

Feedback



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Annual Tenant Report:

Highlights of how we performed over the last year.

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Welcome to Feedback Magazine

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CEO Update



Lee Bloomfield

CEO, Manningham
Housing Association

We continue to find ourselves in very challenging times as the Covid-19 continues to affect our daily lives with the restrictions imposed in attempts to try and reduce the number of new infections and stop the virus from spreading.

I think it is fair to say that this pandemic has brought changes to our daily lives that we never imagined possible to which most of us have never experienced in our lifetime. Since my last update to you MHA has resumed the majority of our services to you and have commenced whilst we still adhere to the social distancing rules and make sure that both you and our staff remain safe. Our repairs service has resumed as normal and we are allocating empty homes as they become available. Our planned maintenance programme has also resumed.

It is important that MHA plays our part in helping keep the public as safe as possible and whilst the R rating for Bradford is high we've taken the decision to keep the office closed to the public and this is something that we will keep this under review. The continued understanding, kindness and generosity our tenants and customers have shown the organisation, your neighbours and the wider community throughout such challenging times is overwhelming and again it shows that we have strong communities in Bradford who look after each other.

You may have recently read in the local press that MHA has refinanced to allow us to provide new homes for the community. We are looking to provide a further 100 homes over the next five-years which is much needed housing for the community. I am delighted to inform you that MHA has received glowing praise in two independent reports as its Customer Service Excellence accreditation was re-confirmed alongside its status as the first housing association in the country to be officially accredited for its work in promoting equality, diversity and inclusion.

The Customer Service Excellence quality mark is awarded to public and private sector organisations deemed to provide services that are efficient, effective, and place customers at the heart of the service provision following a thorough external assessment.

National certification body Centre for Assessment (CfA) informed MHA that it has met all the criteria for the Customer Service Excellence accreditation - and attained Compliance Plus status in 15 separate areas.

// In its Assessment Report, the CSF said:

The organisation was clearly focussed on providing the best service for its customers. Staff that worked for Manningham Housing Association came across as being firmly committed to the success of the organisation through the provision of effective services to the many people that came into contact with them. //

In a separate report, the CfA also declared that MHA should again be awarded the British Standard for Valuing People through Diversity and Inclusion. It was already the first housing association nationally to achieve this. The report said: "The assessor felt it was a pleasure to speak to such absolutely committed staff who really were committed to the provision of excellent customer services through valuing inclusion and recognising that people have different needs."

All the above would not have been possible without the support of our tenants and customers who truly show that working together we can achieve so much more.



Board Update



Barrington Billings
Chair, MHA

This year for Manningham Housing Association (MHA), is different to previous ones for a number of reasons with some significant milestones being achieved. The most obvious has been the Coronavirus pandemic more commonly referred to as COVID-19. The Board recognise that Black, Asian & other Minority Ethnic (BAME) communities have been more adversely impacted for a variety of reasons. As a result the Board have kept a close eye on this and our staff have done a sterling job in supporting all our tenants. Our performance during the



COVID-19 lockdown was second to none ensuring that we have been able to deliver all housing services with minimum disruption to our tenants unlike the struggles faced by many other housing providers. The Board I would like to express our thanks to all our tenants in allowing access to your home and cooperating with our staff and contractors to allow the completion of essential health and safety checks.

Your continued cooperation is greatly appreciated and will ensure you and your family's continued safety in your home.

Just before I joined MHA in 2017 it had its governance rating downgraded from G1 to a non-compliant G3, followed shortly afterwards by a financial viability reduction from V1 to V2. As new Board members our number one focus (apart from maintaining the excellent service that we offered to our tenants) was to ensure that we regained the top viability rating V1 and the top Governance rating G1. In 2018 following rigorous inspections, the Regulator restored MHA's financial viability rating to V1. Governance was also improved to G2 that year before being raised to G1 in March this year meaning the association now holds the highest gradings available. **Once again thanks to the hard work of our committed staff and dedicated Board members, we are at the highest grading possible from the Regulator of Social Housing of G1 V1.**

The Re-financing of our loans and our plans to provide much needed homes in Bradford was another strategic objective which led to MHA securing a **£50.5 million** financial package to provide affordable homes in Bradford and Keighley. The deal, which is made up of **£36.05 million** of new cash from Royal Bank of Scotland and **£14.45 million** of existing funds, will enable MHA to invest in the purchase and refurbishment of existing properties, as well as the construction of new affordable homes thus increase its housing stock by more than **100 properties** over the next five years. **Full credit to all the staff** that worked diligently to make this objective a reality.



One of our key strategic objectives is to play a more central role within local communities via our Community Investment Strategy.

The Board recognised that **extra support is needed** at a community level across a range of issues affecting our tenants and through our **community investment strategy** we plan to achieve additional support with employment by providing **better access** to skills and training, improved health & wellbeing for our tenants / local communities and a range of **community cohesion initiatives**. I hope that our tenants will take up these opportunities when they arise so Keep an eye out for some of these initiatives.

I am pleased to inform our tenants that MHA has received glowing praise in two independent reports as its Customer Service Excellence accreditation was re-confirmed alongside its status as the first housing association in the country to be officially accredited for its work in promoting equality, diversity and inclusion. The Customer Service Excellence quality mark is awarded to public and private sector organisations deemed to provide services that are efficient, effective, and place customers at the heart of the service provision following a thorough external assessment. In its assessment report, the CfA said:

"The organisation was clearly focussed on providing the best service for its customers. The staff that worked for Manningham Housing Association came across as being firmly committed to the success of the organisation through the provision of effective services... through valuing inclusion and recognising that people have different needs."

Once again the Board would like to express our gratitude to our dedicated staff on a job well done which will ensure continued excellent service to all our tenants.

