

Unity News

Summer 2021

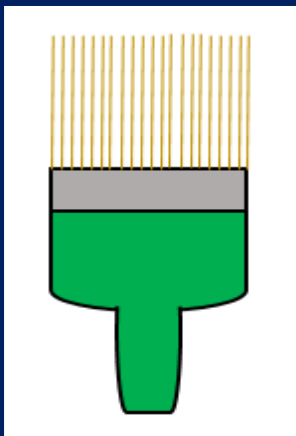


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Unity Painting Programme



We will be carrying out external painting to the following schemes see our website Unityha.co.uk maintenance pages for further details

Alcester Terrace	Harlech Park CT	Ponderosa Clo	Stonegate Edge
Belverdere Ave	Harlech Road	Roundhay Ave	Stonegate Dr
Burlington Road	Harlech Terrace	Roundhay Mt	Stonegate Gr
Colenso Mount	Highthorne St	Saville Place	Stainbeck Road
Dawson Road	Hird Street	Scotthall Grove	Stratford Ave
Fielding Gate	Lodge Lane	Scotthall Sq	Stratford Street
Fielding Gt Mews	Mitford Road	Sefton Terrace	Stratford Terr
Gordon Terrace	Model Avenue	Stonegate Cres	Tempest Place

2. Unity Office Opening

Our office will be re-opening from Monday 19th July 2021



From the 19th July the government has announced that restrictions due to the coronavirus are to be removed. We are pleased to announce that our office will be open from the 19th July. We have taken a number of measures to ensure our office is a safe environment both for our staff and customers these include:

Protective screens around the customer service desk

Hand sanitiser stations located in the reception area

Distance markers on the floor

Temperature sensor check on entry

Daily cleaning of workspaces and public areas

All customers will be asked to wear masks when entering the office



Head of Operations & Deputy Chief Executive Parveen Sidhu

It will be great to be back to the office to see people face to face, however we understand that the safety of all people who use the office is very important. We will limit the number of people who can use the office to 2 persons and ensure that social distancing is adhered to. Temperature checks will be compulsory for everybody entering the building and automatic hand sanitisers are available to use.

Hope to see you all soon.

3. Finding Affordable Credit

Don't Get Bitten by a Loan Shark



Many people have been affected financially by the pandemic and need to borrow money to afford new furniture, replace broken goods such as TV or washer, as well as to pay for events such as holidays, birthdays, funerals and Christmas, or even to pay off debts and loans. It's important that you don't borrow money from Illegal Loan Sharks, these are criminals who lend money from community venues and the doorstep, at very high interest rates, but are not licenced to, and will use intimidation to recover money.

Affordable Credit Options

The most important thing is to think really carefully before borrowing money. If you can save up over time instead, or borrow less than you thought and use a responsible lender who will help you borrow less in the future, that will be much better for you. And of course don't skip your rent, Council Tax and other priorities because you may lose your home, or get a visit from the bailiffs if you do. If you need help with managing debt or budgeting to avoid debt we can refer you to local support from moneybuddies.org.uk or from national debt charity www.stepchange.org.

AFFORDABLE CREDIT options are available locally. Leeds City Credit Union 0113 2423323 www.leedscreditunion.co.uk/can loan to people in this circumstance, or they may recommend Your Loan Shop www.yourloanshop.co.uk their partner. Both are recognised responsible lenders.

They may be able to lend at lower or equal interest rates to the lenders above, and allow you to consolidate (put all the borrowing together in one loan) so you can repay all the others straight away and just repay Leeds city Credit Union over a sensible period for you. They will also support you to start saving so that in time you do not need to borrow money again.

There are other affordable credit providers across the country that can lend locally in Yorkshire for example, White Rose Credit Union www.whiterosecu.com, Bradford District Credit Union www.bdcu.co.uk and Felix Credit Union. Or you may use www.findingfinance.org.uk to find a responsible affordable loan provider over the internet.

