

Summer 2021

Feedback



Latest news and events from Manningham Housing Association



What's inside this issue...

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Latest News / Community Partnerships & Engagement /
Health & Safety

Welcome to Feedback Magazine

Latest news and events from **Manningham Housing Association**

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CEO Update

with Lee Bloomfield

I hope that you are safe and well.

I have been reflecting on when I wrote in your newsletter back in June 2020 when the government had just begun the easing of some of the Covid lockdown restrictions with the introduction of the Tier system in England. Whilst this allowed some freedoms for our everyday lives, it was relatively short-lived due to a new Covid variant and by end of December 2020 the country was back into a full lockdown. The government's roadmap out of lockdown has meant restrictions being lifted from 19th July 2021 with life hopefully returning to a kind of "new normal".

The last sixteen months has been unprecedented with the pandemic claiming the lives of over 128,000 people in the UK and over 4 million worldwide. The development and rollout of the Covid Vaccine has been incredible and meant fewer deaths and fewer hospital admissions. Over 46 million people in the UK have now had the first vaccine with over 35 million receiving their second jab. I had my vaccinations as soon as I got offered them as I think it is important to protect yourself, your family, and your community. Having lost a close relative to Covid-19 I can understand the pain and suffering family and loved ones have gone through and I pay tribute to each person who has lost their life to this terrible pandemic.

What has heartened and inspired me during the Covid-19 crisis is seeing how MHA has supported our tenants and communities. All our staff have been incredible and have played a role in responding to the crisis and made sure our tenants and communities remained safe and supported. We have supported tenants suffering financial hardship and secured over £90,000 in additional income for tenants and assisted 127 tenants to move on to Universal Credit.

Despite the challenges over the last 15-months it has been incredible that our teams have managed to accelerate our Community Investment work to maximise our support for our communities during the pandemic. Our team secured over £200k to run a range of initiatives and activities around health and well-being, employment advice & support, tackle loneliness and physical activities. Our ground-breaking "Building Bridges Bradford Project" launched in November 2020 with funding from the Ministry for Housing, Communities and Local Government and the National Lottery Community Fund has allowed MHA to run a series of 50 individual projects and initiatives to promote shared values, tackle discrimination and support members of the community badly affected by the Covid pandemic.

Looking to the future, I recognise that for MHA to continue to thrive, we need to grow our stock base and are aiming to acquire an additional 120 family homes over the next four years which are much needed in the city.



Customer Panel Update

with Cath Bacon



Cath Bacon

We have all faced tough challenges as MHA tenants under the numerous lockdown and changes in 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 of us have even faced the loss of loved one during this time.

We have all learnt new words and phrases during this pandemic: bubbles, social distancing, well-being, pandemic, tier systems, isolation and clap for carers.

The most impressive thing I have seen is how communities and groups have come together to help one another during these unprecedented times.

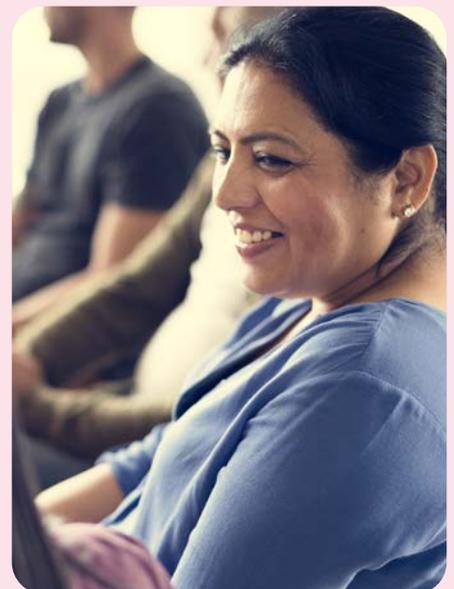


The Customer Panel is involved in the decision making of distributing community investment grants, discussing welfare impacts, numerous MHA policies, strategies for the Board and how we can help improve our local neighbourhoods.

Meetings are informal and everyone is encouraged to participate. We also offer training to support our Customer Panel members, if necessary. As part of the Customer Panel, you will also 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 our Manningham Housing tenants who may be interested in joining the panel.

If you are interested in joining the Customer Panel, please contact your Neighbourhood Officer.



Meet our New Starters



John Kent
Director of Finance

John started his career with KPMG in the North-East of England. After his qualification, he joined ICI PLC in the Oil and Gas sector which was then followed by Finance Director roles for UK subsidiaries of multinational companies in high tech manufacturing and information technology. He has worked in the US and completed several European projects.

He has over 14 years of experience working within the housing sector across a range of organisations. He joined Manningham Housing Association as Director of Finance and Resources in April 2021. In his spare time, John is a keen cyclist, having competed on the road and track since his schoolboy days. His partner is a keen dancer, regularly competing, although not with John, who has two left feet!



Alison Bray
Neighbourhood Officer

Alison started her career with Salts of Saltaire working in the shipping department as an Export Documentation typist. As the textile industry was diminishing in Bradford, she left and set up a Health Food store in Bradford. Alison's mother also helped at the health food store, so she took a part-time role working for Bradford Council Social Services. Whilst working at Social Services sometimes she would help in Housing next door which gained her interest in Housing.

She joined Housing in 1990 as Housing Assistant and left in 2008 following the birth of her daughter. Whilst in Housing she had various roles, one of which was working as Families and Single Persons Housing Officer (Asylum Seekers). Following the birth of her daughter, she stayed at home and worked part-time in the family business.

In her spare time, Alison's passion has always been sport. She was a competitive body-builder, enjoys cycling and supporting the Guiseley Girls football team which her daughter previously played for and is also a competitive horse rider.



Joe Langfield
Head of Finance

Joe is the Head of Finance at Manningham Housing Association. Joe joined the organisation in May 2021.



Yusuf Nawaz
Administrative Assistant (Kickstart Programme)

My name is Yusuf, I am the Community Administration Assistant at Manningham Housing Association. I have been working for Manningham Housing for nearly four months. My work includes various challenges such as making phone calls to organisations, organising files, researching for funding purposes, assisting project delivery amongst many other exciting tasks!

