

Winter  
2019/20

# Feedback

Latest news and events from Manningham Housing Association



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Message from

## Lee Bloomfield



Lee Bloomfield

CEO

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The winter is fast approaching and if you're like me I'm sure you will be looking forward to the next lovely spring weather. Fingers crossed that the Beast from the East does not make an appearance again this year as some weather predictions say may happen.

I have previously discussed with you that our plans to provide additional homes for the community had been temporarily placed on hold in 2017 whilst we concentrated our resources on our Community Investment work to ensure we continue to place tenants at the heart of everything we do.

As you are aware that over the last 30 years, MHA has grown from having four homes to now owning over 1,400 homes, housing over 6,000 people across Bradford and Keighley.

Over the last six-months we have been in discussion with our Board about how we can now move forward to provide much more needed accommodation in Bradford. Our Board have approved our "Unit Growth Strategy" which (subject to securing the necessary funding) will see us delivering additional homes over the next five-years. I was delighted to present the "Unit Growth Strategy" to your MHA Customer Panel on 15th October to seek their feedback as this is extremely important to us.

You may have seen MHA in the local news or heard us on BCB local radio over the last six-months as we have been invited to talk about lots of exciting things that have been happening. We

have been accredited with the prestigious Customer Service Excellence award from the Centre for Assessment as well as being the first housing organisation in the country to be accredited with the award for our work on Equality, Diversity and Inclusion.

We have also won awards both as an organisation as well as individual staff awards which include:

- **Best Digital Transformation for our work with Gas Tag**
- **Mentor of the Year Award – CEO**
- **Lifetime Achievement Award – Khalida Ashrafi (MHA Board Member)**

We were also shortlisted in the final awards for Gender Equality, Leading BME Organisation & Community Role Model.

## Latest News

### Finance Professional of the Year: Helen Rourke



In October, Helen Rourke was named Finance Professional of the Year at the prestigious Women in Housing Awards at Emirates Old Trafford in Manchester.

Helen was nominated for her award by MHA Chief Executive Lee Bloomfield:

"Helen has been a wonderful colleague and is a worthy winner at the Women in Housing Awards. She began

her professional career as a trainee at KPMG and quickly progressed through the housing finance world, serving as Assistant Director for Finance at Parkway Green Housing Trust and Finance Director at Trafford Housing Trust before joining MHA. Helen demonstrated remarkable leadership skills in working with the Executive Team and Board to enable us to significantly improve our governance and financial viability ratings as determined by the Regulator of Social Housing. She also acted as a mentor to up and coming housing finance professionals".

Helen said:

"It has been a real privilege to have been part of Manningham's journey over the last two years. What we have achieved together is testament to the hard work of the Executive, Board and staff, and I wish them every success into the future."

**Helen has now taken up the position of Executive Director - Finance with Mosscafe St Vincent's Housing Group and we all wish her well for the future.**



### Mentor of the Year: Lee Bloomfield



Lee Bloom(eld (CEO) receiving the Mentor of the Year Award at the Chartered Institute of Housing's annual conference.

Manningham Housing Association (MHA) chief executive Lee Bloomfield was named as Mentor of the Year at the prestigious Housing Heroes awards which were organised by trade publication Inside Housing, in partnership with the Chartered Institute of Housing (CIH).

### Best Digital Transformation Manningham Housing Association

MHA also triumphed at the Northern Housing Awards, winning the Best Digital Transformation category for the adoption of Gas Tag. The accolade came after working closely with Gas Tag to overhaul gas safety compliance processes to make them more efficient.



John Green, Health and Safety Coordinator, Manningham Housing Association (second from right) with representatives of Gas Tag at the Northern Housing Awards (Credit: UKBE and Joe Gardner Photography)

## New Appointments

**We have recently appointed two senior managers and two apprentices.**

After five years at the National Lottery Community Fund and with previous experience in housing and business development, Nas Hussain takes up the post of Community Partnerships and Investment Manager. He will work with MHA partners and stakeholders to deliver neighbourhood improvement schemes in Bradford and Keighley.

Nas said: "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."

Matthew Hayes joins as IT Manager and is tasked with co-ordinating the association's revamped digital technology infrastructure. He arrives after almost a decade and a half at one of the UK's leading independent IT companies.

Matt said: "A robust and forward-thinking ICT strategy is vitally important for organisations that wish to be successful in the modern world. Manningham Housing Association is clearly going places. I am excited to be on that journey."

MHA has also recruited two new apprentices.

Aanish Rehman will be part of the finance team, working four days per week at the association's Bradford head office as well as spending a day at college completing an Association of Accounting Technician's professional qualification.

Avtar Dhesi will work with the MHA health & safety and compliance unit for four days each week, and study for a Business Administration NVQ Level 2 through City Training Services on day five.

Aanish said: "I started working at Manningham Housing Association on the 9th of September 2019 and my apprenticeship is for the duration of 12-18 months. I am learning all the finance functions as well as helping the property and development officer with project work. This will enable me to gain experience and help me towards my AAT qualification. I have settled in well at Manningham Housing Association and all the staff are very friendly and helpful."

