing your scheme:** we will make sure you know who your Neighbourhood Officer is, keep in regular contact with you to deal with your housing queries whilst making sure our schemes are maintained to a good standard. We will carry out regular health and safety checks of shared areas and play equipment, remove offensive graffiti within two working days and abandoned vehicles as quickly as possible. We will carry out regular scheme inspections and advise customers in advance.
13. **When dealing with Anti-Social Behaviour (ASB):** We will ensure you are aware of your rights and responsibilities in relation to anti-social behaviour and make sure our staff are appropriately trained. We will take all reports seriously, dealing with each case individually with an action plan to agree what will happen next. We will work with the Police and other support organisations to resolve anti-social behaviour and in serious cases take legal action if necessary.

### Contact us

If you would like to find out more about MHA's Customer Service Promise or would like to get involved in MHA's 'Get involved, Get rewarded' programme please contact our Customer Insight and Performance Officer at [Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk).



The new look for MHA's website

## ManninghamHousing.co.uk MHA's new website has now officially launched



**Sabir Hussain**  
Organisation Development  
and Performance Manager  
[Sabir.Hussain@manninghamha.co.uk](mailto:Sabir.Hussain@manninghamha.co.uk)

### Welcome to our new website

We're delighted to tell you about our new website which has been up and running for some time but we wanted to tell you about it so that more of our customers can start using it.

After many years of faithful service, we thought it was time to retire the old site and replace it with a newer, more advanced website.

### So what's new?

We've refreshed the content and tied it all up so that there aren't different websites for Manningham Housing, Firebird Homes and Oasis. We have also introduced a fresher and more dynamic news section which will keep you informed on what we're up to and any useful insight we think is worth sharing. We also now have an online form for customers to report repairs and a facility where you can pay your rent through the Allpay Internet Payments website which is linked to our new website.

This Feedback Newsletter is also available on the new website in PDF format.

The new site gives us a fantastic platform to build on as we aim to continue to develop our services over the next few months; so watch this space.

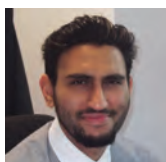
Let us know what you think?

We know how busy you are but if you have a minute, have a browse and let us know what you think by contacting me at **Sabir.Hussain@manninghamha.co.uk** or give us a ring on **01274 771144**.

# Congratulations: MHA's New Customer Scrutiny Panel Chairperson Gina Thompson



Gina Thompson, MHA's New Customer Scrutiny Panel Chairperson



**Adnan Ud-Din**  
Customer Insight &  
Performance Officer  
[Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk)

In continuing our long-standing commitment to empowering our customers, we are happy to announce that members of the Customer Scrutiny Panel have nominated their first Customer Chairperson... Gina Thompson.

### A little bit of background...

Towards the end of 2012, Manningham Housing Association started a new customer panel called the Customer Scrutiny Panel. This panel which was to run alongside the Manningham Residents' Panel, had a totally different remit by being the first customer panel tasked with scrutinising how well MHA had delivered its services and met its policies.

### Fast forward to 2014...

In over a year, we have had over 5 meetings and have recruited 18 permanent members who have been able to scrutinise everything from our Repairs service to how well we manage our neighbourhoods as well as evaluate how well we are helping our hardest hit customers to pay their rent.

It took us a year to get to the point where members of the panel felt that it was the right time to take over the reins and start chairing their own meetings. This initiated a nomination and election process which led to Gina Thompson being elected as the Customer Scrutiny Panel's first Customer Chairperson.

### About the Chair...

Gina has lived in Keighley for 33 years and has been a Manningham Housing Association customer for the past 13 years. Gina also has a wealth of experience in participating and chairing various boards/ committees that represent the interests that benefit various communities but instead of us telling you more we'll let Gina take it away with her own words:



I have been elected Chair of the Customer Scrutiny Panel. This is a first time position as the Scrutiny Panel has not been in existence for very long, and we are at the beginning of a very exciting journey. What I would like to achieve whilst in this position is to lead the Panel in helping to embed a structure within the organisation whereby the customer (i.e. we, the tenants) have a legitimate and integral role in Manningham Housing Association's constitution.

Ultimately I would like to see Manningham Housing Association as a flagship organisation with genuine tenant involvement and participation, and not just a tokenistic gesture to tick the boxes. So I urge you to get on board for the journey.

Gina Thompson  
MHA's Customer Scrutiny Panel Chairperson



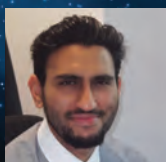
### Contact us

If you would like to get involved in MHA's 'Get Involved' programme please contact MHA's Customer Insight and Performance Officer on **01274 771144** or email him at [Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk).



# STAR TREK:

## The Return of MHA's Satisfaction Survey



**Adnan Ud-Din**  
Customer Insight &  
Performance Officer  
Adnan.Ud-Din@manninghamha.co.uk

In our quest to boldly go where MHA went 6 months before (please excuse the poor pun)... Manningham Housing Association are re-launching its service wide satisfaction survey called STAR.

The STAR survey is a really important tool for Manningham Housing Association as it allows us to contact our customers and ask questions on how you, our customers, think we're really doing overall.

### Why every 6 months?

We know 6 months may not seem a long time between surveys, but it's a testament to the Association's commitment to continuously improving our services. In those 6 months, we conduct the surveys by phone with 200 of our customers, we then analyse that information, highlight where services need to be improved and then implement those changes.

That's why we carry out another survey 6 months later, as it helps us to measure if any improvements have occurred.

### Carry out the survey and get entered into our prize draw to win £100

Like before, every customer who completes our telephone satisfaction survey will be automatically entered into our prize draw to win a grand prize of £100 in shopping vouchers.

### Further information

If you would like to learn more about our customer satisfaction survey, please contact us on 01274 771144.

