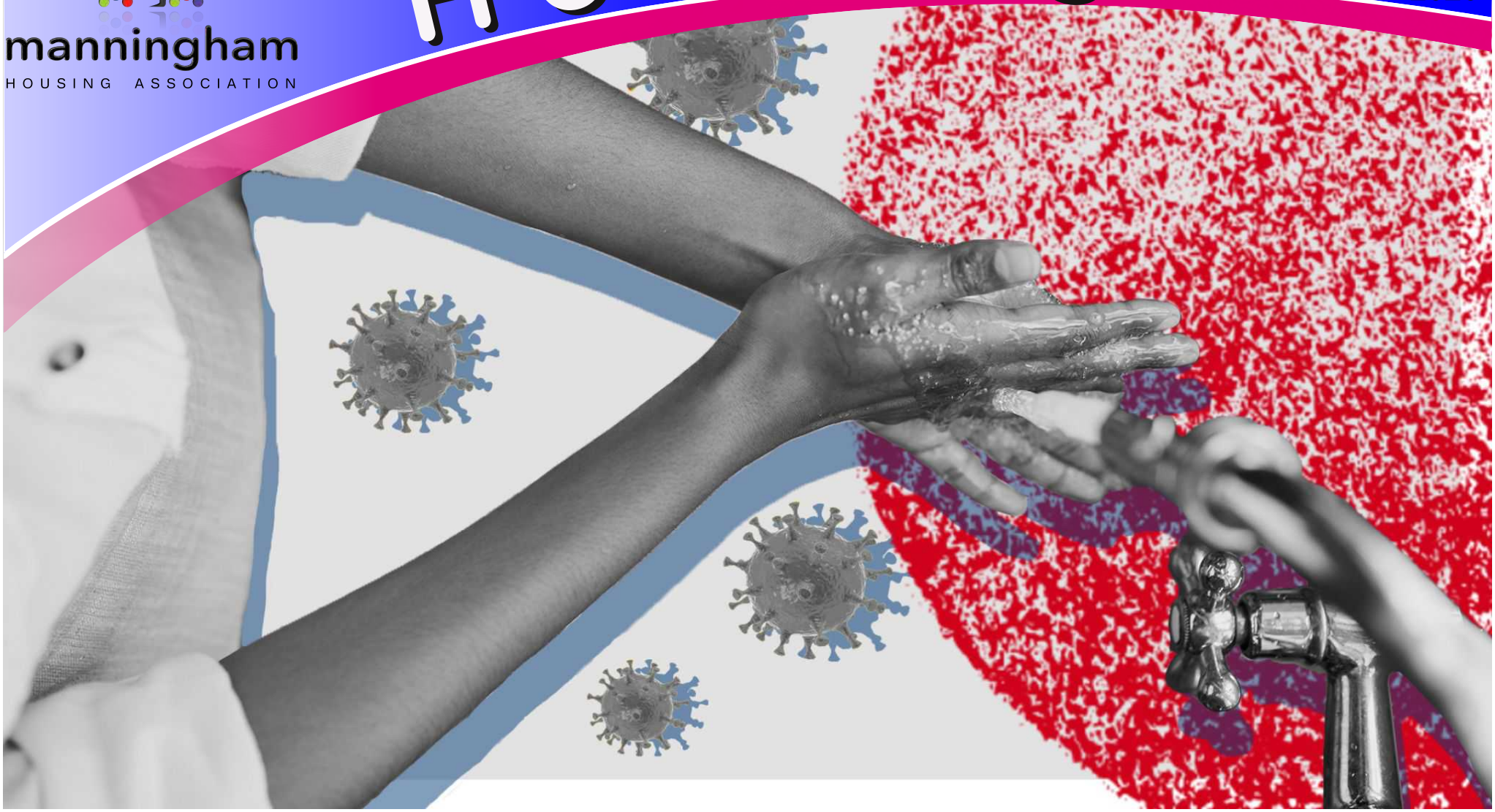
manningham
HOUSING ASSOCIATION

Housing+

April 2020



Coronavirus: information, advice & support

Office Closure

As you will know from the letter written to all tenants by Chief Executive Lee Bloomfield, the office was closed on Wednesday 18 March 2020 and will remain closed until further notice.

Therefore, all contact with Manningham Housing will need to be either by telephone: 01274 771144 or by email: info@manninghamha.co.uk.

Due to potential staff shortages, it may take us a little longer than usual to respond to your inquiry - so please bear with us.