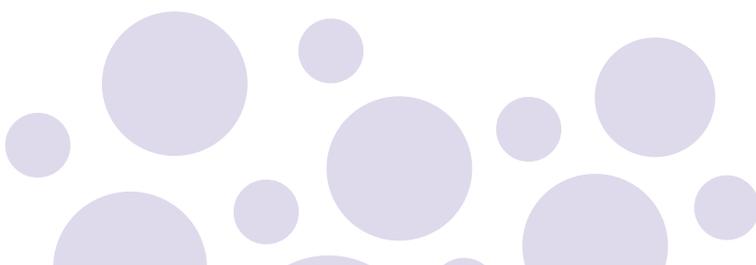
I am a self-motivated individual with high ambition and goals. I like to workout at the gym in my spare time. I enjoy Sports and playing for a local amateur football club on evenings once every week. I have got a degree in Public Services which is to help the councils and its surroundings. One thing I have learnt is to never give up. If you are struggling and you are having trouble finding your way out to achieve your goal, always put a smile to your face and try your best.



Aaqib Raheem
Property and Performance Officer

My name is Aaqib Raheem and I am the Property & Performance Officer. In terms of my role, I am selling the existing properties to the Tenants who crucially qualify for the RTA (Right To Acquire) and wish to purchase their property outright. I will also eventually be dealing with Shared Ownerships and Stair casing.

In terms of the Performance Officer role, I am collating all performance-related data, which includes Callerz surveys and all KPI's and presenting them to the relevant authorities. In this side of my role, my main priority is firstly to ensure the data is accurate, so when it is relayed to the board there are no discrepancies. I am also a big football fan – Arsenal FC all the way!



MHA Board Members

with Cath Bacon & Mushtaq Khan

Like most organisations and housing associations, there are several people who dedicate their time to being part of a Board. Like a fictional character in a book, these Board members are known of, talked about, recognised for the work they do, but are rarely placed in the limelight themselves...until now!

Our Board members keep a watchful eye over all areas of the association, ensure objectives are met and the MHA team maintain the best interests of our residents and they are driven to ensure MHA provides the best provisions for all stakeholders.



Cath Bacon
MHA Board Member



Mushtaq Khan
MHA Board Member

We recently spoke to a couple of our Board members and asked them to feedback on the following questions, enabling our readers to gain an insight into what makes them tick whilst finding out a little bit about who they are.

Q&A with Mushtaq

What is your occupation?

M: Chief Executive of Housing Diversity Network.

How long have you been a board member and why did you decide to become a board member?

M: 3 years. I think that good and affordable housing can really change peoples' lives for the better.

What motivates you?

M: Helping to change the housing system so that it is fair for all.

Why is the MHA mission meaningful to you?

M: I like the communities that Manningham works in and what it stands for.

If MHA were to be on the cover of a housing magazine in five years' time, what would the story be about?

M: A new development of housing which is helping to regenerate a run-down part of the City.

How would you describe the goals of MHA, and how does the association achieve these goals?

M: To provide decent and affordable housing for the local community, as well as enabling local people to have the opportunities to succeed in life.

What sets BME housing associations such as MHA apart from other housing associations?

M: Smaller and closer to the local community.

Q&A with Cath

What is your occupation?

C: I am a Trade Union Official working for UNISON, the public sector trade union.

How long have you been a board member and why did you decide to become a board member?

C: I have been a board member since 2017. I wanted to be the voice of the tenants because they are the heart of everything Manningham exists for.

What motivates you?

C: I am passionate about equality, fairness and justice. I believe everyone should have an equal opportunity to achieve the best outcome they can in their life.

Why is the MHA mission meaningful to you?

C: Tenants should be at the heart of every single decision and the vision of the housing provider. Too many landlords are only bothered about getting money in. Manningham Housing Association is different; I believe they want the tenants to really engage and be involved.

If MHA were to be on the cover of a housing magazine in five years' time, what would the story be about?

C: The story would be their transition from a not particularly well-known housing association to one which shows exemplary best practice and wins awards for being inclusive, diverse and equal, with tenant led strategies and plans. The story of how their Customer Panel Chair and tenant Board member was awarded an MBE for her work in inclusion (if anyone wants to nominate me of course!)

How would you describe the goals of MHA, and how does the association achieve these goals?

C: The goal of MHA is to do more than housing; it is to enrich and improve the outcomes in life for its tenants.

What sets BME housing associations such as MHA apart from other housing associations?

C: An understanding of the needs and disadvantages experienced by their tenants with emphasis on early learning, education and support through and into employment to reduce all pillars of poverty and inequality.

What are your interests outside of work?

C: I am a community activist with an interest in disability and financial exclusion. I am the Vice Chair of the Bradford District Credit Union and I sit on the National Housing Ombudsman Service's Resident Panel. In my free time I enjoy helping community initiatives such as Friends of Bradford Moor Park and I am involved in the community led campaign to keep Keighley College green space as a green space and to encourage the Council to site the proposed well-being hub on a different brownfield site. When I am not extremely busy, I enjoy gardening and my family, especially my five grandchildren.

Tell us something interesting about yourself

C: I used to be a contestant on TV game shows such as the National Lottery quiz In It To Win It, Wheel of Fortune, Name That Tune, 100%, Weakest Link and Wipeout. I never won a jackpot prize but really enjoyed taking part, as well as getting to meet celebrities such as Bob Monkhouse, Anne Robinson, Nicky Campbell and Jools Holland.

Community Partnership Team

with Nasir Hussain



Nasir Hussain

Community Partnerships & Investment Manager
Nasir.Hussain@manninghamha.co.uk

Community Support Update

Over the last 12 months the Community Partnership and Investment Team have delivered 4 externally funded projects to support MHA tenants and residents struggling as result of direct/indirect impact of Covid-19.

Let's Get On

BAME Ladies
Smashing Boundaries

Fighting FIT

Building Bridges
Bradford

Through these projects we have delivered a total of 144 online sessions in partnership with local voluntary and community and faith groups from across Bradford and Keighley. We have directly engaged and supported 900 service users across the Bradford and Keighley districts ranging from 8-year-olds through to 80-year-old plus.