Avtar said: "I'm hoping to complete this apprenticeship and pursue my goal of becoming a Health and Safety Officer. My role is very interesting and I will be partly office based and partly in the community. I will be working with MHA's Management and Delivery Team to implement the statutory health, safety and environmental requirements as they affect the company's operations and helping to embed a culture that ensures everyone is kept safe from harm—safety doesn't happen by accident!"



From L-R Lee Bloomfield, Nasir Hussain, Matthew Hayes



From L-R Lee Bloomfield, Avtar Dhesi, Aanish Rehman

## Latest News

### Welfare Benefits & Financial Support Officer



Hi everyone my name is Faisal Khan and I have been appointed to the new role of Welfare Benefits & Financial Support Officer. Some of you may already know me from my time in the Customer Services Team.

In my new role, I am here to support our tenants to sustain their tenancies through maximising their household incomes. With the government Welfare Reforms and the introduction of Universal Credit, I am here to support any tenants affected by the changes; to help identify their needs and issues and to assist them to manage or prepare for these changes. I am also available to support households who are in rent arrears or are finding it difficult to make payments and I can provide them with practical support and advice to help manage their budgets.

If you are a MHA tenant and need support with:

- Claims for Universal Credit
- Reporting a change of circumstances and making updates on your claims
- Housing benefit suspension 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 a new bank account and making the most of your savings
- Signposting to other support agencies - CAB, DWP, Step-change, Green Doctor, community-based provisions and health services
- Or anything else affecting you as a result of financial difficulties.

Advice and support is available in English, Urdu and/or Punjabi and is private and confidential. So, if you feel you can benefit from this support, I look forward to hearing from you soon.

**My contact details are:**

**T: 01274 771144**

**E: Faisal.khan@manninghamha.co.uk**

**Sajid Mahmood**

Senior Estate Caretaker

sajid.mahmood@manninghamha.co.uk



### Happy Retirement Allan

Allan Simpson our long standing Estate Caretaker recently retired after 13 years working for Manningham Housing. We wish Allan all the best for the future and it goes without saying that he will be greatly missed by staff and customers alike.

We asked Allan what he will miss most about working for Manningham. Allan tearfully replied "I'm going to miss everyone, it's been a great place to work and what has made it special is the staff and customers I have had the pleasure to work with. Manningham will always have a special place in my heart I will miss you all immensely".



### Meet Sheraz, our new Estate Caretaker

Sheraz Hussain recently joined Manningham Housing as our new Estate Caretaker. Sheraz brings with him years of experience of working on estates and is a great addition to the Manningham family. He will be working mainly in the Keighley area and will be happy to assist and help in any way he can.





**Nas Hussain**

Community Partnerships and  
Investment Manager

[nasir.hussain@manninghamha.co.uk](mailto:nasir.hussain@manninghamha.co.uk)

I joined MHA in September to lead on the implementation and delivery of the Community Investment Strategy (2019-22) which focuses on the following 4 key themes:

- 1. Building cohesive and resilient communities:**
  - empowering people/communities to take the lead in social action.
- 2. Health and wellbeing:**
  - to tackle and address health inequalities including mental health, by focusing on prevention and early action.
- 3. Economic development, employment, education and skills training:**
  - put communities in the lead to support them to improve their economic/social prosperity through co-production and design of local initiatives to tackle and support under the radar communities.
- 4. Financial inclusion:**
  - this very much links with priority 3 above but also focuses on material and fuel poverty as well as tackling financial exclusion such as lack of access to opportunities to income generate.

The Community Investment Strategy will take the strength-based approach, Asset-Based Community Driven Development Approach (ABCDD). This will enable Manningham HA to focus on community strengths as opposed to deficiency and/or deficits (needs based). Local people and communities will take the lead in the co-designing, planning and delivery of local interventions which aim to support people and communities most in need. The strategy will very much focus on prevention, social action and places and spaces to transforming the lives of people and communities of Manningham and wider. Co-production and joined-up working are at the forefront of this investment and development strategy as is partnership and collaboration.

If you want to know more about the investment strategy or the work of the community partnerships team, including exploring potential engagement opportunities and/or if you wish to get involved through volunteering with Manningham Housing Association, then please contact [nasir@manninghamha.co.uk](mailto:nasir@manninghamha.co.uk) or tel. 01274 377 254.

Equally if you are part of a voluntary and community group, or want to set-up a community group and wish to discuss funding or joined up working, then please contact Nas Hussain on [nasir.hussain@manninghamha.co.uk](mailto:nasir.hussain@manninghamha.co.uk)

## Xperience Volunteering Project (XVP)

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?

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

In addition to the above you can choose to volunteer in other areas of community/people empowerment, development or community regeneration, Health and Wellbeing, Community Business Development, Employment and/or Welfare Advice?

Contact:

[nasir.hussain@manninghamha.co.uk](mailto:nasir.hussain@manninghamha.co.uk)

# Customer Involvement

**The Xperience Volunteering Project (XVP)** will be launched in January 2020 where local people and service users will be given an opportunity to learn new skills and gain confidence, improve self-esteem and build emotional resilience and work towards moving into paid employment.

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.

In addition to this, all volunteers will have full access to a range of personal development training such as how to be assertive, how to become more confident, using social media, including MS Word, Excel, budget management training, first aid and other training such as food hygiene training.

If this is of interest and you can speak multiple languages and/or English is NOT your first language, then we would be happy to hear from you and offer you volunteering opportunities with either MHA or our partner agencies such as Bradford CAB and wider.

