

Spring
2015

Feedback

Latest news and events from Manningham Housing Association



MYSTERY SHOPPERS: WE NEED YOU!

READ ON PAGE 3 HOW YOU CAN BECOME A **MYSTERY SHOPPER** BY TELLING US YOUR SERVICE EXPERIENCES WHICH CAN **EARN YOU £25 IN SHOPPING VOUCHERS.**

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with MHA's Customer
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Ansar Ali

Chief Executive Officer

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Reflecting on the last 12 months

As with all spring editions of Feedback, it comes at a really busy time of the year where we as a business are winding down our financial year and are spending a lot of time reflecting on how the Association has performed over the past 12 months.

Even though I may be pre-empting what I usually discuss in the summer edition of Feedback, I think the articles contained within this edition of Feedback are really good in highlighting the fruits of all the improvements we have implemented over the past year with the aim of delivering the best possible service to you, our customers.

Here's my thoughts on those articles which detail just some of the important milestones we have passed as well as the achievements we have made over the past year:

- **Training and development programme for MHA's Customer Scrutiny Panel:** we launched our Customer Scrutiny Panel over two years ago and one of my key priorities for our staff was to provide the panel with a training and development programme that would empower them with the skills and knowledge to effectively scrutinise the Association and its respective services. I am glad to read Gina Thompson's article, the Chair of the Customer Scrutiny Panel, who provides her views on how the two full training days really helped develop the panel further to increase its effectiveness in scrutinising the Association and its services.
- **Providing employment opportunities through MHA Futures:** since I started here at the Association, one of the key things that I have always wanted to do was to launch an employment programme which would give people a start in their career as it was provided to me many years ago. Adnan Ud-Din, our Customer Insight and Performance Officer has been working flat out on developing MHA Futures, our Apprenticeship and Graduate Programme. Adnan writes a really good article detailing the exclusive employment opportunities open to our customers.
- **The re-launch of MHA's annual STAR satisfaction survey:** in reading how our key services are performing it shows a

service that is meeting well above our expectations and our targets, something we are really proud of. However, with the Association embedding a culture of continuous improvement within our organisation we never want to get complacent. That's why the Association will be re-launching our annual STAR satisfaction survey in May which will ask you, our customers, questions on how you think each aspect of our service is really doing and how satisfied or dissatisfied you are with them. This information is absolutely vital in helping us develop and continuously improve our services, so if you are contacted please complete a survey and let us know your thoughts on our services.

- **Farewell to Oasis:** Ulfat Hussain, our Director of Customer Services, writes a really poignant article which describes the organisation's sadness in seeing our service for women and children fleeing domestic violence, Oasis being transferred to Bradford Women's Aid due to funding constraints. I sincerely wish them the very best for their future.
- **New homes on the horizon:** in continuing to provide new homes for the district, Nigel Guy, Managing Director of Firebird homes, provides an update on all our new housing developments across the district. The update comes with really good news that the Association has completed our 2011-2015 National Affordable Homes Programme of 94 new homes with the final 28 units recently completed at Hendford Drive which is in Bradford 3.

Happy Holidays

On behalf of all of us here at the Association I wanted to wish everyone participating in Lent and in the Easter festivities our greetings. Hope everyone enjoys the holidays without over indulging on the chocolate Easter eggs.



Become a Mystery Shopper by telling us your experiences of our services and earn £25 in shopping vouchers.



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

What is a Mystery Shopper?

A Mystery Shopper is a customer who provides the Association with feedback, which is totally confidential, on real experiences/ interactions with our services. These real service interactions can be anything from you calling into report a repair to providing feedback on our estate caretakers as well as your experience when visiting our offices. None of our front-line service staff will know you are a 'Mystery Shopper'.

How do you earn £25 in shopping vouchers?

When you become a mystery shopper, you will go through a quick induction at our offices and will be supplied with the survey you will fill out with ten service experiences with the Association. Once you have completed your survey and you have sent it back to the Association you will be paid £25 in shopping vouchers.

What happens to all the feedback?

The information mystery shoppers provide Manningham Housing Association is extremely important in improving our services, which is why we put so much effort into recruiting our Mystery Shoppers. The feedback provided by our Mystery Shoppers provides the Association with the knowledge and learning to understand where our services are doing well, where they are doing not so well and where things need to improve.

This information in turn enables us to continuously improve our services which we hope will improve the quality of life for all our customers.

