



**May 2025**

**Homes & Enterprise**

Supporting BME Communities

# ***Spring Newsletter***





Homes & Enterprise

Supporting BME Communities

Spring 2025

# UNITY COMMUNITY Newsletter

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## A WORD FROM CEDRIC BOSTON, CEO AT UNITY



Dear Residents, I hope this message finds you well and in good spirits as we welcome Spring. As the CEO of Unity Homes and Enterprise, I am delighted to connect with you through our first newsletter of 2025.

Reflecting on the past year, I am incredibly proud of the progress we have made together. From starting on site with our latest new build development of thirty homes in Kirklees, investing £1.7m to keep our homes safe, through to the work of our Employment and enterprise teams supporting over 150 residents into employment after a prolonged period of unemployment or enabling tenants to meet their aspiration to set up and run their own business.

Our collective efforts have significantly enhanced the quality of life of people within our community. Your feedback and active participation have been invaluable in shaping these initiatives.

Looking ahead, 2025 promises to be an exciting year for us. We are committed to continuing our work on improving our housing, ensuring they are safe, comfortable, and sustainable.

We have appointed a new contractor to carry out responsive repairs and improve on the service tenants receive. We will also be launching new services aimed at supporting your well-being and fostering a stronger sense of community. I encourage you to stay engaged and share your thoughts with us.

Your input is crucial as we strive to create a vibrant and inclusive environment for everyone. Together, we can achieve great things. Thank you for being a part of our community. I look forward to another year of growth and collaboration.

The Regulator of Social Housing has introduced a new set of Tenant Satisfaction Measures (TSM's), to assess how well social housing landlords (like Unity) are doing at providing good quality homes and services. In 2024 Kwest Research, an independent researcher, surveyed our tenants and asked them how satisfied they were.

THANK  
YOU  
😊

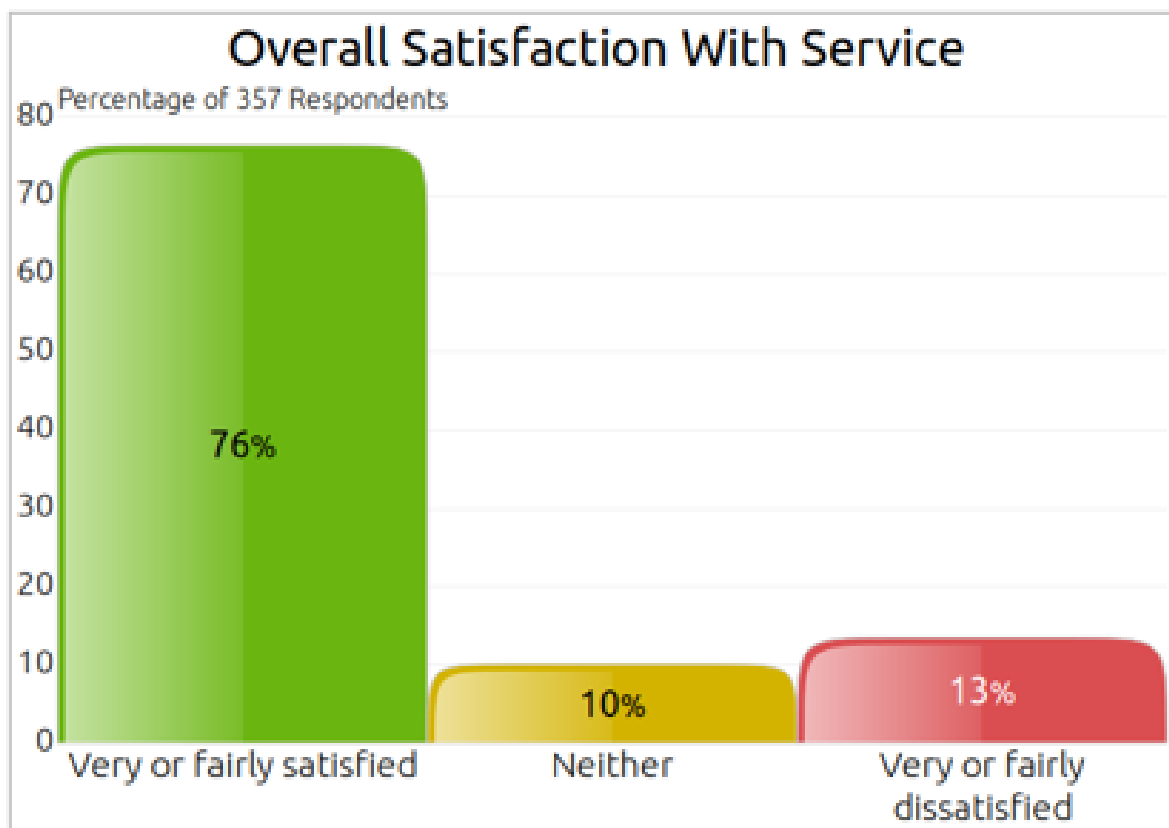
# Tenant Satisfaction Survey

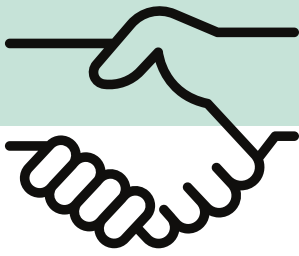
**RESULTS**

Thank you to everyone who completed the tenancy satisfaction survey last year, the results are in! The graphs represent data gathered over a year, ending in April 2025

You can do a deeper dive on TSMs via our website involvement page, by clicking the link below or visiting the unity website

[Link to our TSM page](#)

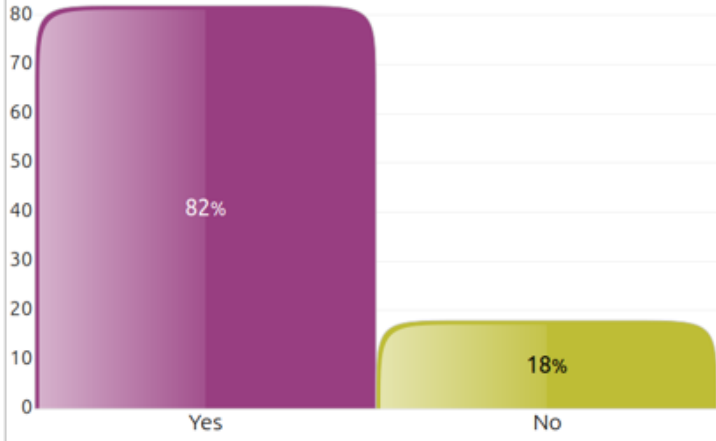




# Customer Satisfaction

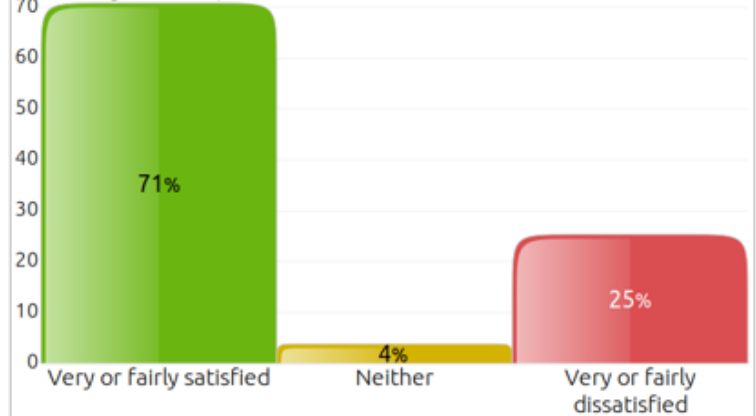
## Repair Carried Out In Home In Last 12 Months