For more information about the Xperience Volunteering Project or how to get involved or register to become a volunteer please contact:

[nasir.hussain@manninghamha.co.uk](mailto:nasir.hussain@manninghamha.co.uk)

If you have any ideas or wish to make an application for funding from £500-£2000 and want to test your idea/proposal, then please contact [jonathan.coles@manninghamha.co.uk](mailto:jonathan.coles@manninghamha.co.uk) or telephone Jonathan on **07811 360571**

**Deadline for applications is Monday 20th January 2020 (midnight).**

## Jonathan Coles

Customer Involvement & Engagement Officer

[jonathan.coles@manninghamha](mailto:jonathan.coles@manninghamha)



As you can see from these pages, there is a lot going on and we want to engage with tenants in as many different ways as possible. One thing we will be starting soon is a regular e-newsletter which will keep you updated and informed about opportunities in your area.

So if you have changed your email address or mobile number, please get in touch with your new details.

## Tenant Fund-Update

The Manningham Housing Association (MHA) Community Investment Fund (or Community Investment Grant as it is currently known), has been helping our local people and communities.

During 2018/19 we provided the following grants:

- Hollings Youth Association—equipping the kitchen at The Hub for cooking sessions/coffee mornings
- Hollings Youth Association—Community Cohesion Event
- Bangladeshi Youth Organisation—Summer Play scheme
- Mount Pleasant Cricket Club—Interfaith Cricket Event
- MHA tenants—Sycamore Green Fun Day Event

We wish to continue with this and give back to our communities and to the people most in need, therefore the Community Investment Fund is currently open and accepting applications from tenant and residents.

## Customer Panel Meeting Dates 2020

The meetings are held at MHA offices on Manor Row on a Tuesday evening from 5.30pm—8pm

28th January  
14th April  
14th July  
13th October

We are always looking for new members to join the Customer panel—please give me a call for more information.

Food and refreshments are provided at the meeting and we will cover travel costs.



**Mansha Khan**

Income Team Leader

[mansha.khan@manninghamha.co.uk](mailto:mansha.khan@manninghamha.co.uk)

## Universal Credit Update

From February 2019 everyone of working age who makes a new claim for child tax credit, housing benefit, income-based ESA or JSA, income support and working tax credit will need to make a claim for Universal Credit. If you are already in receipt of any of these benefits, you will be moved on to Universal Credit when your circumstances change.

However, customers in supported or temporary accommodation or those over retirement age can still claim housing benefit.

If you are claiming Severe Disability Premium (SDP) as part of your housing benefit, Income-based ESA or JSA or income support, you will continue to claim them instead of Universal Credit even if your circumstances change.

### Top Tips for US Claimants

The Income Team at Manningham Housing have been helping customers with their Universal Credit claims for over a year and have prepared these guide tips to help you through the UC process and maintain your rent payments.

#### Maintain a 2-week credit balance on your rent account

Once a claim is made, it can take Universal Credit up to 5 weeks to make a payment for the housing costs of the claim. We recommend that all our customers build up a 2-week credit balance on their rent account to lessen the impact of the eventual move to Universal Credit.

#### Make sure your tenancy details are correct

If the tenancy is in joint names and one party is no longer living at that address and therefore not making a claim, you will be expected to pay the full rent charge yourself. Universal Credit will not pay housing costs for people who do not live at the address.

Please contact your Neighbourhood Officer to discuss removing that person from the tenancy even if you have not yet moved on to Universal Credit. You should take steps to update the tenancy to prevent problems arising with any future UC claim.

#### Update your rent details on your online UC portal

Manningham Housing rents change every April and to ensure that your housing costs are calculated on the correct amount, you need to inform Universal Credit immediately when you receive your new rent in April. It is not too late if you have not provided the figures from the 8 April 2019 change, but you should do so immediately.

#### Report any changes of circumstances promptly

You can do this via your online portal. Any delay could result in your housing costs (rent charge) being incorrectly calculated. If in doubt, please contact the Income Team for advice.

#### Set up a Direct Payment

If you have the housing costs (rent) paid to yourself, we recommend you set up a direct debit or a standing order to coincide with your Universal Credit pay day to pay the rent over to Manningham Housing. It is the easy way to keep up to date with your rent payments.

Please contact the Income Team if you wish to set up a direct debit or require our bank details to set up a Standing Order.

#### Make an arrangement to repay rent arrears

If you find that you are in rent arrears, speak to the Income Team as soon as possible and make an arrangement to reduce them at an affordable rate.

Manningham Housing has appointed a Welfare Benefits and Financial Support Officer, Faisal Khan. Our customers can access his support for help with budgeting, benefit advice, help with making Universal Credit claims and signposting to other specialist agencies such as debt management services. All advice is confidential and the service is free. Please ring and ask for a consultation appointment.

## FRAUD ALERT

In July 2019, BBC news reported victims of a Universal Credit scam. Claimants details were fraudulently used to claim an advance payment. A BBC investigation had found tens of millions of pounds believed to have been stolen by criminals.

Please be vigilant of benefit fraudsters and never disclose your personal information to anyone. If you have any suspicion of fraud contact Action Fraud on **0300 123 2050**

## Surviving Summer

MHA and Bradford Credit Union Team up to give tips on 'Surviving Summer'

MHA and Bradford Credit Union teamed up to give tips on 'Surviving Summer'.