How to become a Mystery Shopper?

If you like the idea of improving our services by becoming a mystery shopper and earning £25 in shopping vouchers as a 'Thank you' please contact Manningham Housing Association's Customer Insight and Performance Officer, Adnan Ud-Din on **01274 771144** or email him on Adnan.Ud-Din@manninghamha.co.uk

The Chair's Corner: Training underway with MHA's Customer Scrutiny Panel

Since the last edition of Feedback, we have spent a lot of time looking at how we can improve the Customer Scrutiny Panel and become more professional in our approach. Therefore, our key focus has been to develop the skills and knowledge base for panel members so we are all more effective in scrutinising MHA's services.



Members of our Customer Scrutiny Panel at the Training Day



Gina Thompson
Customer Scrutiny Panel Chairperson

Three Months Later...

After going through a number of tenders, the panel decided upon a training programme which would review our approach to scrutiny and improving services. This resulted in two full training days in January and February of this year.

These courses were a fantastic opportunity for all of the members on the panel because for the past two years the Customer Scrutiny Panel has been asking a lot of questions around how MHA's services are performing, which is what we were supposed to be doing, but upon reflection we knew we may have not asked the right questions. Also it was easy to accept what answers we were given and not have the confidence to dig deeper.

That's the main reason we really wanted to do these courses as we wanted to know how to develop the gaps in our skills and knowledge so we could ensure the Customer Scrutiny Panel was doing the best job possible in scrutinising and improving services.

What did we learn?

After taking part in the training and reflecting with other members on what we learned, I can honestly say that the learning we gained and the skills we developed will not only benefit our work on the Customer Scrutiny Panel but help us in our everyday lives. It really made us look at how we critically and objectively reviewed various things; making sure we asked the right questions and knowing what to do if our questions weren't being answered.

For some members, it was fantastic in building confidence and for others it was a really good learning experience in building communication skills, skills that are so important in making sure the panel is able to communicate its position effectively and to be taken seriously by senior managers.

The training also resulted in a number of changes in how our panel operates. For example, we have changed our meeting formats so that for the first 30 minutes the panel will meet on their own to go through the papers together and highlight key points to scrutinise. This has been done to enable members to have enough time to discuss the learning from the Association's performance reports to ensure that we are asking MHA's managers the right questions to scrutinise and ultimately improve services to customers.

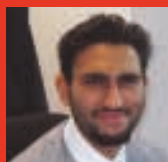
More information

If you would like to learn more about what is discussed at the Customer Scrutiny Panel meetings, please contact our Customer Insight and Performance Officer, Adnan Ud-Din on **01274 771144**.



Customer Scrutiny Panel Members with their Training Certificates

PANEL UPDATES: An update on all the goings on at MHA's various customer panels



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

This feature will showcase the actions/ recommendations put forth by the Association's various customer panels and what we have done to achieve them.

Who gave the recommendation?	What did customers' recommend?	What did MHA do?
Customer Scrutiny Panel on 28th October 2014	Provide an update on MHA's Board's decision on introducing an internal repairs service.	MHA are still in the process of considering different options. Customers will be consulted on these when ready.
Customer Scrutiny Panel on 28th October 2014	A report on why specific properties are reporting more than 12 repairs and what MHA are going to do about it.	MHA are finalising their report which will be presented at the next Customer Scrutiny Panel in March 2015.
Manningham Residents' Panel on 2nd December 2014	Customers working in consultation with MHA have designed a new Customer Handbook. They wanted the Customer Handbook to replace the current sign up pack as soon as possible.	MHA to launch the new Customer Handbook in April 2015.
Manningham Residents' Panel on 2.12.2014	Customers have asked MHA to look at ways of dealing with inconsiderate parking on schemes as well as non-customers parking on schemes.	MHA have started to trial Parking enforcement notices on some of our schemes. Depending on its success we may introduce this on other schemes in consultation with our customers where this maybe relevant.

Do you have any suggestions or ideas to improve our service?

MHA welcomes suggestions and feedback which help us improve our services from all of our customers. If you have an idea, suggestion or just some general feedback contact Adnan Ud-Din, MHA's Customer Insight and Performance Officer on **01274 771144** or email him directly on **Adnan.Ud-Din@manninghamha.co.uk**.

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The Satisfaction Survey Awakens



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

Another year and another STAR WARS related pun to initiate the re-launch of Manningham Housing Association's annual 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 12 months?