Percentage of 356 Respondents



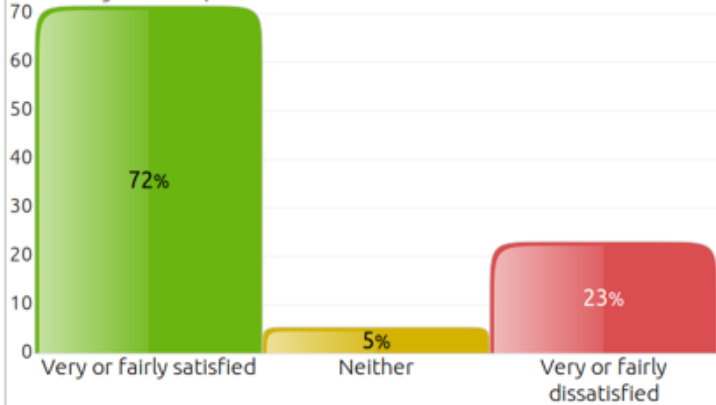
## Satisfaction With Repairs Service Over Last 12 Months

Percentage of 288 Respondents



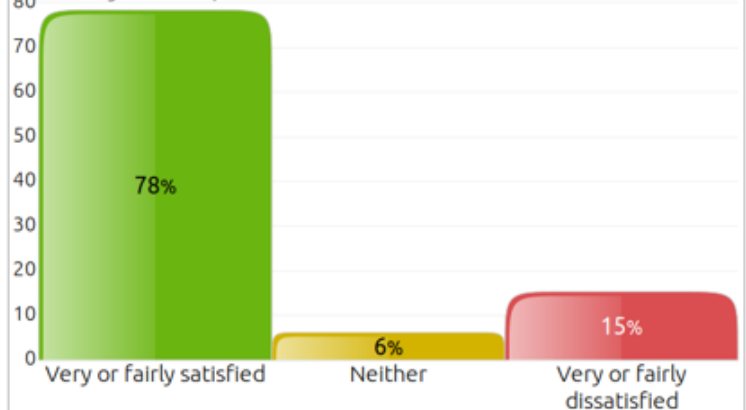
## Satisfaction With Time Taken To Complete Most Recent Repair

Percentage of 278 Respondents



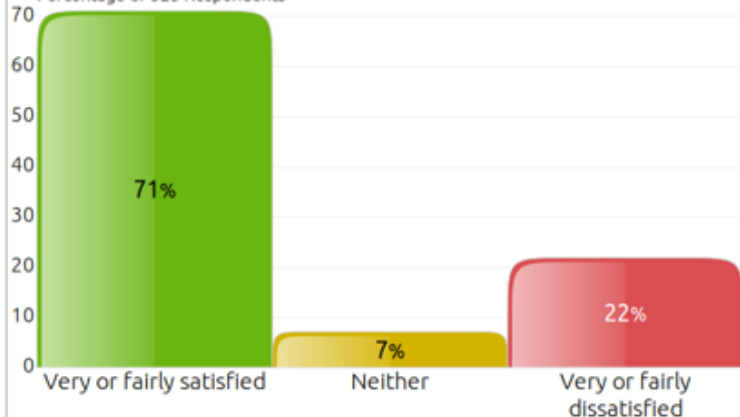
## Satisfaction That Unity Provides A Home That's Well Maintained

Percentage of 339 Respondents



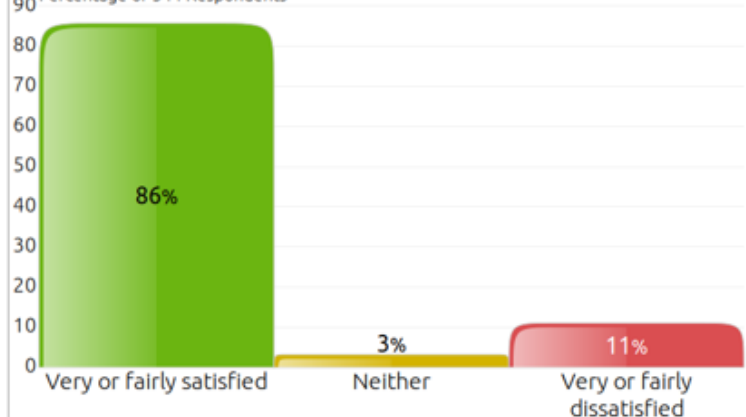
## Satisfaction With Extent Unity Listens To Views & Acts Upon Them

