

Unity News

Spring 2023

Unity

Homes & Enterprise

Supporting BME Communities
and Multi-Cultural Neighbourhoods

Gertrude Paul Court in Chapeltown is officially opened.



See Inside for more how our new housing scheme was named after celebrated Leeds teacher.

Contents

3. Gertrude Paul Court Opening
4. The Housing Management Team
5. Housing Officer Patch List
6. Satisfaction Survey Results 2022-23
7. Why your Satisfaction Matters
8. Leeds Media Centre Development
9. Treatment for Mould and Damp
10. Unity Income Officer Case Study
11. Puzzle Corner

We want your views on Unity Services

We are looking to recruit residents to review Unity services in the following areas.

Estate Inspectors

Service Review Focus Groups

Complaints Review Group

Mystery Shopping

If you are interested in being an involved resident with Unity, please contact our Resident Involvement Officer on 0113 2007751 or email chris.whittaker@unityha.co.uk for more information



Property Valuations



Unity needs to obtain a valuation of various properties, if your home needs a valuation you will have received an appointment letter. This is not an inspection to highlight repair issues. You may receive a visit by our lenders surveyors will be between 11th and 30th of April.

It would be greatly appreciated if you could cooperate in giving them access to your home. The valuations (which may include taking external photographs) will last only a few minutes, and they will not disturb your home in any way.

3. Gertrude Paul Court Opening

Heather Paul, daughter of Gertrude Paul - the first black teacher in Leeds and a founder member of Leeds West Indian Carnival – joined the Leader and Chief Executive of Leeds City Council, tenants and project partners at the opening of a new affordable housing development in Chapeltown named in honour of her mother.

Gertrude Paul Court, containing 24 flats, is the larger of two blocks of an innovative Unity Homes and Enterprise scheme comprising 30 one and two bedroomed homes for people aged 55 and over.

Heather unveiled a specially commissioned artwork celebrating her mother’s legacy created by local community artist Marcus ‘Hyro’ Browne which will be permanently on display inside the building. The Unity scheme is part of a wider £9.3 million development of 63 affordable homes on the site at Leopold Street in Chapeltown previously owned by Leeds City Council.



Heather Paul

Heather Paul thanked Unity and Chapeltown Cohousing, for creating such a wonderful overall development and had particular thanks and gratitude for naming this block after her late mother.

“It is a phenomenal legacy for the community, but also for us as a family, It is a great tribute. Her story carries on, her memory carries on and her impact carries on intergenerationally. “Although she was my mother, I know she was an incredible woman of many talents who touched many people in her time. A woman of many firsts.”

Chapeltown Cohousing has created sustainable and affordable homes for up to 35 households. The low-energy homes have shared facilities and gardens, recreational space, opportunities for inter-generational connections and a diverse intentional community grown from the local area.

What makes this venture special is that it is run by local people to benefit local people. At least two-thirds of the residents will come from Chapeltown.

See: chapeltowncohousing.org.uk



Chapeltown Co-Housing Homes

4. The Housing Management Team



Unity's Housing Management Team, are responsible for delivering our key frontline services, they are responsible for: allocating properties, estate management, dealing with anti-social behaviour concerns and breaches of tenancy, tenancy health checks and assisting you in all aspects of managing your home. In January 2023 we decided that we would have a team of 4 Housing Officers who are responsible for approximately 350 homes each they are supported by a housing assistant and report to the Housing Services Manager Temo Elbakidze.

As Manager of the Housing Services team, I am strongly committed to supporting BME communities and place the wellbeing of our customers at the top of my priority list. I lead from the front in delivering high quality customer focussed housing services which cater for every customer's need. My team is aware of challenging times individuals and families in multi-cultural neighbourhoods are currently experiencing, including dealing with the spiralling cost of living crisis. We are passionate in our commitment to equality, fairness and improving people's lives.

Letting Empty Properties

We want to ensure that when a property becomes vacant, we let it as soon as possible. In 2022-23 year, our turnaround time went from 56 days to 33 days

Targeting Anti-Social Behaviour

We want to ensure that when you contact us with an enquiry we respond to you within 1 day for urgent issues and 5 days for routine cases.

Tenancy Health Checks

The housing officers have a target to visit every Unity home within 3 years to make sure we identify the needs of our resident's.

Estate Inspections

We will conduct 2 visits per year to all of our schemes with a communal space to ensure that cleaning and garden maintenance services are up to standard



Jolene Pickles is our Housing Assistant who provides support to the housing team Jolene explains her typical day:

“My role is to help the Housing Officers manage tenancies. This includes arranging individual tenancy visits, monitoring and facilitating tenancy reviews, assisting team members with re-letting vacant homes including: advertising, shortlisting and assessing applicants, and general admin support. I really enjoy getting out in the community and meeting Unity residents”.