## Monthly Customer Service Meetings: Last Wednesday of every month



**John Green**  
Senior Customer Service Officer  
John.Green@manninghamha.co.uk

Just to let all of our customers know, as a part of our continued commitment to provide an excellent customer service, MHA's Customer Service team will be holding a team meeting on the last Wednesday of every month. This meeting will be in the morning and will be between 10am and 12pm. Our office will be open but all calls during that period will be answered by a third party provider called Astraline. Astraline currently provide MHA's 'Out of Hours' emergency repairs service.

We apologise in advance for any disruption caused.

### Meeting dates for the next 6 months

Please see below for dates of these meetings for the next six months:

- |                       |                        |
|-----------------------|------------------------|
| 1. Wednesday 30 April | 4. Wednesday 30 July   |
| 2. Wednesday 28 May   | 5. Wednesday 27 August |
| 3. Wednesday 25 June  |                        |

### Questions?

If you have any questions please don't hesitate to contact me, John Green, MHA's Senior Customer Service Officer on 01274 771144.

# Blow the Whistle on Housing Cheats



**Nadim Khaliq**  
Housing Services Manager  
[Nadim.Khaliq@manninghamha.co.uk](mailto:Nadim.Khaliq@manninghamha.co.uk)

You may recall the Christmas edition of feedback magazine alerted customers of the seriousness of unlawful subletting their social housing home, with the real risk of imprisonment and losing their home.

### Subletting is now a criminal offence

Under the new Social Housing Fraud Act which came into force on the 15th October 2013 subletting became a criminal rather than a civil offence, with a potential two-year jail term. Housing fraud occurs when a council or housing association home is rented without permission or is obtained by providing false information.

We would like to inform customers, after consulting with the Manningham Residents' Panel, that we have joined forces with Bradford Council to be at the forefront of fighting housing fraud. MHA will be an active member of the Bradford Tenancy Fraud Forum.

### How serious is tenancy fraud?

In 2012 the Audit Commission published 'Protecting the Public Purse' in which they stated tenancy fraud "accounts for the largest losses from fraud in local government". Nationally 98,000 social housing homes are lost to fraudsters and for Bradford it accounts for 600 properties, which could have been occupied by families that desperately need re-housing.

Recently, many local authorities and housing associations throughout Yorkshire including MHA participated in the Fraud Awareness week, which highlighted the seriousness of tenancy fraud and invited residents to "blow the whistle on housing cheats".

### Contact us

If you suspect someone of unlawfully subletting, call Bradford Council on 01274 437511 or email them on [reportfraud@bradford.gov.uk](mailto:reportfraud@bradford.gov.uk).

If you would like to discuss this matter further, please contact your Neighbourhood Officer on 01274 771144.

## I bought my home from MHA

**Julie Morton** MHA Customer

I recently bought a discount for sale house from Manningham Housing Association with my 13 year old son and I would just like to share my feelings on what has been a very positive move for my son and I.

The whole sale process went exceptionally well; from first applying to Manningham Housing Association as a potential buyer of the property to signing the contract it all went like clockwork and within a few months my son and I had moved into our property. This was helped enormously by Tracie Naylor and Rehana Begum who work for Manningham Housing Association,

who were always there to help me when I had a query.

My son and I are so happy in our new home; I couldn't have bought such a beautiful house in such a lovely area if I hadn't bought a discounted sale house.



Julie Morton with her son outside their new home



## MHA achieves Investors in People Accreditation



**Sabir Hussain**  
Organisation Development  
and Performance Manager  
[Sabir.Hussain@manninghamha.co.uk](mailto:Sabir.Hussain@manninghamha.co.uk)

Manningham Housing Association has achieved the prestigious Investors in People (IiP) accreditation.

### A strong foundation of good practice to our customers

IiP is a national award and is the UK's leading people management standard. It helps organisations to improve business performance through the people it employs and is a good way of checking how much our staff have bought into our vision and the customer service excellence we want to deliver. For the Association, the award represents a commitment to the development of our employees and demonstrates a strong foundation of good practice to our customers.

In order to get the accreditation, evidence was gathered and assessed through employee interviews carried out by an independent IiP assessor. We join an exclusive group of UK employers who can use the sought after IiP logo and enjoy the benefits it offers.

Commenting on the award, Ansar Ali, MHA's Chief Executive Officer said: "Investors in People accreditation is a boost to Manningham and recognises the focus and professionalism of our talented and committed staff. We are looking forward to further building on this to ensure the continuing development and improvement of our business."

### Driving for excellence in every facet of our business

This really is a great achievement and demonstrates our commitment to continuous improvement. The accreditation not only helps to sharpen our business but will provide us with a strong framework for best practice and achieving our ambitious goals for delivering excellent customer service. Our vision is about 'driving for excellence in every facet of our business' and by achieving the Investors in People accreditation it clearly demonstrates that we are committed to maximising our performance by investing in our people.



Bradford's Community Advice Network's website

## Bradford's Community Advice Network: A new one stop shop resource for all your Advice Service needs



**Ulfat Hussain**  
Director of Customer Services  
[Ulfat.Hussain@manninghamha.co.uk](mailto:Ulfat.Hussain@manninghamha.co.uk)

Are you looking for a free, local, confidential, impartial and reliable advice service? Well Bradford's Community Advice Network (CAN) just might be the place for you.

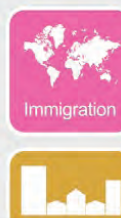
### What is the Community Advice Network?

Bradford's Community Advice Network is a federation of local advice charities working across the Bradford District. They provide FREE, impartial and reliable advice on a number of areas which include:

1. Debt advice
2. Benefit advice
3. Housing advice
4. Employment advice
5. Immigration advice
6. Consumer advice
7. Family advice
8. Education advice
9. Health and Community advice
10. Other Local Help

### Contact

To find out more about how the Community Advice Network can help you get the right advice, visit their website on [www.bradfordcan.org.uk](http://www.bradfordcan.org.uk).