Activities ranged from job clubs (CV, interview support), assertiveness training, coffee mornings, community conversations, healthy cooking, basic IT training, Zumba and yoga-cise and online seated exercises for those with mobility issues and online money management.

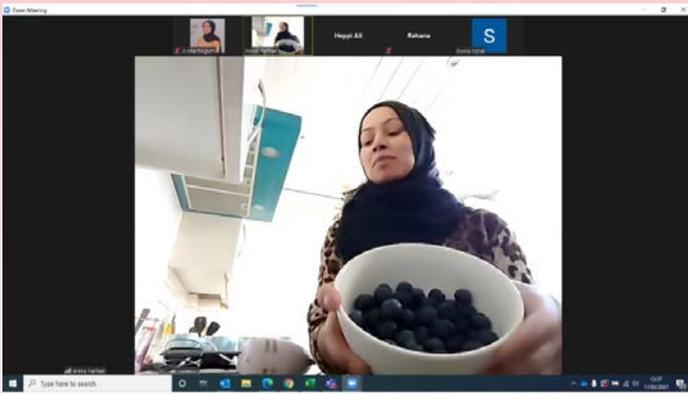
Through our employment support initiative project we have supported 40 users, 2 have moved into full time employment and a further 14 have or will move into non-paid employment, volunteering to improve their chances of moving into employment.



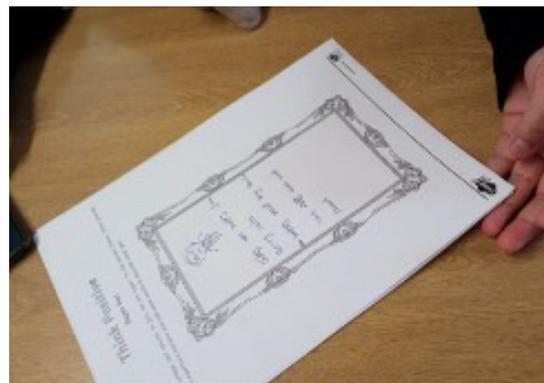
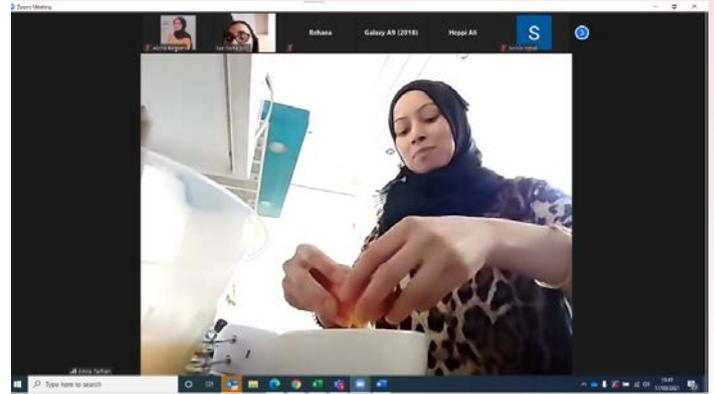
Images from our recent projects at MHA



Music, Sports and Arts

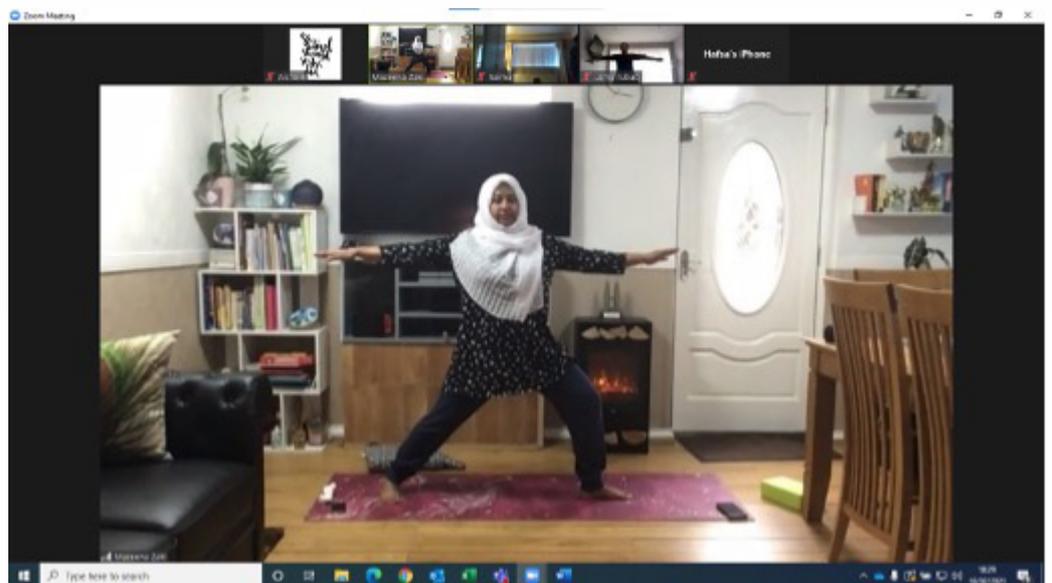


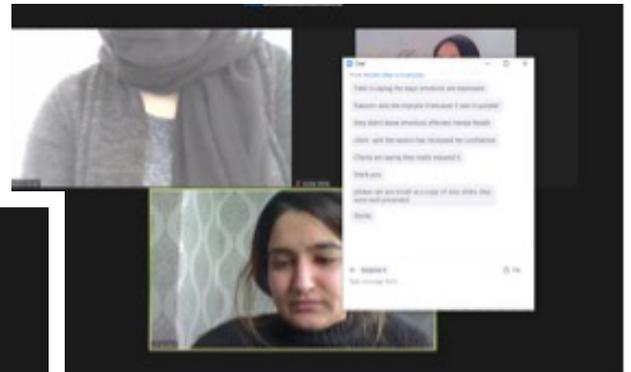
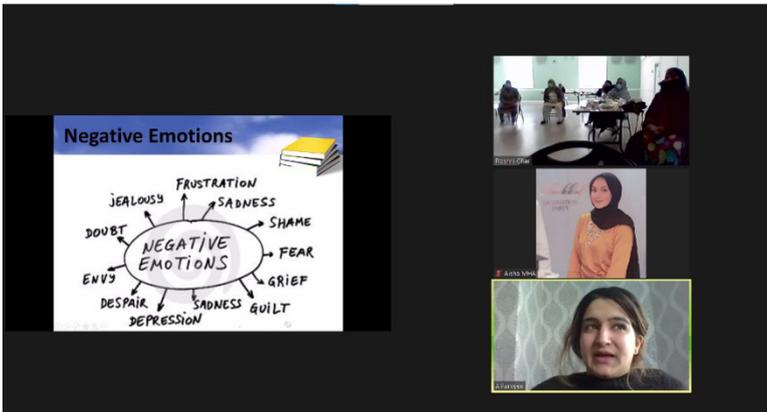
Online Healthy Lifestyle and Cooking delivered by Meridian Centre