This year marked the end of my first three year term as Chair of the Board. It has been a pleasure to serve the organisation and I am pleased by the number of excellent achievements by MHA over my first three years.

I am pleased to inform you that I have been reappointed for a second three year term as Chair and look forward to serving you all once more and to take the opportunity to thank all my fellow board members and staff for their hard work, commitment and dedication and hope that you and your family will all keep safe during these challenging times.

Customer Panel Update



Cath Bacon

Chair, Customer Panel

We have all faced tough challenges as MHA tenants under lockdown and changing restrictions. For some it has been furlough, the loss of income and worrying about paying the bills. For others it has been working on the front line or in key worker/essential jobs, wary of catching the virus and worrying about keeping our loved ones safe. Sadly, some have even had to face the loss of loved ones.

We have all learned new words and phrases this year too. Bubbles, social distancing, well-being, pandemic, tier systems and clap for carers.

The most impressive thing I have seen is how communities and groups have come together to help one another. On the MHA scheme where I live, some residents have picked up shopping/prescriptions for those shielding, some have volunteered to phone around those who would otherwise feel isolated and everyone has tried their best to manage during these difficult times.



Get Involved



Tausif Mohammed

Community Partnership
& Engagement Officer

We are now holding customer panel meetings online and if you are interested in joining, you can email:

Tausif.mohammed@manninghamha.co.uk
or call **07930712140**.

The customer panel are involved in making decision of distributing community investment grants, discussing welfare reform impacts, how Covid-19 has affected rent payments and repairs, strategies for the board and how we can help improve our local neighbourhoods.

Meetings are informal and everyone is encouraged to participate. As part of the customer panel you will be able to give your view on the design, content, and style of a range of communication that we produce for our customers. We would love to hear from Manningham housing tenants who might be interested in joining our panel.

Latest News



Manningham Housing Association wins more national recognition for excellence



Ulfat Hussain

Assistant Chief executive
ulfat.hussain@manninghamha.co.uk

Manningham Housing Association (MHA) has received **glowing praise** in two independent reports as its Customer Service Excellence accreditation was re-confirmed alongside its status as the first housing association in the country to be officially accredited for its work in promoting equality, diversity and inclusion.

The **Customer Service Excellence quality mark** is awarded to public and private sector organisations deemed to provide services that are efficient, effective, and place customers at the heart of the service provision following a thorough external assessment.

National certification body Centre for Assessment (CfA) has informed MHA that **it has met all the criteria** for the Customer Service Excellence accreditation – and attained Compliance Plus status in **15 separate areas**.

In its assessment report, the CfA said:

“The organisation was clearly focussed on providing the best service for its customers. The staff that worked for Manningham Housing Association came across as being firmly committed to the success of the organisation through the provision of effective services to the many people that came into contact with them.”

In a separate report, the CfA also declared that **MHA should again be awarded the British Standard for Valuing People through Diversity and Inclusion, known as BS76005**. It was already the first housing association nationally to achieve this.

The report said:

“The assessor felt it was a pleasure to speak to such absolutely committed staff who really were committed to the provision of excellent customer services through valuing inclusion and recognising that people have different needs.”

The CfA inspections were co-ordinated by MHA Assistant Chief Executive Ulfat Hussain who said he was especially proud of the association’s efforts given the challenges to service delivery posed by the pandemic.

“Our staff have been incredible this year and I am delighted that their hard work and professionalism have been acknowledged by the assessor.”

In his written conclusions, he praises the team for going the extra mile to support people and ensure that our absolute commitment to inclusion was maintained despite the Covid-19 restrictions.

“We see the renewed accreditations as confirmation that we are continuing to deliver for our customers, stakeholders and communities we serve in Bradford and Keighley. “With the pandemic likely to dominate everyone’s lives for some time to come, everyone can be assured that MHA’s determination to do the very best job we can is undiminished.”

MHA Chief Executive Lee Bloomfield said: “The fact that the association had been awarded a Compliance Plus rating for so many different aspects of Customer Service Excellence underlined the vast array of skills possessed by his staff.”



New Starters

Neighbourhood Housing Officer



My name is Harry Manford and I am the new neighbourhood officer at Manningham Housing. I will be covering the following areas:

Keighley, Bingley, School Street, Belle Vue, Grosvenor Road, Jinnah Court, Lilycroft Walk, Sharket Head Close, Sylhet Close, Birr Road, St Margarets Road, Royal Gardens, Clarendon Court, Fiddlers Mill, Aygill Avenue, Wilson Road, Ilbert Avenue, Daisy Fields, Black Myers Drive, Old Mill, Heaton Road, Highgate Mill Fold & Anchor Court.

Community Partnerships Project Coordinator



My name is Nawaz Khalifa I am the Community Partnerships Project Coordinator. I will be leading on the fighting fit project to support MHA tenants and the wider communities

across the Bradford District to improve their health and wellbeing. We will be planning a number of activities to bring people together to reduce their social isolation, improve confidence, assertiveness and build positive relationships.

Community Partnership & Engagement Officer



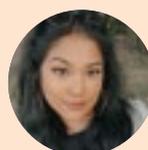
My name is Tausif Mohammed I am the new Community Partnership and Engagement Officer. I will be working on delivering community projects that will have an impact and make a

difference in the community. The Community Investment Strategy is an exciting piece of work. I am very much looking forward to working with partners from the public, voluntary and private sectors to improve the lives of Bradford and Keighley residents.

Community Project Officer

My name is Aisha Begum and I am one of the new Community Project Officers. I will be working on delivering new community projects to improve overall health and well-being. As a former tenant, I am eager to make a difference to the lives of residents and wider neighbourhoods to promote Health & Wellbeing. I have a teaching background and have delivered multiple Health and Well-being workshops in education, as well as teaching English to the BAME community.