A series of workshops and road shows took place this summer to support families during the summer school holidays.

During the long holiday period, some families struggle financially with the extra cost of food by having children at home all day, and also with the extra cost of keeping children entertained. Some children also struggle to keep active both physically and mentally, affecting their physical fitness and also readiness to begin their next year of education when they go back to school in September.

Through conferences at Bradford City Hall and Keighley Civic Hall, organisations working to support families came together. This was followed up with road shows around the district to meet the public with information on free funded play schemes by the Holiday Hunger charity.



£10 Starter to open a savings account with Bradford Credit Union

If Manningham Housing Tenants open an account with BCU we will credit their account with £10!

- Join over 7,000 people to save for your future
- "Faith Friendly" dividend with no interest paid on savings
- 2 forms of ID and address required to open an account
- Access funds by internet and a smartphone banking app
- Low cost loan quotes available to members after 3 months savings

To start your Credit Union account with a free £10  
Call 01274 434100  
Visit the City Hall branch or  
email [credit.union@bdcu.co.uk](mailto:credit.union@bdcu.co.uk)

Ian Brewer, from Bradford District Credit Union, said:  
"MHA is an important partner in helping tenants get into the savings habit and avoid high cost lenders and its fantastic that they offer families the £10 incentive to start saving with us."

## Build a Better World Let's Deal with Debt

In response to the success of the 'Surviving Summer' conferences in Bradford and Keighley, a free follow-up conference was organised by Welfare Reform Impact Bradford (WRIB) to celebrate International Credit Union Day on the 17th October.

Welfare Reform Impact Bradford (WRIB) is a community network chaired by Canon Gordon Dey who brings leaders and community practitioners together to tackle poverty and keep the community updated on welfare reform through conferences and workshops.

These are the topics covered by the four distinguished keynote speakers:

### Robert Kelly The CEO of ABCUL (British Credit Union Trade Association)

- 'Local Service, Global Reach - Credit Unions and Their Role in Tackling Poverty'

### Dr Stephanie Bramley Trainer & Academic

- 'Gambling-Related Harm - Working Together to Raise Awareness & Signpost for Support'

### Mike Mcaughtrie LIASE Officer for Illegal Money (Lending Team)

- 'Loan Sharks in our Communities'

### Dave Dickens Director of Incommunities Housing Association

- 'Update on Universal Credit in Bradford -18 Months On'





**Abid Mustafa**  
Repairs & Maintenance Manager  
Abid.mustafa@manninghamha.co.uk

## Maintenance Improvement Programme 2018/2019

In 2018/19 we have invested heavily to ensure that our property stock is kept well maintained and that the homes of our residents meet the required quality and health & safety standards. We have spent £454,362.00 as part of our Planned Maintenance Programme. The breakdown of the spend is as follows:



- **Windows/Doors: £234,558 (82 Properties)**
- **Boilers: £15,167 (13 properties)**
- **Bathrooms/Shower rooms: £63,289 (14 properties)**
- **Kitchens: £132,016 (24 Properties)**
- **Electrical works: £9,332 (21 properties)**

In total we have carried out planned maintenance works to 132 Properties. A detailed tender process was followed to identify and select locally based contractors for these works. Foulds & Turton were the nominated contractor for kitchen, boiler, bathroom & electrical works, whereas, ISG were the contractor who carried out replacement of windows & doors.

The programme was a great success with all works being completed to a very high standard and customer satisfaction reaching high levels. Both contractors performed extremely well with 100% customer satisfaction achieved for all streams of investment works. This has been backed up by the positive response and comments received from our residents who have benefited from these works.

MHA procured and purchased all materials directly from our local supply chain and ensured that value for money was achieved as well as maintaining our ethos of working to benefit the local economy. We will look to continue providing a consistent, efficient and value for money service to our residents.

### Customer comments:

"Very impressed with the quality of work and the friendly and polite manner of the contractor"

"The contractor deserves a lot of credit and I am very happy with the overall service from Manningham Housing"



**John Green**  
Health & Safety and Property Compliance Officer  
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## Fire Alarm Testing

If you live in a flat with a communal stairwell and fire panel you will have noticed that the fire alarms are now being tested weekly.

Please see the table below for details of when these tests take place.

If the alarm sounds at any other time, please treat it as a real fire.

Sheme	Time	Day
8 Belle Vue	1pm	Tuesday
20 Marlborough Road	2pm	Tuesday
Oakroyd Terrace	10am	Wednesday
333 Killinghall Road	11am	Wednesday
Anchor Court	11am	Thursday
SMMC	11.30am	Thursday
Highgate Mills	11am	Friday
Woodsley Fold	3pm	Friday

## Health & Safety Dashboard

As part of our strategy to improve customer engagement, we are now displaying a health and safety dashboard in all our communal areas. This highlights all the safety checks we carry out and when the next checks are due. It is displayed on the notice board within the communal area or in a blue folder located in document holders. It will be updated as and when required by relevant engineers or staff members. Where relevant, the necessary report or certificate will also be displayed. We will soon be leaving health and safety feedback questionnaires for you to fill in and leave in the designated folder. These will be collected weekly and acted upon as required.