We know 12 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 12 months, we conduct the surveys by phone with 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 12 months later, as it helps us to measure if any improvements have occurred.



The force is strong with this one!

Like in previous years, Manningham Housing Association are using an independent Bradford-based research company called Callerz to carry out the surveys. So please don't be alarmed if they contact you to carry out a survey on our behalf.

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 automatically be entered into our prize draw to win a grand prize of £100 in shopping vouchers.



Levent Konuk / Shutterstock.com

Further information

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

MHA Futures: The Search Has Begun for MHA's Apprenticeship and Graduate Programme

In February 2015, Manningham Housing Association had sent out leaflets to all of our households as we began our search for new recruits for our MHA Futures programme.

MHA Futures is Manningham Housing Association's apprenticeship and graduate programme.

The programme opens up a number of employment opportunities to our residents to provide them with the skills, knowledge and experience to kick-start their careers.

In total there are 3 employment opportunities exclusively open to our residents.



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

These posts are:

- 2 Housing Apprenticeship posts**
- 1 Project Officer Graduate Trainee post**

How to apply?

If you or someone you know who lives in a MHA home would like to apply, please download an application pack from the jobs section on our website (manninghamhousing.co.uk) or contact us on **01274 771144** to request an application.

Closing Date

All applications must be completed, sent in and received by Friday 10th April 2015.



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



Urban Biz: Free courses for 16-19 year olds with £30 per week allowance

If you are aged between 16 and 19 years old and are not in work, education or training then why don't you register on one of UrbanBiz's FREE courses where you will earn a £30 allowance per week.

The courses offer learners a whole host of courses which aim to get young people job ready in a fun and creative learning environment with progression routes onto apprenticeships, employment or further learning.

More information

If you are interested in one of UrbanBiz's free courses please contact them on 01274 727681 or email them at info@urbanbiz.org.uk.



**COMIC
RELIEF**

Going Red for Comic Relief: MHA Staff raised £40 for Comic Relief



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

MHA's staff continued its long standing tradition of raising money for Comic Relief. We organised a number of fundraising activities which included everything from prize draws to collecting donations from staff for coming in casual clothing wear. Altogether we were able to raise £40 on the day.



Pest Infestations: Who you gonna call?

As we enter the warmer spring months, we tend to find an increase in customers reporting pest infestations within their home.

What to do to avoid pest infestations?

In order to prevent pest infestations please make sure you don't leave food outside to feed pigeons as this attracts rats and mice. Please ensure your rubbish bins are closed, kitchen work surfaces are clean and your house and garden are clean and free from waste.

Who is responsible for pest infestations?

We understand that infestations caused by pests like rats, insects and/ or other animals can spell frustration for customers. That's why Manningham Housing Association is launching an awareness campaign to highlight who is responsible for what when it comes down to pests. As it stands, all of our customers are responsible for dealing with pest infestations within their homes and gardens. Manningham Housing Association will NOT treat infestations unless they are in a communal area.

Who you gonna call?

If there are signs that you may have an infestation in your property then we would urgently encourage you to contact Pest Control which is a part of Bradford Council's Environmental Health Department on **01274 433926**.

Farewell to Oasis: We will miss you!



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

OASIS, our service for supporting women and their children fleeing domestic violence has been part of Manningham Housing Association for many years. The service has been funded by the Bradford Council Supporting People monies and despite recent year on year reductions in funding we have been able to continue to deliver this invaluable service to some of the most vulnerable people in our city.

The contract for delivering the Violence Against Women work was tendered again this year by Bradford Council and it was with great sadness and regret that we felt the funding had reduced to such a level that we did not feel we could provide the service required under the contract. We therefore decided not to bid for the contract on this occasion.

The tender has been won by Bradford Women's Aid, a long standing local organisation which has been providing support services for women fleeing domestic violence in Bradford.

As of 1 April 2015 our OASIS service will be transferred to Bradford Women's Aid along with all our colleagues who work in this project.

We will dearly miss OASIS, our colleagues and the fantastic work they have done over many years as part of Manningham Housing Association. You will have read the heart touching stories in previous Feedback Magazines from the people the service has supported and I am sure the fantastic support the project has been providing to women and their children fleeing domestic violence will continue as part of Bradford Women's Aid.