Admin Support Officers



My name is Nadia Sultana, I am the new Administration Support Officer. I am delighted to be a part of the Manningham Housing Association team, being a tenant myself I am looking

forward to working with the team and the public. I am hoping to give back to the community and help improve the lives of our residents in the Bradford and Keighley area.



My name is Suman Bibi, I am the new Administration support officer. I am very excited to be working for Manningham Housing and have an opportunity to make a difference to improve lives of

residents. I am really looking forward to working with the fantastic team and learning more about the housing sector.

Community Project Officer



Hi, my name's Tejinder Birk and I'm one of the new Community Project Officer's working on the fighting fit project. I've spent the last 25 years working with residents of housing association's and

with communities and local authorities. I'm really excited to be working with the team at Manningham Housing and looking forward to helping residents improve their health and well-being especially during this difficult time with the pandemic.

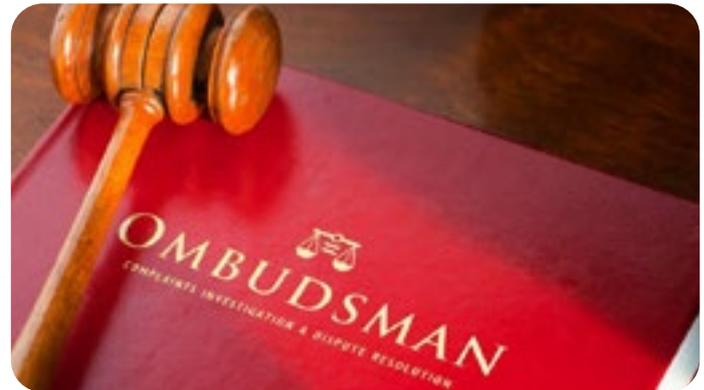
New Housing Ombudsman complaint handling code



Abid Mustafa

Repairs and maintenance manager
abid.mustafa@manninghamha.co.uk

In July 2020, The Housing Ombudsman published a new Complaint Handling Code providing a framework for high-quality complaint handling and greater consistency across landlords' complaint procedures. It will enable landlords to resolve complaints raised by their residents quickly and to use the learning from complaints to drive service improvements. It sets out good practice for the sector that will allow landlords to respond to complaints effectively and fairly.



The key areas are:

- **Universal definition** of a complaint
- **Providing easy access** to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- The **structure of the complaint's procedure** – only two stages necessary and clear timeframes set out for responses
- **Ensuring fairness** in complaint handling with a resident-focused process
- **Taking action** to put things right and appropriate remedies
- Creating a **positive complaint handling culture** through continuous learning and improvement
- **Demonstrating learning** in Annual Reports.

As well as setting out expectations for boards, senior executives and frontline staff, the Code will help residents in knowing what to expect from their landlord when they make a complaint and how to progress their complaint.

Landlords will be asked to self-assess against the Code by 31 December 2020. Non-compliance could result in the Ombudsman issuing complaint handling failure orders.

We at Manningham Housing Association are currently completing our self-assessment for the Ombudsman and are confident that the way in which we handle complaints meet the required standards. Any changes that we feel that we will need to make will be shared with our Customer Panel and a further update will be provided in due course.

Launch of new Choice-Based letting system



Nabeela Naseem

Senior Customer Service Officer

We have been looking at ways to modernise and improve our current Choice Based Lettings (CBL) system to give applicants more control and provide a better customer experience. We have made contact via email with all the applicants on our current system asking them to re-register on the new system.

We are still using the existing system;
www.mhahomeoptions.co.uk to advertise any properties we have available until we have the new system fully functioning.

You have until **Monday 11 January 2021** to complete your registration on the new site. Once you have registered on the new site please call the office to inform us so that we can backdate your application to when you originally applied.

If you have an application on our current CBL system please re-register on our new site:
<https://mha.homeconnections.org.uk>

IF YOU DO NOT REGISTER ON THE NEW SITE BY MONDAY 11 JANUARY 2021 YOUR APPLICATION WILL BE DELETED AND YOU COULD RISK LOSING YOUR ORIGINAL REGISTRATION DATE.

Customer Involvement

Our New Community Funded Projects Update



Nas Hussain

Community Partnership
and Investment Manager
nas.hussain@manninghamha.co.uk

Let's Get On Project



Since March 2020 we have been running the Let's Get On project funded by the National Lottery Community Fund. The project will allow people to enjoy taking part in **arts & crafts activities**, with the opportunity to learn English and Basic Computer skills and improve **communication skills**. Furthermore, the project will give people the chance to visit places such as museums and art galleries and further understand British culture and heritage.

For more information contact Tausif Mohammed
Mobile: 07930712140 email Tausif.mohammed@manninghamha.co.uk

Fighting Fit Project



Fighting Fit is our **Health and Wellbeing** Project. This project aims to support MHA tenants and the wider community to improve their health and wellbeing. The Fighting Fit project will **support** people struggling with **mobility** issues, lack of physical activity and experiencing mental/physical health as result of Covid-19. Activities for this project include **healthy cook and eat sessions**; Boxer-cise, dance-cise and wheelchair exercise sessions.

For more information contact Nawaz khalifa
(Community Partnership and Project) Coordinator
Mobile: 07930712140 email Nawaz.khalifa@manninghamha.co.uk

BAME Ladies Smashing Boundaries



The BAME Ladies Smashing Boundaries is funded by **Sports England**. This project is delivered by Manningham Housing across the Bradford District. This project supports people who are struggling with **weight management**, suffering from health conditions such as stress, anxiety and depression or lacking confidence and self-esteem. This project aims to bring people together to **reduce** their **social isolation**, improve confidence, encourage assertiveness and build positive relationships by meeting new people. BAME Ladies Smashing Boundaries project will allow **women** to get involved in physical activities through **boxercise / Zumba and yoga** sessions so people are able to live a healthier life.

