

Unity News

Summer 2020



**We are pleased to welcome 30 new affordable homes
at The Beckhills, Meanwood, Leeds see inside for more details**

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2. Update of Unity Services



The coronavirus pandemic has had an impact on the services we have been able to provide. As the government lockdown restrictions ease we want to update you with the current situation in regards to the delivery of Unity services.

Rent Payments

We thank-you for continuing to pay your rent over the last few months we are aware that it has been a challenging time for people and incomes have been affected. If you are struggling with your finances our income team will assist you in accessing additional help to maximise your income and can offer you advice on universal credit and processing of claims, if you would like to speak with our income team, please contact them on 0113 2007700, or at www.rents@unityha.co.uk

Lettings

Leeds City Council and Kirklees Council have now re opened their online choice based lettings systems and Unity properties that are available to let will be advertised on their. For Leeds see www.leedshomes.org for Kirklees see www.chooseandmove.org

Repairs

Over the last few months we have prioritised emergency and urgent repairs and as such we now have a backlog of outstanding routine repairs to complete we will be working with our contractor GTD to attend to outstanding repair requests however we may not be able to do these within our usual time scale.

Gardening / Cleaning Services

During the lockdown period our contractors we were unable to carry out their services however they are now working as normal, additional cleaning and gardening is being carried out to ensure standards at our schemes are maintained.

Unity Office

Our office is still closed to the public, but you may book an appointment at the office if you need to see a staff member, we have introduced a number of safety measures to maintain social distancing for the safety of customers and staff.

Housing Officer Visits

Our housing officers are available to carry out visits to external areas, this will be by appointment only, If you want to speak to your housing officer contact them at Unityha.co.uk and access the housing pages.

3. Unity Job Club

Job Club Drop-In / UK Online Centre

Our Job Club/ Uk Online Centre is based at Unity Business Centre in Leeds, it is a free drop in session run by Unity's Employment Services staff who can help you receive the skills and training to assist you in getting back in employment. Our staff will help you to identify work opportunities as well as ensuring you are up to date with your computer skills.

Where and When ?

Unity Business Centre
26 Roundhay Road LS7 1AB

Monday	14.00 -16.00
Tuesday	14.00 -16.00

- **Get help creating a CV**
- **Apply for jobs online**
- **Develop your interview skills**
- **Work with job coach to identify opportunities**
- **Access the UK'S most powerful online Job search "My Work Search"**



For more information contact
Kelly at kelly.jennings@unityha.co.uk

Although it has been a tough time for clients and businesses we have still had success with clients finding employment and training opportunities. We are continuing to support clients with CV's, job search and application forms through this difficult time.

Kelly Jennings outreach support

4. Help with your Finances

The impact of the coronavirus has meant that many people's income has changed and we have seen an increased amount of our residents applying for universal credit. If you are struggling to pay your rent or bills we can assist you in order to maximise your income, offer advice on the available benefits available, work out a budget plan to manage your finances or arrange a payment plan if your rent account is in arrears. Please contact our income team on 0113 200 7700 who will be happy to help you.



Manage your Tenancy Online



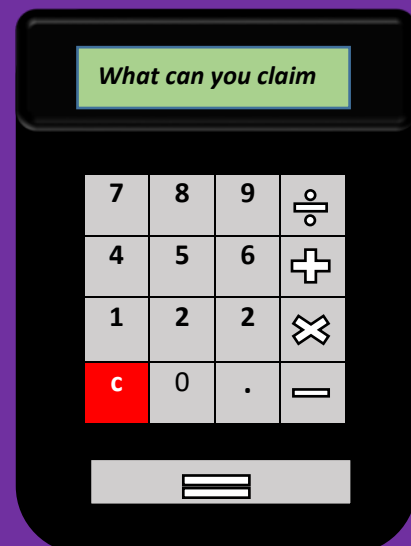
"My Unity" is an online portal for Resident's to access their accounts digitally

You can

- Report repairs and see repair history
- View and print up to date rents statements
- Monitor rent changes

Benefit Calculator

Our Benefit calculator will help you find what benefits you can claim, including if you would be better off receiving universal credit. There is a guide to those people whose income has been affected by coronavirus with information on council tax support, working tax credits and sick pay. Please see our website for details www.unityha.co.uk



5. Anti-Social Behaviour

Anti-Social Behaviour (ASB) is any behaviour that causes or is likely to cause harassment, alarm or distress to another household. If you are experiencing ASB please contact Unity and inform us of what is happening we will investigate any report of nuisance behaviour and work with you to find a solution to the problem.