Percentage of 325 Respondents



## Satisfaction That Unity Provides A Home That's Safe To Live In

Percentage of 344 Respondents

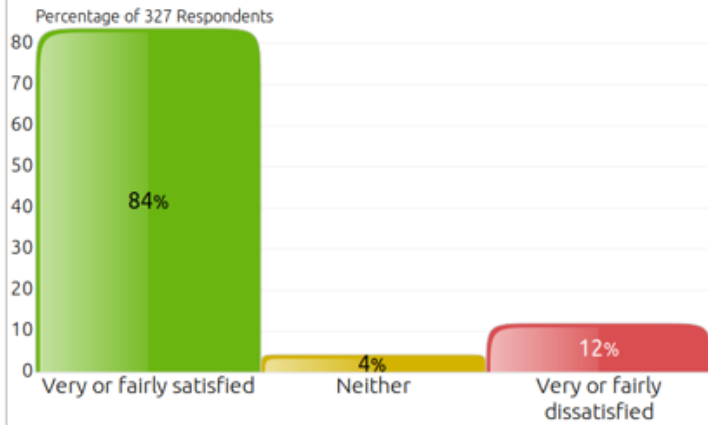




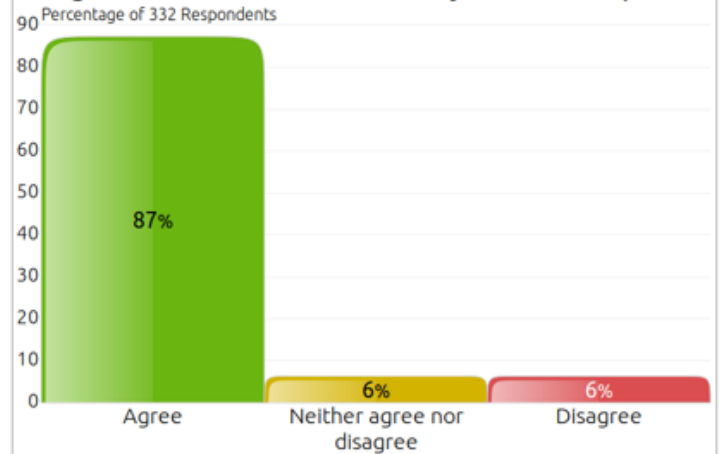


# Customer Satisfaction

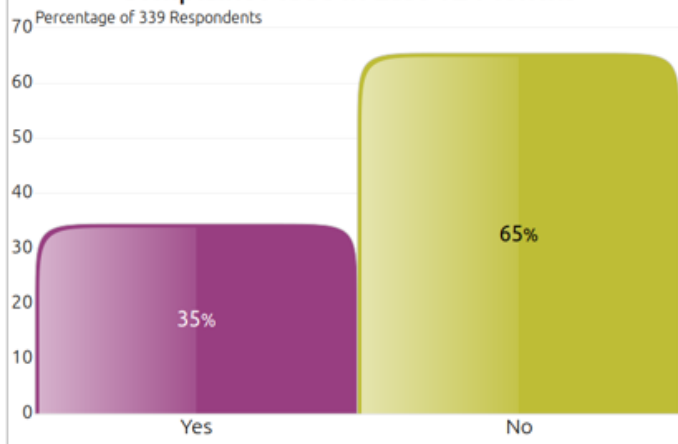
## Satisfaction With Way Unity Keeps Tenants Informed



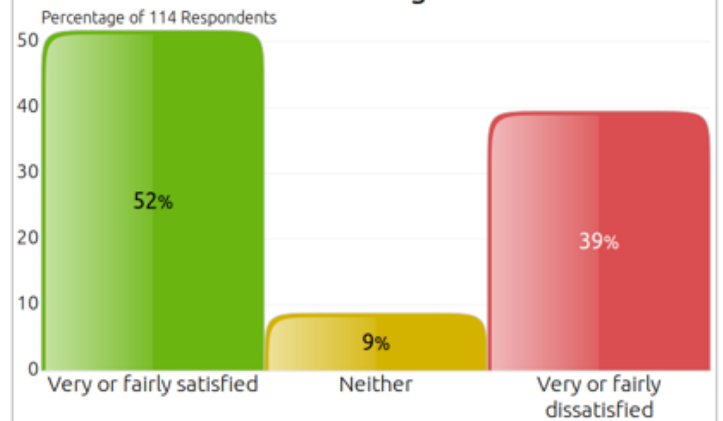
## Agreement That Treated Fairly & With Respect



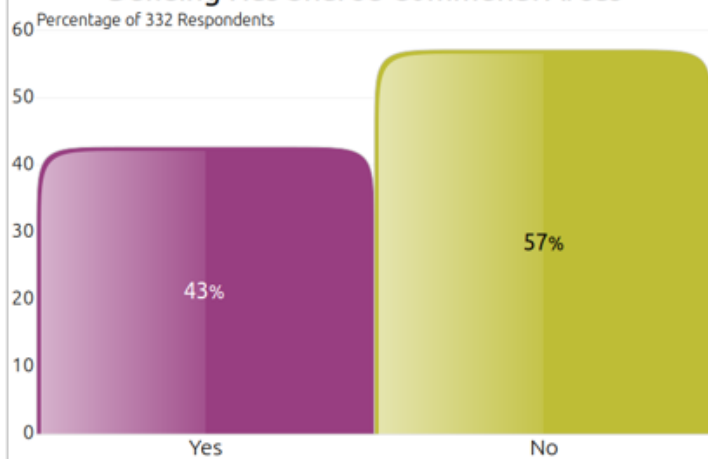
## Complaint Made In Last 12 Months



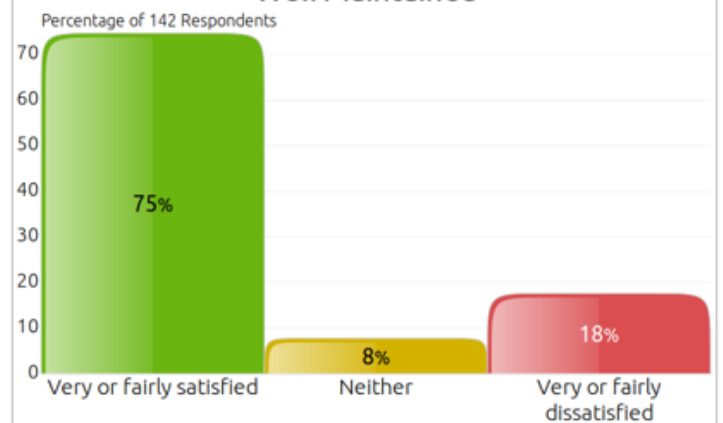
## Satisfaction With Unity's Approach To Complaint Handling