For more information contact Tausif Mohammed
Mobile: 07930712140 email Tausif.mohammed@manninghamha.co.uk

Building Bridges Bradford



Funded by Ministry of housing, communities and local government

We have recently launched the Building Bridges Project funded by the Ministry of Housing, Communities and Local Government which aims to support members of the community to **build positive relationships** with their neighbours and provide support for communities impacted through the Covid-19 pandemic. This project will provide many different activities, such as help with job applications, **CV building, application form support** and interview practice. The project will provide outdoor activities such as **yoga, bangra-cise, walk and talk** group to improve health and wellbeing. Building Bridges project will include training around understanding different faith groups, cultures, and heritage. Furthermore, the project will provide **assertiveness training**.

For more information contact Mohammed Sheraz
(Community Cohesion Manager)
Mobile: 07930712275 email Mohammed.sheraz@manninghamha.co.uk

Xperience Volunteering project

Are you a Manningham Housing Association tenant or resident? Do you want to learn new skills or polish up on your existing skills to gain working experience to move into paid employment? **Are you passionate about your local community and do you want to volunteer in the following areas? -**

- Office Administration
- Community Development Officer
- IT/Digital/Media Worker
- Research Assistant
- Funding Assistant
- Tenant Member
- Youth or over 50s worker
- Volunteering Coordinator

The project will offer accessible opportunities for local people to volunteer using their own strengths and skills-set from 2 hours right up to 20hrs a week with expenses paid for by MHA.

For more information and/or to get involved in any of the above projects please contact :

Tausif Mohammed
Community Partnership engagement officer

Mobile: 07930712140
or email Tausif.mohammed@manninghamha.co.uk

Join our new online courses

Online Coffee Mornings

(Every Tues 10.30am till 1.30pm)

The online coffee mornings are organised and set up by the local women of Manningham and Girdlington as part of our Let's Get it On Project. The online coffee morning allows women to build confidence, build new skills, meet new people and make new friends.

"My name is Anesa, I really enjoy the Coffee mornings. Meeting new women help me deal with my stress and anxiety."



FREE Online Zumba / Yoga classes

(Every Tuesdays 9.15am till 10.15am & Thurs 8pm till 9pm)

Online Women's Only Exercise Sessions
These sessions will help you keep fit, healthy, and physically active and help improve your mental health and well-being.

"I joined the class two weeks ago, and found it very helpful to keep me moving I can't do all the moves! I can see quite a arrange of people benefitting from these classes." (Nigat Iqbql)



Basic ICT Course

(Every Tuesday 11am till 12pm)

This is a good foundation course in the everyday usage of computers on how to use the Internet. Learn in a comfortable and friendly environment. Build your confidence and gain new skills & Knowledge.

NOTE: Laptops are available for the course

* Terms and conditions apply

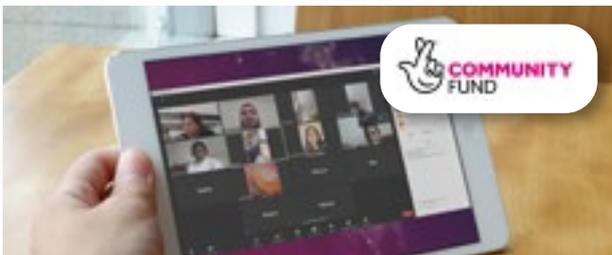
"I'm so glad I come on this course, it taught me how to use my phone for online Banking. NO more long queues for me" (Taj)



Online Assertive Training

(Every Tues 10am till 12pm & Weds 12.30pm till 2.30pm)

This course is to help anyone who may want to be more confident. If you want to know how to boost your confidence this course could be perfect for you. These sessions are delivered in both English and translated into Urdu by the host, Kay Baig.



"The sessions were very positive and encouraging for me. I felt guilty to leave my mother to do things for myself. I now understand that its important for me to look after myself so that I can continue to look after them, otherwise I was at the brink of burn out." Naheeda

Basic Online English Course

(Mon, Tues & Weds – 10am till 12pm)

This is a free basic online English course. This course is for those people with little or NO English skills. The Basic English course will help people in everyday situations.

"I am so glad I can continue learning online during the lockdown!" (Hafsa)



For more information and/or to get involved in any of the above courses please contact

Tausif Mohammed
Community Partnership & Engagement Officer

Mobile: 07930712140
or email Tausif.mohammed@manninghamha.co.uk



Annual Tenant Report



Ulfat Hussain

Assistant Chief Executive
Ulfat.hussain@manninghamha.co.uk

It is a pleasure for me to present this year's Annual Tenant Report for 2019/20.

I hope you will find the information we have provided useful and informative. The report provides a highlight of some of the services we provide and how we have performed delivering these.

At Manningham Housing Association we always strive to provide the best possible service to our tenants. The feedback we get back from our tenants confirming how satisfied they are with services they receive is really appreciated and motivates us to do even better. Last year over **92%** of our tenants told us they are either **satisfied** or **very satisfied** with the services they receive and would recommend Manningham Housing Association to their family and friends. However, we know that we don't always get things right and also welcome the feedback we get through the complaints we receive.

It is through dealing with your complaints we can learn of what we need to do to get even better. As well as providing good quality homes we also want to ensure that we keep our tenants safe in their homes. This report provides information about what we are doing to keep your homes safe by ensuring all the necessary safety inspections such as Gas safety, electricity, Legionella, fire safety and asbestos are completed in a timely manner using fully trained, qualified professionals.

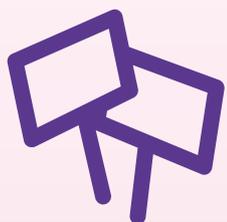
We appreciate your co-operation in providing our contractors access to your homes to complete these essential inspections which are extremely important for you and your family's safety.