# Annual Tenant Report 2018/19



## Ulfat Hussain

Director of Operations

Ulfat.hussain@manninghamha.co.uk

It is a pleasure for me to present this year's Annual Tenant Report for 2018/19. 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. We know that the various welfare reforms which have been introduced by the government over the last few years have been extremely challenging for some of our tenants. We have been supporting our tenants throughout these difficulties and I am pleased to see that we helped 114 of our tenants successfully apply for Discretionary Housing Payments. I have seen at first hand the difference this has made and the extremely positive feedback our staff have received.

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 also provides information about what we are doing to keep our homes safe. There are times when we do need to visit your homes to complete safety tests and checks and your cooperation in allowing us access to do this work is extremely important.

Once again, 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.



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

## About Us

1423  
Homes



## Letting Our Homes

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

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

## Your Rent

Our average rent levels per week were:

Total rent loss due to empty properties: **0.13%**

**114** Successful DHP applications.



## Responsive Repairs



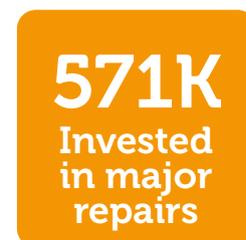
## Repairs completed on time



## Adaptations



## Home Improvements



## Keeping our tenants safe in their homes



## Compliments and Complaints



## Customer Satisfaction

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

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

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

How satisfied are you with the quality of your home?	99.8%
How does MHA perform listening to views and acting upon them?	99.5%
How satisfied are you with your neighbourhood?	99.5%
How satisfied are you that your rent is value for money?	100%
How satisfied are you with the repairs service?	99.5%

## Customer Engagement



## Bleeding Radiators

During the winter months we receive an increased number of calls from customers who report their radiators are not working and this is often due to air in the radiators. Bleeding the radiator to let the air out is one of those jobs which is the customer's responsibility.

Air becoming trapped inside the system is a common issue in un-vented heating systems. Trapped air prevents the water from heating your whole radiator, creating cold spots. Sometimes you will hear a flowing or clucking sound coming from your radiator, this is also a good indicator that you need to bleed your boiler system.

If you touch the top section of your radiator, does it feel cooler than the bottom half? This means your heating system is working inefficiently. As your boiler works with your radiators, you're paying for heating but not enjoying the benefits. Fortunately, you can easily bleed your radiators yourself, making your home cosy and warm.

All you need is a radiator bleed key which is available from most hardware stores and a cloth or towel to catch any dripping water—but be careful, the water will be hot!

Once you have completed the task of bleeding all your radiators, you will need to re-pressurise your heating system. When you bleed a boiler heating system you always lose some water. If it's a large amount, then your system may have difficulty heating the top floors of your property or the central heating system can fail entirely.

If the water pressure in your system is correct, the needle gauge on your boiler will be facing green. If it's on yellow, then you will need to re-pressurise the system. To do this you'll need to locate the central filling loop connected to your boiler. It looks like a tap and is connected to your main water supply. For reference, the pressure in a typical family home is usually between 1.0 and 1.5 bar.

### 1. Turn your heating on

Before bleeding, you first need to turn the heating on so that all the radiators warm up. This builds pressure in your radiator that will push the unwanted air out.

### 2. Identify which radiators need bleeding

Go through your whole house checking each radiator for cold spots.

What are the signs that the radiator needs bleeding? If you can hear gurgling sounds, the radiator takes a long time to heat up or there are cold spots, then it is likely there is trapped air. This is preventing the hot water from filling the radiator; you will need to bleed that radiator.

### 3. Turn off your central heating

Do not forget: You need to switch off your central heating before you bleed a radiator. If your heating is on you'll risk scalding yourself and covering the floor with water.

### 4. Open up the radiator bleed valve

Take the radiator bleed key, you'll need to insert this into the bleed valve. Often the bleed valve is found at the top of the radiator, to the side. It looks like a round hole with a square inside. When you insert the radiator key into the bleed valve, you will feel them lock together.

Carefully turn the valve anti-clockwise – as the air begins to escape you'll hear a hissing sound. Be careful, the escaping air could be hot, keep sufficient distance.

### 5. Bleed the radiator

A quarter to half a turn will be enough. Never open the valve fully because once you bleed air from the radiator water will come rushing out.

Continue this process, holding the radiator bleed key until the air stops coming out. When only water is dripping from your radiator, then you have completed the bleeding process. Turning the bleed valve clockwise will seal the radiator; take care not to over tighten.

### 6. Repeat the process on all radiators

You will need to bleed all the radiators in your property. We suggest starting on the ground floor and working your way up your property because the air rises through the system.

### 7. Check the pressure of your heating system

Turn the tap and slowly adjust the pressure, watching the gauge whilst you do so. In the unlikely event that you add too much pressure and the needle faces the red, there is also a bleed tap.

## Changes in the Neighbourhood Office

We've had a bit of a change round recently and some of the Neighbourhood Officers have swapped the neighbourhoods they manage.



