

# Feedback

Latest news and events from Manningham Housing Association



## In this issue:

### Annual Tenant Report

How Manningham Housing Association has performed in delivering services over the last year.

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### Digital Services for You

Manningham Housing Association launches new digital strategy to enable customers to engage online.

Read more on page 6

### Christmas Opening Times

Manningham Housing Association offices will close from 24th December at 12 noon and re-open on 4th January at 9am.

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# Welcome

Feedback Magazine - the latest news and events from Manningham Housing Association

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# CEO Update



**Lee Bloomfield**

CEO of Manningham Housing Association



**I hope that you are safe and well.**

I want to start off by sharing some fantastic news with you. It has been quite a few months for MHA as we have been awarded prestigious accreditations for both Customer Service Excellence and Equality, Diversity, and Inclusion.

**In his report the Assessor commented:**

"The entire MHA team is focused on exceeding customers' expectations, delivering excellent customer service by providing more homes, looking after the existing homes, investing in the community, developing partnerships and, as the only BME landlord in Bradford, MHA has the leverage and standing within the city to become a lead voice for BME communities."

"MHA is clearly a values driven organisation and people are strongly committed to the work of the association. Diversity and inclusion are deeply embedded in the DNA of the organisation, the association was founded some 35 years ago and it is clear that those principles have not only endured over the decades and the sense of inclusion has increased as the organisation reaches out to wider communities."

We were also short-listed for two national housing awards at the UK Housing Awards for "Landlord of the Year" and "The Neighbourhood Transformation award." Whilst we did not win it was great to be short-listed for the awards as we were up against some outstanding housing associations also delivering magnificent work in their communities. Being nominated was a testament to the hard work and dedication that our staff show to deliver you with fantastic services and the work of your Customer Panel in scrutinising and reviewing our work to make sure we are delivering the services that our communities need.



It has been a particularly challenging twenty-months with the Covid-19 pandemic and whilst we are seeing the majority of society opening again and people adjusting to the new norm the number of Covid cases are again on the rise. The vaccine programme has reduced the numbers of deaths from the disease but the number of people contracting the illness is rising. You will be aware that our office has been closed to the public since the beginning of the pandemic and remains currently closed.

When we open the office to customers, we want to be confident that we can keep both our staff and customers safe, and we will be keeping this under constant review. We are looking at new ways in which you can access our services and are currently working on a customer portal which will allow you to access our services on-line including paying your rent and checking your rent account. As we head into winter, I would like to take this opportunity on behalf of the whole MHA team and Board to wish you and your families all the best and hope you continue to remain safe and well.



MHA triumphed in the 'Outstanding Approaches to Communications' category at the Chartered Institute of Housing's Northern Awards 2021.

We were praised by the judges "for our incredible work with tenants and residents during the uncertainty of the Covid-19 pandemic."

The awards covering 13 different categories recognise the creativity, passion and innovation of housing organisations and individuals across the sector in the North of England.



## MHA Board Members



**Abdul A. Ravat**

Vice Chair of Manningham Housing Association



### Q&A with Abdul

#### What is your occupation?

I work for The Abbeyfield Society overseeing development and asset management. In addition to MHA, I am a board member at Unity Enterprise (manages 52,000 sq. ft. of commercial workspaces on 3 sites, involving 50 businesses employing 760 people) and Johnnie Johnson Housing Trust.

#### How long have you been a member of the MHA Board?

I joined the board in October 2016, having had a professional relationship for almost fifteen years, during this time as Lead Regulator and Lead Investor at the Housing Corporation (HC) and the Homes & Communities Agency (HCA). MHA asked me to submit an application to become a board member and I jumped at the opportunity.

#### Why did you decide to apply to become a member of the MHA Board?

MHA is a "shining example", leading the way in delivering in a housing market like Bradford where other organisations have struggled to keep voids down and where other providers are hesitant to invest.

#### What motivates you?

Community anchor organisations like MHA have endured years of struggle on behalf of BAME communities up and down the country and because of that have gained a voice and to operate as an independent entity and remain relevant.

#### Why is MHA mission meaningful to you?

MHA started its mission following research commissioned to investigate housing needs of the local BAME communities, with a £3k grant from Bradford Council. From that work MHA has become one of the largest developing landlords in Bradford and giving our communities and people not just a roof and a place of sanctuary, but also a sense of ownership, self-worth and local pride.

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

The corporate plan we have in place is designed to move us on incrementally and we are a viable organisation which delivers strong financial performance with great customer satisfaction. We have made a really good start and that will continue incorporating the community investment element to our work now.

#### What sets BAME housing associations such as MHA apart from other housing associations?

Housing and social housing remains vital – whether it's associated with quality of housing provided by scrupulous landlords; or tragedies such as Grenfell; or affordability; or lack of social housing for large families. BAME housing associations, like MHA, can and lead the way, and provide the necessary insight and expertise to tackle historic challenges and the current disparities. MHA is currently in a stable financial position to face the challenges and continue its decades of success and serve its residents and communities.

#### Tell us something interesting about yourself:

I am interested in combining cricket and community relations and this has been heightened by delivering the 'Light of Faith Tour' with the Vatican and Anglican Church and with key individuals and agencies within the game, namely ECB, MCC, Yorkshire Cricket and a whole host of other partners and stakeholders. Sport is a great way of bringing together cultures, communities and faiths together.