I do hope you will find the information in this Annual Tenant Report informative. If you do have any further questions or even feedback on the information provided, then please do get in touch.



Number of properties

1414 homes



Letting Our Homes

59 Families

We helped **59** families into their new home.

14

local authority nominations

37

Direct applications through choice based lettings (CBL)

5

Mutual Exchange

We took an average of **8 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.



1 bed	£64.36
2 bed	£81.00
3 bed	£97.95
4 bed	£115.13

5 bed	£118.78
6 bed	£129.82
7 bed	£131.59



Responsive Repairs

6180 Repairs

...a year with an average of **515** repairs a month.



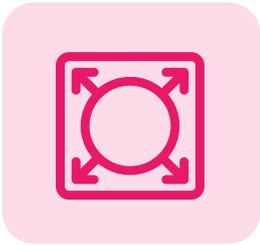
2.8%
Up by 2.8%
on last year

98%
Jobs completed
on time

99%
Overall customer
satisfaction with
completed repairs

Repairs Completed On Time

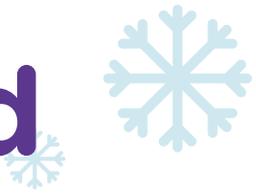
- 100% emergency within 24 hours
- 97% urgent within 5 working days
- 99% routine within 22 working days



Adaptations

All Completed

... with **£4609.20** total expenditure.



Legionella management plan actions completed :

100%

Customer Engagement

4
Customer panel
meetings

2
2 complaints
learning forums

3
Mystery
shopping experiences



Fire Safety

Fire risk management all actions completed.

100%

Gas

Annual gas safety checks completed:

100%

Electrical Safety

Electrical installation condition reports outstanding:

None outstanding, all completed

Asbestos

Outstanding asbestos surveys:

None outstanding, all completed



Customer Satisfaction

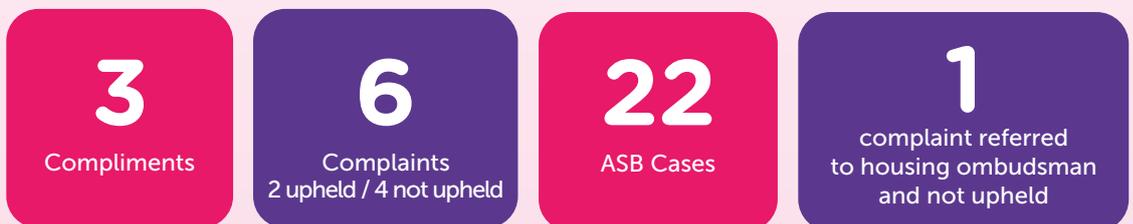
Every month, an independent company telephones **50** tenants at random to ask how satisfied they are with the Association.

Overall, **92%** of those called 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:



Compliments & Complaints



Money Matters



Faisal Khan

Welfare, Benefits & Financial Support Officer
faisal.khan@manninghamha.co.uk

Coronavirus Job Retention Scheme (Furlough)

Extension of Furlough Scheme

The furlough scheme subsidises the wages of people who cannot do their jobs, either because their workplace is closed, or because there is no longer enough work for them. The Government has announced that CJRS/ furlough scheme would be extended until the end of March 2021, with a review of the scheme expected in January 2021.



Key points of CJRS

- Furlough extended until the end of March 2021.
- All employers with a UK bank account and UK PAYE schemes can claim the grant regardless of whether they have previously made a claim for the CJRS.
- The employer can either put staff on furlough full-time or to work part-time and be furloughed for the hours not worked (flexible furlough).
- Employees qualify for the scheme if they have been on the employer's PAYE payroll on or before 30th October 2020.
- Employees on furlough will continue to get 80% of their salary, (capped at £2,500 per month).
- Anyone who was made redundant after 23rd September 2020 can be rehired and put back on furlough.



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.

Self - Employment Income Support Scheme (SEISS)

The first two SEISS grants have ended but due to the ongoing covid-19 pandemic, the scheme has been extended until April 2021.

The 3rd SEISS grant will cover a 3-month period from 1st November 2020 until 31st January 2021 with applications open from 30th November 2020.



Self-employed workers will be able to claim 80% of their normal profits for November to January, with the maximum grant of £7,500.

The 4th grant will cover a 3-month period from 1st February 2021 until 30th April 2021. The Government will review the level of the fourth grant and set this in due course.

SEISS claimants may also be able to claim Universal Credit.

Warm Home Discount Scheme

The Warm Home Discount Scheme is a one-off discount of £140 off your electricity bill between September and March.

You will qualify for the scheme if you are on Guaranteed Pension Credit or on low income and meet the eligibility criteria. If you use a pre-pay or pay-as-you-go electricity meter, you may still qualify for the support.

Some people will automatically qualify for the Warm Home Discount and will receive a letter direct from the Department for Work and Pensions (DWP). Please note that not all suppliers participate in the Warm Home Discount scheme. Check with your supplier to find out if they are part of the scheme, whether you are eligible and how to apply.

Brexit and EU Settlement Scheme



All EU citizens who wish to retain their rights to live and work in the UK will need to apply for the **Settlement Scheme**. Successful applicants will either get settled or pre-settled status depending on how long you have lived in the UK. You will need to prove how long you have lived in the UK when applying for settled or pre-settled status.

If you already have Indefinite Leave to Remain/Enter in the UK, you do NOT need to apply.

The EU Settlement Scheme applications are now open. There is no fee for the Settlement Scheme application and the deadline for applying is 30th June 2021. www.gov.uk/settled-status-eu-citizens-families

There are several **advice services** across the Bradford District where support on Brexit and the Settlement Scheme is available.

For more information, please visit:
www.bradford.gov.uk/your-community/brexit-and-the-settlement-scheme/access-support/

If you would like any support with the EUSS as above, please contact your nearest community advice service by visiting the Bradford Council website link above.