During this challenging time we are trying to deliver the best service that we can whilst also ensuring that tenants and staff are safeguarded as much as possible against the spread and infection of Coronavirus.

In order to do this we have had to cut back on potential contact and streamline some of our services as detailed below.

We are in constant contact with specialists and consultants, and normal services will resume as soon as it is considered safe to do so.

We appreciate your continued cooperation.

Repairs: we will now ONLY be logging and issuing emergency repairs. Emergency repairs would include loss of heating, hot water or electricity, any major water leaks or gas leaks. We ask you not to contact us for any general repairs until further notice.

Gas Safety, Fire & Electrical Checks: these will continue due to the potential danger of a faulty gas appliance, subject to a short risk assessment by telephone.

Home Visits/Property Inspections: by Neighbourhood Officers and Property Services staff are cancelled until further notice.

Caretaker/Cleaning Services: this is continuing to ensure that our communal spaces are free from health & safety risks but staff will ensure they follow the required 2 metre social distance rule.

Empty Properties and Lettings: we will aim to do this work and relet properties where we can safely do so.

City of BRADFORD
METROPOLITAN DISTRICT COUNCIL

Message from ↙

What we all must do now to halt the spread of Coronavirus (COVID-19)

Today, every individual, every family and every business or service has an urgent role to play in stopping the spread of COVID-19 in our communities.

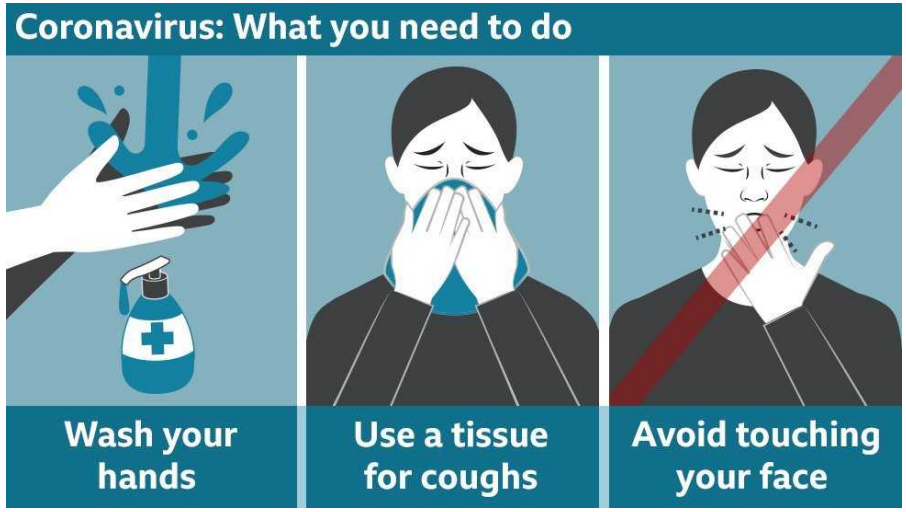
These are the steps all of us must take now:

- Stay at home
- Wash your hands with soap frequently
- Only go out for essential shopping
- Limit face-to-face interactions to a minimum
- Cancel or postpone social gatherings
- Keep a look-out for those in your neighbourhood who may be vulnerable, and those who live alone
- Do not come to hospital

If you need medical advice then access NHS 111 online at www.111.nhs.uk or by dialling 111 on your phone (only if you cannot do so online).

Find out how to isolate your household at: www.nhs.uk

Please remember that people can still be carriers of the virus and have no symptoms - so we need to go a lot further than simply avoiding people who are unwell.



Use the NHS 111 online coronavirus service

Only call 111 if you cannot get help online.

Use the NHS 111 online service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

Use the 111 online coronavirus service

STAY AT HOME | PROTECT THE NHS | save lives

Please check the latest information here:

Public Health England
Bradford Council

Financial help during the crisis

The office is closed how can I pay my rent?

By phone: You can still ring the office and make debit card payments over the telephone Monday to Friday 9am-5pm. Please ensure you have your debit card at hand.

Online: Please ensure you have your debit card and your tenancy 6-digit reference number which can be found on top the left of your statement.

Allpay Card: Payments card be used at any Pay Point

Allpay App: Pay online using your debit card

Direct Debit: Paying by Direct Debit is the easiest way of ensuring your rent is paid on time. Payments can be made weekly, fortnightly or monthly on a day that suits you. Ring 01274 771144 and ask to speak to a member of the Income Team.