## MHA Board Members



**Majid Khan**  
Finance Director



### Q&A with Majid

**What is your occupation?**

Finance Director.

**How long have you been a member of the MHA Board?**

3.5 years.

**Why did you decide to apply to become a member of the MHA Board?**

I wanted use my professional experience to contribute to the development and growth of an organisation based in my local community. MHA is an organisation that I have indirectly been involved in and firmly believe in its mission statement.

**What motivates you?**

Making a difference to my local community.

**Why is MHA mission meaningful to you?**

MHA has a very clear mission to ensure that the housing needs of the South Asian community is met. I feel that the community has a very specific housing requirement that MHA has a track record of successfully delivering.

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

MHA becoming one of the largest providers of housing to the South Asian community across the north of England.

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

The key goal of the organisation is to fulfil the local housing needs of the South Asian community. This goal is fulfilled by having a deep understanding of the community and specifically what it requires from a housing perspective. This understanding is gained by ensuring that 1) The organisation is located in the heart of the community and 2) ensuring that the MHA team is reflective of the community it serves.

**What sets BAME housing associations such as MHA apart from other housing associations?**

BAME housing associations target a very specific community group and in doing so acquire a deep understanding of what this group requires in terms of housing. They have a track record of building appropriate housing and take a very proactive approach in engaging with the community. Other non-BAME organisations are very passive in their approach and often over time retract from local areas because their housing stock does not fulfil the needs of the local community.

**What are your interests outside of work?**

Spending time with my young family.

## Customer Panel Update



**Cath Bacon**  
Customer Panel Chair



**I am pleased to announce the return of the customer panel.**

Held at the beginning of November, the customer panel meeting was well attended and we had some very useful discussions around issues tenants faced during the Covid pandemic. We also considered what help we would like to see from Manningham Housing Association in the future. We had a presentation from Faisal Khan, who is our Welfare Benefits and Financial Supports Officer, about how MHA have worked with tenants facing financial difficulties and it was great to hear that tenants have been reassured and assisted. We also heard from Nasir Hussain, Community Partnerships and Investment Manager, who told us about the projects that the Community Partnership team are running and planning for the future.

It is good to know that MHA do not just collect our rents, they are looking out for our well-being and helping with matters like befriending, employability, and computer literacy. The customer panel meets four times a year to scrutinise what the board are doing and to suggest ideas to make improvements to the Manningham services.

Nights are darker earlier and as we look towards the seasonal festivities, please take the time to check your smoke alarms and change the batteries. We all want to be safe!

As the weather can be very cold, please bring your animals in at night and keep an eye on elderly and vulnerable people in your area, who may find it difficult to get out and about and who may be lonely. Let's all be the best neighbours we can be and take care of those around us.

Whatever religion you practice, or whether you follow no faith, I wish you all the happiest time. May the new year bring you peace, prosperity, health and good luck.



## Join the Customer Panel

The customer panel meet four times a year to discuss a range of issues and suggestions to ultimately improve the MHA services. The aim is to encourage tenant involvement in all decision-making processes within MHA. An agenda is created with our Customer Panel Chair so that our tenant's key issues can be discussed. The meetings are informal and a chance for tenants to meet one another and the teams at MHA. We are currently offering the flexibility of joining the meetings in person at the MHA offices, or online if you would feel more comfortable. Food and travel expenses are provided for attendees.

If you would be interested in joining the customer panel please contact Charlotte Lindsay, Customer Involvement and Engagement Officer:

[Charlotte.lindsay@manninghamha.co.uk](mailto:Charlotte.lindsay@manninghamha.co.uk)

**01274 377271**

## Latest News

### Meet our New Starters



**Yusuf Nawaz**  
Trainee Neighbourhood Officer

My name is Yusuf Nawaz and I am the Trainee Neighbourhood Officer at Manningham Housing Association. I have been working for Manningham Housing for nearly four months. My work includes various challenges such as dealing with anti-social behaviour, visiting properties, and making sure everyone is safe in their homes.

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 their surroundings.

One thing I have learnt is to never give up - If you are struggling and you are having trouble finding your way to achieve your goal, always put a smile on your face and try your best.

**Imdaad Miah**  
Trainee Maintenance Surveyor

My name is Imdaad Miah and I am the new Trainee Surveyor at Manningham Housing Association. My focus will be in assisting the Maintenance Surveyor and Senior Maintenance Surveyor in delivering the 2021/22 Cyclical Paint programme and 2021/22 CRP programme to ensure they meet the targets which have been set.

I will also be assisting in quality control checks of contractors works via post inspections. I am greatly passionate about making a positive impact to the local community and by carrying out my roles I will be able to achieve this whilst working closely with the public. I have graduated in Construction Management which is useful when carrying out both pre and post inspections.

In addition, I had worked in retail at Asda Living prior as a sales assistant, so I am a very customer oriented individual. My interests include watching and playing football and in my spare time I like to go to the gym or hang out with friends.



**Beverley Longfield**  
Maintenance Surveyor

My name is Beverley Longfield and I have thirteen years experience as a Maintenance Surveyor in the housing sector. My previous role was working for Unity Housing Association based in Leeds, who are also are also a BME organisation.

I am customer focused and I am looking forward to my new role at Manningham. During my free time I like walking my two dogs and enjoy camping with my family.