# What a year it's

## A look back at MHA's Customer Insight and Involvement Programme



**Adnan Ud-Din**  
Customer Insight &  
Performance Officer  
[Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk)

This time last year, MHA held its first customer involvement introduction dinner. The dinner wasn't only as a means to officially launch MHA's new customer involvement programme, 'Get involved, Get rewarded' but was also a way of allowing customers new and old to get to know one another and put ideas forward to help decide the future direction of customer involvement at the Association.

This feature will delve into what the Association and its customers involved on the panels have achieved since that dinner.

### Customer Involvement – What have we achieved?

During the last year, MHA have held close to 30 meetings and consultations with its customers in contrast to about 8 meetings before MHA's new 'Get involved, Get rewarded' programme had launched. The increase of meetings and greater participation of customers in MHA's decision-making processes signals MHA's sincere commitment to empowering customers so that they are at the heart of everything we do. Here are just some of things we have achieved in terms of customer involvement this past year:

- 1. Over 20 new customers have signed up:** the new members have all signed up in the past year to get involved in our various customer involvement opportunities.
- 2. Manningham Residents' Panel:** meetings have moved away from an agenda exclusively set by staff in the previous year to one where customers set agenda items, participate in the decision making process and help organise customer events like MHA's 25th Anniversary Mela.
- 3. Customer Scrutiny Panel:** MHA have held 4 Customer Scrutiny Panel meetings, which have



involved providing performance reports which have led customers to really scrutinise services and ultimately put forward recommendations to improve them.

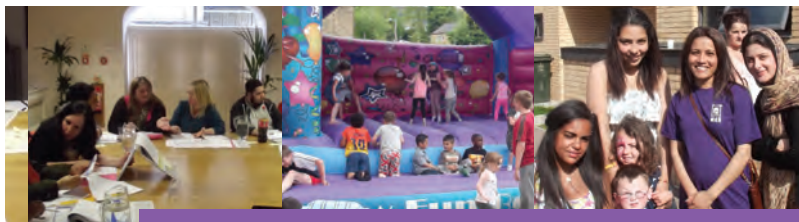
- 4. Complaints' Learning Forum:** a new panel made up of customers and MHA managers have been really successful in providing learning on how MHA handle complaints from helping MHA develop a standardised way of recording complaints, improving how we report complaints and communicate with our customers; which has in turn led us to improving the way our services are run so we can minimise complaints.
- 5. Feedback magazine:** MHA's quarterly newsletter has moved great strides in providing real news, information, insight and more which we hope provides real insight in to what you, our customers, experience on a daily basis.
- 6. The Mela – MHA's Customer Conference:** MHA held its 25th Anniversary Mela in September 2013. It combined both MHA's Customer Conference and the organisation's 25th anniversary celebrations. The event was organised by both staff and customers and had 600 people attending, who enjoyed a host of entertainment and activities for the entire family to enjoy.

### Customer insight – What have we achieved?

Customer insight refers to all those activities the Association employs to gather information so it can understand what customers really think of its services. Before the 'Get involved, Get rewarded' programme the only customer insight MHA had gathered was through a repair satisfaction survey. This is what MHA gathers now:

- 7. MHA's Customer Experience Surveys:** instead of carrying out just one survey for our repairs service, MHA now carries out 6 new satisfaction surveys which allow customers to provide feedback on their service experience at various points in their customer journey from when they sign up, to when they access a service all the way to when they leave.

# been:



A showcase of events and meetings MHA have held with our customers throughout the year

8. **MHA's STAR survey:** surveys 200 customers every 6 months in order to understand how satisfied our customers are with all of our services. The survey found 83% of our customers were overall satisfied with our services, with over 90% satisfied with staff in terms of their friendliness and approachableness, whilst over 85% of customers were satisfied with how we deal with enquiries.
9. **Mystery shoppers:** MHA close to 10 customers who secretly review our services and provide feedback on their experience every three months. This feedback is then reported back to help us improve our services.
10. **Courtesy calls:** in order to get feedback from customers who tend not to return satisfaction surveys, we carry out up to 25 courtesy calls per month in order to understand what they thought of our services.
11. **Customer inspections:** these involve customers carrying out inspections with our schemes and empty properties in order to ensure that they meet the Association's own standards which have been agreed with our customers.
12. **Customer profiling:** in order to understand who our customers are, MHA conducted a customer profiling survey with our customers which asked questions in relation to their age, ethnicity, family composition and so on, in order to ensure the services we are delivering and developing meet their needs.

## Contact

If you would like to find out more about MHA's 'Get involved, Get rewarded' programme please don't hesitate to contact me on 01274 771144 or email me at [Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk)



## Customer Tips: The Wonders of Vinegar



**Gina Thompson**  
MHA Customer

If you have babies or small children who have a tendency to spill things or leave messes on your carpet or furniture, very often wiping only clears the mess but leaves a smell behind. Cleaning with vinegar will neutralise the smell, and remove the stain. A carpet that is wiped over with a solution of vinegar and water will come up brighter and fresher. This works well if you have pets – no more doggy smell on the carpet!

The vinegar that you should use is non-brewed condiment – "chip shop style vinegar", not malt vinegar. It is the cheapest of vinegars and can be bought from a supermarket.

Vinegar can be used throughout the house for all cleaning jobs, but particularly well on carpets and soft furnishings – these are the things that can hold in odours which will prevent your home from smelling fresh no matter how often you clean them. The vinegar smell fades very quickly, leaving the room odour free.

### Send us your article

If you are an MHA customer and would like to get it published in Feedback please get in touch today:

**Email:** [Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk)

**Or write in to us at:** FREEPOST, Feedback Newsletter, Manningham Housing Association, 30 Manor Row, Bradford, BD1 4QE.