On behalf of everyone at Manningham Housing, we wish all the staff of OASIS and the project a very successful future and hope that you will be able to continue to meet the huge needs of women fleeing domestic violence in Bradford for many years to come.



Building Our Future:

New homes on track for Manningham Housing Association

In continuing Manningham Housing Association's drive in building new homes for people across the District, MHA and Firebird homes take the time within this article to describe progress made to date on our existing and new developments.

28 New Homes at Hendford Drive, Bangla Court & Bangla Walk

We have successfully completed the 2011-2015 National Affordable Homes Programme of 94 new homes with the final 28 units recently completed at Hendford Drive which is in Bradford 3. There is great excitement and activity of new customers moving into their new houses and making it their new home. We welcome all our new customers and trust you will all have many years of enjoyment, peace and security in your new affordable and highly energy efficient home. We are hoping to have an official scheme opening ceremony sometime in late spring 2015.

Say Hello to 22 New Homes at Black Dyke Mills in Queensbury

We are well on our way at the Harron Homes development to deliver 22 new affordable homes consisting of two and three bedroom houses. All being well the first phase of affordable homes will be ready for customers in May 2015 and remaining units will be completed by December 2015.



Nigel Guy

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



Quenching the thirst for new homes in Manningham

As some would know the Association started delivering its first ever homes in Manningham over 27 years ago. Today more than ever we see the need for new and affordable housing is still very high in this area which has led us to secure a further £3.5 million pounds of investment to deliver more homes in the Manningham area.

As a result of our commitments to this area we have recently commenced works on site for 10 new affordable homes which is located on Heaton Road. These homes will consist of 2 and 3 bedroom houses. We also have another development in Manningham, which is to develop 13 new affordable homes at Rosemount Clifton Villas consisting of 2, 3 and 4 bedroom houses. These units will be completed in the spring & summer of 2016.

'Managing The Arise Of Empty Homes'

We have successfully completed in partnership with Arise Yorkshire Ltd the refurbishment of 21 former empty homes situated around the Bradford District. This investment of £1.4 Million pounds has not only brought into use more affordable homes it has helped regenerate areas that had long standing properties that were in disrepair needing some major investment and tender loving care. Well done to all involved and a special accolade to Firebird Homes' Sean Kelly who was the Project Manager who delivered the Empty Homes programme on behalf of Arise Yorkshire and Manningham Housing Association.

Contact us

If you would like to know more about our new developments please contact us on **01274 771144**.



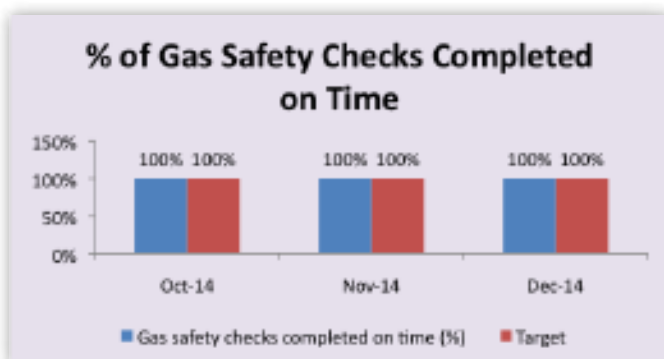
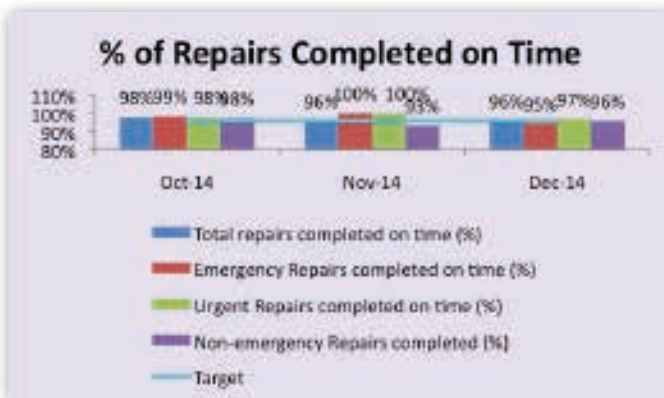
The Property and Estates Health Check



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.



It's Starting Again: MHA's Annual Improvement Painting Programme to launch in 2015/16

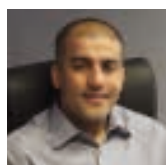
It's that time of year again when Manningham Housing Association restart our annual improvement and external painting programme for the next financial year.