## Building Has Shared Communal Areas

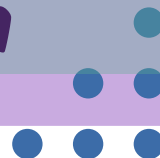


## Satisfaction That Communal Areas Are Clean & Well Maintained

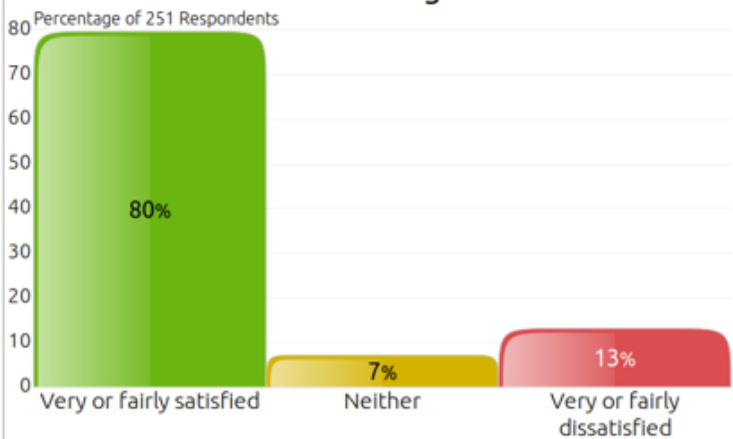




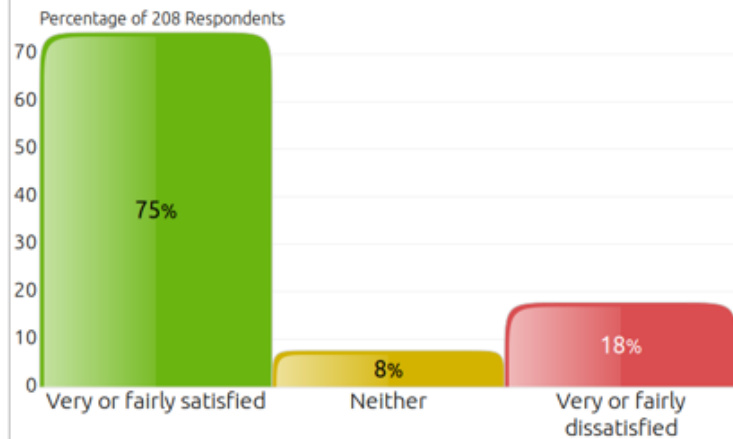
# Customer Satisfaction



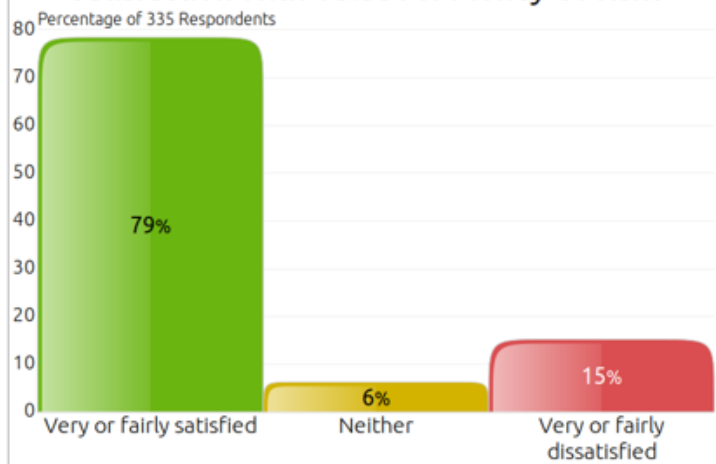
**Satisfaction That Unity Makes Positive Contribution To Neighbourhood**



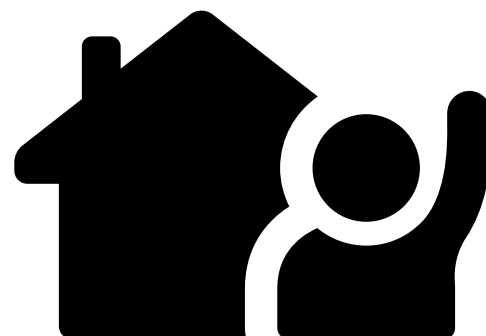
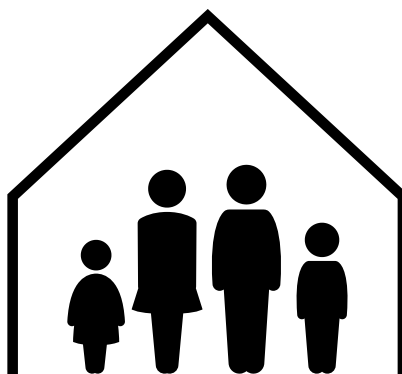
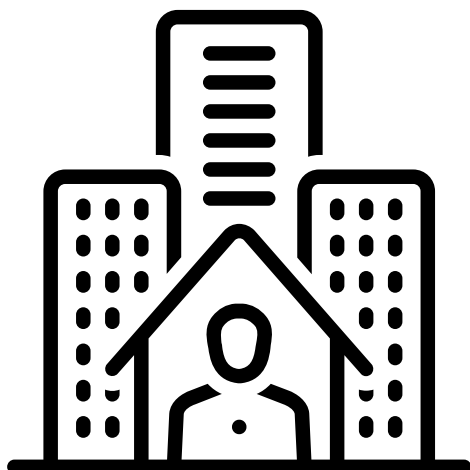
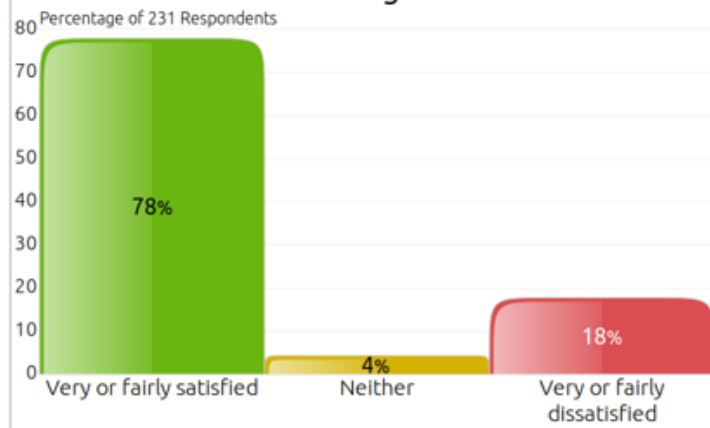
**Satisfaction With Unity's Approach To Handling Anti-Social Behaviour**



**Satisfaction With Value For Money Of Rent**



**Satisfaction With Value For Money Of Service Charge**





## WHAT WE'RE DOING WELL



- **Friendly and respectful staff**
- **Keeping Tenants informed**
- **Value for money**
- **Positive contribution to the community**

The customer service staff who operate the phones at Unity are very polite and approachable. I think this is a huge improvement on the service we received 10 years ago.



## WHERE WE NEED TO IMPROVE



- **Repairs**
- **Damp and Mould issues**
- **Complaints handling**
- **Communal area maintenance**

I am dissatisfied with some of the repairs services provided by Unity Housing. I definitely think they could be more organised. I recently took a day off of work for a major repair to my house. The contractors hired by Unity had travelled all the way from Leeds to Huddersfield only to tell me that they didn't have the right type of tools.



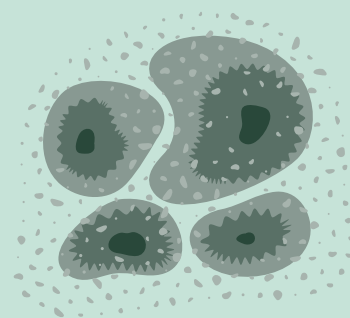
**You said: We did**



**‘Repairs are taking too long’.** We have changed our repairs company, in future, repairs will be completed by [Equans](#) who are already making a positive impact.



**‘I’m impacted by damp and mould’.** We are prioritising repairs relating to damp and mould and updating our policy in line with the governments new legislation: [Awaabs Law](#). Please also take a look at our top tips for controlling damp and mould on the next pages.



**‘Communal areas aren’t being maintained’** - We will be putting out our maintenance contract for procurement soon which means we can update our ask of grounds maintenance providers and choose a provider based on the best value for money, including what is important to tenants in the contract. Email [rhiannon.oliver@unityha.co.uk](mailto:rhiannon.oliver@unityha.co.uk) if you have specifications you’d like to include in the procurement requirements.



**‘I am unhappy with complaints handling’** - we are reviewing how we manage complaints to ensure we improve how we handle complaints in the future.





# DEALING WITH DAMP AND MOULD

Damp and condensation are both related to excess moisture in a home, but they have slightly different issues: Condensation occurs when warm, moist air comes into contact with cooler surfaces, such as windows, walls, or ceilings. This causes the moisture in the air to turn into water droplets. It's often seen in places like bathrooms, kitchens, or bedrooms, especially in colder months. Condensation can be caused by activities such as cooking, showering, or drying clothes indoors. If not managed properly, condensation can lead to problems like dampness and mould growth.

