



Christmas opening hours

Thurs 24th Dec 9.00-12.00
Fri 25th Dec Closed
Mon 28th Dec Closed
Tue 29th Dec Open
Wed 30th Dec Open
Thurs 31st Dec 9.00-12.00

2021

Fri 1st Jan Closed
Mon 4th Jan Open

Out of office Numbers

Emergency Repairs 0113 2007700

(e.g serious floods or leaks, total loss of water. The only toilet is blocked.)

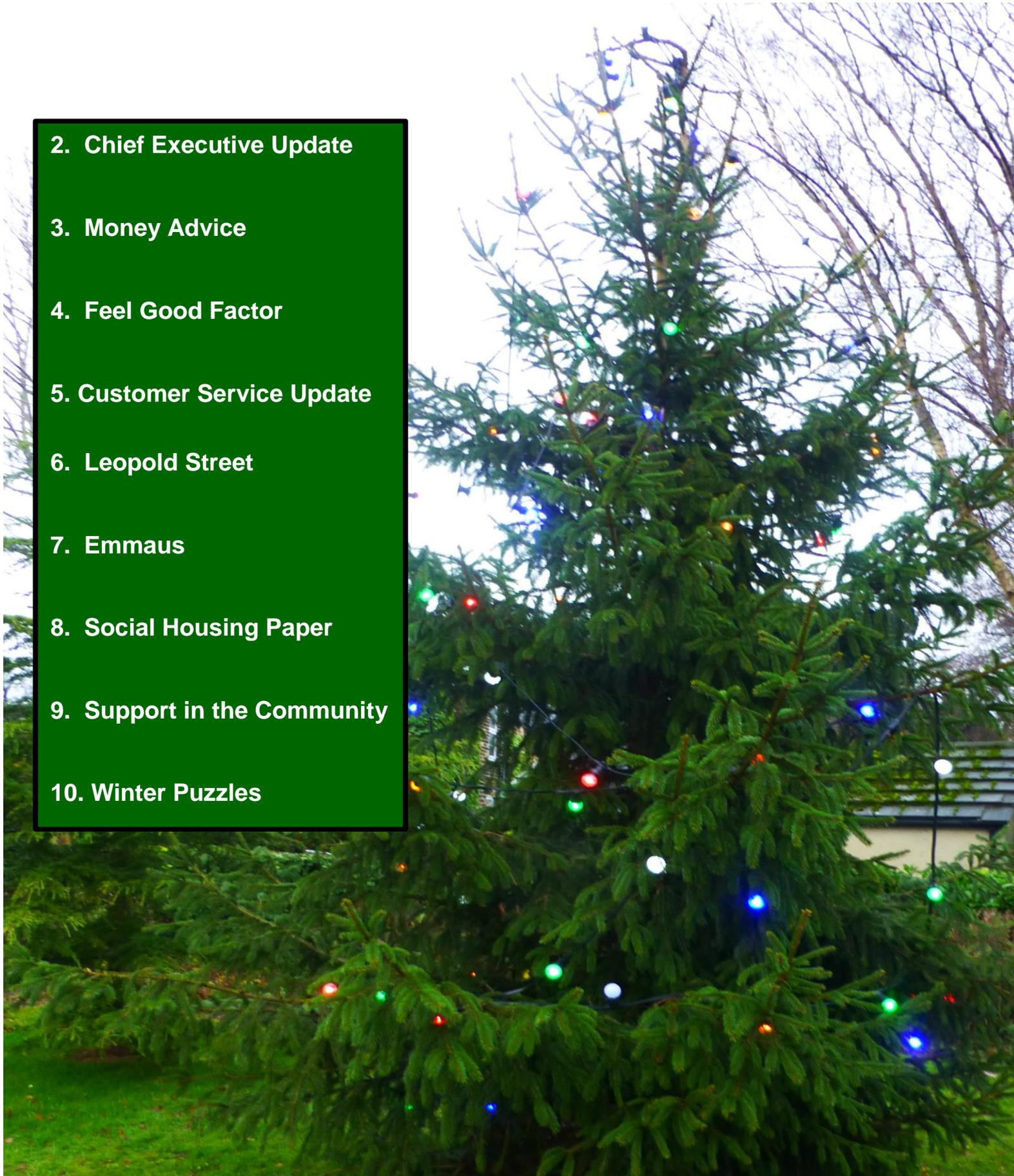
Gas Emergencies 0113 2007700

(Heating or hot water failure when Unity's office is closed.)