# YOUR NEIGHBOURHOOD



The  
**Neighbourhood**  
Health Check

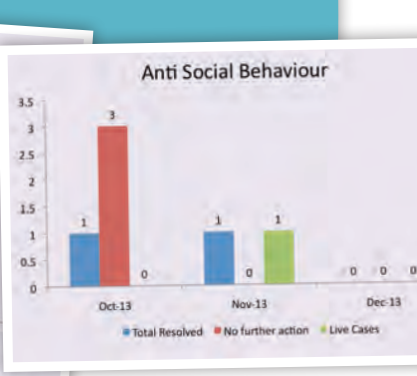
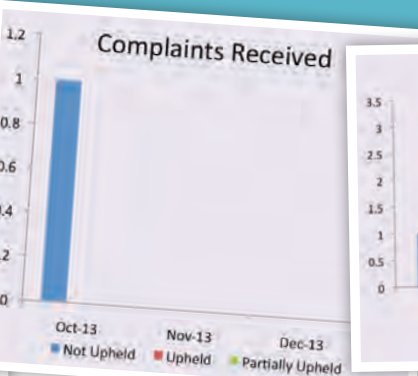
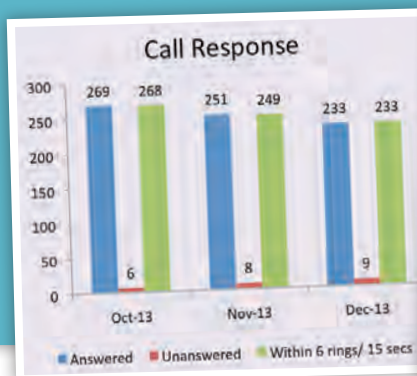


**Nadim Khaliq**  
Housing Services Manager  
Nadim.Khaliq@manninghamha.co.uk

## How is your **Neighbourhood** **Service** really doing?

How well has our Neighbourhood service performed?

The Neighbourhood Health Check is your one stop information shop, which lets you know how well MHA's Neighbourhood service is doing based on performance information we gather, customer insight, and the recommendations put forward by customers.



## You said, We did – What have we done with your recommendations for October to December 2013?

### You said

Customers wanted a review of the Customer Initiatives Grant (CIG) to make it clearer and easier to apply for.

### We did

Done – We worked with the Manningham Residents' Panel and updated the policy and application form so it's clearer and easier to apply for.

## Sharing information to tackle Anti-Social Behaviour



**Rehana Begum**  
Neighbourhood Officer  
Rehana.Begum@manninghamha.co.uk

As a part of our continued commitment to improving our approach to dealing with Anti-Social Behaviour, Manningham Housing Association is working with the 'Bradford Anti-Social Behaviour Team'. This is a multi-agency team which includes the Police, Bradford Council and other housing providers in the district who share information about any individuals who cause anti-social behaviour in our areas.

All information will be shared under the data protection rules and if any individuals are evicted due to anti-social behaviour their information will be shared with all partners involved. This new partnership will help enable organisations like ourselves who work in the Bradford District to put the victim first and deliver swifter and more effective responses to anti-social behaviour when it occurs.

Let us know if you are a victim of Anti-Social Behaviour

If you are experiencing anti-social behaviour in your area please contact your Neighbourhood Officer on 01274 771144.

## The Bradford Neighbourhood Resolution Panel: Helping you sort our Neighbourhood Conflicts



**Angelina Miller**  
Neighbourhood Officer  
Angelina.Miller@manninghamha.co.uk

In the Neighbourhoods team, we realise that from time to time there may be instances where you and your neighbour may not see eye to eye. This could be for reasons such as car parking, noise nuisance, ASB or any other issues which could spark up a dispute or conflict.

We would always hope and recommend that these kinds of disputes be resolved firstly amongst yourselves. However, we do know there are some circumstances where this isn't possible.

### Introducing the Bradford Neighbourhood Resolution Panel

In those situations where a mutual resolution cannot be met, you can now use the Bradford Neighbourhood Resolution Panel (NRP). The NRP is an impartial service who work on behalf of MHA to help those customers who have a dispute to come to a resolution. The NRP do this by facilitating a meeting between all parties to establish the problem, discuss the options available and help all parties to come to an amicable resolution.

#### Contact

If you are experiencing a dispute or conflict and would like to know more about the Bradford Neighbourhood Resolution Panel please contact your local Neighbourhood Officer on 01274 771144.



## The 'Dapinci Code': Beware of the Burglar Code



**Nazneen Zafar**  
Neighbourhood Officer  
Nazneen.Zafar@manninghamha.co.uk

Police in the North of England have been investigating a new code used by Burglars to let other criminals know whether a property is worth targeting. The code is known as the 'Da Pinci Code' and the image details what each code means.

A simple shape of an open book, for example, indicates that a vulnerable female occupies the property and a cross indicates that the property is a good target.

### Report any suspicious activity to the Police

Police have asked the public to be vigilant and if they notice any markings on their property or in surrounding areas that they report it to the Police for them to investigate.

#### Contact

If you have seen any of these codes or witness suspicious activity in your area contact your local Policing team on the Non-Emergency Line by dialling 101.

# YOUR HOME



**The Property  
and Estates  
Health Check**



**James Healy**  
Property and Estates Manager  
James.Healy@manninghamha.co.uk

## How is your **Property and Estates Service** really doing?

Here is your breakdown of how MHA's Property and Estates service has performed over the last three months.



## You said, We did – What have we done with your recommendations for October to December 2013?

### You said

Customers requested to visit MHA's new Out of Hours Service provider, Astraline.

Customers mentioned that courtesy calls from one of our contractors weren't consistent and needed to follow a clearer telephone script.