**Charlotte Lindsay**  
Customer Involvement & Engagement Officer

My name is Charlotte Lindsay and I am the new Customer Involvement and Engagement Officer at Manningham Housing Association. My role is to ensure that tenants have maximum involvement in the decision-making processes at MHA. I will be facilitating both the customer panel meetings and complaints learning forum.

I am passionate about putting tenant's voices at the heart of our services. I have gained a Masters degree in Humanitarianism and Conflict Response and have previously worked in the housing sector providing support to refugees and asylum seekers across West Yorkshire.

## Neighbourhood Officers

Here is a summary of the patches our Neighbourhood officers cover:



**Nazneen Zafar**  
BD1, BD3, BD8,  
BD10



**Prafula Parsotam**  
BD5, BD7, BD8,  
BD13, BD15

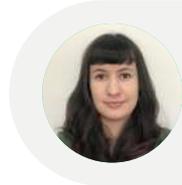


**Alison Bray**  
BD8, BD9, BD13,  
BD21, BD22



**Yusuf Nawaz**  
BD1, BD3, BD8,  
BD10

## Digital Services for You



**Carolina Padovezi**

Corporate Project Manager

communications@manninghamha.co.uk



At Manningham Housing Association we always look at ways to ensure that we maintain the high standards of excellence you expect when it comes to the services we deliver. You told us in March this year through a survey that you want to be able to access our services online.

In response to your feedback, we will be introducing two new services in early 2022. These services are not being introduced to replace the face-to-face and telephone services which you value so much, but rather to compliment these. We have been working hard over the last few months developing MyMHA which will be an online portal where you will be able to:

-  Pay your rent
-  Log a repair
-  Log a complaint
-  See your rent account
-  Follow-ups on repairs and complaints
-  Surveys & feedback
-  Manage your personal information
-  Manage your documents
-  MHA events

We are also developing a ChatBot and Live Chat services to help you get answers to any questions you might have quickly. **Here is what you will be able to do:**

-  24/7 Service
-  Multi-lingual (160+ languages)
-  Live chat with staff (9-5)
-  Instant answers
-  Mapping information from the website
-  Available on social media channels

# We Need Your Help!

We are looking for 30 volunteers to become our first users and also help us with feedback. As a small gesture of gratitude, we will provide a £10 amazon voucher.

To volunteer,  
please email:  
[communications@manninghamha.co.uk](mailto:communications@manninghamha.co.uk)

Thank you in advance for your help  
and support.



To make sure that these services meet your needs we need some help to test that they are user-friendly and the content is relevant for you. **We are really excited about this and hope that you are too! In the meantime, if you want any further information, please contact Carolina by email:**

[communications@manninghamha.co.uk](mailto:communications@manninghamha.co.uk)

# Annual Tenant Report



**Ulfat Hussain**  
Assistant Chief Executive & Director of Operations  
Ulfat.hussain@manninghamha.co.uk



Welcome to this year’s Annual Tenant Report for the financial year 2020/2021. It’s our opportunity to share with you how Manningham Housing Association has performed in delivering services. I hope you will find this report useful and informative.

Covid-19 has had a huge impact on every one of us, our families, friends and loved ones. But despite these challenges it has been heart-warming to see how our communities have been able to support each other through these difficult times. Whilst our office has been closed since the lockdown, everyone has ensured that we continue to provide the best possible service to our customers.

### Some of the key highlights have been:

- ★ With your support we have been able to complete all necessary health and safety checks we need to do to keep your homes safe, which include gas safety checks, electrical safety inspections and lift servicing.
- ★ We know that many of our customers have had financial difficulties during the lockdown, including being put on furlough. We provided advice and support to 170 customers to access financial help through their financial difficulties and ensure they don’t get into unmanageable debt.
- ★ Our Community Investment team have been providing workshops such as employment support, health and well-being and many others which have been critical in helping our customers through the lockdown and beyond.



But we know that we have not been able to maintain the extremely high level of customer service that our customers expect. Our overall customer satisfaction as a landlord reduced from 92% to 90% last year. We are aware of this, and our staff are working hard to understand the reasons. I would urge you that if you do experience poor customer service then please tell us. We can only improve when we know we are doing something wrong. I hope you enjoy reading this year’s annual tenants report and if you do have any comments or suggestions, we would love to hear from you.

## About Us



Number of Properties  
**1405 homes**



Letting Our Homes  
**46 families**

have been helped into their new homes.

**24**  
Bradford Council nominations

**22**  
Direct applications through choice-based lettings (CBL) and management lettings

**3**  
Total number of mutual exchanges

**8**  
Days to re-let a home when it became empty and our void loss (the rent we failed to collect due to an empty property) was just 0.21% at the year end.



### Average rent charges a week



### Responsive Repairs

# 5417 Repairs

...a year with an average of 451 repairs a month.

**12.35%**  
Down on last year

**97%**  
Jobs completed on time

**99.7%**  
Overall customer satisfaction with completed repairs

**Repairs Completed on Time**  
100% emergency within 24 hours.  
97% urgent within 5 working days.  
94% routine within 22 working days.



### Aids & Adaptations

# 24 Requests

**£3812**  
Total expenditure

### Home Improvements

In 2020/21 we have once again invested in our property stock to ensure that the homes of our residents are kept well maintained and meet the required health & safety standards.