Transco Gas leaks 0800 111 999

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2. Chief Executive Update

We are sad to announce Unity Chief Executive Ali Akbor is leaving Unity



Ali Akbor O,B,E

Unity was formed in the 1987 as a community response to the poor-quality homes so many people from ethnic backgrounds were forced to live in. In 1999 Ali Akbor was appointed Unity Chief Executive overseeing a major housing development programme which has seen Unity increase its housing portfolio by over 500 homes since 1999 to over 1300 properties today helping to us become one of the leading Bme Housing providers, as well as serving people from all ethnic backgrounds. Ali has seen Unity's expansion to be a provider of homes and also to support local business and enterprise creating employment and delivering training opportunities to the local communities In Leeds through the creation of Unity Employment Services in 2000 now known As Unity Enterprise. Local business has been thriving and we now have 3 sites across Leeds which provide 142 Business units to more than 80 diverse businesses. Our employment services team has supported more than 1,500 individuals into work and training since 2011 transforming people's lives in the local

community. Ali was awarded an OBE in the 2020 new year's honours list for his services to the community, he is leaving Unity to take up an important role as a member of the UK Governments Grenfell Tower Enquiry Panel.



Shruti Bhargava Unity Housing Board Chair

Shruti Bhargava led the tributes to Ali

"Ali has been a wonderful role model for Unity for more than two decades. He was appointed Unity Chief Executive in January 1999. Amongst his many achievements, Unity Enterprise and Unity Employment Services were created and both form huge parts of the legacy he is leaving us.

In so many ways, he is the physical embodiment of the Association - a person of boundless integrity, decency and authenticity.

His OBE for services to the community in Leeds, announced in the 2019 New Year Honors, was thoroughly deserved for such a humble and unassuming man.

Much more success lies ahead for Ali the Grenfell Tower Inquiry will benefit from his talents and I know he will do an excellent job".

3. Money Advice



MIC
MONEY
INFORMATION
CENTRE

Money Information Centre: An organisation set up by Leeds City Council to help people with money problems, offering advice on debt management saving money and affordable loans using the credit union and also signposting to other charitable organisation that can be of assistance. Contact them on 0113 3789217 Or at www.leedsmic.org.uk

Step Change: gives free confidential advice over the phone, it is the UK's largest debt charity offering expert debt advice and debt management and offering mental health support. Contact them on 0800-1381111 or at www.stepchange.org



Step Change
Debt Charity



citizens
advice Leeds

Leeds Citizens Advice: has five sites across Leeds and offer advice to people about a range of issues including, money, benefits, consumer rights, legal issues and employment problems contact them on 0113 223 4400 or at www.citizensadviceleeds.org.uk

Christians Against Poverty: is an organisation dedicated to helping people with their debt problems by using debt counselling through community groups and links with local churches it can offer help regardless of your religion contact them on 0800 328 0006 or at www.capuk.org



christians
against
poverty



CAP



Kirklees
Citizens Advice &
Law Centre

Kirklees Citizens Advice and Law Centre: Is a support service for the people living in Kirklees offering advice and support on a range of subjects including, housing, debt, employment, immigration and community care. Contact them on 0844 8487970 or at www.kcalc.org.uk

The Money Advice Service: Free and Impartial advice from the government on all money matters contact 0800 137777 or www.moneyadviceservice.org.uk



the Money
Advice Service

4. Feel Good Factor

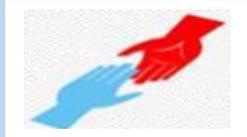


Swift Wellbeing Service in Chapeltown

Supporting Wellbeing & Independence for frailty
If you are 50+ or have a family member living in the Chapeltown area and are struggling with your social, health or wellbeing needs the Swift service offers:

- Friendly chats and telephone support
- Support to access services and community activities
- 1-1 help and support to access information

If you would like more information
Please contact Beverley Lock
On 07593436607
beverley@fgfleeds.org



Telephone Befriending service

If you are over 50 and experiencing social isolation, increased anxiety and low mood our telephone befriending service can:

- Provide you with support
- Help reduce social isolation
- Improve emotional health and wellbeing

Please contact
Shabana Kosar
for further information
07523515267
shabana@fgfleeds.org



Men's Group

Every Tuesday via WhatsApp/Zoom. Meet new people, socialise and take part in quizzes, games and fun activities