### We did

Done – MHA took a member of the Manningham Residents' Panel to Astraline's offices.

Done – Contractor has been briefed and will follow a script when calling customers.





# Save money on your bills with My Home Energy Switch

## Has your electricity gone off?: Check your consumer unit



**Abid Mustafa**  
Property Surveyor  
Abid.Mustafa@manninghamha.co.uk

One type of repair query we tend to receive is when customers report that their 'electrics' aren't working in their house. More often than not this is usually down to your consumer unit (fuse board) tripping a circuit, which automatically disconnects the electrical supply. This article acts as a factoid on what to do when a circuit has been tripped so you can get things back up and running.

### What to do when the electricity goes off?

Step 1: First of all, locate your consumer unit (fuse board) and check whether the 'Residual Current Device' (RCD) and/or circuit-breaker has 'tripped' (turned off).

Step 2: If your lights have gone out and you see a circuit that has been tripped you will need to reset it by switching the circuit back on which should turn the lights back on.

If your plug sockets aren't working you will have to unplug every appliance in the house, reset the circuit breaker/ RCD by switching it back on; you will then have to plug in each appliance, one by one, until the faulty item, which trips the circuit is found.

Step 3: If the electrical fault still hasn't been fixed, then call MHA's Customer Service team on 01274 771144.

### Recharge Notice

It is important to note that if an electrical fault is found and it is due to your appliance, a recharge will be raised.



**David Hargreaves**  
Property Surveyor  
David.Hargreaves@manninghamha.co.uk

The National Housing Federation's My Home Energy Switch service is a FREE, impartial, hassle free switching service specifically set up for social housing customers. This service helps you switch to the cheapest possible energy provider and fix their tariffs to protect them against future price hikes.

**Customers can  
save an average  
of £108.64**

### Interested?

If you are interested in switching your energy supplier through My Home Energy Switch here's how you can do it:

By phone: If you would like to speak to someone over the phone you can call free on 0800 0014 706.

Online: Go to [nhf.billscutter.com](http://nhf.billscutter.com), enter your details and they'll give you a breakdown of the savings you can potentially make through other energy providers.



**Francine Roddy**  
Customer Service Officer  
Francine.Roddy@manninghamha.co.uk



# Repairs: What are you responsible for?

As an MHA customer, there will be some repairs that you, our customer, will be responsible for. Here's a quick rundown of the main repairs customers are responsible for:

- 1. Florescent tube light fitting (located in the kitchen) and light bulb:** if your light in the kitchen is flickering or not working you either need to change the tube light or change the starter motor (a small fitting that attaches to the side of the light). Customers should change any bulb to a light fitting first before reporting a problem with the light. Both of these can be bought at any local hardware or DIY store.
- 2. Sheds:** customers are responsible for any repair required to sheds (even if the shed was there before you moved in).
- 3. Radiators:** if your radiator is warm at the bottom and cold at the top, it may be because air is trapped in the system. If that is the case, a special radiator key which can be purchased from any DIY or hardware store will allow you to bleed the air out of the radiator so that hot water fills the whole system. Make sure you have a rag or bowl available to catch any water that might come out.

The bleed valve is the small square nut at the top end of the radiator. Place the key over the valve and hold the cloth around it to catch any water. Gently turn the key anti-clockwise until you hear a hiss – this is the air being released. When water starts to come through, turn the key back anti-clockwise to shut the valve off.

DO NOT unscrew the valve completely as the plug will come right out.

- 4. Blocked sinks/baths/showers/ toilets:** never dispose of food waste, oil, baby wipes or other debris down your plug hole. Plungers and drain cleaning fluid can help. These can be bought from your local DIY store or supermarket. Follow the product instructions carefully.
- 5. Door bells and letterboxes:** customers are responsible for any repair required to letterboxes and door bells. These can be bought from your local DIY store or may be cheaper if ordered online.

A full list of who is responsible for repairs in your property is available in the Repairs Handbook that you were issued with when you signed up for your property.

### Recharges

Please be aware that the cost of the call out charge from our contractor could be recharged to the customer if these steps have not been taken beforehand.

### Contact

If you have any queries, please contact us on 01274 771144 where our Customer Service Team will be happy to help.



The **Income Management Health Check**

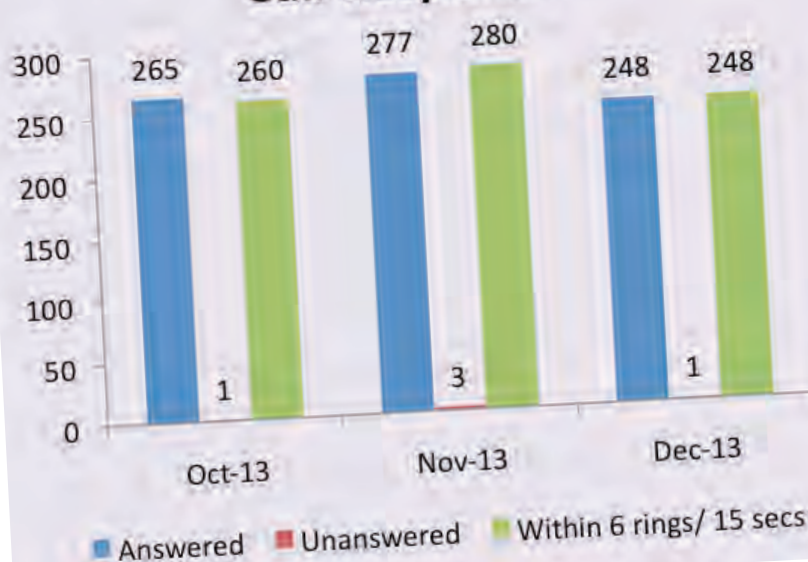


**Mansha Khan**  
Income Management Officer  
Mansha.Khan@manninghamha.co.uk

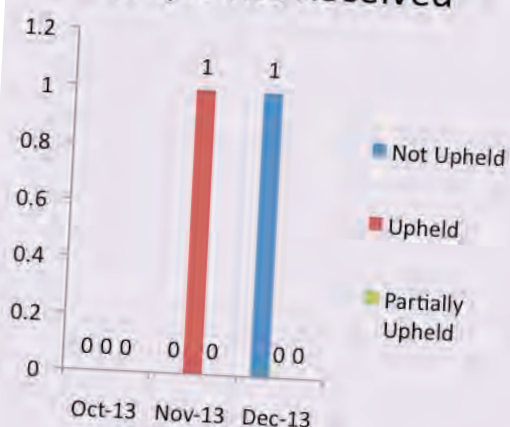
## How is your **Income Management Service** really doing?