Mould is a type of fungus that thrives in damp, warm, and poorly ventilated areas. When condensation creates moisture on surfaces, mould can begin to grow, often appearing as black, green, or white spots. Mould can be harmful to health, particularly for people with breathing problems or allergies, and it can damage the structure and décor of a home if left untreated. To prevent these issues, it's important to manage indoor humidity levels by improving ventilation, using dehumidifiers, and addressing any leaks or moisture problems quickly. We cannot completely stop condensation but we can avoid it by reducing condensations and increasing ventilation.

## Implementation of Awaab's Law



**In February 2025** the government confirmed the timelines for the implementation of Awaab's Law, which will introduce time limits for social landlords to respond to potential hazards in residents' homes. The following requirements will be introduced, in a phased approach: **From October 2025** social landlords will be required to address damp and mould hazards that present a significant risk of harm to tenants within fixed timescales. From the same point in time, they will also have to address all emergency repairs, (whether they relate to damp and mould or not), as soon as possible and within no longer than 24 hours. **In 2026**, requirements will expand to a wider range of hazards beyond damp and mould. The government has not yet fully determined which hazards will be included in this second phase, but expects it to include excess cold and excess heat, falls, structural collapse, fire, electrical and explosions, and hygiene hazards.

**Then in 2027** the requirements of Awaab's Law will expand to apply to the remaining hazards as defined by the Housing Health and Safety Rating System (HHSRS) but excluding overcrowding.















In Dec 2020, two year old Awaab Ishak died of an extreme respiratory condition linked to prolonged exposure to black mould in his home



## Ways to reduce condensation:



-  Dry your windows and sills every morning and keep surfaces in the kitchen and bathroom dry.
-  Wring out the cloth rather than drying it on a radiator, hang your washing outside to dry if possible. Or hang it in the bathroom with the door closed and a window open or extractor fan on.
-  Cook with pan lids on and the extractor fan on. Use only as much water as you need to cover vegetables, and turn down the heat when the water has boiled.
-  Reduce steam when having a bath by running the cold water first and then adding the hot water.
-  Make sure your tumble drier has a vent that connects to the outside, if it is not a condenser model
-  Try to increase ventilation in your home, to let the moist air circulate and escape outside.
-  Open windows and vents whenever possible to allow air to circulate, especially when cooking or washing up
-  Use an extractor fan or open a bathroom window for about 20 minutes after showering or bathing
-  Leave your bedroom window open at night, even if only slightly
-  Keep the kitchen and bathroom doors closed so moisture cannot escape into the rest of the house
-  Keep a small gap between large furniture and the wall, and where possible place it against an internal wall
-  Warm air holds more moisture than cool air – the warmer it is, the more it can hold, meaning less condensation. It's better to keep a medium temperature throughout your home than to heat one room to a high temperature.

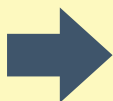
## How to prevent and Deal with Mould in your home:

- Wipe down affected areas with a fungicidal wash. This is available in most shops. If you have baking soda in the cupboard, you can use this too.
- When cleaning it away: try not to disturb mould by brushing or vacuum cleaning as this can make it spread.
- Do not use bleach or washing up liquid as this can make things worse.
- Make sure mildewed clothes are washed, and any affected carpets cleaned.
- Once treated, you can buy fungicidal paint to apply to walls. This helps to prevent the mould from growing back.





**Scan  
QRs  
Below**



## Rent & Money Worries

Paying rent on time is essential; not just for keeping your home, but for ensuring Unity can continue to provide quality services to our communities. Paying rent when it's due will also reduce stress and more financial difficulties in the future.

If you're **struggling to pay your rent**, we can **help you**. See the bottom of this newsletter for the contact details of our friendly staff who will be happy to find a solution with you.

You can also use this quick and easy [Budget Planner](#) to help you manage your finances

If you're **struggling to pay for food and groceries**, Leeds Food Aid Network have a number of food banks – you can find your nearest one here: [Leeds Food Aid pantries](#)





## **Homeless Street Angels**

currently have an appeal asking for toiletries and clothes, especially trainers. If you have any unwanted clothes or trainers you would like to donate to this appeal you can drop them here:  
Abi House, 6 Sheepscar Ct,  
Sheepscar, Leeds LS7 2BB



Unity staff, **Kelly, Raj and Wayne** who generously volunteered their time and effort on Thursday the 18<sup>th</sup> April with Homeless Street Angels, giving out food and essential items to homeless people in Leeds.  
Great work, guys!



## **New Community Engagement and Involvement Lead**

In April, Unity recruited a new engagement and involvement lead, Rhiannon Oliver. Rhiannon's role will be to ensure meaningful involvement of tenants in decision making and service delivery at Unity. Unity wants to partner with tenants and the local community to make sure we're enabling our stakeholders (you) to thrive, if our customers aren't thriving then neither is Unity.

***"I'm really excited to be working with Unity and helping to improve the ways Unity engages with its customers and the wider community. I believe decisions about people shouldn't be made without them and that there is a lot of untapped knowledge, skill and experience in the Unity Community that, given the opportunity, will make amazing things happen. I'm hoping that we can introduce some new ways to get involved with Unity that take in to account peoples different interests, skills, availability, commitments and communication styles so anyone and everyone can make a real difference in a way that works for them."***

If you'd like to register to be involved in Unity now or in the future, let us know your preferences via [THIS LINK](#) or scan the QR code below. It also has some diversity monitoring questions, this is so we can identify communities or groups of people who may not be equally represented in our involvement. (Right now men, young people and people from Asian & African communities are under-represented).



**If you have ideas for community projects, ways to get people to share their opinions, ideas and solutions to issues or just want to understand more about how Unity works and where you might fit into that, please get in touch.**

Scan the QR code on the right OR  
Call / text / whatsapp Rhiannon on 07712320759  
OR email [Rhiannon.oliver@unityha.co.uk](mailto:Rhiannon.oliver@unityha.co.uk)





# Getting Involved with Unity



Homes & Enterprise

## WHAT CAN I DO?

### Focus Groups:

Sometimes we get groups of customers together to hear their opinions on particular subjects and ask questions. It's informal and fun.



### Community Events:

Attend or help organise and collaborate on events in your community.



### Scrutiny Panel:

For tenants of unity properties. The panel critiques proposals, policies and ideas and makes sure Unity are meeting their responsibilities as an organisation or help organise or collaborate on events in your community.



### Walkabouts:

Join our Housing officers to check estate maintenance is up to scratch.



### Social Media

Share, Promote, Design, Create or Support us with our social media content and channels.



### Surveys &

### Questionnaires

We base a lot of our strategy on statistics from surveys and questionnaires, this is a quick and easy way to shape Unity services.



### Talk to Us!

You don't need to wait for an opportunity to ask us questions or suggest ideas, Our engagement coordinator is always keen to hear from you. As a group or 1-1, however works for you.