5. Housing Officer Patch List



Shahzad Ahmed

Abbots Mews	Devon Close	Highfield Gardens	Oatland Green	Shay Street
Ancestor Close	Fieldhouse Drive	Highthorne Street	Oldfield Lane	Tagore House
Armley Ridge Rd	Fielding Gate	Holborn Court	Pennythorne Drive	Trinity Court
Blackmoor Road	Fielding Gate Mews	Leicester Close	Redwald Drive	Wesley Road
Blenheim View	Fir Tree Approach	Moor End Court	Reyden Mews	Woodlea Avenue
Carlton Grove	Gordon Terrace	Quarmby Road	Rosebank Crescent	Unity Close
Caraway Mews	Hardrow Road	Marian Terrace	Royal Park View	
Chapel Fold	Hartley Avenue	Mistress Lane	Royal Park Grove	
Cliff Terrace	Hessle Road	Mitford Road	School Mews	
Deighton View	Highfield Crescent	Northgate	Servia Drive	



Sue Pennock

Back Sholebroke Avenue	Mexborough Drive	Reginald Street	Sholebroke Court	Stonegate Drive
Beckhill Grove	Mexborough Grove	Reginald Terrace	Sholebroke Mount	Stonegate Edge
Bentley Gardens	Mexborough Place	Reginald View	Sholebroke Place	Stonegate Grove
Bentley Lane	Mexborough Street	Savile Place	Sholebroke Street	Stratford Court
Chapelton Road	Monet Close	Savile Road	Sholebroke Terrace	Umoja House
Louis Street	Monet Gardens	Scotthall Green	Sholebroke View	Windrush Court
Mandela Court	Olrika Court	Scotthall Grove	Stainbeck Avenue	
Meanwood Road	Reginald Mount	Scotthall Square	Stainbeck Road	
Mexborough Ave	Reginald Place	Sholebroke Ave	Stonegate Crescent	



Fiona Welburn

Arthington Terr	Dale Lane	Lady Pit Lane	Parkwood Road	Stratford Avenue
Ash Tree Court	Dawson Road	Juniper Place	Pepper Lane	Stratford Street
Belvedere Avenue	Glenthorne Cres	Kimberley Place	Poole Crescent	Stratford Terrace
Bellbrook Place	The Grange	Kitchener Street	Poole Road	Sussex Avenue
Beverley Avenue	Harlech Park Court	Leyburn Avenue	Recreation Grove	Sutherland Road
Beverley Square	Harlech Road	Lodge Lane	Rigton Green	Tempest Place
Brown Lane East	Harlech Terrace	Maryfield Cres	Rosedale Drive	Tempest Road
Burlington Road	Harding Villas	Midland Drive	Runswick Street	Thornfield Way
Chipesch Way	Hird Street	Nowell Place	Sefton Terrace	Trinity One
Colenso Mount	Joy Row	Parkwood Cres	St Francis Close	Willow Tree Close



Jennifer Gilroy

Alcester Terrace	Bexley Grove	Grange View	Kitchener Place	Roundhay Avenue
Ashton Court	Cowper Street	Hamilton Avenue	Lawrence Gdns	Roundhay Mount
Bayswater Grove	Dodgson Avenue	Harehills Avenue	Leopold Park House	Ruthven View
Bayswater Mount	Dorset Road	Harehills Road	Leopold Street	Ryan Place
Bayswater Place	Elford Grove	Hares Mount	Luxor Road	Spencer Place
Bayswater Row	Elford Place	Haslewood View	Markham Avenue	Thorn Drive
Bayswater Terrace	Ellers Grove	Haslewood Drive	Montagu Avenue	Upland Gardens
Bexley Place	Ellers Road	Hovingham Ave	Newton Grove	Vicars Road
Briarsdale Garth	Fearnville Road	Hovingham Mt	Newton Park View	Vicars Terrace
Briarsdale Mews	Frankland Place	Hillcrest View	Pasture Road	Wepener Mount
Copgrove Road	Gathorne Terrace	Hillcrest Avenue	Pear Tree House	
Chapelton Road	Gertrude Paul Court	Hill Top Mount	Ponderosa Close	
Cowper Grove	Grange Avenue	Jackie Smart Crt	Rossington Place	

6. Satisfaction Survey Results 2022-23

In April 2022 Unity employed an independent market research company Callerz to conduct a survey with Unity residents by phone asking 12 questions on how satisfied residents were on the services Unity provides. By March 2023 over 1000 Unity residents had been surveyed.

The results of the survey tell us where we need to make improvements as we aim to increase satisfaction with Unity services. Thank-you if you took part in the survey, we will be asking Callerz to do a new survey for 2023-24 which is outlined on the next page.