The Welfare Benefits & Financial Support Officer at MHA has supported over 341 customers in the last year.

The graph below shows the areas of support provided.

If you are a **Manningham Housing Association tenant and need support with:**

- Claims for **Universal Credit**
- Reporting change of circumstances and making **updates on your claims**
- **Housing benefits** has been suspended, stopped or if there is a shortfall due to Non-Dependant deductions Bedroom Tax, Benefit Cap
- **Managing your debts** and making payment plans
- **Require budgeting support** - managing your money and controlling your outgoings
- Support with switching and/or managing your utility bills
- Help to set up new bank account and **making the most of your savings**
- Signpost to **other support agencies** - CAB, DWP, Step-change, Green Doctor, community-based provisions, and health services
- Or, anything else affecting you because of **financial difficulties...**

Ring **MHA** on **01274 771144** and ask to speak to **Faisal Khan**, Welfare Benefits & Financial Support Officer. Advice and practical support is available in **English, Urdu, and Punjabi**.

Welfare Benefits Support provided to tenants in the last year



Manningham Housing Texting Service

You may have recently received a text, or you might be getting this every week from MHA reminding you that you need to make a rent payment. Manningham Housing has invested in a new rent management system. This system sends out an automated text message at the start of the week to customers who are due to make payments.

This is a system generated text message sent as a polite reminder to everyone to make sure that the agreed payments are made, and the rent accounts are kept up to date.

If you have made the required payment, and you receive a text asking you to make a payment, please disregard the text message. This may possibly be that your payment was made over the weekend or via an All pay card and this has not been picked up by the system. Unfortunately, this cannot be helped, and we apologise in advance if this does happen.

Please note any payments made via the All pay card take 2 days to reach your rent account. If you are finding it difficult to make your rent payments or are suffering financial difficulties as a result of the current restrictions, we can offer you support to help you maintain your rent account in order and also offer assistance in claiming any benefits to which you may be entitled to via our dedicated Welfare Benefits & Financial Support Officer.



Mansha Khan

Income Team Leader
mansha.khan@manninghamha.co.uk



If you wish to discuss your rent account or need benefit support, please call the **Income Team** on **01274 771144**. You will be able to make a payment with your debit card or negotiate a payment plan if you are struggling financially.

Prize Draw Winners



Winners of our latest prize draw are:

1. **Mr Umair Rafique** – Old Mill Dam Lane - **£100**
2. **Mr Anwar Khan** St Augustine Terrace- **£50**
3. **Miss Alexandria Mary Firth** – Hope Avenue Bradford - **£25**

"You've got to be in it to win it!"

1st Prize - **£100**
2nd Prize - **£50**
3rd Prize - **£25**

The Benefits of paying by 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. You can set up a direct debit for weekly, fortnightly or monthly payments. Once the direct debit is set up, your rent charge will be collected from your account on the agreed date. All our customers who are paying through direct debit have the opportunity to win our prize draw. To qualify, customers will need to show three consecutive months' payments.

As a continued effort to encourage customers to pay their rent by direct debit, we will continue to have this prize draw twice each year.

Terms and Conditions apply: Competition open to existing and new direct debit customers. To qualify, the customers will need to show three consecutive months' payment on their rent account via direct debit with no failed payments. To set up a direct debit, please **call us on 01274 771144** and we will help you.



John Green

Health & Safety and Property
Compliance Officer
john.green@manninghamha.co.uk

Fire Safety In Winter

Fire Safety Bill 2020

MHA have been proactive and already produced a report for each of its blocks in relation to cladding and entrance fire doors. These will be reviewed annually, and changes implemented as and when required.

Health and Safety in Communal Areas

There is a health and safety folder within the communal area of every block. This contains a dashboard with all health and safety information including when the last compliance checks were carried out and when the next ones are due. Where necessary we have included a copy of the relevant certificates. If the certificate is not in the folder and you would like a copy, please contact the office as we will have an electronic version.

At the back of the folder there are feedback forms for you to complete if you have any Health and Safety concerns. These forms can be placed in the preaddressed envelopes and posted. These envelopes are also found in the back of the folder. Please do not remove the folder or any of its contents.

Carbon Monoxide

Carbon monoxide, commonly known as the chemical formula CO, is an extremely poisonous gas. It has no odour or colour, which means we are unable to detect it through our senses. It is estimated that CO poisoning is responsible for more than 200 cases of poisoning in the UK, and around 40 deaths.

The deadly gas is a product of partial combustion of carbon-based compounds where there is not enough oxygen to create carbon dioxide (CO₂). It can be found in modern homes near fuel-burning devices: gas heaters, boilers, gas cooking stoves, or power generators.

If your CO alarm sounds you must turn off the appliance you are using, ventilate the property by opening doors and windows and ring us immediately.

The emergency number for gas and carbon monoxide leaks is 0800 111 999.

Avoid nuisance/false alarms by not using oversized pans on hobs. Using such pans has been known to trigger CO alarms

Heating your home

Open fires

Be careful when using open fires to keep warm. Make sure you always use a fire guard to protect against flying sparks from hot embers.

Make sure embers are under control and properly put out before you go to bed.

Keep chimneys and flues clean and well maintained.

Using portable heaters

Keep heaters away from curtains and furniture and never use them for drying clothes. Always unplug electric heaters when you go out or go to bed.

Try to secure heaters against a wall to stop them falling over. Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen so you could suffocate if a room is not properly aired.



Keeping Warm

Using electric blankets

Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off. Unplug blankets before you get into bed unless they have a thermostat control for safe all-night use. Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring. Test electric blankets every 3 years. Age UK or your local fire and rescue service may be able to do this for you.

