



manningham
HOUSING ASSOCIATION

ANNUAL
REPORT
2017

Each year we are required to report key facts and figures to our tenants to show how we are performing. This section of Feedback has been dedicated to sharing this information with you.

About Us

In 2016/17 we had 1430 homes and built 34 new homes.

**1430
Homes**



**34 New
Homes**



Letting Our Homes

We helped 144 families into their new home. Of these 24 were Local Authority Nomination, 118 were Direct Application (CBL) and 2 were Mutual Exchange.

It took us an average of 9 days to re-let a home when it became empty, and our void loss (rent we failed to collect due to an empty property) was just 0.37% of our annual rent roll.

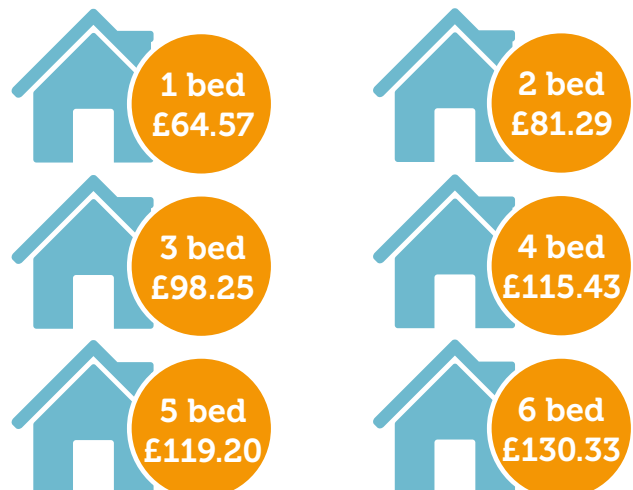


Your Rent

Our average rent levels per week were:

The amount collected as % of rent roll was 100.2%.

We supported 128 customers with Discretionary Housing Payments helping them to stay in their home.



Responsive Repairs

6264

Repairs this Year

An Average of

530

Repairs a Month

Down by

20%

on Last Year



97.5%

of the Jobs were
Completed on time

98%

Overall Satisfaction
with Repairs made

100%
Gas Safe

Home Improvements

£0.64m

Invested in
Major
Repairs

41

Component
Repairs

We completed 41 major repairs to properties. This included 14 kitchens, 7 shower/bathrooms and 20 boilers) totalling £160,413.13

14

Kitchens

20

Boilers

7

Bathrooms

**Totalling
£160,413.13**

Compliments and Complaints

16
Compliments Received

23
Complaints Received

19
Anti-Social Behaviour Cases

12
Upheld

9
Not Upheld

2
Partially Upheld

Customer Service



31788 calls were taken by our Customer Services Team out of 31829, which is

99.9%

99%

of calls were answered within 6 rings (15 seconds)

Customer Satisfaction

This broke down into the following areas of satisfaction:

How satisfied are you with the quality of your home?	99%
How does MHA perform listening to views and acting upon them?	100%
How satisfied are you with your neighbourhood?	100%
How satisfied are you that your rent offered value for money?	99%
How satisfied are you that your repairs service?	96%

Customer Engagement

We held 3 neighbourhood events - Abaseen Close Clean Up Day and Newby Square Community event, summer 2016 and Hollings Road Clean Up Day, March 2017.

3

5

We reviewed our Customer Panel and how they work with us and held 5 Customer Panel meetings and scrutinised MHA's services to you.

We have held 2 Complaints Learning Forums to assess how we manage complaints

2



We have produced a newsletter to keep you up-to-date on news and events

We launched our new website www.manninghamhousing.co.uk to make it easier for you to find out information about us and keep in touch.