The Income Management Health Check gets all the key performance information, which lets you know how well our service is running.

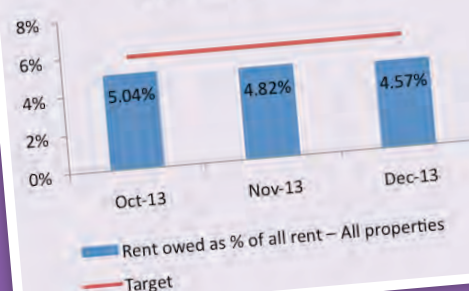
### Call Response



### Complaints Received



### Rent owed as % of all rent - All Properties



**You said, We did – What have we done with your recommendations for October to December 2013?**

#### You said

Look at making card payments directly to MHA.

#### We did

MHA are currently in the process of investing in a new system which would allow us to take rent payments by debit card.





**Mansha Khan**  
Income Management Officer  
[Mansha.Khan@manninghamha.co.uk](mailto:Mansha.Khan@manninghamha.co.uk)

# All you need to know about your Bradford Credit Union

At MHA, we entered into a partnership with Bradford Credit Union as a part of helping our customers with budgeting their finances and helping them set up a savings account.

### What is a credit union?

A credit union is like a very basic building society dealing with savings and loans. It's a non-profit organisation that offers simple banking services to people from the local area. The Bradford branch started in 1993 and now has over 3,500 members.

### How is it different from a Bank or Building Society?

It is owned and run by its members. There is nothing going into the pockets of shareholders. Any profit it makes are put back into the business with dividends paid to all members on an annual basis.

### Is it difficult to join?

No, you can start saving with as little as £1 per week. There's even a junior savings account to encourage children to save.

### Can I borrow money when I need it?

Yes! Loans are available based on your financial circumstances. They are repayable over 6 to 36 months. A typical example would be:

£500 over 12 months.

Repayments are £13.99 per week (includes £3.00 savings set aside for future needs.)

Interest over the year is £71 making the total repaid £571.00

### Is my money safe?

Your savings are protected by the FSA, so no worries there.

### Contact

If you would like to find out more about your local Credit Union, use the following contact details below:

For Bradford customers contact: Bradford Credit union at Bradford City Hall. Their telephone number is 01274 434100.

For Keighley customers, the payment and collections are at:

Sue Belcher Community Centre,  
Hainworthwood Community Centre

Ingrow Primary School, Our Lady of Victories  
Catholic Primary School

For more information on credit unions you can also contact MHAs income team on 01274 771144 or by email on [IncomeTeam@manninghamha.co.uk](mailto:IncomeTeam@manninghamha.co.uk)

# What you need to know about Universal Credit?



**Peter Murgatroyd**  
Income Officer  
[Peter.Murgatroyd@manninghamha.co.uk](mailto:Peter.Murgatroyd@manninghamha.co.uk)

Universal Credit is the biggest shake up of the benefit system in our lifetime. The new system will bring together your income based benefits into one payment, which will be called Universal Credit. There are many changes to the current benefit system that will come into effect under the Universal Credit system.

Universal Credit will only apply to working age people who are people younger than the qualifying age for state Pension Credit (61 years and 6 months as of April 2013).

## What will Universal Credit replace?

Universal Credit will replace the following benefits:

- Child Tax Credits
- Housing Benefits
- Working Tax Credit
- Income Support
- Income related Employment and Support Allowance
- Income related Jobseeker's Allowance

## What won't it replace?

- Attendance Allowance
- Bereavement Benefits
- Carers Allowance
- Child Benefit
- Council Tax Benefit
- Disability Living Allowance
- Maternity Allowance
- Contributory Employment and Support Allowance

- Contributory Jobseeker's Allowance
- Industrial Injuries Benefit
- Pension Credit
- Personal Independence Payment
- Statutory Maternity Pay
- Statutory Sick Pay
- War Pension

## How it will work?

Universal Credit will be paid in one monthly payment to a household, which may consist of a single person, a couple or a family. Universal Credit will be available to people who are working and on a low income, as well as to people who are out of work. The amount of Universal Credit will reduce as working hours and earnings increase.

The age related standard allowance is the basic benefit awarded. It will be lower for under 25 year olds. If you are a couple, you will be assessed as a unit.

## When will Universal Credit begin?

Universal Credit is being introduced nationwide and it has already been introduced in other parts of the country. We can't say for certain when it will be rolled out in Bradford, but you will be informed by The Department for Work and Pensions advising when this change will take place.

