



manningham
HOUSING ASSOCIATION

ANNUAL
REPORT
2018

Each year we are required to report key facts and figures to our tenants to show how we are performing and the following information is for the period 1st April 2017-31st March 2018.

About Us

In 2017/18 we had 1429 homes



Letting Our Homes

We helped 67 families into their new home. Of these, 18 were Local Authority Nomination, 45 were direct applications through Choice Based Lettings (CBL) and 4 were Mutual Exchange.

We took an average of 9 days to re-let a home when it became empty and our void loss (the rent we failed to collect due to an empty property) was just 0.13% of our annual rent roll.



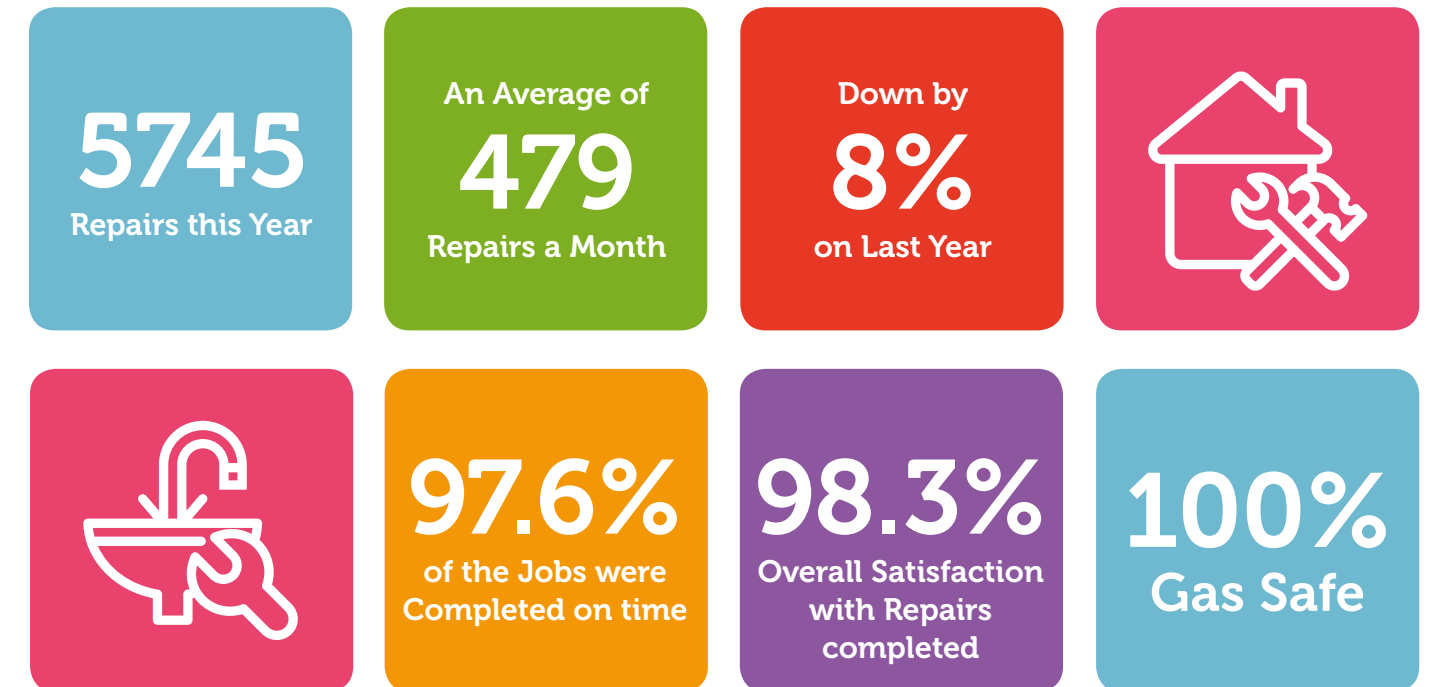
Your Rent

Our average rent levels per week were:

We assisted 139 customers to make applications for Discretionary Housing Payments to help them stay in their home.



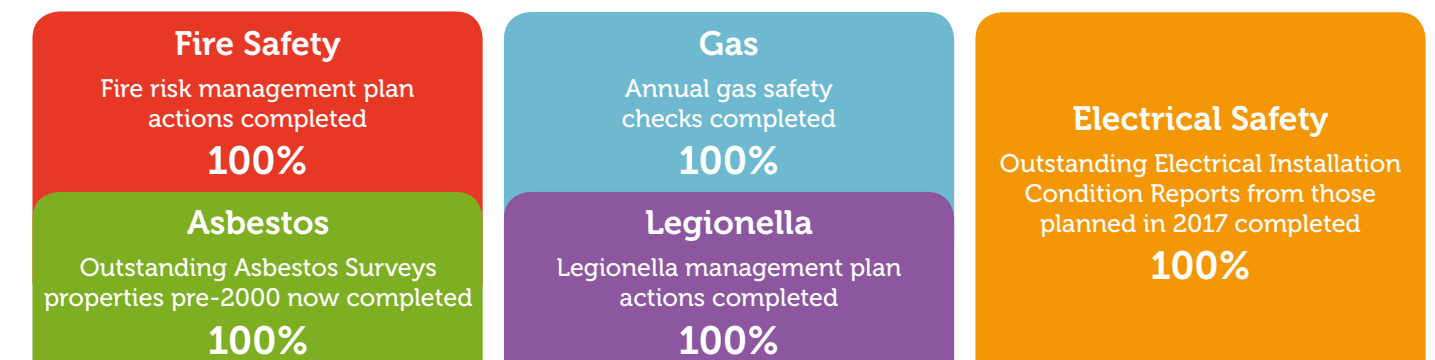
Responsive Repairs



Home Improvements



Keeping our tenants safe in their homes



Compliments and Complaints



Customer Satisfaction

Every month, an independent company telephones 50 tenants at random to ask how satisfied they are with the Association.

Overall, over 90% of tenants said they were satisfied or very satisfied with MHA as their landlord

In terms of the following key areas of service delivery, the satisfaction ratings were as follows:

How satisfied are you with the quality of your home?	99.0%
How does MHA perform listening to views and acting upon them?	99.5%
How satisfied are you with your neighbourhood?	99.8%
How satisfied are you that your rent is value for money?	99.8%
How satisfied are you with the repairs service?	99.5%

Customer Engagement

3

We held 3 neighbourhood events at Clifton Villas, Brookfield Road and Newby Square.

5

We held 5 Customer Panel meetings and scrutinised MHA's services to you.

2

We have held 2 Complaints Learning Forums to review how we managed complaints.



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