**Peter Murgatroyd**  
Neighbourhood Officer  
peter.murgatroyd@manninghamha.co.uk

Peter now covers properties mainly in the following areas: BD1, BD2, BD3, BD8, BD9



**Nazneen Zafar**  
Neighbourhood Officer  
nazneen.zafar@manninghamha.co.uk



**Jonathan Coles**  
Neighbourhood Officer  
jonathan.coles@manninghamha.co.uk

Nazneen & Jonathan share the same area—Nazneen works in the morning and Jonathan in the afternoon. They now cover properties mainly in Keighley and some properties in BD8, BD9, BD12, BD13, BD16



**Prafula Parsotam**  
Neighbourhood Officer  
prafula.parsotam@manninghamha.co.uk

Prafula's area remains unchanged and includes properties in BD5, BD7, BD8, BD13, BD15

**Peter Murgatroyd**  
Neighbourhood Officer  
peter.murgatroyd@manninghamha.co.uk



## Home Swapper

Many tenants contact us asking for help to move to a larger house or to a different area.

We understand that waiting to move can be very frustrating, but there isn't a great deal we can do if all our properties are occupied.

In the past, all we could advise you to do was check with other housing associations in the area. But now there's another solution—Homeswapper.

Homeswapper is a website where you can contact other housing association tenants who also want to swap their homes.

For Manningham Housing Tenants there's an added bonus as the normal Homeswapper fees don't apply. MHA pick up the cost for you.

There are a few rules when using the service and for the MHA property:

- The rent account must be free from arrears.
- It must be well-maintained and free from damage
- The incoming family must meet the occupancy criteria for the house (see below)

Once you have made contact with a family you wish to swap with, you then contact your Neighbourhood Officer who will guide you through the process.

The person you swap with doesn't have to be a Manningham Housing tenant, they could be with any other housing association nationwide.

If you need more information, speak with your Neighbourhood Officer or, simply register at: [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

### Occupancy Criteria— one bedroom is allowed for:

- each adult couple
- any other person aged 16 or over
- two children of the same gender under the age of 16
- two children regardless of gender under the age of 10
- any other child
- a carer, or one of a team of carers, who has a home elsewhere, who uses a spare bedroom on a regular basis to stay overnight because the claimant or their partner requires overnight care.

# Your Neighbourhood



**Nazneen Zafar**  
Neighbourhood Officer  
nazneen.zafar@manninghamha.co.uk

## Mediation



Mediation is a process for resolving disputes between neighbours. These can cover a wide range of issues, including noise, parking problems, and anti-social behaviour.

### Mediation is a good option because:

- It allows you to stay on good terms whilst living near to each other
- It is in both your interests to sort things out
- It helps to reduce the stress of the situation
- It prevents the matter escalating

### Mediation is based on the following:

- A focus on the future, with an emphasis on rebuilding relationships rather than apportioning blame for what has happened in the past.
- Gives those involved an opportunity to step back and think about how they could put the situation right.
- Enables neighbours to come up with their own practical solutions which will benefit everyone.

If one person asks for mediation, all those involved are contacted to check they agree to take part. Anyone can withdraw at any stage if they wish.

At the meeting, your Neighbourhood Officer will ask everyone to agree some basic rules, such as listening without interruption, speaking calmly and sticking to the facts of the situation.

Each person will then have a chance to talk about the problem as it affects them.

They will then help both parties identify the issues that need to be sorted out. Very often this leads to solutions that no one had thought of before and helping both parties to reach an agreement.

If you have a dispute with your neighbour and feel that a mediation session could help towards resolving it, please contact your Neighbourhood Officer.

## Bradford Central Foodbank

Message from Foodbank Manager Josie Barlow

In October we've been busier than ever – in fact we fed 446 people with 3-day emergency food parcels - that's 4014 meals!

We also ran a 'Healthy Holidays' program again in October half term which was very busy helping 68 children. 30 schools also did harvest collections for us for which we are really grateful. Heaton St Barnabas topped the table again by very generously donating 504kg of food!

**Daniel came back to Foodbank to say thank you so I'd thought I'd share his story as I hope it inspires you that everything you donate is changing lives!**

### He said:

I needed Foodbank because I got sanctioned which left me with no money. Foodbank helped me through so I didn't go hungry. I started volunteering at Foodbank because I don't want to see other people suffering and I wanted to help them. Foodbank told me about CAP Job Club which was great. They helped me write my CV and with interview techniques. These skills and volunteering at Foodbank helped me get a bakery job. This place has inspired me and got me to where I am now.'



Unfortunately, the need for Foodbanks is growing and it's becoming the unacceptable norm that families have to rely on us to survive.

The increasing number of people who need our support is due in part to the effect of Universal Credit. Even though UC is a good idea in principle the 5-6 week wait for the first payment meant that 80% of our clients visited Foodbank because of this wait and 2 in 3 people said UC had either got them into debt or affected their mental health. This is why Trussell Trust are campaigning to end the 5-6 week for the 1st payment of Universal Credit.

**p.s. we really need more fruit juices, tinned meat, tinned fruit, tinned tomatoes, cuppa soups, pasta sauce, small cereal.**

Bradford Central Foodbank, The Light Centre, 86 Captain Street, Bradford, BD1 4EL  
[www.bradfordcentral.foodbank.org.uk](http://www.bradfordcentral.foodbank.org.uk)

## Bradford Hate Crime Alliance



In recent years, there has been a significant rise in recorded hate crimes in the UK.