MHA's Improvement Programme

This year's Improvement Programme otherwise known as the Component Replacement Programme went out to tender on the 23th February 2015. We expect all quotes to be due back by Friday 27th March 2015. Subject to Manningham Housing Association's Board's approval, we anticipate the programme to begin in June 2015 to last for a period of 20 weeks.

As with last year, the improvement programme will focus on replacing kitchens, bathrooms, shower rooms and windows. We want to reassure customers that the Association will aim to complete the work with minimal disruption to our customers during the Holy month of Ramadan and the Eid celebrations.

Repairs: Who's Responsible?



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

What repairs are MHA responsible for?

- The structure and exterior of your home (e.g. roofs)
- Walls, outside doors, window frames, drains
- MHA's annual gas safety check
- Communal areas (lighting, door entry, lifts, and grounds maintenance)
- Decoration external (e.g. fascia, soffits & doors)
- Gutters, external pipes and fencing
- Installations - gas and electric services from your meter and water services to and in your home
- Heating
- Windows
- Doors and door frame
- Hot water heaters (e.g. immersion heaters)
- Showers
- Switches
- Sockets
- Drains (outside blocked or damaged)
- Baths, basins, sinks, toilets etc.
- Communal areas - lighting, doors, stairways etc.

What repairs are the customer responsible for?

- Bath plug and chain
- Shower curtain, unheated towel rails, toilet holders and toilet seats
- Blockages (baths, basins & toilets)
- Decoration
- Minor plastering
- Electrical appliances (cookers, fridges and dishwashers)
- Glazing
- TV aerials (unless communal aerial but excluding houses)
- Washing lines
- Wastage blockages (including basins, bath and toilets)
- Resetting pilot light to boiler (including resetting any heating controls and re-pressurising the boiler)
- Infestations
- Light fittings (Light bulbs, Fuses, Fluorescent tubes, and starter motors)
- Door Furniture (locks, handles, letterboxes and doorbells)
- External door locks (including keys)
- Garden taps
- Gas cooker bayonet
- Light fittings

One of the key enquiries customers make with Manningham Housing Association are related to requesting a repair, but did you know that even though MHA are responsible for a number of repairs there are some that are your responsibility.

As a basic guide, the table detailed within this article details what general repairs we would be responsible for and what customers' are responsible for.

More information

If you have a repair enquiry please contact our Customer Service Team on **01274 771144**.

External painting programme

This year's painting programme consists of 210 properties, which will focus on painting windows, doors, metal railings, timber fencing, soffits and fascias. The works will be commencing from April 2015 to August 2015. Halls Decorators have been awarded the contract and the Association will continue to use our preferred paint supplier which is Dulux.



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

More information

If you would like further information on our Improvement Programme and/ or External Painting Programme please don't hesitate to contact us on **01274 771144**.





10 Tips To Stay Gas Safe



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

In this edition of Top 10, we take a look at tips to make sure you're staying gas safe within your home:

1. Always use a Gas Safe registered engineer to fit, fix and service gas appliances in your home – it's the law and will help keep you safe.
2. Always ask to see an engineer's Gas Safe Register 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.
3. Make sure you provide access to MHA to carry out the annual gas safety check. Please ensure you have all your gas appliances, including boilers, gas cookers and gas fires, safety checked every year. MHA undertake this for their own appliances however you are responsible for your own gas appliances (cookers, etc.).
4. Find a Gas Safe registered engineer in your area by calling the free helpline on 0800 408 5500.
5. Unsafe gas appliances can put you at risk of carbon monoxide poisoning, gas leaks, fires and explosions. Recognise the symptoms of carbon monoxide poisoning, which are headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness.
6. 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.
7. Only use gas appliances for their intended purpose e.g. don't use a gas oven to heat a room or use a gas barbeque inside the house.
8. 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.
9. Anybody working with gas has to be Gas Safe registered by law. Report someone working without registration or call Gas Safe Register on the free phone number 0800 408 5500.
10. Report gas leaks to Transco on 0800 111 999 straight away and ensure Manningham Housing Association are informed as well.

More information

If you would like more information on gas safety in your home please contact us on **01274 771144**.