### Stay Tuned!

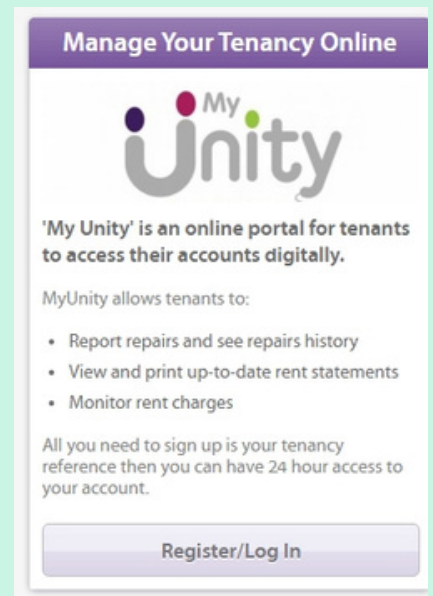
We're expanding how we work together with our customers. New opportunities will come up regularly.

# Focus Group

## Participants Needed

We've introduced an online customer portal for our customers to be able to check their rent statements and report repairs.

What else would be helpful to have on there? Come to a one hour relaxed chat with other tenants to answer some simple questions and make your own suggestions to make sure the portal is as good as we can get it!



**£20 'thank you'  
gift card for  
participating.  
Attend Online (via  
a link) or In Person**



### **Morning Session:**

Wednesday 11<sup>th</sup> June 2025

10.30 - 11.30am

### **Evening Session:**

Thursday 12<sup>th</sup> June 2025

5.30-6.00pm

**Venue:** Unity Homes and Enterprise, 113-117  
Chapeltown Road, LS7 3AY

**RSVP** via text, whatsapp, phone or email with your name, preferred date and whether you'd like to attend online or in person.

**Phone:** 07712320759

**Email:** rhiannon.oliver@unityha.co.uk

# Scrutiny at

Unity has a scrutiny panel made up of tenants. We look at the work Unity does as an organisation and we are looking for **more members**.



Meetings are currently held once a month, usually on a Wednesday 5-7pm.

## What we do:

- Scrutinize & sign off on policies and procedures
- Suggest and feed back on proposals and ideas
- Meet with service providers and partner organisations
- Review and Assess Unity's performance
- Advocate for tenants as a wider community

## What we don't do:

- Look at individual issues or complaints (please contact Unity directly if you have a personal concern)



## Try without committing

If you'd like to sit in on a meeting to get a feel for it first, we'd love to have you.

Contact Rhiannon on 07712320759 or email [rhiannon.oliver@unityha.co.uk](mailto:rhiannon.oliver@unityha.co.uk) for upcoming dates

# Scrutiny at

## Upcoming Meetings

Weds 4th June 2025

Weds 2nd July 2025

Weds 20th August 2025

Weds 17th September 2025

Weds 15th October 2025

Tues 4th November 2025

Weds 3rd December 2025

Weds 7th January 2026

Weds 4th February 2026

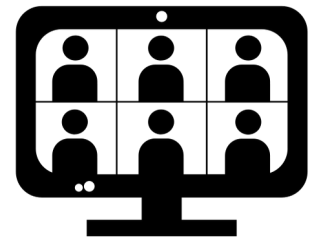
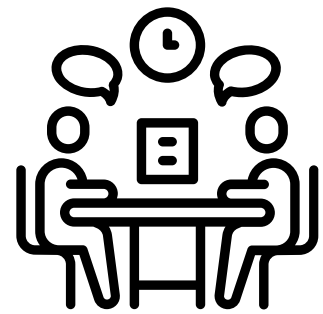
Weds 4th March 2026

**(5pm - 7pm)**

**113-117 Chapeltown Road, Leeds, LS7 3HY**

**Travel Expenses covered, Food and 'Thank You' gift card provided**

**Join in person or  
online via MS Teams**



## Try without committing

If you'd like to sit in on a meeting to get a feel for it first, we'd love to have you.

Contact Rhiannon on 07712320759 or email [rhiannon.oliver@unityha.co.uk](mailto:rhiannon.oliver@unityha.co.uk) for more information or a link to join



# Harehills Community Matters Day

Thursday 29 May 12pm – 3pm



Food  
Refreshments  
Family Fun  
Entertainment  
Culture  
DJ and Music  
Bouncy Castles  
Yorkshire Cricket  
Stalls  
Ice Cream



**Banstead Park**  
(between Roundhay Rd &  
Harehills Rd LS8 5AJ)

**Advice, support and information  
stalls for Harehills residents.**

Sponsored by:



Brought to you by:





# Join the **UNITY** Carnival Troupe **2025**

**JOIN UNITY HOMES & ENTERPRISE IN PARTNERSHIP WITH  
UNITY CARNIVAL ARTS FOR THE 2025 LEEDS WEST INDIAN  
CARNIVAL.**

**JOIN OUR TROUPE AND BE PART OF THE COLOUR, MUSIC AND  
JOY AS WE CELEBRATE CULTURE, COMMUNITY  
TOGETHERNESS**

**OPEN TO ALL AGES - COME DANCE, SMILE AND  
JUMP-UP WITHIN US.**

**SCAN THE QR CODE TO REGISTER YOUR INTEREST**



**LET'S MAKE CARNIVAL MEMORIES TOGETHER!**

**FOR MORE INFORMATION CONTACT WENDY [UHA@UNITYHA.CO.UK](mailto:UHA@UNITYHA.CO.UK) OR PHONE 07544 860848**



# DIGITAL SKILLS

**EVERY FRIDAY 10:00AM – 12:00PM**

## WHAT WILL YOU LEARN?

- Getting online & using the internet
- Safety & Security online
- Using email and office programmes
- Managing money and health online
- Employment and work
- Typing Skills
- & More

**FREE COURSE – LIMITED SPACES!**

**REGISTER NOW!**



07593561613 / 07730870810



Employment.Outreach@unityha.co.uk



26 Roundhay Road, Unity  
Business Centre, LS7 1AB



# Devices for you!

We have also recently partnered with Jangala to secure Get Boxes. We will be issuing Get Boxes to individuals and households, so if your household would benefit from having a Get Box then contact Kelly on 07730870810 or email [EmploymentOutreach@unityha.co.uk](mailto:EmploymentOutreach@unityha.co.uk). Alternatively, you can speak to your Housing Officer.

The Get Boxes are pre-loaded with a Sim Card that updates with data automatically each month until December 2025. This can help you and your family with some of the cost from Wifi hubs you may be paying for. These boxes are **FREE** for our tenants to access, so don't miss out on your chance of securing one.



# Jāngala

## 02, Vodafone & Three **SIM CARDS, NO CONTRACT!**

Unity have partnered with National Databank to provide our tenants, clients and members of our communities with sim cards, free of charge and contract for 6 months. The sim cards have a minimum of 20gb of data so you can access the internet, to help you stay connected and tackle data-poverty.