**(Above)
Confidence Building delivered by Meridian Centre**

**(Right)
Women's Yoga**





Online Health and Well-being Sessions delivered at Roshni Ghar

Seated Exercises for BME Women 50+ at Roshni Ghar

These ladies suffer from mild disabilities to severe disabilities. The Seated Exercises were carried out whilst the ladies remained seated.

"I have not exercised in so long; I look forward to these sessions with Davinder every week. I feel young again! This makes me happy."

"I like learning new exercises, I cannot walk too much as I have a lot of pain, this has helped my arthritis a lot. I have also made new friends."

"I have learnt how to use WhatsApp to access these sessions, my son has taught me how to use it during lockdown. It helps me stay in touch with my friends."

"I have learnt lots of exercises whilst sitting down. I practise these every day. I really enjoy them."



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FOR MORE INFORMATION PLEASE CONTACT:
AISHA.BEGUM@MANNINGHAMHA.CO.UK
OR
YUSUF.NAWAZ@MANNINGHAMHA.CO.UK

Book Now !!



MHA have created a monthly newsletter called Housing Plus which is circulated electronically on monthly basis.

This newsletter covers a range of useful information such as employment and volunteering opportunities, project related information including our current projects and initiatives.

If you wish to receive this monthly newsletter then **please contact Aisha Begum on:**
aisha.begum@manninghamha.co.uk so you can be added onto the mailing list.

Money Matters

with Faisal Khan



Faisal Khan

Welfare Benefits & Financial Support Officer

Faisal.Khan@manninghamha.co.uk

Advice & Support for Customers

Universal Credit

Fuel Poverty

Budgeting

Housing Benefit

Debt Management

Health

Are you ready for Universal Credit?

UC Universal Credit

Advice available in English, Urdu & Punjabi



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-dependent 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.

Case Study

Mrs R has a large family and is on Universal Credit. Her UC payments have been reduced due to the benefit cap, deductions for tax credits overpayments and a large UC advance she has taken out. She also owes Bradford council over £2000 in unpaid council tax from previous years, has £700 pounds in Yorkshire Water arrears and a rent shortfall and mounting rent arrears.

She was referred to the Welfare Benefits & Financial Support Officer, as she could not make additional payments towards her rent arrears and was struggling financially.

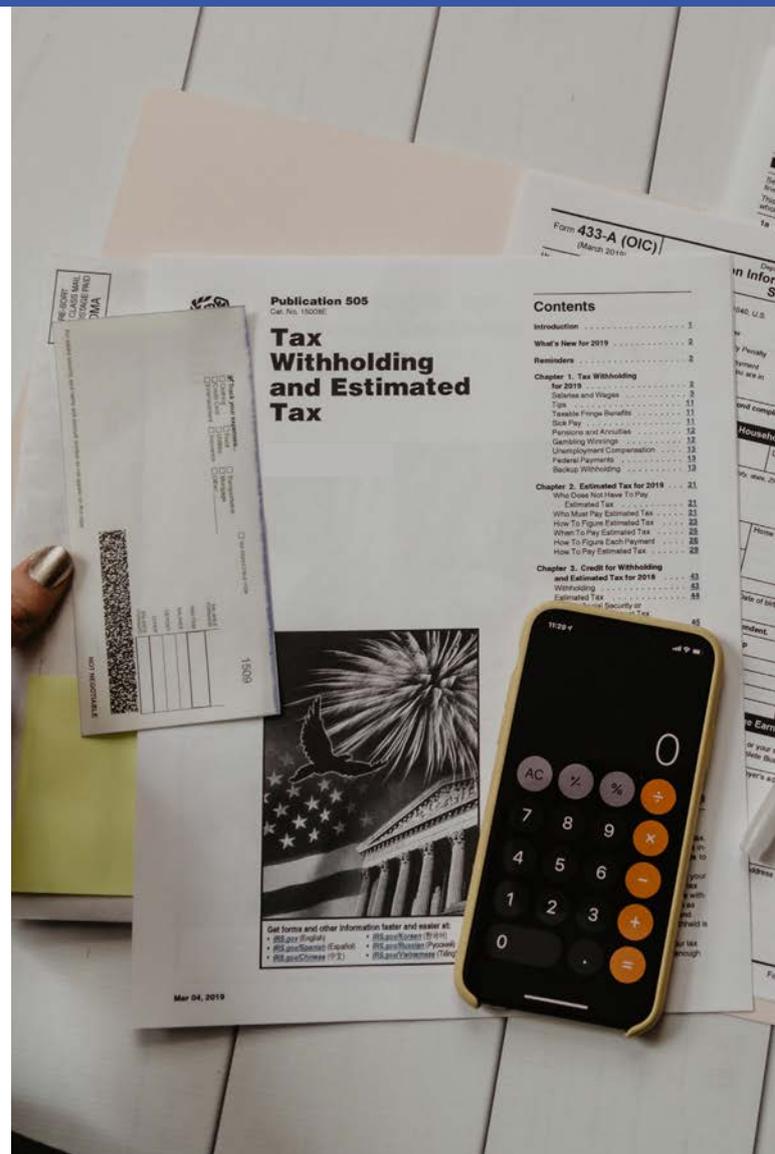
Firstly, a benefit calculation was completed to ensure Mrs R's UC payments were correct. However, her benefit cap deductions were found to be incorrect, due a recent change in one her child's benefit entitlements and which had not been updated by UC and so a request to recalculate her benefit cap deductions was made to UC. As a result, Mrs R was awarded £181.35 in UC underpayments.