## Contact

If you would like further information on Universal Credit and the changes it will bring please contact MHA's Income Team on 01274 771144 or email them on [IncomeTeam@manninghamha.co.uk](mailto:IncomeTeam@manninghamha.co.uk)



**Nigel Guy**  
Managing Director – Firebird Homes Ltd  
Nigel.Guy@firebirdhomes.co.uk



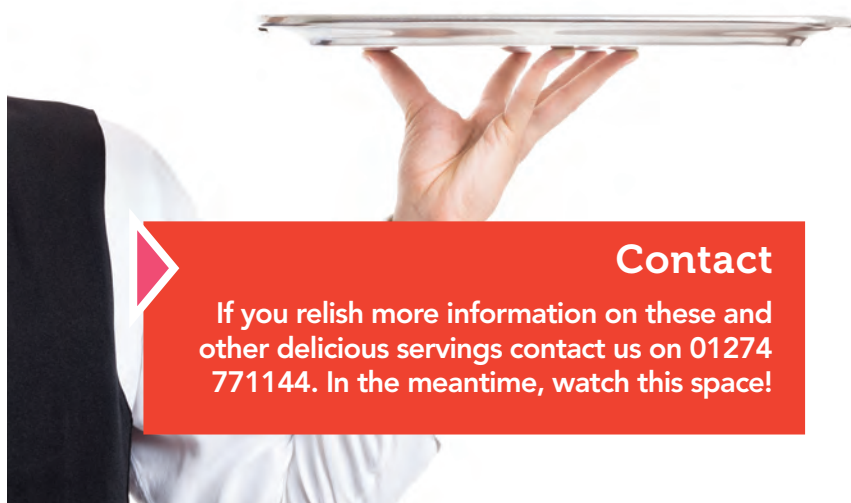
## Serving up more homes for you



Progress is well underway on building new homes for the Bradford District

In this bumper Spring edition of Feedback we are pleased to announce that Firebird are fully active 'cooking with gas' on three development sites in the Bradford District. We are turning up the heat with more to follow. Although we are unable to present every development in one go, here is a good taste of the first serving of delights.

- We are on site with the 27 new build 2 & 3 bedroom homes and the main contractor assisting us to build these brand new homes is Jack Lunn Ltd. We are clearing the ground and now above foundation level. We hope to complete the scheme and have families moving into the new homes by March 2015
- We are on site at Micklethwaite Lane Bingley building 4 affordable homes which form part of a larger development with Chartford Homes. These homes are due for completion by August 2014 at the latest.
- We are also on site to deliver 12 new affordable 2 & 3 bedroom homes for rent on the Harron Homes' Crack Lane Wilsden development. Six of these highly sought after homes will be ready by October 2014 and the remaining six homes will be available by February 2015.
- From our latest menu of developments we are also preparing healthy ingredients with Harron Homes and Bradford Council to acquire 20 new 2 & 3 bedroom homes for rent on a much larger development at Black Dyke Mills Queensbury. This nice cool scoop reveals our long term commitment through Manningham Housing Association to invest in much needed homes with our strategic partners. The affordable homes at Black Dyke Mills Queensbury are due to be complete by June 2015.



### Contact

If you relish more information on these and other delicious servings contact us on 01274 771144. In the meantime, watch this space!



## The Beginning of a Fantastic Relationship: Sovereign Health Care Charitable Trust Donates £1,500 to Oasis Children's Services

**Sovereign Health Care Charitable Trust**  
Supporting health and wellbeing in the community



Oasis Children's Services recently made an application for funding to Sovereign Health Care Charitable Trust. We were successful in securing a very generous donation of £1,500 to help with the cost of Children's Services. This has already enabled us to arrange outings and re-stock much needed materials for the playroom and to continue therapeutic play and activities.

Oasis

info@oasis-project.co.uk



The money was also used for the Oasis Christmas Party on the 20th December 2013, which was a resounding success.

We are hopeful that Sovereign Health Care Charitable Trust will continue to support our services on a long term basis. As part of this new partnership our new service leaflets also now include the Sovereign Health Care Charitable Trust logo.

Best wishes for a successful year ahead from all at Oasis.

## Thank you: National Zakat Foundation helps a local family



**Cobie Laan**  
Supported Housing Manager  
Cobie@oasis-project.co.uk

The National Zakat Foundation is a ground-breaking initiative based in the UK. Since its inception in 2011 it has distributed a staggering £1,276,384 of funds amongst the most vulnerable groups within the Muslim community including widows, orphans, refugees, the aged as well as the homeless.

The National Zakat Foundation aims to collect Zakat and Sadaqa donations, which are respectively compulsory and voluntary donations British Muslims make every year and distribute it back to those causes across the country who are in need. In doing so it works tirelessly to help strengthen the British Muslim community's duty towards Zakat and increasing the positive impact on its most deserving members.



**National Zakat Foundation™**

The National Zakat Foundation has recently helped one of our clients, a single parent family in Bradford at risk of domestic abuse. Our client had these words to say:

"Jazak Allah Khair (May Allah Reward you with goodness)! I cannot express in words how thankful I am. If it wasn't for the NZF me and my kids would've been homeless. May Allah (All Glory Be to Him) bless this organisation so it can help others in need too."

### Contact

For more information on the National Zakat Foundation visit their website ([www.nzf.org.uk/](http://www.nzf.org.uk/)) or phone their support and enquiries line on 0208 902 1180.

## COMPETITION WINNERS AND PRIZE DRAWS

### Customer Satisfaction Prize Draw Winners



**Adnan Ud-Din**  
Customer Insight &  
Performance Officer  
[Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk)

As a way of showing our appreciation to all of our customers who provide their invaluable feedback through our satisfaction surveys, we will be holding a prize draw every three months for customers who have filled out a survey.

The winners of a £25 shopping voucher who have been picked out for completing the surveys are:

- **New customer satisfaction survey:**  
Benazir Ali, Abaseen Close
- **Repair satisfaction survey:**  
Tahira Bibi, Jinnah Court
- **Gas safety satisfaction survey:**  
Zaida Begum, Joba Avenue
- **Neighbourhood survey:**  
Shamin Akhtar, Kendal Meller
- **Estate survey:**  
Melanie Lightbown, Red Holt Drive
- **Exit Survey:**  
Mr and Mrs Chorylo, Red Holt Drive

Congratulations to all the winners and good luck to all you in the future who complete an MHA satisfaction survey.