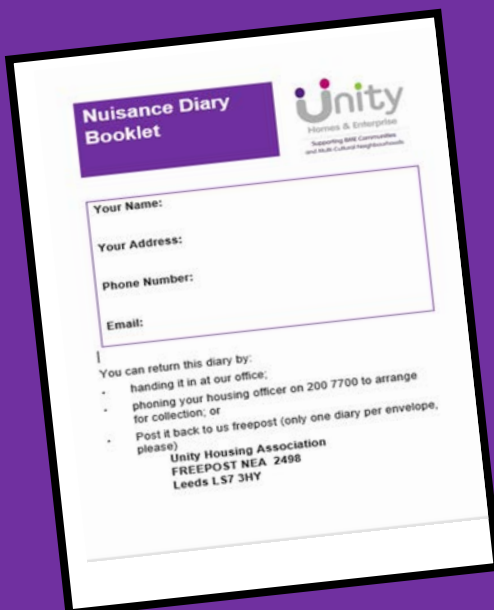
Reporting Anti-Social Behaviour

Report Anti-social behaviour by:

- Visiting our office
- Completing a Nuisance Diary
- Phoning us on 0113 200 7700
- Emailing us at housing@unityha.co.uk
- Writing to us at: Unity Housing Association, 113-117 Chapeltown Road, Leeds, LS7 3HY



To investigate Anti-social behaviour we would require you to provide us information on what is happening. We will send you a nuisance diary to record incidents of problems and you can also report incidents through our website unityha.co.uk. Our housing officers will assess evidence you provide and inform you of the options we can take to stop the Anti-social behaviour.



Nuisance Diary Booklet

Unity
Homes & Enterprise
Supporting BME Communities
and Multi-Cultural Neighbourhoods

Your Name:
Your Address:
Phone Number:
Email:

You can return this diary by:

- handing it in at our office;
- phoning your housing officer on 200 7700 to arrange for collection; or
- Post it back to us freepost (only one diary per envelope, please)

Unity Housing Association
FREEPOST NEA 2498
Leeds LS7 3HY

We will deal with serious allegations such as hate crimes or physical assault in 1 working day and less urgent complaints within 10 working days.

We will remove racist and offensive graffiti in 1 working day.

You will be assigned a Housing Officer who will deal with your case.

We will not reveal your identity unless you agree.

We will complete an action plan to resolve ASB.

We will keep you up to date with the steps we are taking to deal with your complaint.

If we are unable to take action, we will explain the reasons.

Advise of support we and other agencies can give you.

6. Good Neighbour Tips

When leaving or returning to your home late at night keep noise to a minimum and if you are using your car turn the music off.

When you first move in, introduce yourself to your neighbours. You are more likely to have a good relationship with them if they know who you are.

If you are disturbed by a neighbour causing noise at night, do not confront them when this is happening or bang on the walls wait until the next day to speak about it when you are feeling calm.

If you live in a flat, laminate flooring can be particularly noisy, choose a carpet instead, or use rugs to reduce the sound for your neighbours.

If you have a dog, please ensure that it is not left alone in your property, ensure it is walked regularly, and train it not to bark. Keep it on a lead when walking it, including on your estate, and clear up any fouling immediately.

If you are planning a party, inform your neighbours in advance that there might be some extra noise.

In shared communal areas, do not leave items outside your flat door, this looks untidy and may be a nuisance to other residents.

If you are playing music or watching television after 10pm, try to reduce the volume and ensure you close the windows, alternatively use headphones.

Fit sound insulation for your internal doors this will reduce noise when they are closed.

Please ensure your visitors do not park in a way which obstructs your neighbour's access to their property.

Keep your garden well maintained and free of rubbish.

7. New Homes in Meanwood



More affordable homes are delivered by Unity to the people of Leeds



How we allocated our Meanwood homes

When we wanted to allocate our new homes, we were set a letting criteria by Leeds City Council, this means that we were only able to allocate homes to people who met that criteria. When we advertised our homes on the Leeds Homes website the criteria was:

- ✓ **Have a good tenancy record**
- ✓ **Be under or over occupying**
- ✓ **Have a local connection to the area**
- ✓ **Have band A or B priority**

1274 Bids

received for our meanwood properties on Leeds Homes website

Unity is committed to delivering more new homes in Leeds and Kirklees for information on future developments and how to apply for them see our website unityha.co.uk

8. Lettings in the Lockdown

We have now let our new development of 30 new properties at the Beckhills, Meanwood Leeds, we welcome all our new residents to Unity.



The acquisition of the new homes adds to the 125 properties Unity already manages in Meanwood, Leeds

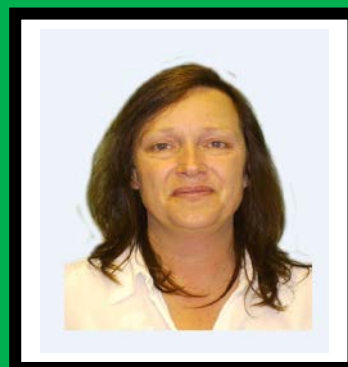
The new homes have been delivered by our developer ESH Construction

Rent costs are £104.64 a week for a 2 bed bungalow £120.73 a week for a 3 bed house and £127.06 per week for a 4 bed house

Lettings in the Lockdown.