Despite a large family, Mrs R utility bills seemed too high. She was referred to the Green Doctor and was supported with information and advice on reducing her bills and was issued with a £56 in top up meter grant, available at the time.

To help her with her rent arrears, an application for Discretionary Housing Payments was made, where she was able to demonstrate that she was eligible and under severe financial hardship, and so therefore was awarded a £650 grant.

Mrs R also had a Yorkshire Water arrears of £700 from previous years and a new bill of £540 for 2021 was soon received. She had a total Yorkshire Water bill of £1240 to pay. She was supported with 2 separate Yorkshire Water support schemes – please note the scheme details are available on the next page – to help her manage the arrears and to possibly reduce her current bill.



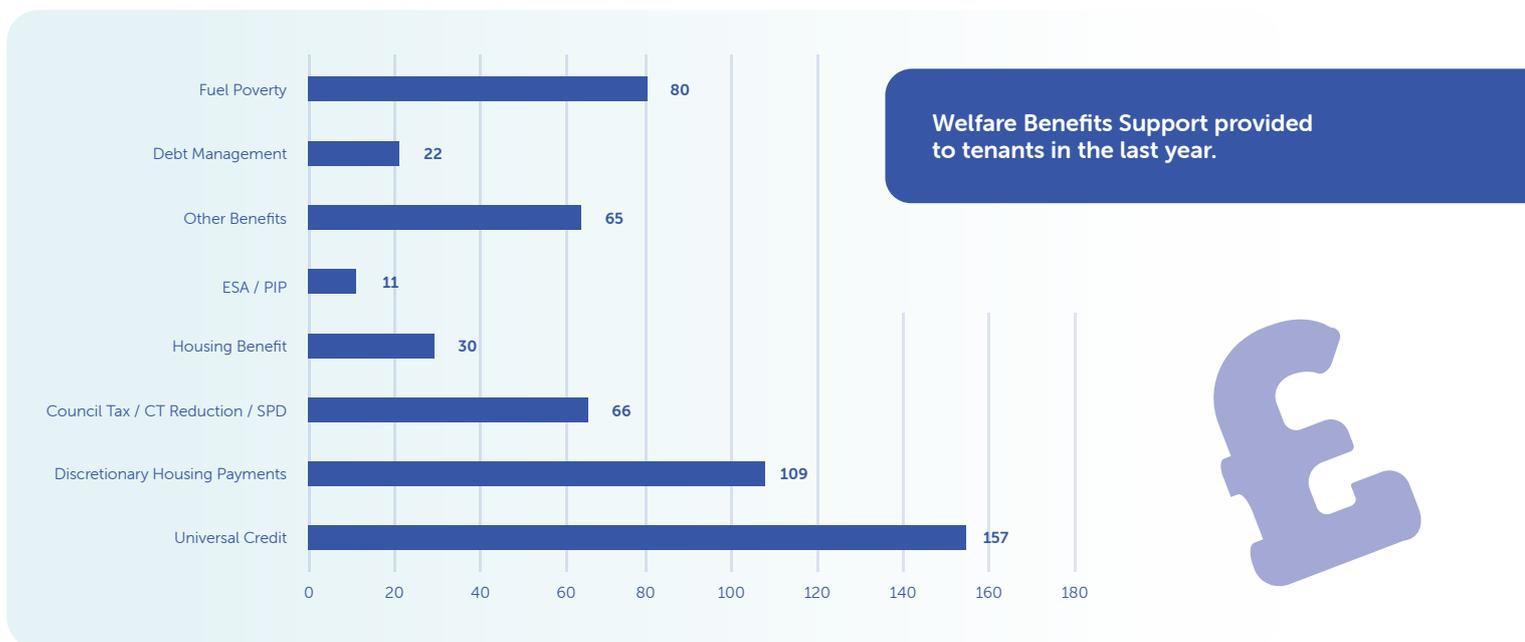
She was delighted to find that her current annual bill of £540 was reduced to £418.92, giving a discount of by £121.08 over the year. Her application for relief on the historic arrears was also successful and so her arrears were reduced from £700 to a more manageable £122 giving her a saving of £578 on the original amount. In total, Mrs R's Yorkshire Water bill was reduced by £699.08

Furthermore, Mrs R has been supported with managing her large council tax bill and although she has been supported with and receiving a Council Tax Reduction, she is currently in the process for appealing her large council tax arrears.

Mrs R is obviously delighted with the on-going support she has received from MHA and regularly seeks support from the Welfare Benefits Officer where required.

Support provided to MHA tenants April 2020 - March 2021

The Welfare Benefits & Financial Support Officer at MHA has supported over 352 customers in the last year. The graph below shows the areas of support provided.



A Quick Guide to Schemes & Tariffs

Water Sure

Customers on Water Meters, receiving an income based benefit and have either 3 or more dependant children or someone with a medical condition which requires additional usage. **Successful customers will receive capped water bills @ £418.92 per year for 2021/22.**

Water Meter

More bedrooms than people? Low usage **(free to install 2-year trial period).**

Water Support

Based on the number of occupiers and total net household income, with annual water charges over £430.00. **Successful customers will receive a reduced water bill @ £418.92 per year for 2021/22.**

Water Direct

Over £75.00 water account arrears and receiving an Income Based Benefit.