### **CONTACT US:**

📞 07730870810 / 07593561613 / 07714134531

📍 26 Roundhay Road, Unity Business Centre, LS7 1AB

✉️ [employmentoutreach@unityha.co.uk](mailto:employmentoutreach@unityha.co.uk)

We still have Sim Cards! Provided by The National Databank, we have Sim Card from the networks: 02, Vodafone & Three. Each network offer different packages, loaded with data, calls & texts. These Sim Cards are also **FREE** for our tenants to access. If you're interested in this offer contact Ben on 07593561613 or email [EmploymentOutreach@unityha.co.uk](mailto:EmploymentOutreach@unityha.co.uk). Alternatively, you can speak to your Housing Officer.



# GROW YOUR BUSINESS WORKSHOPS



## FREE EVENT



 **14<sup>TH</sup> MAY TO 09<sup>TH</sup> JULY**

Do you have a business or business idea in the 'Creative Industry' Sector (e.g fashion, advertising, music & film. tech, digital).

This FREE programme of support is for you!

The Black Business Consortium West Yorkshire (BBC-WY) is hosting a range of practical and hands-on training programmes across the West Yorkshire Region (Leeds, Bradford & Kirkless) to support businesses and entrepreneurs.

**REGISTER TODAY FOR GROW YOUR  
BUSINESS WORKSHOPS USING THE  
QR CODE ABOVE**



CONTENT CREATION



BRANDING & MARKETING



ARTIFICIAL INTELLIGENCE



DEVELOPING SALES



BUSINESS MENTORING



COMMUNITY EVENT

**LEEDS MEDIA CENTRE 21 Savile Mount, Leeds LS7 3HZ**



BOOK NOW

**bbcwybusinessworkshops**



**BLACK  
BUSINESS  
CONSORTIUM**  
West Yorkshire

Call Find Us  
**0113 2425996**



# Remembering Chris Law



**Much loved former Unity Colleague, Chris, passed away suddenly early this year. Colleagues remember her below.**



“What a lovely person she was.

She had a heart of gold and had such a passion for the job she did.

A real inspirational and intelligent woman who kindly took me under her wing and introduced me to the world of housing.

She housed many of the tenants who now reside in Unity’s properties, and she is spoken of so highly within the community still.

She was truly a one off...

RIP Chris”

“I first started with the Council as an 18 year old youth trainee and Chris taught me everything I knew and more on the counter at Osmondthorpe Neighbourhood office. I’ve found an old picture of a young Chris Law with her minder stood behind her trying to keep her out of trouble 😊

We had some great times and her thirst for fun never stopped even when we got back together at Unity 14 years ago she was a bundle of fun. Chris was a real one off and will be sadly missed.

RIP Chris”

“Chris worked at Unity between May 2007 and April 2022 as the Housing Assistant. I came to Unity via an agency as she was propping up the whole of housing on her own!!!

She was an extremely loyal member of staff, singing the praises of Unity at every opportunity. She also knew the names of husbands, wives and children of all the tenants – and I do mean all!!

She was a thoughtful colleague too, not only being a very worldly-wise shoulder to cry on or listening ear for all of her colleagues trials and tribulations, but regularly brought in homemade cakes – from Bramham on the bus!!!!

Before Unity, Chris worked for the NHS where she met her husband and was a manager for OFSTED for some time too before entering the world of social housing. She had 2 daughters - Bryony and Dale who both got married while she was at Unity. Latterly, she lived for her granddaughters and regularly looked after them, much to her and their delight.

She was a rebel when she was younger – a campaigner at Greenham Common and got married in black just because she could. She would try to help anyone – friend or stranger, no matter what it was she would put herself out to help.

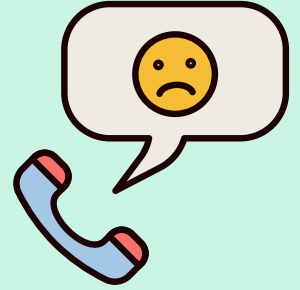
For those of us who knew Chris, her passing came as a terrible shock as she always had so much life. I’m sure we all can see her jumping up and down in reception or sitting at the world’s most untidy desk.”





# How to make a complaint

**We want to ensure that we are delivering the best possible service, if things do go wrong we aim to listen to the feedback from our customers.**



## What we consider a complaint:

*‘An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.’*

We will always try to resolve a complaint at the first point of contact, where this is not possible we have a 2 stage formal complaints procedure, the 2 stages are:

**Stage 1** – When we receive a complaint, it will be logged and acknowledged within 5 days. The complaint will be investigated by a manager from the relevant service area and a response provided within 10 working days of the complaint being logged. When we deal with a complaint at Stage 1, the relevant manager will:

- Establish the detail of the complaint and the outcome the you are seeking
- Investigate impartially with an open mind
- Consider information and evidence carefully
- Provide a full response that includes the decision, reason for the decision and details of any remedy offered
- Details of how to escalate the matter
- Provide contact details on how to contact the Housing Ombudsman.

**Stage 2** – complaint reviewed by a Service Director

- We will ensure that in dealing with complaints a thorough investigation is be carried out and the results recorded. Where it will assist the investigation, we will establish personal contact with you.
- If you are not satisfied with the response, you can request that the complaint is escalated.
- Throughout the complaints process we will indicate to complainants in correspondence that you have the right to contact the housing ombudsman for advice and assistance at any stage.

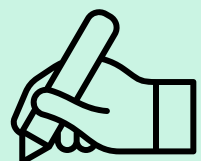
## How to Complain

In Person with a member of staff

By Phone 0113 2007700

By Email [customerservices@unitya.co.uk](mailto:customerservices@unitya.co.uk)

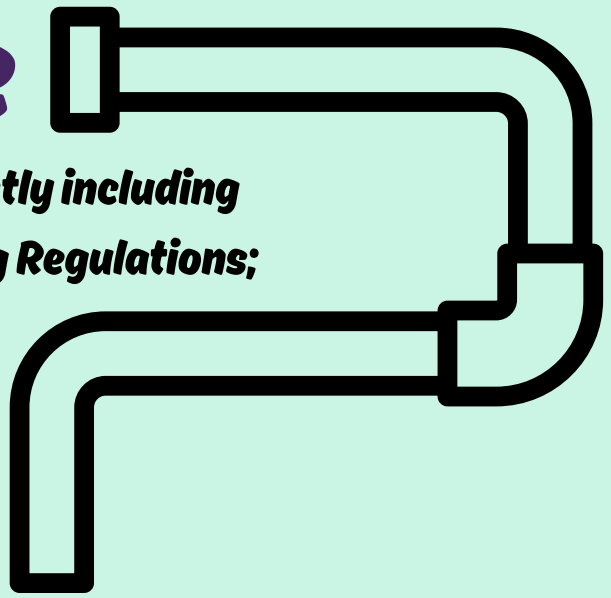
In writing at Unity Housing Association 117 Chapeltown Road Leeds LS7 3HY



# ***In the Pipe-Line***

***There have been a lot of changes at Unity recently including staff, service providers and changes in Housing Regulations; we've been VERY busy!***

***Below are some things we are working on that aren't featured in this newsletter but we plan to report back on in our Summer edition.***



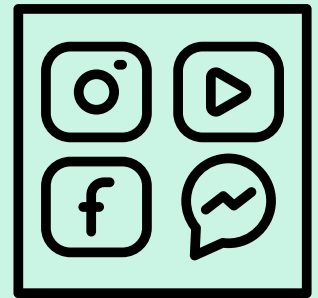
## ***Website***

We are aware that our website is looking a bit 'tired' and we intend on a full revamp. However in the mean time, we're making efforts to post up to date information on there, including performance reports from 24/25. Keep checking back on [the Unity website](#) as we will be updating regularly.