The breakdown of this is as follows:

In total we have spent  
**£423,000**  
as part of our improvement programme

Bathrooms/Shower rooms  
**£16,000**

Boilers  
**£25,000**

Kitchens  
**£276,000**

Windows/Doors  
**£106,000**

## Customer Satisfaction

Every month, an independent company telephones 50 tenants at random to ask how satisfied they are with Manningham Housing Association and our services.

Overall, **90% of those called said they were either 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:

**96%**

Satisfied with the quality of their home.

**96%**

Satisfied with how easy we are to deal with.

**92%**

Satisfied with the repairs and maintenance service.

**1366**

Covid courtesy calls made between April and May 2020

**1044**

Customers were spoken to, so 76% of customers

## Compliments & Complaints



**13**

Compliments



**9**

Complaints and 4 upheld



**0**

Complaints referred to the Housing Ombudsman



**100%**

Complaints resolved within the target time scale

Learnings From 4 Upheld Complaints	How We've Put Things Right
Improved communication needed between contractors and tenants regarding outstanding work.	Quarterly contractor performance meetings have been set up to monitor patterns of communication.
Ensure regular dialogue is maintained between MHA and the out of service provider to avoid any delays in complaints handling over weekends and holiday periods.	MHA to be notified of any changes made by the out of service provider in advance so that interim measures can be put in place.
<ol style="list-style-type: none"> <li>1. Work closely with contractors and suppliers to ensure that excellent customer service is provided and to avoid failings.</li> <li>2. Keep accurate and detailed records of repairs on the repairs system so that they can be closely monitored.</li> </ol>	<ol style="list-style-type: none"> <li>1. To raise failings as an agenda item at each contractor performance meeting and scrutinise. If the same contractor or supplier is being complained of regularly then corrective action will be taken to protect the interests of the organisation and our customers.</li> <li>2. Ensure that this is practiced throughout the entire Customer Services team.</li> </ol>
Ensure contractors take ownership of any failings and rectify them promptly.	Patterns to be monitored regularly and if a contractor keeps failing then serious actions need to be put in place to prevent this ongoing.

## Keeping Our Tenants Safe

Legionella management plan actions completed:

**100%**

Annual gas safety checks completed:

**100%**

Electrical installation condition reports completed:

**100%**

Fire actions and risk assessments completed:

**100%**

Asbestos surveys completed:

**100%**

## Anti-Social Behaviour

**51**

ASB cases

**37**

Cases resolved, 14 ongoing

**1**

Legal action (injunction)

## Breakdown of Cases

**11**

Cases of aggressive or threatening language

**1**

Case of racial harassment

**7**

Cases of noise nuisance

**4**

Cases of criminal activity

**7**

Cases of other forms of harassment

**15**

Cases of environmental nuisance

**1**

Case of using home for an unlawful purpose

**1**

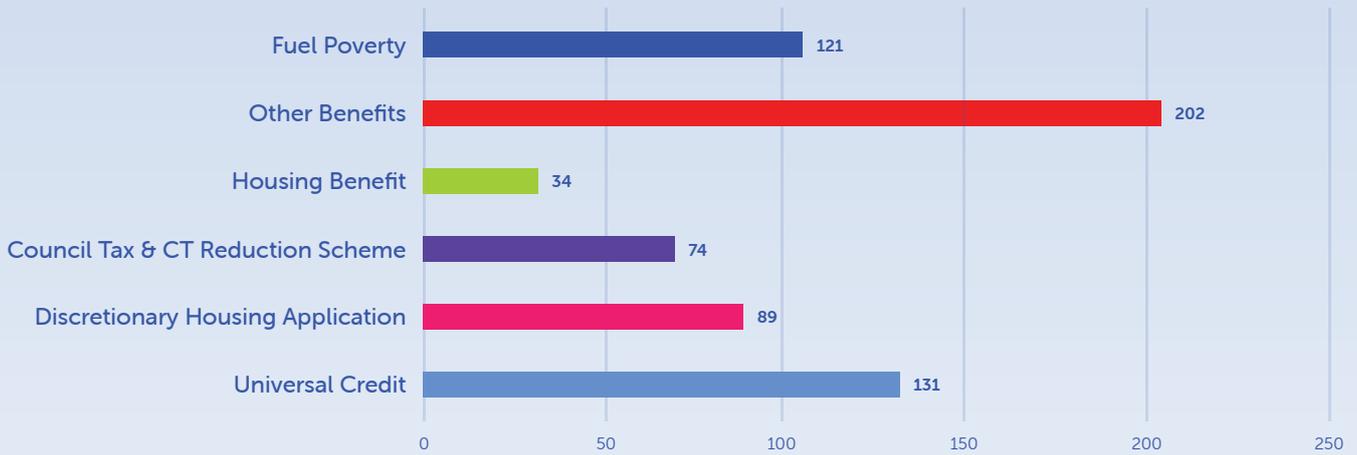
Case of domestic violence

**4**

Cases of violence

## Financial Inclusion

### Welfare Benefits Support provided to tenants April 2020 - March 2021



### Annual Financial Gains for MHA Customers



## Community Investment Initiatives

### Our projects over the last 12 months:

- ★ Building Bridges Bradford Project (Ministry of Housing, Communities and Local Government funded)
- ★ Fighting Fit (Department of Culture Media and Sports via The National Lottery Community Fund)
- ★ BAME Ladies Smashing Boundaries (Sport England funded)
- ★ Let's Get On (The National Lottery Community Fund)