### Return of the Garden Competition



**Sajid Mahmood**  
Senior Estate Caretaker  
[Sajid.Mahmood@manninghamha.co.uk](mailto:Sajid.Mahmood@manninghamha.co.uk)

With Spring upon us, Manningham Housing Association are restarting its fabulous 'Garden Competition'.

We want as many gardens submitted as possible, that's why we have brought the competition a little earlier than in previous years. If you enter your garden you can have a chance of winning £50 in shopping vouchers for each category.

The categories are:

1. Best decorative garden, 2. Best vegetable garden, 3. Best maintained garden, 4. Best newcomer, 5. Best overall garden

Winners will be announced at MHA's next Annual Customer Conference. Please submit your entries by Friday 30th May 2014.

#### How to enter MHA's 'Garden Competition'

Please take pictures of your garden and email them with your name, address and contact details to [Adnan.Ud-Din@manninghamha.co.uk](mailto:Adnan.Ud-Din@manninghamha.co.uk).

All entries must be submitted by the competition closing date of 5pm on Friday 30 May 2014.

### Get involved, Get rewarded: Prize Draw Winners

As a part of our 'Get involved, Get rewarded' programme we run a regular prize draw to give away up to £100 to customers in shopping vouchers to customers who get involved in our customer involvement opportunities.

#### And the winners are...

Well the winners are now in, who will each receive £50:

1. Shanaz Gul, Gathorne Street
2. Jacqui Ahmad, Pepperhill Lea

#### The 'Get involved, Get rewarded' Winter Prize draw has begun

If you are a MHA customer who would like to represent the interests of our customers through panels, surveys, mystery shopping, etc.; please fill out the 'Get involved, Get rewarded' leaflet inserted within this edition of Feedback.

The winners will be announced in the next edition of Feedback.



# National Competition: Pay your rent by Direct Debit and you could win £12,000



**Zahid Hafajee**  
Income Management Assistant  
[Zahid.Hafajee@manninghamha.co.uk](mailto:Zahid.Hafajee@manninghamha.co.uk)

Ever wondered what you would do if your bills were covered for 12 months? Well, 2014 could be the year you find out as Manningham Housing Association is joining a national campaign run by Bacs, the not-for-profit organisation behind Direct Debit.

## The Big Break Initiative

The Big Break Initiative encourages people to switch to the ease and convenience of Direct Debit, with one lucky person set to scoop £12,000 in a prize draw - enough to cover regular bills for an entire year! To be in with a chance of winning the cash windfall, you simply have to be a new or existing Direct Debit payer; it really is that easy!

On top of that, for each new Direct Debit instruction set-up as part of the Big Break campaign, a donation will be made to Shelter, a charity that works to alleviate the distress caused by homelessness and bad housing. So, while you could be celebrating scooping £12,000, by switching to Direct Debit you will also be helping to raise vital funds for charity.

Direct Debit is a simple and easy way to pay regular bills, such as your rent or service charge. Payments are taken automatically so you don't have to worry about falling behind with your bills. Once set-up you can relax, knowing that you won't forget to pay those important outgoings.

## Pay your rent by Direct Debit and have a chance of winning £12,000

To be in with a chance of winning this fantastic prize switch to paying by Direct Debit between now and 30th June 2014. Simply call Customer Services on 01274 771144 and ask to pay your rent by Direct Debit.

For further information contact our Income Management Team on 01274 771144 or email them at [IncomeTeam@manninghamha.co.uk](mailto:IncomeTeam@manninghamha.co.uk)

# MHA's Winter Direct Debit Prize Draw Winners



**Mansha Khan**  
Income Management Officer  
[Mansha.Khan@manninghamha.co.uk](mailto:Mansha.Khan@manninghamha.co.uk)

Continuing our promotion of the hassle-free method of paying rent through direct debit, we have continued to enter all existing and new customers who pay their rent by direct debit into our 'Direct Debit Prize Draw', where they have a chance of winning a number of prizes.

## The Winners of the Winter 'Direct Debit Prize Draw' are:

- First Prize (£100)  
Mrs Parveen Akhtar of Kimberley Street
- Second Prize (£50)  
Miss Melanie Armsden, Wilson Road
- Third Prize (£25)  
Mr & Mrs Roe, Hainworthwood Road

## The Spring Direct Debit Prize Draw has begun!

- |              |      |
|--------------|------|
| First Prize  | £100 |
| Second Prize | £50  |
| Third Prize  | £25  |

Terms and conditions apply: Competition open to existing and new direct debit customers. The prize draw will take place at the end of May 2014. To qualify, customers will need to show three consecutive months of payment towards their rent which includes rent arrears, via direct debit with no failed payments.

## Set up a Direct Debit

If you would like to take up the advantages of paying for your rent through direct debit call us on 01274 771144 and we will help you to set one up.



Spring  
2014

# The Information Hub

## Wishing you a Happy Easter!!!

### MHA Direct Contacts:

#### Neighbourhood Officers

Call: Nazneen Zafar on

**01274 377221**

Call: Angelina Miller on

**01274 377214**

Call: Rehana Begum on

**01274 377222**

#### Maintenance Surveyors

Call: David Hargreaves on

**01274 377207**

Call: Abid Mustafa on

**01274 377267**

#### Customer Service

**Call: 01274 377217**

**or 01274 377225**

#### Senior Customer

**Service Officer**

Call: John Green on

**01274 377209**

#### Tenancy Support

Call: Jonathan Coles on

**07891 360571**

### OTHER USEFUL

#### CONTACTS:

#### For Gas leaks

Call: Transco 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**

**www.ManninghamHousing.co.uk**