4. Resident Satisfaction Survey

Starting In April 2021, Callerz an independent research company have been employed by Unity to conduct a satisfaction survey of all Unity residents, each month they will contact 100 Unity residents to ask questions about our service, below are the results of 100 residents surveyed in April.

Survey Questions	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Unity Housing?	2%	14%	54%	30%
2. How satisfied or dissatisfied are you that UHA provides a home that is safe and secure? Taking into account things like gas safety checks	0%	0%	61%	39%
3. How satisfied or dissatisfied are you with the overall quality of your home?	1%	26%	43%	30%
4. How satisfied or dissatisfied are you that UHA is easy to deal with taking into account any complaints or concerns raised?	1%	17%	56%	26%
5. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service?	5%	22%	51%	22%
6. How satisfied or dissatisfied are you with your rent provides value for money?	0%	12%	59%	29%
7. Do you pay services charges? If 'yes': How satisfied or dissatisfied are you that your service charge provides value for money?	1.5%	20.5%	56%	22%

We will be looking at the results of the satisfaction survey to identify where we can make improvements to our services and raise satisfaction levels. The survey will run for 12 months and the results of each monthly survey will be published on our website unityha.co.uk under the performance section. If you would like further information or want to be an involved resident to help us with our service delivery please contact our Tenant Involvement and Communications Officer Chris Whittaker on 0113 2007751 or at chris.whittaker@unityha.co.uk

5. Unity Windrush Exhibition

Unity Homes and Enterprise has been awarded Government funding to stage an exhibition showcasing the huge contribution of the Windrush Generation to business and social reform in Leeds



The project, which will be hosted at Unity Business Centre, will feature short video interviews with local Windrush reformers sharing their stories of resilience.

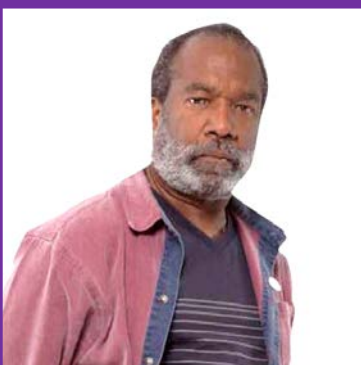
The videos are being produced in collaboration with Leeds Trinity University which has kindly agreed to support the initiative. These will be complemented by a photographic display illustrating the growth and variety of Leeds Windrush businesses and their positive impact on the diverse communities they serve.

The exhibition will be open to the public from 20th July from 10am to 3pm until 15th December. For further details please contact our customer services team on 0113 2007700



Cedric Boston, Unity Interim Chief Executive, said:

“We are proud to have secured the funding to deliver a truly first-class exhibition, in partnership with Leeds Trinity University, which will be closely aligned with our values and social purpose. The Windrush Generation has been pivotal in Unity’s establishment and growth and so much of our success as a community-focused organisation rooted in Chapeltown is down to them. Everyone at Unity is looking forward to raising awareness of the challenges the Windrush Generation faced and how they overcame each hurdle with dignity and grace.”



Cy Powell, who came on a scholarship to the UK from Jamaica in 1966 and serves on Unity’s Enterprise Board, said: “The exhibition will be about remembrance and informing younger people about the significant contribution of the Windrush Generation to this country.

“Their achievements have not been forgotten but they have been elided.”

“Unity now has a platform to change that.”