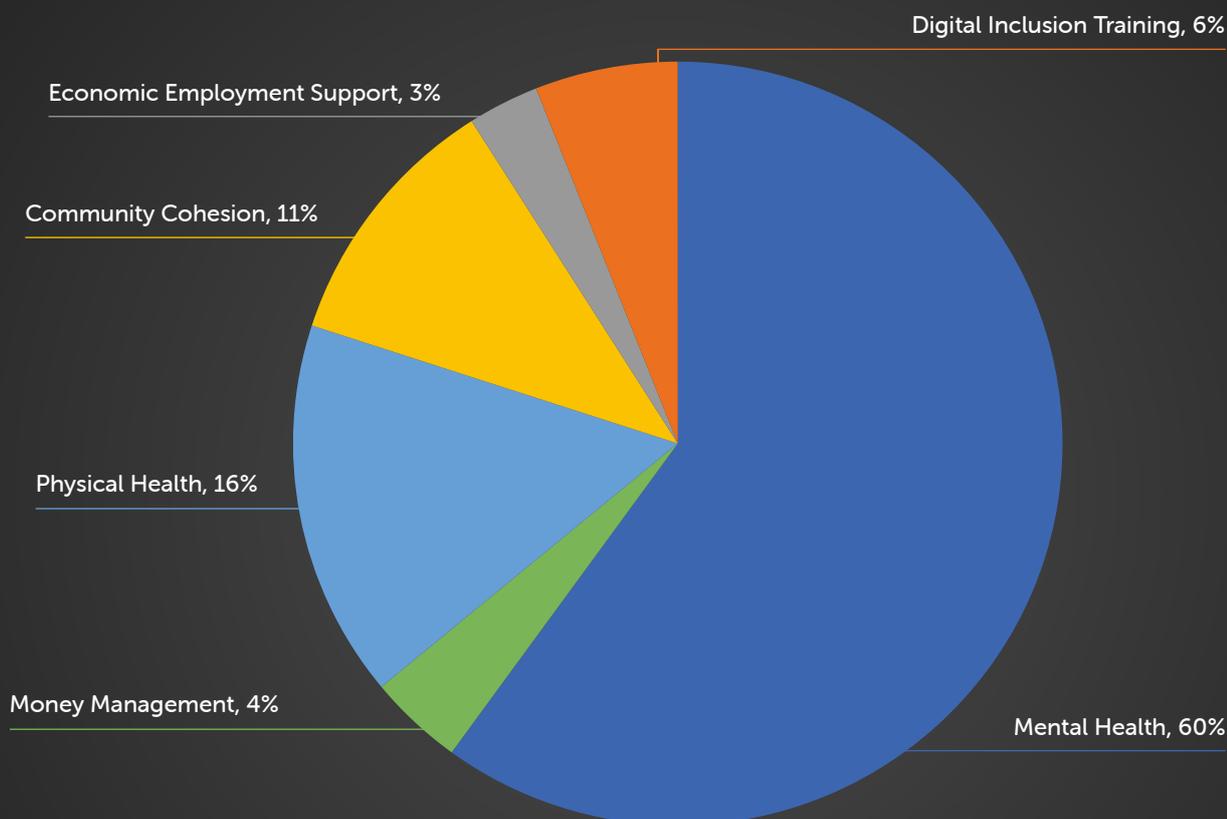
These projects were designed, produced, and delivered in collaboration with multi-agency partners:

Local Authority, Gillington Community Centre, Hollings Youth Association (HYA), Bangladeshi Youth Organisation (BYO), West Yorkshire Police Authority, BEAP Community Partnerships, Salem Cricket, and various faith institutes such as local mosques.

**2529**

Total number of beneficiaries who attended an activity/session.

## Beneficiaries supported through our Commissioned Projects



- Mental Health
- Digital Inclusion/Training
- Economic, Employment Support
- Community Cohesion
- Physical Health
- Money Management

## Money Matters



**Faisal Khan**

Welfare Benefits & Financial Support Officer

Faisal.Khan@manninghamha.co.uk



The temporary £20 per week Universal Credit (UC) uplift which the government introduced as part of the Covid-19 financial support payments has ended, and from October 2021 claimants have seen UC payments reduced by £86.67 per month.

### UC Entitlements from October 2021

Single claimants aged under 25

**From £344.00 to £257.33 a month**

Single claimants aged 25+

**From £411.51 to £324.84 a month**

Joint claimants both under 25

**From £490.60 to £403.93 a month**

Joint claimants with either aged 25+

**From £596.58 to £509.91 a month**

### UC Earnings Taper Rate Reduced

From 1st December 2021, the Universal Credit taper rate will be cut from 63% to 55% - allowing claimants to keep more of their Universal Credit payment. This means, for every extra £1 someone earns, their Universal Credit will be reduced by 55p rather than 63p. This is called the UC Taper Rate.

### UC Earnings Taper Rate

According to government figures, in May 2021, 40% of people claiming the Universal Credit were also working. For most UC claimants, the amount of UC you get will reduce once you start a job and your earnings increase. It is based on the amount you earn and not how many hours you work.