I have had to self-isolate and have no income, do I still have to pay my rent?

If you are off work or your hours have been reduced, you still need to continue to make payments towards your rent. You will need to make a claim for benefits help to pay your rent for the period that you are not in work.

I am no longer working due to Coronavirus, what are my options?

Coronavirus Job Retention Scheme – The government has announced that it will subsidise 80% of wages for all employees also known as "furloughed workers". This is to help employers retain their staff. Speak to your employer first to find out if they are part of this scheme.

SSP – You'll get statutory sick pay (SSP) if you're considered unfit for work due to having coronavirus or have had to self-isolate and earn above £118 per week (£120 from April 2020)

SSP (rate is £94.25 & £95.85 from 6 April 2020 - up to a maximum of 28 weeks) is claimed via your employer plus any entitlement to contractual sick pay (if available) will be paid from the first day of sickness absence, rather than the fourth day. This will be paid as per your usual salary payment cycles.

If you have COVID-19 or are advised to stay at home, you can get an 'isolation note' by visiting NHS 111 online, rather than visiting a doctor.

If you are not eligible for SSP, your employer must give you a form SSP1 explaining why and you can make a claim for Universal Credit.

Coronavirus Self-employment Income Support Scheme: a taxable grant will be paid to the self-employed or partnerships (trading for at least 1 year), worth 80% of their profits up to a cap of £2,500 per month. This will be available for three months in one lump-sum payment and will start to be paid from the beginning of June. HMRC will identify those eligible and will invite applications.

In the meantime, the self-employed can apply for ESA If you are ill or self-isolating or looking after a child who is ill or self-isolating. If you have less than £16,000 in savings and low income you may qualify for Universal Credit and Council Tax Support whilst you wait for your Self-employed Income Support Grant.

Universal Credit: If you are not currently in receipt of any benefits and/or have been made redundant or your earnings have been reduced, you can make an online claim for Universal Credit for help with living expenses and rent. Due to Coronavirus you will not need to go to the Jobcentre, and you can request a UC advance payment, which is a loan payable via deductions in your monthly entitlements. (See Council Tax)

New Style ESA: If you have symptoms of coronavirus or are self-isolating because a member of your household has symptoms, you may be able to get New Style Employment and Support Allowance. People who need to claim ESA because of Coronavirus will NOT be required to produce a Fit Note. However, you can NOT claim ESA whilst still on SSP.

New Style JSA - If you are not able to work because of the need to maintain social distancing, and/or are not able to work because you have

to look after your children, you will not be treated as unwell.
If you have been working and have paid National Insurance contributions between April 2017 and April 2019, you may be able to claim New Style Jobseekers Allowance in addition to Universal Credit.
Council Tax Reduction – If you claim Universal Credit, you must still make a separate claim for Council Tax Reduction from the council online. If you are the only adult living in your property, remember to apply for a council tax Single Person Discount too.

I don't want to make a claim to Universal Credit, can I just make a claim for Housing Benefit because I am on Tax Credits already?

All new claims for housing costs (rent) now go through the Universal Credit system, so applying for HB is not an option for new claimants.

I am currently on benefits do I need to report any change of circumstances?

Housing Benefit: If you are already claiming HB, report your change of circumstances to Bradford council URGENTLY and you may get more money towards your rent.
Council Tax - Report change of circumstances to Bradford council benefits department and you may qualify for extra support.
Universal Credit: you will need to tell them of the change of circumstances via your online journal.

Is there any support available through Manningham Housing Association?

If you are worried about falling into arrears, please speak to our Income Team as soon as you can on 01274 771144
If you require individual benefits advice, ask to speak to Faisal Khan, our Welfare Benefits & Financial Support Officer. We are here to help and support you.

Our Bank details are:
Account number: 320 277 61
Sort Code: 56-00-36

Contacts: telephone

Universal Credit helpline:	0800 328 5644
Tax Credits helpline:	0345 300 3900
Housing Benefit:	01274 43 27 72
Step Change debt advice:	0800 138 1111
Citizens Advice (Bradford):	0344 245 1282

Contacts: MHA

Welfare Benefits & Financial Support Officer
Faisal Khan: 01274 377 215
The Income Team:
Mansha Khan: 01274 377 206
Zahid Hafajee: 01274 377 239
Sharon Dunwoodie: 01274 377 213

Contacts: online

Policy in Practice
DWP
Bradford Council
Benefits Calculator
Report change of circumstances

Local Foodbanks

APRIL 2018 - MARCH 2019

1.6 MILLION

EMERGENCY FOOD PARCELS WERE GIVEN TO PEOPLE IN CRISIS BY TRUSSELL TRUST FOOD BANKS

There are several foodbanks operating in the district and the need for them is even greater during the current crisis.