Resolve

Arrears on water account of over 12 months **(Aim to be debt free).**

Yorkshire Water Community Trust

Yorkshire water arrears between £50.00 - £2000.00 with at least one other priority debt. **(Over £50.00 arrears with Rent, Mortgage, Council Tax, Gas, Electricity or HMRC Income Tax.**

Priority Services Register

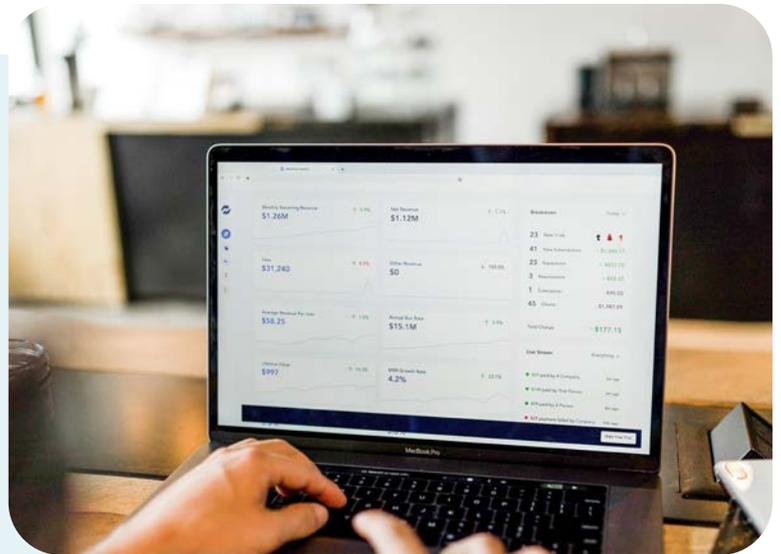
Customers who require additional support, such as Passwords, Nominees, Bills in Large Print, Braille or Audio. Other support included; Regular meter readings, Supply of bottled water, advance notice in writing or by visit for the work to be undertaken in the area.



Manningham Housing stops taking cash rent payments

Manningham Housing is no longer accepting cash rent payments. During the lockdown we have not accepted cash payments and we will continue to do this.

At MHA, our customer's safety is our main concern and the use of cashless technology in a post-COVID-19 world will be more important than ever to safeguard staff and customers alike from the spread of the virus.



Debit Card only (we will NOT accept credit card)

- Payment by debit card is much quicker and easier with just one simple "contactless" tap and the payment is made. It can be made in person or ring the office on 01274 771144.

Paying by card is much safer than paying by cash. The information on a bank card is protected with secure Chip and PIN technology and any data transmitted during transactions is encrypted and protected with a digital signature that is much harder to forge than a handwritten one.



- Internet banking – our account number is 32027761 and sort code is 56 00 36. Please remember to include your account reference number, which is the six-digit number on top left side of your rent statement.

- Set up a regular bank standing order MHA bank account.
Manningham Housing
Account number: **32027761**
Sort code: **56-00-36**

Please make sure to include your 6-digit tenant reference number as a payment reference with your name.

- Set up a direct debit – Contact MHA Income team and ask for a form.

- Pay by an All-Pay card at the Post Office or at shops displaying the "Pay Point" symbol. - Contact MHA Income team and ask for an all-pay card.

The Housing Ombudsman Complaint Handling Code

with Abid Mustafa & Nadim Khaliq

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. This enables landlords to resolve complaints raised by their customers 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.

Landlords were asked to self-assess against the Code by 31 December 2020 and publish the results. We completed our self-assessment in line with the new code & scheme.

As part of this, we have consulted with our Customer Complaints Panel and reviewed both the self-assessment form and action plan. Our Feedback & Complaints Policy was amended as a result of the self-assessment and this has been reviewed by the Panel and agreed upon, including some valuable suggestions made by them.



Abid Mustafa
Head of Property Services
Abid.Mustafa@manninghamha.co.uk



Nadim Khaliq
Head of Housing Services
Nadim.Khaliq@manninghamha.co.uk

Listed below are the **actions that have been identified** that required our attention to ensure compliance with **the Code**.

Feedback & Complaints Policy

This has been amended as per the requirements of the new code to include the following:

- MHA had adopted the complaints definition as promoted by the Housing Ombudsman to ensure consistency across the sector.
- We have included a section to the policy to make clear what will not be considered to be a complaint.

Regularly advise Residents about our complaints process

At present our complaint process is readily available and accessible to all on our website and included in every new Tenancy pack. To take this further, we will include a section on our complaint process in future editions of our MHA Customer Feedback Magazine (complaints process highlighted below)

Informal Resolutions

The Ombudsman encourages landlords to maintain good records, even when dealing with an issue informally, and where applicable to put responses in writing to avoid any future disputes arising.

We have started to keep a record to demonstrate the efficiency with which we resolve disputes. Considering this, we will regularly monitor this and share outcomes/learnings with the wider team and our Customer Complaints Panel.

Complaints Learning & Sharing

At present, we monitor any learning outcomes and document these during the complaint's process. We also share these learnings with our Customer Complaints Panel. The Ombudsman's Code now requires us to take this further by sharing learning outcomes with our Board and to publish in our Annual Report:

- Learning outcomes are to be shared with the Board at future meetings.
- Learning outcomes to be included and published in our Annual Report for the first time in late 2021.

Publish Self-assessment Form

The Ombudsman required all Landlords to publish the completed self-assessment form for Tenants' and others to view. This was completed in December 2020 and has been published on our website.

How will we handle your complaint?

Stage 1

When we receive a complaint, we will:

- Let you know within two working days that we have received it.
- Tell you the name of the person who is dealing with the matter.
- Contact you to discuss your complaint within 3 working days of the complaint being received.
- Write to you within ten working days of the complaint being received to explain our findings.

We will also tell you what action we will take if any.

Stage 2

If you are unhappy with the outcome of stage 1 you should let us know within twenty working days and your complaint will be dealt with by a Complaints Panel.

We will:

- Set up a Complaints Panel meeting within twenty working days of your request to appeal the outcome of stage one. The Panel will consist of three customers that are members of the Customer Panel and normally the Director of Operations unless he or she has had any involvement in the matter in which case another member of the Executive Team will take his or her place.
- Advise you about the Complaints Panel. In some cases, we will ask complainants to submit a summary of their complaint.
- Give you the chance, at the Panel to present your case. You can bring an advocate, such as a relative along with you. We only ask that any advocate is not acting in a legal capacity. The Panel will hear the case and ask you questions.
- Advise you within **5 working days** of the Panel of our decision, subject to any further investigation being required.

If you remain dissatisfied following our internal two stage process you can contact the Housing Ombudsman Service if you want to take your complaint further.