Gardens in Spring Time: How to make the most of your garden in spring



Sajid Mahmood
Senior Estate Caretaker
Sajid.Mahmood@manninghamha.co.uk

With the winter chill melting away as the warmer weather of spring approaches, we know as well you that there's always something to be doing in the garden, whether it's pruning plants, tidying up the grass or sowing new seeds. That's why we have put together this feature which collates a number of common but really useful gardening tasks for the spring months.

Plug Plants

Plug plants are fantastic for growing during this time of year as you don't even need a greenhouse to grow them on, a sunny back bedroom or window sill will be enough. When you pot up, add some easy feed or plug boost, so your plants get the very best start. Another little tip, give the tips a pinch a couple of times whilst the plants are young, this will make them nice and bushy, with more flowers. Some examples of 'Plug Plants' are Begonias, Petunias and Fuchsias just to name a few.



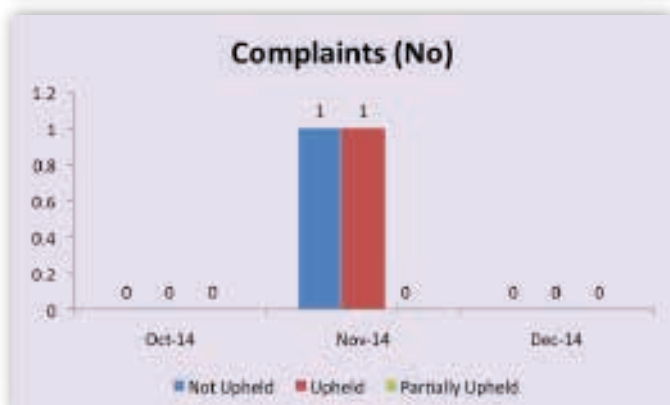
The Neighbourhood Health Check



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

How well has our Neighbourhood service performed?

Here is your breakdown of how MHA' Neighbourhoods service has performed over the last quarter.



Perennial Plants

Perennial plants are plants that live for more than two years. If you fill your garden beds and borders with a collection of herbaceous perennials they will make your gardens look absolutely fantastic. These plants bloom year after year, and many can also be cut and brought into the house for beautiful flower arrangements. Some really good 'Perennial Plants' to plant in your garden beds and borders are Geraniums, Lavender and Verbascum to name a few.

Vegetables

There's nothing better than growing your own greens especially at this time of year. If your garden soil is workable, dig in a 5cm (or more) layer of compost, well-rotted manure or green waste into your beds to prepare for the growing season ahead, making sure the soil beds have no weeds in it. Once the soil beds are prepared, cover the soil with sheets of black plastic to keep it drier and warmer in preparation for planting. Some really good vegetables to plant during this time of year are onions and garlic provided that the soil isn't frozen or waterlogged.



YOUR NEIGHBOURHOOD



Members of the 'Near Neighbours' group.



Parvez Haider performing at MHA's Anchor Court Scheme



Jonathan Coles
Neighbourhood Officer
Jonathan.Coles@manninghamha.co.uk

Music and Friendship Event: Customer leads the way in organising a fantastic event at Anchor Court

Anchor Court is a scheme for customers over 50 years of age. In January, one of our customers, Mrs Riffat Shah, who has been living at the scheme for the last couple of years has helped organised a 'Music and Friendship' event at the scheme. The event was funded by 'Near Neighbours' which is a country-wide initiative that aims to bring together people from different cultural backgrounds. Funded by the

Department for Communities and Local Government and run by the charitable organisation the Church Urban Fund, the initiative is uniting neighbourhoods across different faiths and cultures.

"The older generation are often alone and without anyone to talk to," she says. "We need to accept each other and enjoy each other's culture."

Mrs Shah's brother, Mr Parvez Haider, a highly respected musician and composer led the performance at the second event in February.

This is some really fantastic work Mrs Shah is doing, and we hope this is just the beginning of some fantastic events that bring together our customers on our Anchor Court scheme.

More Information

If you would like to organise an event to bring together other customers on your scheme please contact your local Neighbourhood Officer on **01274 771144**.

CCTV Cameras on Hetton Drive: Prove a Success with our Customers



Allan Simpson
Estate Caretaker
Allan.Simpson@manninghamha.co.uk

With reports of Anti-Social Behaviour on the rise on our Hetton Drive scheme, Manningham Housing Association in conjunction with Accent Housing installed a number of CCTV cameras on the scheme at the back end of last year.