Bradford has not been exempt from this increase in reports and we have experienced a significant increase in reporting across all strands. A hate crime is when a person is targeted because of their Disability, Sexual Orientation,

Gender Identity, Faith or Religion or Race or National Identity.

Bradford is the only Local Authority that supports third party reporting. Third Party Reporting, is a process whereby victims of hate crimes can report crimes other than to the Police, reporting in their local communities and in communities of interest.

Bradford Hate Crime Alliance has been working in partnership with Manningham Housing Association for over 4 years to support its tenants and staff to recognise and report Hate Crimes.

Manningham Housing Association and all their staff have invested time and resources in training to become a Third Party Hate Crime Reporting Centre.

Bradford Hate Crime Alliance manages 30 Hate Crime Reporting Centres across the district. A Hate Crime Reporting Centre is a safe place, with trained staff to assist people in reporting Hate Crimes.

We would encourage any resident who feels that they are a victim of a Hate Crime to report it to your Housing Officer or Manningham Housing Association Customer Services Team. You can also report any Hate Crimes to Bradford Hate Crime Alliance using the following information:

Free phone 0800 1 691 664  
Mobile/Text 07904 739614  
Online reporting using the website:  
[www.bradfordhatecrimealliance.org.uk](http://www.bradfordhatecrimealliance.org.uk)

## Family Mediation

### What is Family Mediation?

When relationships breakdown, it can be a very stressful time. Family Mediation is a way of helping people reach agreements about issues like child maintenance payments, finances and arrangements for children.

### Why would I choose Mediation?

Family Mediation enables you to make your own decisions about what is best for you and your family.

Mediation is not a legal process and the mediator does not take sides or decide the rights and wrongs of the issues or the agreements.

The Mediator will help you find a solution that works for both of you.

Community Accords' Mediators are qualified, experienced, registered with the Family Mediation Council and regulated by the Legal Aid Agency.

Mediation can be arranged quickly and costs less than a long legal process.

### What are the Key benefits?

- A safe neutral environment for discussions
- Impartiality & Confidentiality
- You stay in control
- Child centred
- A lasting agreement

### What if I can't afford it?

Legal Aid is available for family mediation if you are financially eligible. Our Family Mediators will assess your eligibility for Legal Aid at your first meeting, or you can use this link to check: [www.gov.uk/check-legal-aid](http://www.gov.uk/check-legal-aid)

### Why choose Community Accord?

We are a local, established small business based in the Carlisle Business Centre with a reputation for excellent service, reliability and accessibility.



T: 01274 223313  
E: [info@communityaccord.com](mailto:info@communityaccord.com)  
W: [www.communityaccord.com](http://www.communityaccord.com)

# Your Neighbourhood



**Bradford  
Community  
Radio**

BCB 106.6 fm is the Community Radio Station for Bradford, broadcasting distinctive radio programmes made by and for the people of Bradford.



Manningham Housing Tenant Mercy Katola has been a radio presenter at BCB since 2015. Here, she tells us about her show.

**Your music show is called 'Floor Fillers' and you've**

**said you use it to help people who might be going through difficult situations. Can you tell us a little bit more about that?**

When you go through hard times in life you need something to lean on so me, I've got passion in music because there was a time when I needed someone to talk to, to understand whatever I was going through. Every song carries a message, so whenever I'm listening to a song, to me it's like reading a book, of someone out there. It has also made me understand people from different backgrounds according to the songs I listen to. You can listen to a song and there will be a certain message that you can relate to you. That made me appreciate how music brings people together. Through the music, I'm sharing stories to other people. There might be someone out there who is just lonely and if I play a song it will relate them to something, it will comfort them. But what I do is not just play the music, I talk about a song. After about three songs I will talk about it.

Part of it is sharing my own story but it's through music because I thought there's no way I can just go out there and share my story but if I play my song there might be a teenager out there or a mum who is going through the thing I went through for myself. So it's part of

inspiring them whilst they are also being entertained.

**Do people ring the show to speak to you?**

After the show some people will text and say I like that song and they might ask me to play the same next week because it reminded them of something or they'll say "You said something that just touched my heart". So that makes me feel - oh yeah, I don't know them, but if they've said that, I'm making an impact to the community and especially to the people who are lonely because I've been in that situation where you just know no one else understands it.

My situation was really hard and that situation has made me appreciate other people's problems, not to judge their problems and to have time for them. Although I can't help those strangers that helped me, I can reach out to other strangers because you pass it on, it's like a chain.

There is a part of the show where I do club hits. Why I do that is because there was a time when I missed that special time as a young lady to go out. So I do Floor Fillers, the club side of it, to make those ones who are in the house to feel like they've gone somewhere, they're not lonely. So I make it really, like a club spirit so when they're listening, they can put the music loud and they can dance!

## Your Input is our Output!

If you want to become a volunteer at BCB, suggest an idea for a radio programme or to tell us the news from your community just contact us - now!

Contact BCB: 01274 771677, email@bcbradio.co.uk

## Work Placements

Work placements are great way for people to get a taste for working in community development and the media. We are happy to look at any request for a work placement, but please understand that due to resource constraints we cannot accommodate everyone. We prioritise our resource to support individuals that face disadvantage or are underrepresented in the media.

## Where to find BCB

Our city centre studios are at 11 Rawson Road, Bradford BD1 3SH (just next to the Oastler Centre), 5 minutes' walk from Forster Square railway station; 10 minutes' walk from Bradford Interchange.

