



Homes & Enterprise

Supporting BME Communities

2026

Summer Newsletter



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A WORD FROM CEDRIC BOSTON CEO AT UNITY



Welcome to our Summer Newsletter.

We know many households continue to face cost of living pressures. If you need support with finances, employment, benefits, or other challenges, please get in touch and we'll help connect you with the right advice and support.

Providing safe, quality homes remains our priority. Following a recent inspection by the Regulator of Social Housing (RSH), Unity received a G2 governance rating, confirming we remain a well-governed organisation while identifying areas for improvement. We have already started a programme of work focused on repairs, damp and mould, health and safety, tenant engagement, and performance improvement.

We are committed to being open about our progress and will continue to provide updates and opportunities for tenants to get involved in shaping our services. Thank you for your continued support and feedback. Together, we can deliver better homes, services, and communities for everyone.

Cedric Boston
Chief Executive

Tenant Satisfaction Results 2025/26

We're pleased to share the results of our latest Tenant Satisfaction Measures survey. This year, 78% of tenants told us they are satisfied with the overall service provided by Unity, an increase on last year's result. Tenants continue to rate us highly for treating people fairly and with respect, keeping homes safe, and providing information about the things that matter to them. The survey also highlighted areas where we need to improve. Satisfaction with repairs and complaint handling has fallen, and we recognise that tenants want us to respond more effectively and make it easier to see how feedback leads to action. Alongside the survey results, our performance data shows that we completed more repairs within target times than last year and maintained 100% compliance with all required safety checks. Thank you to everyone who took part in the survey. Your feedback helps us understand what we're doing well and where we need to focus our efforts to improve services for all residents.

2025/2026 Tenant Satisfaction Measure Survey Results %

	2024/25 (%)	2025/26 (%)	Unity Trend	Source
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord	76.3	78.0		LCRA
TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	70.8	68.7		LCRA
TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	71.6	69.6		LCRA
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained	78.5	77.8		LCRA
TP05: Proportion of respondents who report that they are satisfied that their home is safe	85.7	84.4		LCRA
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	71.0	70.2		LCRA
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	83.7	82.9		LCRA
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.6	86.8		LCRA
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	51.8	45.3		LCRA
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	74.5	72.7		LCRA
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	79.6	80.2		LCRA
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	74.4	76.3		LCRA

Landlord Provided Measures

	Repairs	2024/25	2025/26	Unity Trend	Source
RP01	Homes that do not meet the decent homes standard	0.2%	2.9%		LCRA
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's maximum target time scale of 28 working days	86.2%	89.4%		LCRA
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's maximum target time scale of 24 hours.	91.7%	97.6%		LCRA
	Safety				
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	100%		LCRA & LCHO
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%		LCRA & LCHO
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%		LCRA & LCHO
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%		LCRA & LCHO
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%		LCRA & LCHO
	Complaints				
CH01 (1)	Number of stage one complaints received per 1,000 homes	28.7	65.7		LCRA
CH01 (2)	Number of stage two complaints received per 1,000 homes	7.6	17.4		LCRA
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling timescale	78.9%	74.7%		LCRA
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling timescale	80.0%	91.3%		LCRA
	Anti-Social Behaviour				
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes	23.9	23.9		LCRA & LCHO
NM01 (2)	Number of anti-social behaviour cases, that involve hate incidents opened per 1,000 homes	0	2.2		LCRA & LCHO

You can see more about TSM reports by visiting this page: <https://www.unityha.co.uk/performance/how-were-performing>



You said

WE DID

ACTION



You said: Tenants who coproduced our resident engagement strategy said they wanted Unity to support more schemes around the summer holidays.

We Did: We created the Unity in the Community family Fun day at Reginald Park in the school holidays, where Unity tenants are invited to have free stalls!

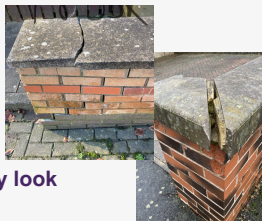
You said: Several tenants complained that their fencing was delapidated.