Several months on, we have had some really positive feedback (see below) from our customers who are really pleased with the impact the cameras and the Association's work has had on the

scheme. Customers have commented on how quieter and cleaner the scheme and surrounding areas are due to all the work and effort the Association has put into tackling Anti-Social Behaviour on the scheme.

"Since the cameras have arrived, the problem with drugs has disappeared. It has made a big difference to the quality of life for residents on the scheme" **Mr Ali, Tagore Court.**

"The area has vastly improved since the introduction of CCTV cameras and the problem of youths gathering to deal in drugs has gone. It is much better and people feel safer" **Mr Shazhad, Iqbal Court.**

Contact us

If you are experiencing Anti-Social Behaviour in your neighbourhood, please contact your local Neighbourhood Officer on **01274 771144**.

YOUR NEIGHBOURHOOD



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

Clean Up Day: on our Raglan scheme

MHA officers helping customers clean up rubbish on the scheme

A clean-up day was arranged for our Raglan scheme which included homes on our Hetton Drive, Iqbal Court, Tagore Court and Marton Court areas through the community initiatives grant. The grant is up to £500 and is given to our customers (subject to approval) to help encourage and facilitate community cohesion within our schemes.

Customers opted to make use of this grant by holding a clean-up day on 10th December 2014. The organisers worked together to ensure that everyone was included and advised of the clean-up by door knocking and distributing a leaflet. Two skips were hired and placed on Tagore Court and Iqbal Court early in the morning. It was a cold and wet day but this did not deter customers from helping one another in disposing of their unwanted items.

By the end of the day both of the skips were totally full as we fed the space with unwanted furniture, bags of old clothes, other little tidbits and knick knacks.

"A very successful day"

Manningham Housing Association showed its presence on the day through its Estate caretakers and its Neighbourhood Officers (Jonathan Coles and myself) as well Bradford Council's local wardens. We all broke a real sweat cleaning up litter on the scheme using our trusted litter pickers.

Mr Shazhad from Tagore Court made the following comments about the day: "despite the rain, all of my fellow residents and myself still made use of the skips and it had been a very successful day. Thank you Manningham Housing Association!"

More Information

If you would like to apply for a Community Initiatives Grant and organise a similar event on your scheme please contact your local Neighbourhood Officer on **01274 771144**.



Local wardens and MHA officers pose for the cameras at the end of a hard day of cleaning.

The Locality Hub

Information, Advice and Drop-In Centre

01274 66 55 98



Inspiring Communities

The Locality Hub @ Hollings Road: An Update on MHA's Community Development Programme



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

The Locality Hub has been up and running since September 2014 at 2 Penzance Court (Off Hollings Road). The hub is open 6 days a week (Monday to Saturday) and is starting to really gain traction with local customers and their families who live on and around the scheme.

"A dedicated member of staff to help deal with customer enquiries"

Through the Locality Hub, the Association and its partner, Inspired Neighbourhoods, offer a number of services for customers living on the Hollings Road scheme.

For example, the Hub now has a dedicated member of staff to help deal with customer enquires called Ilyas Najib. Ilyas works from the Locality Hub 3 days a week to help customers with issues in the community.

The Locality Hub now also offers drop in sessions in relation to housing, employment and benefits advice, along with healthy eating and weight management, as well as running ESOL (English for Speakers of Other Languages) classes. The Hub also runs a homework club to help young people with their studies as well as holding a 'chill out zone' to promote positive activities for young people living on the scheme.

The Locality Hub also offers fully equipped training/meeting rooms that are available to hold meetings and be used for community use.

Get involved

For customers living on the Association's Hollings Road scheme please find out more by visiting the Locality Hub or please contact Ilyas Najib directly on **01274 491612** or email him at **i.najib@incic.co.uk**



Local children from our Hollings Road Scheme enjoying a day out at Laser Zone



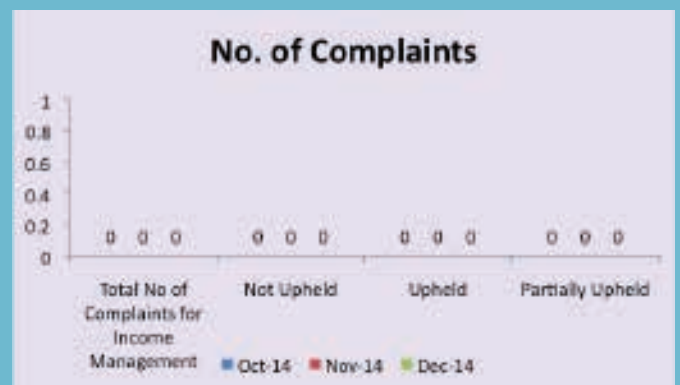
Mansha Khan
Income Management Officer
Mansha.Khan@manninghamha.co.uk



The **Income Management Health Check**

How is your Income Management Service really doing?