Try not to buy second-hand blankets and check regularly for wear and tear. Replace your blanket when it is more than 10 years old.

Always follow the manufacturer's instructions. Look out for the following symbols which show a blanket is safe to use.

If the electricity fails - Alternative lighting

Keep a battery-operated light or torch handy in the event of a power cut or failure.

If you have to use candles or matches always take special care. Put them out completely before leaving the room or going to bed.

Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains. Keep a mobile phone handy so you can still make an emergency call if there is a power cut.

Test your smoke alarms regularly

Condensation: What, Why and How to Reduce it?

If you think the amount of condensation is increasing in your home and are fearful that it might lead to mould, have a read of this article to diagnose the potential causes and solutions to help reduce it.

WHAT are the signs of condensation?

- Mirrors and windows steam up
- Furnishings feel damp
- Moist walls
- Black spots of mould appear on the outside -facing walls

WHY is condensation occurring?

- Poor ventilation
- Cold surfaces
- High amounts of water vapour from cooking, baths, tumble dryer, etc.

HOW to reduce condensation?

Have medium/low heat through the house. Heating one room to a high level and leaving others cold makes condensation worse in unheated rooms

Keep your central heating on longer, allowing rooms to stay warmer longer

If you don't have heating in every room, keep unheated rooms open to let heat in. Don't use paraffin or liquid gas heaters

Leave a gap between furniture and external walls

Open a window when boiling a pan or a kettle, running a bath or using a tumble dryer



Maintenance Improvement Programme 2019 / 20



In 2019/20 we have once again invested in our property stock to ensure that the homes of our Residents are **kept well maintained** and **meet the required health & safety standards**. In total we have spent **£375,000.00** as part of our improvement programme.

The breakdown of this is as follows:

BATHROOMS/SHOWER ROOMS:.....	£194,000
BOILERS:.....	£10,000
KITCHENS:.....	£130,000
WINDOWS/DOORS:.....	£41,000

Your Neighbourhood

Scheme Inspection



Prafula Parsotam

Neighbourhood Officer
prafula.parsotam@manningha.co.uk

Have Your Say!

We want to ensure that your communities are a safe haven, a clean and well cared for environment and most importantly, a place that you can proudly call home. At Manningham Housing, we are committed to maintaining the cleanliness and safety of the estates, but we would like you to get involved. We'd like YOU to have your say, to suggest areas of improvement and work together with us to make your living environment the best possible place.

We would be thrilled if you as the residents would join us on these inspections. This is a good opportunity for you to get to know your Neighbourhood Officer, to feel comfortable and confident enough to approach them with your concerns, issues and suggestions for improvement.



This is your time! Your chance to make a difference!
 Your chance to get involved within your community.

Please come and join your Neighbourhood Officer!
 All residents are notified by post or text a week before the scheme visit.

We encourage you to join us at the next inspection!

Manningham Housing & COVID-19



Peter Murgatroyd

Neighbourhood Officer
peter.murgatroyd@manningha.co.uk

As we all know, Covid -19 has had a massive impact on all of us, especially businesses that deal with the public face to face.

Manningham Housing has always taken pride in the fact that it has had a fantastic relationship with its tenants who feel happy to call in and discuss their issues with us at any time. Unfortunately, Covid-19 restrictions have changed everything. Despite this, Manningham Housing staff have taken steps to ensure that we continue to provide the excellent service that you have become used to.

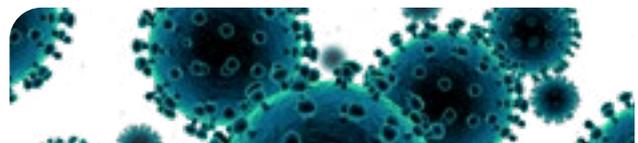
- Most of our staff are working from home - linked to the office via the internet. Calls are re-routed to mobile phones, so we can deal with your enquiry as quickly as possible.
- Our repairs team and contractors continue to work hard to carry out essential repairs as they arise. Contractors will always wear full protective clothing [PPE] to ensure your safety and theirs.
- We have made use of technology to carry out tasks that would normally be dealt with by a home or office meeting. This means that documents and letters that you would normally hand in can now be scanned or photographed and then sent to us via email or WhatsApp.
- Documents, that would normally be signed in the office, are now posted to tenants with a franked addressed envelope for the tenant to return our copy to us.

If you wish to speak with your neighbourhood officer about an issue, do not wait for a scheme inspection, simply call or email the office and your neighbourhood officer will contact you by telephone.

We understand that some things cannot be done remotely. In these circumstances an office meeting may be the only solution. In these rare cases an appointment system is in place to ensure that only one family are in our waiting area at any one time.

You will notice that our waiting area now has security screens in place, like a Post Office and social distancing can be observed in complete safety. But please do not request an office appointment unless there is no other way to deal with your issue. You must understand that any non-essential journey puts you, your families and our staff at serious risk. If we all follow the government guidelines and keep contact to a minimum the chances of transmitting this virus will be reduced.

Please stay safe and we hope to see you all again soon.



If you want to move house a mutual exchange could be a fast and easy way to find a new home



Nazneen Zafar

Neighbourhood Officer
nanzeen.zafar@manninghamha.co.uk



A mutual exchange is a home swap with another social housing tenant. People move for many reasons – your current home could be too large, or too small, or perhaps you want a change of scene.

We aim to offer customers the opportunity to move home as and when they want to or need to. A mutual exchange enables tenants to move by swapping their tenancy with another tenant, either a MHA tenant or a tenant of another social landlord, including local authorities. This enables a move to take place without the need to go through a waiting list.