Results (To end of feb 23)

1: Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Unity Housing?

79.2%

7: To what extent do you agree or disagree with the following statement? "Unity as my landlord treats me fairly and with respect."

87.2%

2: How satisfied, or dissatisfied are you with the repairs service you received to your home from Unity in the last 12 months?

70.9%

8: How satisfied, or dissatisfied are you that Unity keeps these communal areas clean, safe, and well-maintained?

80.1%

3: How satisfied, or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

70.9%

9: How satisfied or dissatisfied are you with your neighbourhood as a place to live?

85.2%

4: How satisfied are you that your home is well maintained and safe for you to live in?

78.9%

10: How satisfied or dissatisfied are you with your rent provides value for money?

81.8%

5: How satisfied or dissatisfied are you that Unity listens to your views and acts upon them?

69.4%

11: How satisfied or dissatisfied are you that your service charge provides value for money?

64.8%

6: How satisfied or dissatisfied are you that Unity keeps you informed about the things that matter to you as a tenant?

84.3%

12: Do you know how to make a complaint to Unity if you're not happy with the service you receive?

85.4%

7. Why Your Satisfaction Matters

Why your satisfaction results are important to Unity

The results of the satisfaction survey questions give us a clear understanding of how satisfied you are as Unity residents in the services we deliver. It also allows us to identify which services need improvement. When the survey results are received each month the Unity service managers meet to discuss where satisfaction is low and what can be done to improve this.

Issues from the 2022-23 Survey

Repairs satisfaction is low at 70.9%

There has been issues identified about the need to improve performance with the repairs service that you receive, these include: Unity needs to be better at communicating to you when works are ordered, Unity needs to work with our contractor to get repairs right first time, and we need to ensure quality work is completed.

What are we doing to improve satisfaction?

We are working with our maintenance contractor GTD and have implemented a service improvement plan, this includes regular meetings with the contractor to discuss performance.

Unity listens to your views is low at 69.0%

What are we doing to improve satisfaction?

We need to ensure that your views are taken into account, by listening, learning and getting your feedback on the things that matter to you. We will improve communication and the ways you can respond to us quicker using digital surveys, and increase estate visits to gather your views

Service charge value for money is low at 64.8%

What are we doing to improve satisfaction?

We will be looking to complete a review of the service charges you receive with residents in 2023-24 to identify how satisfaction with services can be improved. If you would like to be part of this contact 0113 2007751 or email chris.whittaker@unityha.co.uk



Callerz Satisfaction Survey 2023-24

Callerz will be employed by Unity to carry out the satisfaction survey. We will only disclose your data to them to carry out the survey. Callerz are able to conduct the survey in different languages if requested. Calls will be made Monday to Friday 9am -8pm and Sat 10am -4pm.

The survey is based on the government tenant satisfaction measures for more information on these please see [gov.uk tenant satisfaction measures](https://www.gov.uk/tenant-satisfaction-measures).

8. Leeds Media Centre Development



Leeds Media Centre is located just behind our Unity Office on Chapeltown Road. The centre is owned by Leeds City Council and managed by Unity Enterprise on a long-term lease. Work is currently progressing on the redevelopment of the centre to increase its capacity by repurposing unused space for up to 12 new business units, alongside a bespoke business hub with hi-tech virtual facilities and meeting areas.

The renovation has a particular emphasis on boosting the energy efficiency of the building and ensuring the centre is fit for purpose for at least another 15 years.

We want to create new business space and improve life chances for aspiring entrepreneurs in Leeds. All new business to the media centre will be supported by our in house business advisor who will deliver a broad range of activity to support young businesses, particularly those working in the creative, digital and media sector. The redevelopment is expected to be completed by June 2023.

Cedric Boston, Unity Homes, and Enterprise Chief Executive said: "We want to create new entrepreneurs. This project creates an opportunity for disadvantaged people from all ethnic backgrounds to set up their own business. They will receive all the help they need to improve their own skills and abilities and chart a bright new future for themselves and their families. This includes professional guidance on consolidating their ideas, creating a business plan, and securing the necessary funds to establish a viable enterprise.

"With construction work now underway, I want people in the local community who may want to get involved to feel assured that this project will come to fruition in June this year. "I invite them to start preparing themselves". Contact Unity Enterprise on 0113 2425996 for early advice and support.



9. Treatment for Mould and Damp

The issue of mould and damp in properties has been highlighted in the media and the housing regulator has asked social housing landlords to submit evidence about the extent of damp and mould in their homes and approach to dealing with it.

At Unity we want to ensure that if you report any issues of damp or mould, we make it a priority to inspect your home and take the necessary actions needed to rectify the issue. Damp can be caused by a number of factors such as issues of poor drainage, missing tiling, leaking gutters. If you see water stains at low level your damp proof course may not be working effectively.