The Income Management Health Check provides you with a rundown of all the key performance information which lets you know how well our service is running.





Universal Credit: The Rollout Has Begun!

Now that the roll-out of Universal Credit has started in some areas of Bradford it is likely that the next phase beyond June 2015 will include all of Bradford. This roll-out will only affect couples without children and single people in the first instance.



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

What you need to know?

In order to be prepared for Universal Credit you will need to know the following:

- Universal Credit is the bringing together of income based benefits into one payment which will be paid monthly in arrears, to match the way most salaries are paid. The housing costs element of Universal Credit will go direct to you, the customers, who will have to arrange your own rent payments.
- All future benefit claims will be made on line and you will therefore require access to the Internet.
- People claiming Universal Credit will require an account with a bank, building society or credit union to be able to receive their payments.
- People claiming Universal Credit are going to be encouraged to set up a Direct Debit; standing order or set up a Credit Union account for their rent and other essential bills.

Be prepared and attend our Universal Credit Awareness Week starting on 20 April 2015

Some of our customers that are being moved onto Universal Credit might not be confident with the number of changes the transition to Universal Credit will bring, which includes:

- Managing their own rent payments
- Setting up a suitable bank account
- Setting up a direct debit / standing order
- Managing a monthly budget
- Making claims on line
- Using a computer
- Accessing the internet
- Dealing with debts

If you are one of those customers, we are holding a Universal Credit Awareness Week at our offices on the week commencing 20 April 2015. The awareness week's primary aim is to help our customers prepare for Universal credit. Please take this opportunity to come and speak to our staff and learn more about the changes.

Contact us

If you would like to learn more about Universal Credit please contact MHA's Income Team on **01274 771144**.

COMPETITION WINNERS AND PRIZE DRAWS



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



Get involved, Get rewarded: Prize Draw Winners

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

The New 'Get involved, Get rewarded' 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. Once involved you could have a chance of winning £50 in shopping vouchers.

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

And the winners are...

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

1. **Javeed Hussain, Clarendon Court**
2. **Cath Bacon, Sycamore Green**



Return of the Garden Competition



Sajid Mahmood
Senior Estate Caretaker
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 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 31st July 2015.

To enter your garden into 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.

All entries must be submitted by the competition closing date on Friday 31st July 2015.

COMPETITION WINNERS AND PRIZE DRAWS

MHA's Spring Direct Debit Prize Draw Winners



Zahid Hafajee
Income Management Assistant
Zahid.Hafajee@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 Spring 'Direct Debit Prize Draw' are:

- First Prize (£100)
Mr Mohammed Bashir – Juniper Close, Bradford.
- Second Prize (£50)
Mr Asif Ur Rehman - Nurser Lane, Bradford.
- Third Prize (£25)
Mr Roy Crabtree – Red Holt Drive, Keighley.

The Summer 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 in May 2015. 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

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.

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.

Customer Satisfaction Survey Prize Draw Winners



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

At Manningham Housing Association, customer feedback is something we consider to hold its weight in gold. For us, its value is immense as it is key in improving our services which we know is a key pillar in improving our customers' quality of life.

As a way of showing our appreciation to all our customers who provide their feedback through our satisfaction surveys, we hold a prize draw every three months where customers have a chance of winning £25 in shopping vouchers.

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

- **New customer satisfaction survey:** Farzana Cosor, Brookfield Road
- **Repair satisfaction survey:** Zewar Jan, Kendra Way
- **Gas safety satisfaction survey:** Tabrez Akhtar, Lydgate Drive
- **Neighbourhood survey:** Beverly Dufton, Denbury Mount
- **Exit survey:** Gary Smith, Fiddlers Mill

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

Contact us

If you would like to fill out one of our satisfaction surveys please contact MHA's Customer Service team on 01274 771144 and they will get one sent out straight away.



Spring
2015

The Information Hub

Get in touch

MHA Direct Contacts: Other Useful 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

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

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