# Direct Debit Prize Draw

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

Winners of our latest prize draw are:

1st Prize:

Mr Jahanzeb Khan & Mrs Bibi Hajrah  
Anchor Court

2nd Prize:

Mrs N Bibi Miah & Mr A Alim  
Grosvenor Road

3rd Prize:

Mr Mohammed Nisar  
Woodcross Court

1st Prize: £100

2nd Prize: £50

3rd Prize: £25

# Repairs Satisfaction Survey

It really is worth filling in our repair satisfaction surveys as twice per year we run a prize draw to win £25!

We have pulled the names out of the hat and the lucky winners are:

Miss Rosina Doherty  
Khalaq Court

Mrs Sylwia Anna Waszkie  
Bangla Walk

Mr Omar Kasim Siyat  
St Mary Magdalene's Close

Don't Forget,  
"You've got to be in it to win it!"

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.

## 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.

## 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.

## Prize Draws



# Your Neighbourhood



Great People, Great Place



Prince's Trust

The Prince's  
Trust Certificate -  
Employment, Teamwork  
& Community Skills

## Employability Skills

### Level 1 Award

This qualification is suitable for learners aged pre-16 and above. This qualification aims to develop and enhance skills required for the working environment and improve learners' confidence and communication skills in order to prepare them for employment or for a change in employment.

#### Entry requirements:

- Working to a minimum of Entry level 3 in both maths and English.
- We will do an assessment to find out which course level is right for you.
- A positive attitude and a willingness to learn and improve your current skills.

Length of course & time commitment per week:  
The course takes place over 2 days and will last from 9:30 am – 15:30 pm.

#### Location & dates:

Courses will take place at Airedale Enterprise Services  
Sunderland Street, Worth Way, Keighley BD21 5LE.

#### What you will do:

You will cover a variety of topics whilst on the course and these can vary from; time management, problem solving, identifying processes & procedures at work, following instructions, team work, interview skills, health & safety and cv writing. As well a mandatory unit which is Understanding Mindset

Are you aged 16-25 and wanting to improve your confidence, while gaining new skills & qualifications? ShIPLEY COLLEGE, in partnership with the Prince's Trust, deliver the Team Programme. If you are out of education or unemployed and looking for direction and ideas for the future, this course could be for you! You do not need any qualifications but a desire to progress to further education or work is essential.

- We will do an assessment to find out if this course is right for you.
- A positive attitude & a desire to make a difference.

There are three start dates throughout the year, in September, January and May for this 12-week programme. It will provide you with a great sense of achievement and an opportunity to make a difference in your local community. You will:

- Develop skills that help you in life and in jobs.
- Meet others and work together in teams of up to 15 people on a range of practical projects to gain experience in areas such as gardening, cooking or performing, to name a few.
- Benefit from careers advice, help with job hunting and your CV.
- Take part in a community project.
- Have two weeks' work experience.
- Go on a three-night action packed residential.
- Develop your personal skills such as confidence and team working. You build a portfolio recording your experience and upon successful completion, you will gain a nationally recognised qualification.

## How to Apply:

To apply, or for more information, please contact  
Cameron O'Donnell on 01274 327400

## How to Apply:

To apply, or for more information, please contact  
Student Services on 01274 3277281

## Immigration Status for EU Citizens

EU Citizens will need a valid immigration status to continue to live in the UK after Brexit. The Government has opened its Settled Status scheme in March 2019 and you must apply by December 2020 to get your status (in case of a deal, the application period will be extended to June 2021). Settled is a new charity that aims to help vulnerable EU citizens in the UK in applying to Settled Status. Our website [settled.org.uk](http://settled.org.uk) offers information in different EU languages and an interactive Q&A facility.



[www.settled.org.uk](http://www.settled.org.uk)

## Local Support Services for Problem Gambling



NHS Northern Gambling Service  
Merrion House, Leeds  
0300 300 1490



Krysallis provides free support for residents of Bradford and surrounding areas for anyone who is concerned about their own or another person's gambling.

Tel. 01423 857939  
[www.krysallis.org.uk](http://www.krysallis.org.uk)



The **biggest** and **best** way to swap your home!

join for free today at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

## What's on



**YORKSHIRE  
GAMES  
FESTIVAL**

A five day extravaganza celebrating games culture, design and production, with special guests, workshops, master classes, and a fun-packed weekend for gamers of all ages.

**5-9 February  
2020**

**SCIENCE+  
MEDIA  
MUSEUM**

Your feedback is  
**IMPORTANT**



And be the first to know...

Follow us on



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  
and re-open at 9.00am  
on 2nd January**

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

## MHA Direct Contacts:

### Customer Services

Call: **01274 771144**

### Neighbourhood Officers

Call: Nazneen Zafar on

**01274 377221**

Call: Jonathan Coles on

**01274 377216**

Call: Peter Murgatroyd on

**01274 377222**

Call: Prafula Parsotam on

**01274 377214**

### Maintenance Surveyors

Call: David Hargreaves on

**01274 377207**

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 377213**

## 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.**

Manningham Housing Association, Bank House, 30 Manor Row, Bradford, BD1 4QE.

www.manninghamhousing.co.uk | Main Telephone: 01274 771144