Please see below for further details and how you can contact them.

Bradford Central Foodbank

has moved to larger premises during the crisis, 5 minutes walk away at:
Jubilee Centre, Jermyn Street, BD1 4EJ.

Foodbank	Postcodes Covered	Location	Phone number	Mon	Tues	Wed	Thurs	Fri	Sat
Bradford Central	1, 3, 4, 5, 7, 8, 14	The Light Centre, BD1 4EL	01274 734314	11.00 - 13.30		11.00 - 13.30		11.00 - 13.30	
Bradford North	2, 9, 10, 17,18	Office / warehouse	01274 292256						
Bradford North	2, 9, 10, 17,18	St Luke's BD2	07708 315331				11.30 - 13.30		
Bradford North	2, 9, 10, 17,18	Church on the Way - BD10	07752 463436	13.00 - 15.30					
Bradford North	2, 9, 10, 17,18	Shipley Baptist - BD18	07743 890310	16.30 - 18.30			16.30 - 18.30		
Bradford North	2, 9, 10, 17,18	Christchurch Windhill - BD18	07928 899789		14.00 - 16.30				
Bradford North	2, 9, 10, 17,18	Trinity Rawdon - LS19	07762 304228	11.00 - 13.30					
Wyke	6, 11, 12, 13, 19	The Hub, BD12 8Sj	07941 326723		11.30 - 13.30		11.30 - 13.30		
St Pauls	6	St Paul's Church, BD6 1ST	01274 676359			10.30 - 12.30			
Leeds and East	11	Drighlington Methodist, BD11 1EI	01274 681939	13.00 - 15.00					
St James, Thornton	13 (Thornton), 15 (Allerton)	St James Church	01274 830133						10.00-12.00
Bingley Foodbank	15 Wilsden, 16	Bingley Arts Centre	01274 562996		10.30 - 11.45		10.30 - 11.45		
Keighley Foodbank	21	Salvation Army, BD21 2LJ	01535 603494				13.00 - 14.30		
Bradford Metroplitan	(referral agency pick up)		07857 371420						

MADE IN MANNINGHAM
MY COMMUNITY MY BUSINESS MY FUTURE

Message from ↙

About the Bradford District COVID-19 Volunteer Register

As the COVID-19 virus peaks over the coming weeks, support will be needed to fill likely gaps in social care for children, families and vulnerable people in receipt of Care services.

We are developing a district-wide volunteer programme operating across Bradford District, to ensure systems are in place to care for people and communities during the COVID-19 outbreak.

The programme is coordinated by People Can and Volunteering Bradford - a registered charity, working year-round to promote volunteering across the District.

People from lots of different organisations are working together to make this happen. A coordinated effort is important to ensure that the most vulnerable people receive help and that all volunteers and recipients of support are safe.

If you're healthy and low risk, you can sign-up. All volunteer roles will comply with latest guidance to minimise the risk of spreading the virus, and many opportunities can be undertaken from home.

We will be able to match people to informal, practical and creative volunteering opportunities — from simply checking on neighbours or delivering supplies, to running projects or supporting care services.
People can sign-up to volunteer in a range of different roles, depending on availability and preference.

Some roles will require a DBS check but not all - we ask for volunteers to declare any DBS checks they already have on the sign-up form and volunteers will be coordinated accordingly.

Once the sign-up form has been completed, and our team will then contact individuals to match them with opportunities to help and give them all the necessary training and information.

How to sign up to volunteer

People will be able to find information about the programme and sign up to be a volunteer at peoplecanbradforddistrict.org.uk

This is still work in progress — will be live by end of March.

People can contact us by calling Bradford Council Contact Centre who are handling enquiries and sharing information with the volunteer centre. The contact centre will also be the point of contact for vulnerable people and will connect them to the right support.

Telephone: 01274 431000

If you are running a local group and already supporting people on an informal basis, please register with the team so that we can keep you updated, provide support, and coordinate to make sure helpers are reaching the most vulnerable people.
Email: info@volunteeringbradford.org

Community Action Bradford and District are coordinating the VCS response to the coronavirus outbreak across the district. For more information visit
Cabad.org.uk/covid-19