The Ombudsman is an independent organisation which deals with disputes between tenants, service users and their landlords. They would expect you to have followed the two stages in our complaints procedure before contacting them.

The Housing Ombudsman address is:

Housing Ombudsman Service
PO BOX 152
Liverpool
L33 7WP

Telephone: **0300 111 3000**
(Lines open Monday - Friday from 9:15 to 17:15)
Email: info@housing-ombudsman.org.uk



Tenants Repairs & Responsibilities

There are certain repairs that Manningham Housing Association do not carry out and these fall under the tenant's responsibility.

It is quite upsetting when we must turn customers down when they call for certain repairs, so we thought we would give our

customers some clarity into repairs that are not covered by MHA. Please see below a detailed list of repairs that are the tenant's responsibility.

Please refer to this when calling MHA to log repairs.



Bathroom Fixtures & Fittings

Toilet seats, bathroom cabinets, mirrors, shower curtains, unheated tower rails, toilet roll holders, sink plugs and chains.



Blockages

Baths, basins and toilets.



Decoration

Decoration inside your home including cracks to plastering.



Door Furniture

Internal doors, locks, handles, latches, letterboxes and door bells. Glass in any door.



Electric Appliances

Cookers, fridges, washing machines and dishwashers. Electric fire replacements/installs. Burglar alarms. Resetting trip switches.



Fixtures & Fittings

Coat hooks, curtains, curtain rails.



Floor Covering and Carpets

Repairing /replacing any floor covering including adjusting doors to accommodate carpets.



Front & Back Door

Replacing keys. Door Furniture (view hole, letterboxes, doorbells)



Garden to Individual Home

Landscaping, repair or replacement of dustbins/ wheelie bins and recycling refuse areas. Sheds.



Glazing

If broken into, you must get a police crime number.



Infestations

By ants, wasps, bees, cockroaches, mice, rats or bedbugs.



Toilet Seat

Replacement.



Light Fittings

Light bulbs (any), fluorescent tubes, starter motors, 2/3d lights, fuses.



TV Aerials and Points

Unless communal area.



Locks

Including loss of keys and repairs to forced entry if you are locked out.



Washing Lines

Including rotary lines.



Pilot Lights to Boiler & Heating Issues

Including resetting any heating controls & bleeding radiators. MHA will only repair secondary forms of heating if economical.



Waste Blockages

Including basins, bath and toilets, external gully grates.



Showers

Shower heads, hoses, riser kits and attachments, shower curtains and rails.



Windows

Glazing, unless a crime reference number is provided. Any other glazing where it is found the glass was broken from inside the property.



Telephone Points

Cover plates and connections.

Parking Issues

with Nazneen Zafar

Car parking issues are a common complaint and can often lead to neighbours falling out. Usually, a lack of communication is at the heart of disputes between neighbours so simply speaking to them about the issue in a polite manner can often be all that is needed. Your neighbour may not realise that the way they are parking is a problem for you and just pointing the matter out in a friendly way can be all that is required.



Nazneen Zafar

Neighbourhood Officer

Nazneen.Zafar@manninghamha.co.uk

Inconsiderate parking is usually at the heart of car parking issues so be mindful when parking your car and consider whether the way you are parking will cause a problem for others. This should also be considered by any visitors to your home. It is your responsibility to ensure that they park sensibly too.



To avoid these issues with parking, we recommend:

1

Park in your driveway if you have one.

2

Do not park on grass verges or pavements as this can be a danger for children and people who are visually impaired.

3

Do not block any driveway or access to a property.

4

Do not block the entrance to your road. It should be clear for access for other residents or emergency services.



Health & Safety

with John Green



John Green

Health & Safety Compliance Manager

John.Green@manninghamha.co.uk

There have been numerous works that have been carried out by MHA to ensure the office is Covid secure for staff:

- Individual Risk Assessments
- Office Risk Assessment & some control measures implemented including screens in reception
- Office Covid Audit 2020
- Return to office checklist in line with Government guidance
- Return to office Risk Assessments
- Staff guidance & further control measures
- Regular management group Covid-19 meetings
- Covid investigations
- Constant local updates
- Computer screen saver messages
- Signs around the office
- Questionnaire for staff welfare and well-being
- Guidance for contractors
- Extra control measures in place in line with government guidance (masks etc)
- Regular testing in the office



Information Hub

If you haven't had your Covid-19 vaccine yet, why not pop along to one of a number of participating walk-in clinics?



Here's what you need to know:

- **First doses** – If you're 18 and over, you can head over to any of the clinics for your first dose of the vaccine, with no appointment needed.
- **Second doses** – only if you had your first dose at least 8 weeks ago. A number of sites will also be offering walk-in second doses of the vaccine. Please check the list below to find out which locations are offering this service. Your second dose will be the same vaccine as your first dose.
- **Don't delay** – Vaccines at all walk-in clinics will be available on a first come, first served basis.
- **Already got an appointment?** People who are already booked into appointments at those venues should still attend at their allotted time slot.
- **Check before you go** – Clinic dates and times vary, so please check when your nearest walk-in clinic is taking place before setting off.

Local NBS Vaccination Sites

To support the COVID-19 vaccine uptake across our communities there are a number of national booking service (NBS) vaccination sites across Bradford district and Craven which are easy and convenient to access. If you know someone who is eligible for the COVID-19 vaccine, please encourage them to come to a vaccination clinic.