It's been a challenging time for the Unity Lettings team with 30 new properties at The Beckhills, Meanwood being acquired in June, a period when all are staff are working from home, as Housing Assistant Chris Law explains:

“Normally when we have new applicants for our properties we would conduct housing assessments in our office to obtain information that proves people qualify for our homes. As our office has been closed following government guidelines we have had to contact some of our applicants by phone and request information online. It has been a real team effort to gather this information and the housing and customer services teams have worked hard to obtain it, we are not going to let being in lockdown stop us providing much needed affordable homes, it's the best part of my job seeing happy faces when people receive keys to their homes and it was nice to finally meet the new residents when we carried out viewings and sign ups of the Meanwood properties following social distancing guidelines”.



9. Puzzle Corner



Test your knowledge by completing these puzzles. Send your entries back to **Unity 117 Chapeltown Road Leeds Freepost MEA2498 LSY 3HY** by 31st August all correct entries will be entered into a draw to win £50 in vouchers

Wordsearch Clues

- Derby
- Hull
- Newcastle
- York
- London
- Oxford
- Bristol
- Sheffield
- Leeds



N	E	W	C	A	S	T	L	E
W	T	B	K	D	H	U	L	L
D	E	R	B	Y	E	L	E	F
B	O	I	N	R	F	D	E	K
Y	U	S	H	E	F	R	D	A
A	D	T	O	F	I	O	S	I
M	D	O	A	G	E	F	E	B
B	G	L	H	V	L	X	P	L
C	I	L	O	N	D	O	N	C

		1.		1.				2.
3.								
		4.		2.				
					3.			
		4.						
					5.			
6.								

Crossword Clues

Across

1. Capital of India
2. Area of land by the sea
3. Rowing blades
4. Flowers of Amsterdam
5. Language of Pakistan
6. Former Olympic runner
Mo ----

Down

1. Have good fortune
2. Study of numbers
3. Last month of summer
4. The land of the pyramids

Congratulations to Mrs L of Stainbeck Avenue who won £50 Vouchers in the last competition.

10. Unity Business Centre Update

Unity Business Centre has continued to operate during the coronavirus pandemic, Adrian Green Unity Enterprise Manager explains how he has managed to achieve this.



Adrian Green
Unity Business Centre
Manager

"Our centres have remained open throughout the lockdown, more than 20 tenants working there at various times,"

"The buildings have been subject to a deep clean, we have wall-mounted hand sanitiser stations at every entrance to every building and a screen at our main reception at Unity Business Centre, which also has a one-way system.

"Signs and fixed-floor graphics encouraging two-metre social distancing have been placed around all buildings.

"We have limited the lifts to one person at a time, toilets are restricted to two people maximum, hand dryers have been replaced by paper towels and all bins are now foot-pedal operated.

"And all health and safety checks – including tests on fire doors, drinking water, fire alarms, emergency lighting and lifts – have continued, with UE staff given personal protective equipment sourced from one of our own tenants."

Contacting Unity

Telephone: 0113 200 7700

Email: uha@unityha.co.uk

Website: www.unityha.co.uk

Publications

You can access any of Unity's publications including leaflets, newsletters and reports for free on our website:

www.unityha.co.uk/publications

Office Hours:

Monday: 9am -- 5pm

Tuesday: 9am – 5pm

Wednesday: 10am – 5pm

Thursday: 9am – 5pm

Friday: 9am – 5pm

If you have an emergency repair when the Office is shut, please call our office number on **0113 200 7700** you will receive a number of options. Press 1 for **heating repairs**, press 2 for general **repairs**. This will connect you to our contractors GTD Maintenance call centre.

Emergency Gas Repairs 0113 200 7700

E.g. total heating or hot water failure when Unity's office is closed the next day.

National Grid (gas leaks) 0800 111 999

Repairs by email Repairs@unity.co.uk

For more information, visit our website at www.unity.co.uk for leaflets, latest news and community information.

For comments and suggestions about this newsletter please contact **Chris Whittaker** on **0113 2007751** or email chris.whittaker@unityha.co.uk

Leeds City Council Services

Adult Social Care 0113 2224401

Anti-Social Behaviour 0113 222 4402
onestop@leeds.gov.uk

Child Social Care 0113 222 4403

Council Housing 0800 188 4000

Council Tax 0113 222 4404

Environmental Health 0113 222 4406
refugecollections@leeds.gov.uk

Housing Advice 0113 222 4412

Roads and Pavements 0113 222 4407
highways@leeds.gov.uk

Universal Credit 0800 328 5644

Kirklees Council Services

Adult Social Care 01484 414933

gatewaytocare@kirklees.gov.uk

Anti-Social Behaviour 01484 221000
safer@kirklees.gov.uk

Child Protection 01484 414950

Council Tax and Benefits 01484 414950
Council.benefits@kirklees.gov.uk

Customer Service Centre 01484 221000
Customer.enquiries@kirklees.gov.uk

Housing Advice 01484 221350
Housing.solutions@kirklees.gov.uk

Problems Understanding?

If you need any of our information translating Or if you need an interpreter, please contact us. We can also provide this information in large Print or on CD if you need this.