That means your UC payment will be reduced by the earnings taper at 55p per £1 for every pound you earn. It is automatically deducted from your UC payments and is shown on your monthly UC statement as a deduction from your entitlements.

[www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)  
Helpline: 0800 328 5644

### UC Credit Work Allowance

The Universal Credit Work Allowance is the amount you can earn before your UC payment is affected by the UC Earnings Taper Rate. If you earn over the Work Allowance amount, your UC payment will be reduced.

You can get a Work Allowance if you (and/or your partner) either have a responsibility for a child and/or a limited ability to work due to an illness or a disability. There is the lower work allowance and the higher work allowance rate.

**Lower Work Allowance:** If you get your housing costs (housing benefit/rent) paid by UC, then you can earn £293 per month before your UC is reduced.

**Higher Work Allowance:** If you don't get support with paying your rent then any earnings over £515 per month are affected.

The same Work Allowance rates apply for both single and joint claims. For every £1 you earn over your Work Allowance - the Taper Rate of 55% will apply - your UC payments will be reduced by 55p.

If you don't qualify for the Work Allowance at all, your UC payment will be reduced by 55p for every £1 you earn, as soon as you start earning.

# UC Universal Credit

### Gas & Electric Bill Increases

Gas and electricity bills have increased significantly, because of a greater demand and lower supply. As a result, energy prices have rocketed to an all-time high.

The energy price cap, which is the cap on the cost per unit of energy and is set by the energy regulator Ofgem, increased by 12% from 1st October. The energy price cap is reviewed every 6 months, and so on 1st April 2022 another 14% increase is predicted by experts.

## What can I do if I am struggling to pay my bills?

- ★ **Your supply won't be cut off** - disconnections have been suspended because of the pandemic.
- ★ **Talk to your supplier** - they may offer you payment reviews, breaks or reductions.
- ★ **Prepayment metered customers** - You can request emergency credit.
- ★ **Behavioural changes** - Don't waste energy, wear more layers of clothing, lower thermostats, use a draft excluder, and do not leave electrical equipment on standby.
- ★ **Warm Home Discount** - If you're on a low income and getting certain benefits such as Pension Credit Guarantee or Universal Credit, you might be able to get it. Check with your energy supplier if you qualify for the £140 discount in your bill or prepayment electricity meter. Please note that not all energy suppliers are part of the scheme.
- ★ **Cold Weather Payments** - You may get £25 for each 7-day period where the temperature in your area is recorded as or forecast to be zero degree Celsius between 1 November and 31 March if you are on Pension Credit or other income-related benefits. If you're eligible to get a Cold Weather Payment, you'll be paid it automatically.  
[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)
- ★ **Winter Fuel Payments** - Born on or before 26 September 1955/state pension/other eligible benefits automatically qualify and could get between £100-£300 to help with bills. For queries and claims, please contact the Winter Fuel Payment helpline on:  
**Tel: 0800 731 0160**  
**Web: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)**

## Support for Tenants

If you need information/advice on your benefits or if you are struggling financially and have fallen behind with your rent payments and you need support, **please contact Faisal Khan, Welfare Benefits and Financial Support Officer at Manningham Housing Association on number below:**

**01274 771144**

Advice and practical support are available in English, Urdu, and Punjabi.



# YorkshireWater

## Yorkshire Water Support

Savings can be made by having your water bill capped at £418.92 per year (2021/22), along with these various schemes:

**Water Sure** - For customers with a water meter medical condition in the family or 3+ children.

**Water Support** - Low-income families with water bills over £430 per year.

**Community Trust** - support with water bill arrears for customers with at least one priority debt.

Further details about eligibility and applications please visit:

[www.yorkshirewater.com/bill-account/help-paying-your-bill](http://www.yorkshirewater.com/bill-account/help-paying-your-bill)



## Green Doctor Support

MHA works closely with the Green Doctor service, a charity that provides support for people facing fuel poverty. To check if you are eligible for this FREE service and if you would like support with taking control of your bills and reducing energy costs, please contact the Green Doctor service directly on:

[greendoctorleeds@groundwork.org.uk](mailto:greendoctorleeds@groundwork.org.uk)  
**0808 168 3557**

## Advisory Services Local to You

### Citizens Advice

Bradford / Keighley

Tel: 0344 245 1282

### Citizens Advice UC Helpline

Tel: 0800 144 8 444

Web: [www.bradfordcab.com](http://www.bradfordcab.com)

### Step Change (for debt advice)

Tel: 0800 138 1111

Web: [www.stepchange.org](http://www.stepchange.org)

### Family Action Bradford

Bradford - Canterbury Advice Centre

Tel: 01274 577571

Email: [canterburyadministrator@family-action.org.uk](mailto:canterburyadministrator@family-action.org.uk)

Web: [www.family-action.org.uk/what-we-do/children-families/bradford](http://www.family-action.org.uk/what-we-do/children-families/bradford)

### Project 6

Keighley Pathways Service - 15-17 Devonshire St, BD21 2BH

Tel: 01535 608 631

Email: [info@project6.org.uk](mailto:info@project6.org.uk)



## Your Neighbourhood



**Harry Manford**  
Neighbourhoods Team Leader  
Harry.manford@manninghamha.co.uk



# ANTI-SOCIAL BEHAVIOUR



## What is NOT usually considered as Anti-Social Behaviour?

Even though some behaviour may cause a nuisance or annoyance to people, it may not be regarded as Anti-Social Behaviour by the Police, Local Authorities or Landlords.