We will identify the cause of damp and mould and order repairs to treat this or in some cases advise on reducing the build up of condensation.

Problems caused by damp or leaks.



- ✓ Stains On Ceiling
- ✓ Salt on walls
- ✓ Green algae on drainpipes or on walls

How Unity Treats for Mould

Our surveyors will assess your home, and if necessary, will appoint an independent specialist mould treatment company to carry out a full report indicating the work needed to your home.

There is no point in removing mould if the root cause of the mould creation has not been dealt with, the first step is to eliminate the cause of damp which is leading to the mould, this may involve structural works to your home, or additional ventilation.

Once the source of damp has been eradicated, to remove the mould our contractors will wash down the affected areas with a fungicidal wash.

If required, we would then decorate the treated area using mould resistant sealants and paint.

Condensation

Moisture is produced throughout the day in our homes. The warmer air gets, the more moisture it holds. The colder it gets, the less moisture it holds. Condensation is created when the air in your home becomes humid, when the humid air comes into contact with cold surfaces it turns in water droplets, hence it is common to see water droplets forming on the inside of windows.

Condensation can cause mould on walls and furniture. You can reduce the moisture inside your home by making a few simple changes to how you live and this can help to stop mould from growing.

Top tips for reducing condensation

Make sure your property is ventilated, open windows to let moisture out.

Do not dry clothes on your radiators, dry clothes on an airer in a well ventilated room.

Make sure you use your extractor fan when taking a shower or when cooking

Avoid pushing furniture directly against the wall, check behind furniture for signs of mould and wash down your windows on a regular basis

10. Income Officer Case Study

At Unity we have an Income Management team who work to ensure residents are able to pay their rent through support and advice, here Sam explains his working day:



Sam Mnyama
Income Management Officer

I was employed by Unity, through a Refugee Training Programme, in 2010. I am currently an Income Management Officer, a very challenging role in the wake of the current cost-of-living crisis where people are struggling to pay their rent.

No days are the same. But this remains constant – the desire to help you to pay your rent and live happily in your home. Yes, times are hard. We realise that we have to be more creative and more resourceful to be able to help. We will continue to do the best we can. But we need your help to do this.

All you need to do is talk to us about your debt situation. Be honest. Do this as early as possible. And together we will find a way through. I would like to think of us as partners in this. This simple method has helped us help many tenants out of debt.

I am proud to be able to help people through difficult times so if you are struggling with your income and need support and advice, please contact the income team on 0113 2007700.

How I helped a resident increase their income

I was contacted by a tenant who was failing to pay, and her arrears were increasing. We reviewed her Income and Expenses. Expenditure exceeded income. We helped her re-budget. Housing Benefit had been suspended. We helped her apply for backdated Housing Benefit and Council Tax Support.

We helped her apply for Discretionary Housing Payments to pay for an extra bedroom and some rent arrears. We advised her to consider downsizing as the DHP would end. She has since downsized and no longer must pay for the extra bedroom from her already stretched income. We advised her to apply for Personal Independence Payments (PIP).

Direct deductions were made from her benefits to pay an outstanding water debt. We rang Yorkshire Water and enquired about affordable options for her. We made appointments for a survey to be carried out, then for the recommended meter to be installed. We sent her reminders about the appointments. We helped her set up reminders to check whether this option was cheaper. She was given a year to trial it and change the contract, free of charge, if she did not find it cheaper. It was cheaper.

All of this was possible only because the tenant opened to us about her rent and financial situation and allowed us to help her. I invite you to try us.

Need A Home Visit to Discuss Your Finances?

Our income management team are able to attend your home to help you with your income if you would like a visit call 0113 2007700 or email Incomemanagement@unityha.co.uk

11. Puzzle Corner



Test your knowledge by completing these puzzles. Send completed page back to Unity 117 Chapeltown Road Leeds Freepost NEA2498 LS7 3HY by 31st May or send photo of completed page to chris.whittaker@unityha.co.uk all correct entries will be entered into a draw to win £50 in vouchers, please remember to enclose your name and address.

Wordsearch Clues

- Gujarati
- Swahili
- Spanish
- Italian
- Hindi
- Polish
- Urdu
- Arabic



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

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

Crossword Clues

Across

- 1. Football World cup winner 2022 (9)
- 5. Neil Armstrong was the first man on the _ _ _ _ (4)
- 6. Sugary biscuit short C _ _ _ (4)
- 7. Surname of UK prime minister (5)
- 8. Highest score from one hit of the bat in cricket (3)

Down

- 2. Muslim fasting time (7)
- 3. Eskimo home (5)
- 4. Popular fruit (5)

Congratulations to Ms G of Harehills Avenue who won the Winter 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.