Please contact Aulson Lawrence
for further Information
07593436608
aulson@fgfleeds.org



Tinnitus and Hearing Loss Peer Support Group

Via Facebook., Join this private group to connect with others share hints, tips and receive exclusive offers

Please contact Tracey Nicholls
for further information
07523515266
tracey@fgfleeds.org



Mindfulness course

Mondays 11am -1pm via Zoom for visually impaired people

Please contact
Tracey Nicholls
for more information
07523515266
tracey@fgfleeds.org



Gardening Group

Chat about all things gardening with green fingered friends

Please contact
Esther Bissell
for further information
07523515268
esther@fgfleeds.org



Cooking Creations

for ages 5-13 years 22nd December (all day) Venue : Shire Oak School LS6 2DT

Please contact
Esther Bissell
for further information
07523515268
esther@fgfleeds.org



Virtual Pop Pilates

(women only). Every Monday 7 - 8pm via Zoom. Suggested donation £2.50

Please contact
Narinder Panesar
for further information
07702869454
narinder@fgfleeds.org



Tai Chi via Zoom

Every Monday 11am -12 noon Suggested donation £2.50

Please contact
Narinder Panesar
for further information
07702869454
narinder@fgfleeds.org



Virtual Knit and Natter Group

Every Wednesday from 1:30-2.15pm via Zoom

Please contact
Narinder Panesar
for further information
07702869454
narinder@fgfleeds.org



Covid Scams and Awareness Workshop via Zoom

Receive up to date information on Covid scams and how to protect yourself

Monday 7th December 1 - 2pm
Please contact Esther Bissell
for further information
07523515268
esther@fgfleeds.org



Saturday Social Group

Every Saturday from 11:00am - 1:00pm via Zoom. Fun, games and chat

Please contact
Shabana Kosar
for further information
07523515267
shabana@fgfleeds.org



5. Customer Service Update



Sanjay Digwa
Customer Services

With the current climate we all find ourselves in due the Covid 19 pandemic and the 2 lockdowns, we have seen a definite increase in phone enquires especially as the office is currently closed to the public and is on appointment basis only. Bearing this in mind please have patience with myself and the team when calling the office. Our aim answer the call first time but with the current circumstances this is not always possible

Myself and the team we will respond to any missed calls or messages left as quickly as possible. If you are reporting a repair for the first time and have the capacity to do so, please send images to support the repair. This will make the process of raising the works more efficient as the team will be able to more accurately detail the repair when sending the information over to our contractors.

Measuring Satisfaction

When you order a repair to your home we will send out a confirmation of the repair order to you in the post as well as a repairs satisfaction form with a freepost envelope. When your repair is completed please can you send the satisfaction form back to us so that we can measure how our contractors are performing. Each form received back to us also goes into a free prize draw and you could win £50 in vouchers.

How well did Unity Staff deal with your repair?

Good Satisfactory Poor

Did the contractor keep the appointment?

Yes No

How good was the repair?

Good Satisfactory Poor

How good was the service from the contractor?

Good Satisfactory Poor

Was the repair fixed on 1st visit from contractor?

Good Satisfactory Poor

Is there anything else you want to say?

Contractor Performance

We analyse contractor performance based on the satisfaction forms we receive back, below is the current performance of GTD maintenance

% Emergency jobs completed on time	<div style="width: 96.0%;"><div style="width: 96.0%;"></div></div>	96.0% Target 99%
% Urgent jobs completed on time	<div style="width: 96.9%;"><div style="width: 96.9%;"></div></div>	96.9% Target 99%
% Routine jobs completed on time	<div style="width: 98.6%;"><div style="width: 98.6%;"></div></div>	98.6% Target 99%
Number of days to complete repairs	<div style="width: 11.5 Days;"><div style="width: 11.5 Days;"></div></div>	11.5 Days Target 7

6. Leopold Street Update



Leopold Street, Chapeltown Thirty 1 & 2 Bedroom Flats

Work is progressing with the new development joint venture between Unity Housing and Chapeltown Co Housing Group (local interest company). Unity's properties will be a mix of thirty 1 and 2 bedroom flats for over 55's. ChaCo will be building thirty four new homes consisting of 1, 2 and 3 bedroom houses and flats the development is nearing completion and will provide Unity a welcome addition to its housing stock in the Chapeltown area. To see further information on the The project go to chapeltoncohousing.org.uk



Want to Apply? If you are over 55 and are interested in applying for the Unity Leopold Street flats please contact our Housing Assistant Chris Law on 0113 2007709. We will be advertising the properties on Leeds Choose Your Home Scheme you will need to have an application registered with them to bid for the flats, see leedshomes.org.uk.