Here are some examples below:

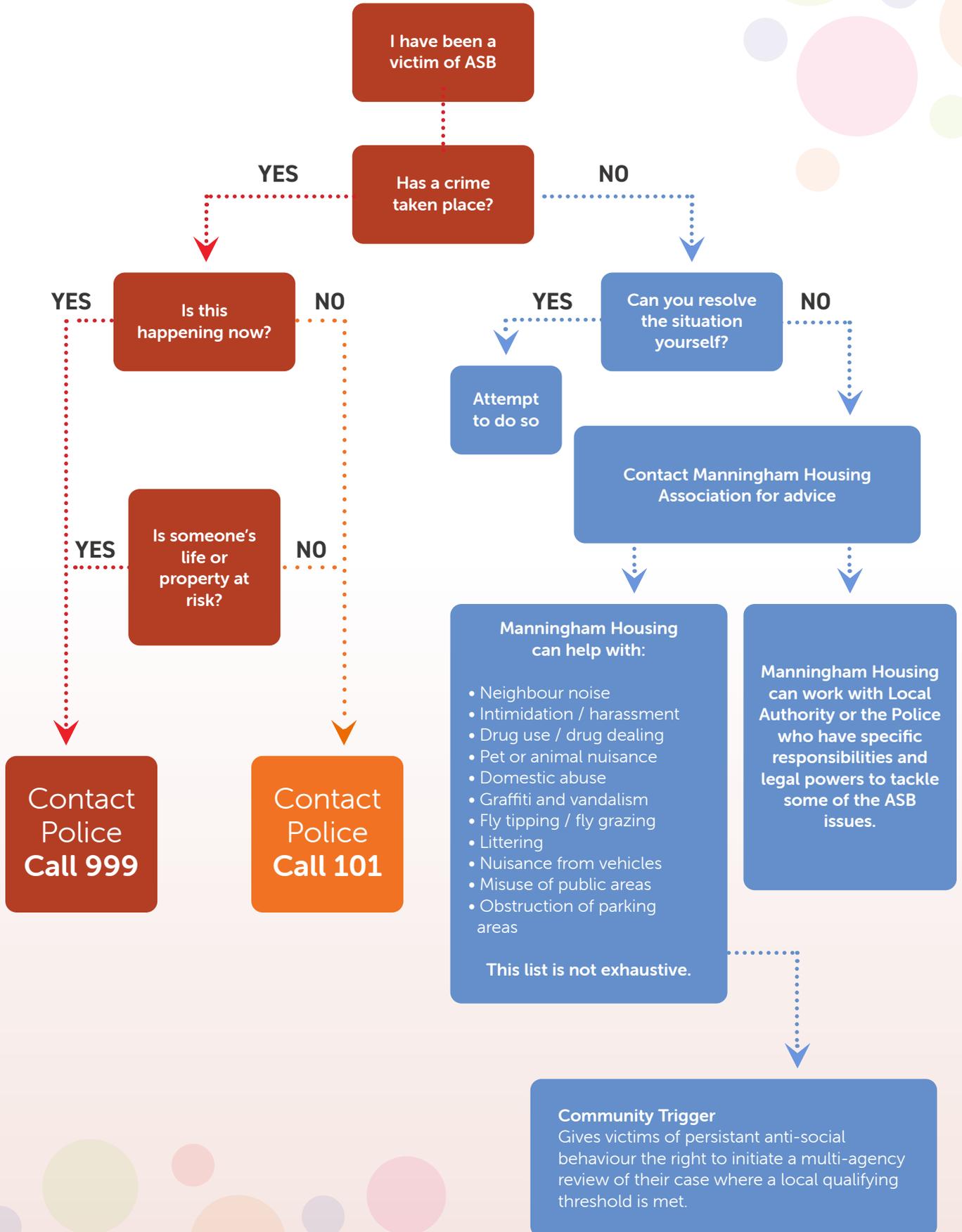
- ★ One-off parties and BBQs
- ★ Excessive noise from domestic appliances, e.g. washing machines or vacuum cleaners
- ★ Infrequent and/or occasional noise or disturbances
- ★ Minor vehicle repairs
- ★ Children playing
- ★ Gossip or staring
- ★ Barking dogs
- ★ Disputes regarding boundaries or car parking

There may be other behaviours which are not included in this list.

If you are experiencing any Anti-Social Behaviour and are unsure what to do about it, please take a look at the diagram on the next page or give your Neighbourhood Officer a call.



## How to deal with Anti-Social Behaviour

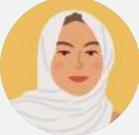


## Information Hub Community Partnerships Team Updates

# We are here for you!



**Nasir Hussain**  
Community Partnerships and Investment Manager  
Nasir.Hussain@manninghamha.co.uk

**Aisha Begum**  
Community Project Development Officer  
Aisha.begum@manninghamha.co.uk




**manningham**  
HOUSING ASSOCIATION  
PRESENTS

# JOB CLUB

One to one appointments available!