6. Dale Lane Development



New homes come to Heckmondwike

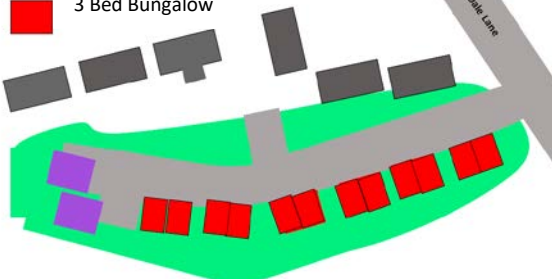


Unity is proud to announce the completion of our new development at Dale Lane in Heckmondwike West Yorkshire. The scheme consists of 14 affordable homes with 10 x 3 bed bungalows and 4 x 2 bed bungalows. The Dale lane scheme further extends Unity's footprint in Kirklees following the opening of new affordable housing developments at Northgate in Cleckheaton and Quarmby Road in Huddersfield. All the properties were let to applicants who had bid through Kirklees Councils choose and move scheme.

Cedric Boston, Unity Interim Chief Executive, said: "This development represents another significant step towards our objective of delivering 220 new properties under the Government's Affordable Homes Programme, the most ambitious development plan in our history. "Unity is a housing association with social purpose at its heart. Building high quality affordable homes for people from diverse communities and positively impacting their lives is the mission that drives us on."

Dale Lane Site Layout

-  2 Bed Bungalow
-  3 Bed Bungalow



**Want to know more
about where Unity is
planning to build more
homes?**

**Check our website at
www.unityha.co.uk**

7. Protecting Your Data

How Unity Protects Your Data



Data protection issues are all part of our daily lives whether it's at work or at home when we buy goods on-line or just surf the internet. You have a right to be informed about how your personal data is being used by a company and that includes Unity.

Personal data means any information specific to an individual that would enable them to be identified. E.g. name, postal or email address, date of birth, NI No. or bank account details.

So that we are clear with customers, we have published a Privacy Statement which can be found on our website. The statement tells you why we are using your data, what type of data we are using, how long we keep it for and your rights to see what personal data we hold. This is called 'privacy information'.

At Unity we collect and process your personal data for several reasons. We collect information when you first apply for housing. This is used to decide whether to offer you a tenancy. Once you become a tenant, we need to use your personal information to help us to manage your tenancy and arrange any necessary repairs, or we may use your data to obtain feedback on our services such as conducting satisfaction surveys.

Although many Unity staff are working from home during the covid-19 pandemic we only use technology provided by our IT team and access records through our secure network.



If you have a general question about data protection, contact us using our main contact details. If you'd like to make a specific query about your data, or a subject data request, please contact our Data Protection Officer Rajesh Chaukria directly on 0113 2007704 or at rajesh.chaukria@unityha.co.uk

8. Unity Make a Change Fund



Want to make a difference in your local community? Unity has launched our “Make a Change Fund” to support ideas from our residents who want to organise activities or make improvements to enhance the environment of where they live.

Funds of up to £250.00 could be awarded to your community for:

- Activities that involve your neighbourhood such as a street event or coffee morning
- Improvements to your environment such as funds for setting up a gardening group or installing new flower beds or providing garden furniture
- Funding to support children’s activities in the summer holidays
- Improvements to the safety and security of your home

These are only some of the things that we could provide funds for, but if you have an idea that you think would benefit your community then get in touch.

Who can apply? Any resident of Unity Housing Association can apply to receive funding

How can I apply? Complete the attached application below and return it to Make a Change Fund

Unity Housing 117 Chapeltown Road Leeds Freepost NEA2498 LS7 3HY, you will then be contacted by our Tenant Involvement Officer to discuss your idea.