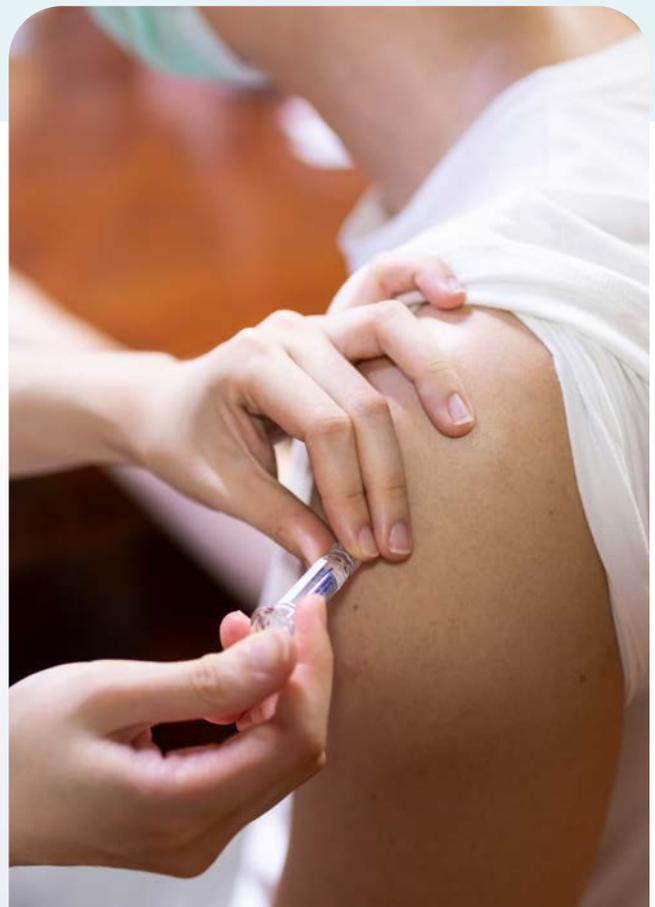
You can book an appointment through the national booking service to attend the vaccination centres below:

- **Rimmington Pharmacy**
Bridge Street, Bradford, BD1 1RX
- **Jacob's Well**
Nelson Street, Bradford, BD1 5AX
- **Bradford College**
Great Horton Road, Bradford, BD7 1AY
- **Rockwell Community Centre**
Summerfield Road, Bradford, BD10 8DP
- **Silsden Medical Practice**
Elliott Street, Silsden, BD20 0DG
- **Airedale Hospital**
Skipton Road, Steeton, BD20 6TD
- **Keighley (Markazi Jamia) Mosque**
Emily Street, Keighley, BD21 3EG
- **Long Lee GP Surgery**
Long Lee Lane, Keighley, BD21 4TT
- **Gateway House**
Gargrave Road, Skipton, BD23 1UD
- **Tesco Pharmacy**
Craven Street, Skipton, BD23 2AG
- **Ingleton Pharmacy**
Main Street, Ingleton, LA6 3EH

If you cannot book online, you can **call 119** free of charge, which is **open 16 hours a day (from 7am until 11pm)**, seven days a week.

You can speak to a translator if you need to. If you have difficulties communicating or hearing, or are a British Sign Language (BSL) user, you can use **textphone 18001 119** or the **NHS 119 BSL interpreter service**.

When you book you'll only be offered appointments for vaccines that are recommended for you based on your age, any underlying health conditions, and whether you're pregnant.



Baking Corner

with Genevieve

The Building Bridges Bradford cookbook was created with the help of the Manningham Housing Association (MHA) funding received from The Ministry of Housing, Communities and Local Government.

Building Bridges Bradford is a project of MHA aimed at providing citizens of Bradford with the ability to engage in various activities, which range from healthy eating, fitness classes, music therapy, virtual coffee mornings, financial advice workshops and interactive sessions on improving mental well-being and developing resilience.

During the lockdown, these projects were a lifetime for many of the citizens of Bradford, as they were delivered online and were free of charge. Entire households could participate, creating an atmosphere of learning and excitement but most of all well-being. MHA continues to support the citizens of Bradford and the surrounding area.



Crescent Rolls

The Easy Recipe

These lovely little rolls look like croissants, yet are so much simpler to make and will leave you eating one after another. The rolls will go down a treat when paired with a cup of tea, coffee or hot chocolate. You can personalise them by adding the filling of your choice which could be sweet or savoury.

Ingredients (serves 8)

For the dough

850g plain flour
100g of room temperature butter (diced)
100g of plain yoghurt
20g of coconut or brown sugar
7g of fast actioned yeast
1 egg
Zest of 1 orange

For the filling

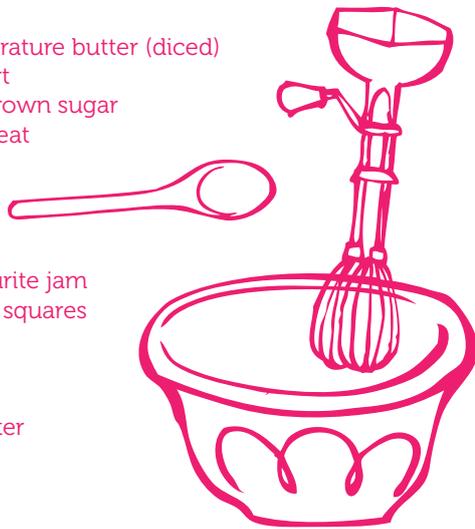
60-75g of your favourite jam
Chocolate spread or squares

For the egg wash

1 egg
2 tablespoons of water

For decorating

Icing sugar



Instructions

Preheat your oven to 180 C/350 F/Gas mark 4.

Add the flour and butter to a bowl and mix together until it resembles bread crumbs.
Add the rest of the dough ingredients to the bowl and combine to form a dough.
Turn the dough onto a lightly floured surface and knead gently for 2 mins.
Place the ball-shaped dough in a greased bowl and cover; leave to rise for 45 mins in a warm place.

After the dough has risen, turn it onto a floured surface and roll to 5mm or 1/4 inch thickness.
Place an upturned dinner plate on the dough and trace around it, placing any trimmings aside to be rolled again.
Cut the resulting circle into four quarters, then cut each quarter into two to form eight wedges.
Put one teaspoon of your jam filling or a square of chocolate into the middle of the widest part of the wedges and roll towards the centre, forming a crescent shape.

Brush the crescent with the egg wash (created by whisking an egg together with 2 tablespoons of water) and place on a lightly greased or parchment lined baking tray. Repeat with the rest of the wedges. Roll out the rest of the dough and repeat as above until all the dough is completely used up.

Bake for 12-15mins until golden brown.

Leave to cool and then dust with icing sugar.



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: Alison Bray on
01274 377222

Call: Prafula Parsotam on
01274 377214

Maintenance Surveyor
Call: Monuhar 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 11199

**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**