7. Emmaus

emmaus is a homelessness charity that supports people who have experienced homelessness and social exclusion by offering accommodation a place to work and training opportunities to help people progress. The Leeds branch of emmaus was established in 2003 and it has grown and evolved to provide support for 26 people.

At the Leeds branch emmaus collects and sells a wide range of secondhand furniture, white goods, electrical appliances, clothing, books, records and cds, antiques, bric a brac and other household goods. There is a now an emmaus shop established in Leeds market.

Reusable items are collected for free which will be sold on in the emmaus shops and there is also a full house clearance service that is available which is chargeable. emmaus has a delivery service across the region.



Emmaus Secondhand Superstore
0113 2484288
St Mary's Street, Lincoln Green
Leeds LS9 7DP
Opens Mon to Sat 9am-4.45pm

Emmaus Leeds Market Stall
Leeds Kirkgate Market
Between rows F and G
Leeds LS2 7HY
Opens Mon to Sat 9am-4.45pm

8. Social Housing White Paper

In November 2020 the UK Government published its Social Housing White Paper. The paper aims to raise the standard of social housing and ensure that residents' concerns are addressed and listened to. It also includes a new Charter setting out what every social housing resident should expect from their landlord. Below is listed the 7 key points of the charter.

To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure.

To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.

To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman who will give you swift and fair redress when needed.

To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.

To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.

To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.

To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow.

Want to be involved?

At Unity we value the input our residents have on the services we provide. If you would like to have your say we will be conducting tenant panel meetings in 2021 where we will be discussing the government's Social Housing White Paper as well as reviewing Unity services.

For further information on how to join the Unity tenant panel please contact Chris Whittaker Tenant Involvement and communications officer on 0113 2007751 or at chris.whittaker@unityha.co.uk

Unity retains Customer Service Excellence Award



Following a visit by an independent assessor Unity has maintained its customer service excellence award. All aspects of our business from our customer service, to repairs and maintenance were reviewed. Members of the tenant panel were consulted on opportunities they have had to shape service delivery.

9. Support in the Community

The Covid-19 Pandemic has created financial hardship but has also seen communities come together to support each other. Here at Unity our staff wanted to do their bit by contributing to a foodbank collection. This year we have donated to the Trussell Trust, foodbank which distributes food donations nationally and in our local areas.



Did you know Unity are an official provider of foodbank vouchers for the Trussell Trust.

If you or any family members would benefit from receiving a foodbank voucher please contact our customer services team for more information on 0113 2007700.

The Trussell Trust has a National Helpline 0808 2082138 they can offer advice with financial assistance and inform you of foodbank locations, alternatively go to their official website at trusselltrust.org

Unity sponsors local football team

Unity is pleased to announce that we are sponsoring a local football team by providing them with kit for the 2020-21 season. Linley FC are a football team aged under 10 based in Huddersfield. Good luck with season.



10. Winter Puzzles



Test your knowledge by completing these puzzles. Send completed page back to Unity 117 Chapeltown Road Leeds Freepost MEA2498 LSY 3HY by 31st January all correct entries will be entered into a draw to win £50 in vouchers, please remember to enclose your name and address.



Wordsearch Clues

- Reindeer
- Snowman
- Present
- Holly
- Tinsel
- Carol
- Santa
- Gift
- Elf



p	r	e	s	e	n	t	w	y
r	e	l	s	t	l	i	h	c
j	e	f	a	s	a	n	t	a
g	i	i	x	n	a	s	h	r
i	o	m	n	m	b	e	o	o
f	d	w	w	d	t	l	l	l
t	y	o	f	a	e	s	l	k
r	n	u	t	p	g	e	y	o
s	o	p	h	v	p	t	r	l

1.		2.					3.
					4.		
	5.						
6.							
					7.		
		8.					

Crossword Clues

Across

- 1. Xmas bird for dinner
- 5. Day after xmas - - - - - day
- 8. Santa delivers down here

Down

- 2. Reindeer with red nose
- 3. Santa's transport
- 4. Dashing through the - - - -
- 6. Wish upon a - - - -
- 7. How many lords are leaping

Congratulations to Mrs T of Scotthall Square who won the Autumn competition

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.