Name.....Contact Details.....
Idea
.....
Funds Needed

9. Puzzle Corner

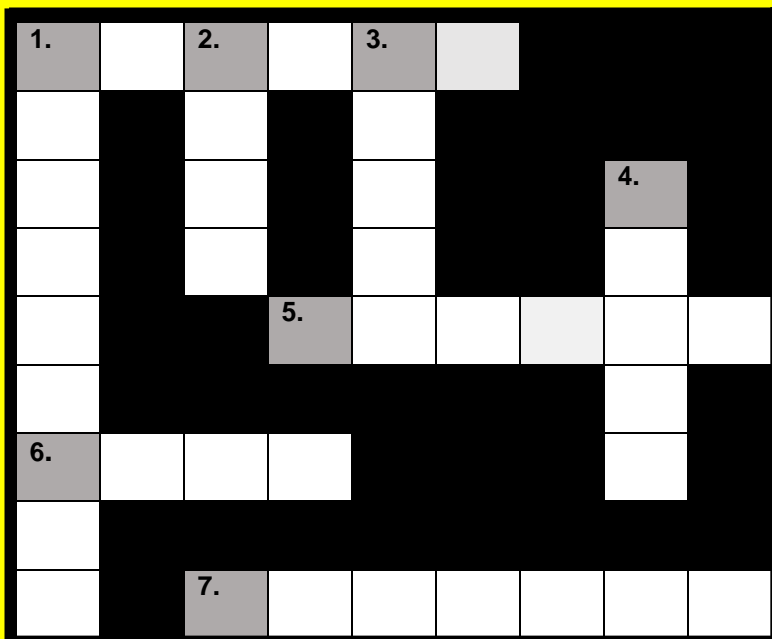
Test your knowledge by completing these puzzles. Send completed page back to Unity 117 Chapeltown Road Leeds Freepost NEA2498 LS7 3HY by 30st August 2021 all correct entries will be entered into a draw to win £50 in vouchers, please remember to enclose your name and address.

Wordsearch Clues

Banana
Satsuma
Peach
Orange
Grape
Pear
Plum
Apple



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



Crossword Clues

Across

1. UK political party
5. Game played with a racket
6. Place to stay when camping
7. World's highest mountain

Down

1. Type of cheese Red
2. Place to store money
3. Male relative
4. Vegetable for cooking O....

Congratulations to Mrs A of Hill Top Mount who won the spring competition

Disability Energy Support



INSIGHT

April 2021
Newsletter

A little about us...

Scope is a disability equality charity covering England and Wales. Our vision is to achieve a society where all disabled people can enjoy equality and fairness. We support this vision through the services we provide to disabled people and their families across England and Wales.

There are 14 million disabled people in the UK. Our Disability Price Tag report shows that on average disabled people face extra costs of £583 per month. Energy bills make up part of those extra costs.

Disability Energy Support was put together in November 2020 with the aim of reaching disabled households to improve their ability to afford and manage their energy needs. The service is delivered through telephone appointments with 1 of our trained expert energy advisers.

Appointments are available to all households across England and Wales where 1 or more disabled person lives. Customers can receive free, impartial advice and support on:

- Energy debt
- Switching tariffs or supplier
- Energy efficiency advice
- Benefits, grants, and trusts
- Fuel vouchers
- Understanding bills
- Contacting the supplier

TOTAL ANNUAL SAVINGS MADE FOR CUSTOMERS THIS QUARTER

£83,603 ★



SWITCHING SUPPLIER

Around 11 million households will see their energy bills increase by £96 this year if their tariff isn't the best deal for them.

Our energy advisers have been discussing switching tariff and suppliers with our customers throughout April and will continue to do this moving forward to ensure our customers are receiving the best energy deal for them.

If you would like support with switching, book an appointment today.

CASE STUDY ★

“ The advisor took one of my families biggest stresses and just dealt with it ”

A customer's daughter has a functional neurological disorder, so she now uses a wheelchair. She has had a stair lift and electric door fitted in her home and was feeling unsure about managing her rising energy costs and of what support was available to her and her family.

Her energy adviser supported her to switch tariffs, reducing her gas and electricity bills by £63 per month, £756 over the year. The adviser made sure she had the appropriate energy efficiency advice for her home and was aware of the benefits of registering for the Priority Services Register.

BOOK AN APPOINTMENT WITH AN ENERGY ADVISER BY CALLING US OR VISITING OUR WEBSITE

Disability Energy Support



0808 801 0828



www.scope.org.uk/disability-energy-support

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@unityha.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.