## ***Social Media***

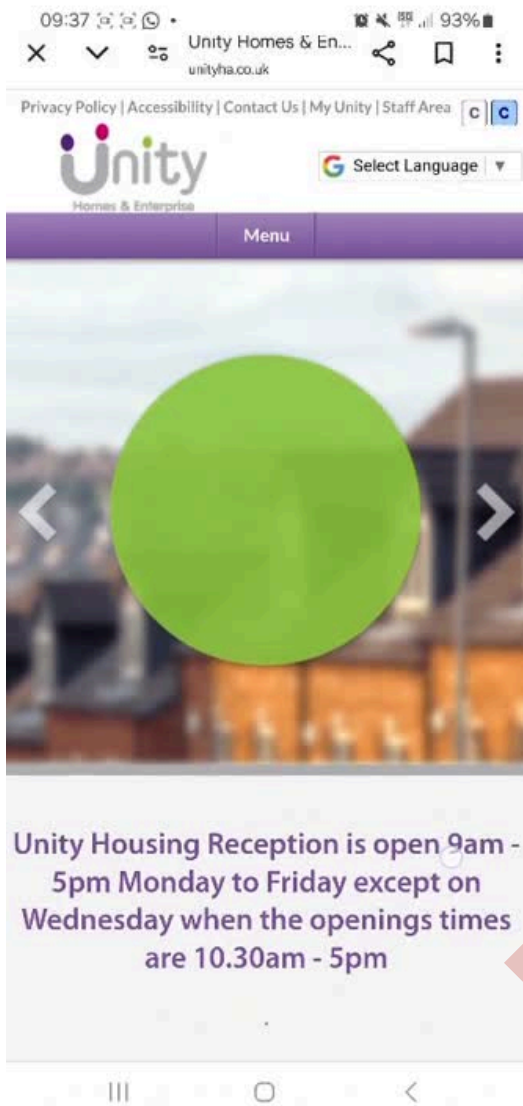
We know that our social media presence needs some work too! We are planning to re-look at our social media policy and procedures to ensure the safety and privacy of our tenants and staff. When this is cleared by our scrutiny panel we can get on with developing our social media channels so we can post regular, easily accessible updates about what's going on at Unity.



## ***Policies, Procedures and Performance Reports***

Our staff are working hard to evaluate and update a number of policies, procedures and performance reports. These need to be checked and double checked both internally at Unity and externally by organisations such as the Housing Ombudsmen. This means they can take a while to publish but it also ensures that they are robust, transparent and uphold your rights as a tenant whilst meeting our obligations as a responsible landlord. We hope to be able to share some news on these in our next newsletter.





# Useful Contacts

The quickest and easiest way to view your account, see your rent statement or report a repair is through the customer portal on our website, use this link: [My Unity Portal](#). Or scan the QR code to the right. Sign up takes less than a minute.



Example of how to log into your Unity Portal (note: this will only work with digital MP4 newsletters, whatsapp Rhiannon for the video direct to your phone)

## Other contacts:

**Involvement and Engagement Lead:** Contact Rhiannon 07712320759  
[rhiannon.oliver@unityha.co.uk](mailto:rhiannon.oliver@unityha.co.uk)

**Customer Services team:** 0113 2007700 [customerservices@unityha.co.uk](mailto:customerservices@unityha.co.uk)  
(this number has options for our different housing services such as rent, complaints, health and safety compliance, general enquiries etc)

**Unity Enterprise** (renting office space, support with starting a business) 0113 242 5996 [unityps@unityha.co.uk](mailto:unityps@unityha.co.uk)

**Unity Employment** (Find out about FREE support into employment, education and training with the support of Unity). Contact Kelly on 0113 2007738 [employmentoutreach@unityha.co.uk](mailto:employmentoutreach@unityha.co.uk)



# ***Useful Contacts***

## **Not Unity, but Useful!**

- **Emergency Services:999**
- **Police (non emergency):101**
- **NHS (non emergency):111**



### **Leeds and National**

- Leeds Domestic Violence Helpline:0113 246 0401
- Samaritans:116123
- Support After Rape and Sexual Violence: 0808 802 3344
- Leeds Connect mental health helpline: 0808 800 1212
- Social Care Emergency Duty Team: 0113 240 9536
- Leeds City Council: 0113 222 4444
- Welfare Rights: 0113 376 0452
- Benefit Enquiries: 0845 608 8950
- Job Centre Plus: 0800 055 6688
- Tax Credits: 0345 300 3900
- Child Benefit: 0300 200 3100
- Housing/Council Tax Benefit: 0113 222 4412
- CAB Advice: 0808 278 7878
- Leeds City Credit Union: 0113 242 3343
- Housing Options: 0113 222 4412
- National Grid (for power cuts): 0800 6783 105
- National Gas Emergency Service: 0800 111 999
- Leeds Survivor Led Crisis Service: 0113 249 4675
- Citizen's Advice & Law Centre: 0808 2787878

### **Kirklees**

- 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

# Useful Information

## Publications

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

[www.unityha.co.uk/publications](http://www.unityha.co.uk/publications)

## Office Hours:

Monday: 9am -- 5pm

Tuesday: 9am – 5pm

Wednesday: 10.30am – 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.

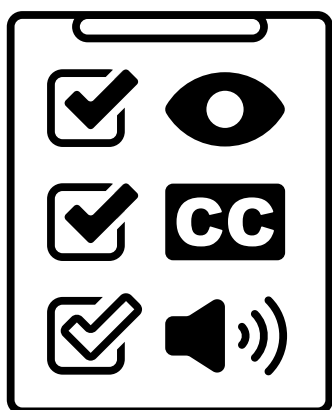
National Grid (gas leaks) 0800 111 999

Repairs by email [repairs@unityha.co.uk](mailto:repairs@unityha.co.uk)

**For more information** visit our website at

[www.unity.co.uk](http://www.unity.co.uk) for leaflets, latest news and community information.

For comments and suggestions about this newsletter please contact Rhiannon at [rhiannon.oliver@unityha.co.uk](mailto:rhiannon.oliver@unityha.co.uk) or 07712320759



**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.