- Confidence building
- Goal Setting
- Employability skills
- CV writing support
- Job searching techniques
- Interview techniques

**COME AND JOIN OUR FREE WORKSHOP!**

**MONDAYS 11 AM - 1 PM**  
PLEASE BOOK YOUR PLACE IN ADVANCE

MHA, Bank House 30 Manor Row Bradford, BD1 4QE	Anchor Court Jervaulx Crescent Bradford, BD8 8JF
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For further details please contact [aisha.begum@manninghamha.co.uk](mailto:aisha.begum@manninghamha.co.uk) or call **07811360571** to book your place!

# Follow Us on Social Media



Let's Get Connected for Our Latest News & Updates

- on Twitter @Manninghamha
- Manningham Housing Association on Facebook
- [www.linkedin.com/company/manningham-housing-association](http://www.linkedin.com/company/manningham-housing-association)
- Manningham Housing on YouTube

[www.manninghamhousing.co.uk](http://www.manninghamhousing.co.uk)

## Do You Require Support?

At MHA, we have lots of exciting ongoing projects exclusively for YOU! The Community Partnerships Team are offering FREE Employment Support and Health & Well-being sessions, face-to-face and online.

To sign up or for any enquiries, please contact Aisha Begum on:

[Aisha.begum@manninghamha.co.uk](mailto:Aisha.begum@manninghamha.co.uk)

# TENANT WELL-BEING SESSION *with Aisha*

How to  
sustain  
good  
well-being

Let's talk  
about physical  
and mental  
health

Save the date!

## First Wednesday of each month

Starting Wednesday 12th Jan 2021

10am - 12pm

Location: TBC



For enquiries / to book your place, please contact:  
[Aisha.Begum@manninghamha.co.uk](mailto:Aisha.Begum@manninghamha.co.uk)

## Covid-19 Information

The Government has now set out its winter plan to respond to the rising cases of Covid-19. There are several behaviours we can all try and adopt to prevent the spread of the disease:

- ★ Ensure enclosed spaces are well ventilated
- ★ Wear a face covering in crowded spaces
- ★ Get tested if you become symptomatic and self-isolate
- ★ Stay home if you are unwell
- ★ Wash hands thoroughly and use hand sanitiser



Getting fully vaccinated is the best way to protect yourself and your community from Covid-19. The NHS are now offering booster vaccines for those who have had a second dose of a vaccine at least three months ago.

To receive either your first, second or booster dose you can book an appointment through the NHS website or by contacting 119 free of charge which offers a translating service. Alternatively, you can attend a walk-in clinic at the following local centres:

- ★ **The Broadway**  
Hall Ings, Bradford, BD1 1JR
- ★ **Rimington Pharmacy**  
Bridge Street, Bradford, BD1 1AY
- ★ **Jacobs Well**  
Nelson Street, Bradford, BD1 5AX
- ★ **St Luke's Hospital**  
Little Horton Lane, Bradford, BD5 0NA

## MHA Christmas Opening Times

From everyone here at Manningham Housing Association, we would like to take this opportunity to wish all of customers a Merry Christmas and a Happy New Year. As we head further into the winter months, please be aware that the demand for our repairs team will increase and we may require a little longer for all calls to be answered.

If you do have an emergency repair over the festive period, the MHA Out of Hours service will be available via our telephone lines.

**We will close at 12:00 noon on Friday 24th December 2021 and re-open at 09:00am on Tuesday 4th January**





# Get in Touch

## MHA Direct Contacts:

**Customer Services**  
Call: 01274 771144

**Neighbourhood Officers**  
Call: Nazneen Zafar on  
01274 377221

Call: Yusuf Nawaz on  
01274 377272

Call: Alison Bray on  
01274 377222

Call: Prafula Parsotam on  
01274 377214

**Maintenance Surveyors**  
Call: Monuhar Ali on  
01274 377266

Call: Beverley Longfield on  
01274 377207

Call: Imdaad Miah on  
01274 377258

**Community Partnerships Team**  
Call: Nasir Hussain on  
01274 377254

Call: Aisha Begum on  
01274 771144

## Income Team:

Call: Mansha Khan on  
01274 377206

Call: Zahid Hafajee on  
01274 377239

Call: Sharon Dunwoodie on  
01274 377213

Call: Faisal Khan on  
01274 377215

## Customer Involvement and Engagement

Call: Charlotte Lindsay on  
01274 377271

## For Vulnerable Adults:

**Adult Protection Unit on**  
Call: 01274 431077

**National Domestic Violence Helpline** Call: 0808 2000 247

**Mental Health Services**  
Call: MIND on 08801 884 884

## For Vulnerable Children:

**Children's Social Care Initial Contact Point on**  
Call: 01274 437500

## Other Useful Contacts:

**For Gas Leaks**  
Call: Northern Gas Networks on  
0800 11199

**Anti-Social Behaviour**  
Call: West Yorkshire Police on 101

**Blocked Drains**  
Call: Yorkshire Water on  
08451 24 24 24  
Call Asian speaking line on  
08451 24 24 21

**Winter Fuel Payment Helpline (for people over 60)**  
Call: 08459 15 15 15

**Benefit Enquiry Line**  
Call: 0800 88 22 00

**Tax Credit Helpline**  
Call: 0845 300 3900

**Child Benefit**  
Call: 0845 302 1444

**Free Debt Management Advice**  
Call: 0800 280 2816