However, there are some grounds for refusal which include:

- **Complaints** of anti-social behaviour
- Outstanding rent **arrears** or outstanding **debts** to the associations
- The property is **too small** or **too big** for the incoming tenant
- The property is **suitable for a person with physical disabilities** and no such person would be living there after the exchange
- The tenants have a **starter tenancy** and **do not have the right to exchange**

Mutual exchanges are intended to be a voluntary arrangement between tenants. Each tenant accepts the accommodation to which they are moving, in the condition which it is left by the outgoing tenant including responsibility for any alterations. The association does not make good damage, waste, disrepair, or poor decorative condition.

So if you are a tenant, with an assured tenancy agreement (**ask your Neighbourhood Officer if you are unsure**) you can apply to do a mutual exchange.

To find someone to swap with you join home swapper a website that allows you to get in touch with other social housing tenants looking to swap properties.

You can search for swaps locally or nationally.
(Please note this service is free for all MHA Tenants.)
For more information, **visit: www.homeswapper.co.uk**

Information Hub

Covid 19 Latest News

COVID-19 is a virus with similar symptoms to flu or a cold. The following symptoms may appear **2 to 14 days** after exposure.

- Fever
- Cough
- Shortness of breath
- Anosmia (the loss of or a change in your normal sense of smell. It can also affect your sense of taste as the two are closely linked.)

It is important that everyone continues to follow NHS and Government advice to protect you, your family and your community.

Symptoms to watch for:

- A high temperature
 - A continuous cough
 - Shortness of breath
 - A loss or change to your sense of taste and smell
- IF you have any of these symptoms:
- Stay at home – do not leave your home for at least ten days or have visitors. Anyone you live with must also self-isolate
 - get a test immediately. Anyone living with you should also get a test

Sub-letting Fraud

Fraud affects every organisation in the private and public sector and it is estimated that over 52 billion is lost from the UK each year due to Fraud.

This normally relates to a Bradford resident who is a tenant of a social Housing property who:

- Sublets or parts with the possession of the property
- Ceases to occupy the property as their only or principal home
- Provides false information to gain a tenancy
- You can report social housing tenancy fraud online



You can report social housing tenancy fraud online:

Hotline: **01274 437511**

Email: reportfraud@bradford.gov.uk

Bradford Central Food Bank

If you are struggling to feed yourself or your family, we are here to help. There are many reasons why people end up in food crisis, it could be debt, benefit delays or changes. Whatever the reason we can help you feed your family when you are in crisis.

You'll need to be referred by an organisation to access your 3-day emergency food parcel. As a tenant of Manningham Housing you could be referred by them or by the Job centre. They will issue you with a voucher code which you can bring to our centre (Jubilee Centre, Jermyn Street, BD1 4EJ) on Tues, Wed or Fri between 11 and 2 to collect your food parcel. If you have a medical reason we will be able to deliver your parcel to you, please tell your referral agency this information



Cookery Corner

Prep:30 mins
Cook:45 mins
Easy, Serves 6



Chicken Pasta Bake

Enjoy this gooey cheese and chicken pasta bake for the ultimate weekday family dinner. Serve straight from the dish with a dressed green salad.

Ingredients

- 4 tbsp olive oil
- 1 onion , finely chopped
- 2 garlic cloves , crushed
- ¼ tsp chilli flakes
- 2 x 400g cans chopped tomatoes
- 1 tsp caster sugar
- 6 tbsp mascarpone
- 4 skinless chicken breasts, sliced into strips
- 300g penne
- 70g mature cheddar , grated
- 50g grated mozzarella
- ½ small bunch of parsley , finely chopped

Method

STEP 1

- Heat 2 tbsp of the oil in a pan over a medium heat and fry the onion gently for 10-12 mins. Add the garlic and chilli flakes and cook for 1 min.
- Tip in the tomatoes and sugar and season to taste. Simmer uncovered for 20 mins or until thickened, then stir through the mascarpone.

STEP 2

- Heat 1 tbsp of oil in a non-stick frying pan.
- Season the chicken and fry for 5-7 mins or until the chicken is cooked through.

STEP 3

- Heat the oven to 220C/200C fan/gas 7. Cook the penne following pack instructions.
- Drain and toss with the remaining oil.
- Tip the pasta into a medium sized ovenproof dish.
- Stir in the chicken and pour over the sauce.
- Top with the cheddar, mozzarella and parsley.
- Bake for 20 mins or until golden brown and bubbling.

Your Feedback Is Important!

And Be The First To Know...



Google Review



MHA currently has 5 stars

Follow us on facebook, linkedin and twitter to keep updated about what's happening with MHA.

MHA Christmas Opening Times

As we head in to the festive period we would like to take this opportunity to wish all our customers a very merry Christmas and a Happy New Year on behalf of us all at MHA. With the weather conditions likely to get much colder in the coming weeks and months, please be advised that the demand for our repairs service will increase and it may take a little longer for all calls to be answered immediately. We will attempt to answer all calls promptly and have a voicemail service should you not be able to immediately speak to an adviser. We aim to return all calls within 2 hours.

We will close at 12.00 noon on 24th December 2020 and re-open at 9.00am on Monday 4th January 2021.

Please note: MHA's Out of Hours service will still be available during the closure period but this will be for emergency repairs only.



Feedback

Latest news and events from [Manningham Housing Association](#)

Get in Touch

MHA Direct Contacts:

Customer Services

Call: **01274 771144**

Neighbourhood Officers

Call: Nazneen Zafar on

01274 377221

Call: Harry Manford on

01274 377216

Call: Peter Murgatroyd on

01274 377222

Call: Prafula Parsotam on

01274 377214

Property Surveyors

Call: David Hargreaves on

01274 377207

Call: Monihur Ali on

01274 377266

Income Team

Call: Mansha Khan on

01274 377206

Call: Zahid Hafajee on

01274 377239

Call: Sharon Dunwoodie on

01274 37721

Other Useful Contacts:

For Gas leaks

Call: Northern Gas Networks 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**.