We Did: Fencing has been replaced



You said: Umoja House residents wanted an improved garden area to improve the beds where nothing grew.

We Did: The gardening team have made some amazing improvements including planting shrubs and a grassed area.



You said: Walls were cracked and unsafe

We Did: Walls have been replaced so they look better and are no longer hazardous.

You said: The Unity website is outdated and not fit for purpose

We're doing: We have been working with tenants and website providers to design a brand new website -estimated to be live by the end of September!





You said: Tenants complained about dumped items in and around their bin area and asked us to improve communal gardens in front of houses.

We Did: We met with the gardening team to look at what improvements. We are going to grass the area and plant shrubs to protect from rubbish collecting or being dumped.

You said: A tenant reported to her Housing Officer that she was struggling in general -with a number of issues, as well as having trouble reporting repairs.

We Did: Our Housing Officer helped to report the repairs and made referrals to external support to assist with bidding on alternative properties, closer to family.

You said: Many tenants have complained about ball games and parking issues on their estates

We Did: We launched an information campaign for affected estates advising what we can and can't be done about ball games and parking.

You said: Several tenants said they preferred paper copies of the tenant newsletter

We Did: Printed copies are available via post on request and we keep a number of printed copies at Leeds Media Centre so you can grab one in person if you prefer.



Resident Voice and Community Engagement Strategy 2026-2031



You may remember that a few months ago, Unity put a call out to tenants for their involvement in creating a new tenant engagement strategy to make sure that Unity are involving their customers and the communities they live in, in our decision making and service delivery. Multiple tenants shared their time and lived experience at Unity to coproduce a strategy which Unity will follow for the next 5 years.

You can see the user-friendly strategy via scanning the QR code above, or you can access the corporate version via our website, under ‘Resident Involvement’.



Homes & Enterprise
Supporting SME Communities

This strategy was created using feedback from tenant surveys and focus groups.
52 Tenants participated in coproducing this strategy

What tenants told us they wanted

- Better communication
- More ways to get involved
- Clear evidence that feedback leads to action
- Recognition for the time they give
- More opportunities to meet others and build community connections



Homes & Enterprise
Supporting SME Communities

Our Vision

We want every resident to have the opportunity to be heard and influence decisions that affect them.

We believe engagement should be:

- Easy**
People can get involved in ways that suit them.
- Inclusive**
Everyone should have the chance to take part, regardless of age, background, language, disability or personal circumstances.
- Honest**
We will explain why we are asking for your views and what happens next.
- Meaningful**
Your feedback should help shape services and decisions.
- Accountable**
We will show what changes have been made because of your feedback.

Thank you again to those who completed surveys and came to our workshops to co-create this strategy. Your input shapes our service.

Unity in the Community Family Fun Day

Families from across Chapeltown came together for a fantastic afternoon of fun, food and community spirit



Families from across Chapeltown came together for a fantastic afternoon of fun, food and community spirit at the recent Unity in the Community Family Fun Day, organised by Unity Homes and Enterprise in partnership with the Reginald Centre.

The event was made possible through a joint commitment to local communities, with Leeds City Council's Inner North East Community Committee matching Unity Homes and Enterprise's financial contribution to help bring the day to life.



The celebration was officially opened by the Lord Mayor of Leeds, who spent time meeting stallholders, chatting with residents and learning more about the wide range of organisations providing support and opportunities for local people.



Visitors had the chance to connect with a variety of community groups and service providers, including Unity Homes and Enterprise, The Wellbeing Centre Men's Group, Realigned AP, which supports young women and girls who have struggled in mainstream education, Feel Good Factor Men's Group, Mama's Time to Talk, and the ever-popular Leeds Libraries Story Bus. Residents were also able to gather information provided by Leeds Black Elders Association and chat with Chapeltown Neighbourhood Forum, who were carrying out community consultation.



The day also offered practical support, with Leeds Bike Mill providing free bike servicing, Yorkshire Cricket Foundation running bowling activities, and Leeds Youth Service entertaining children with inflatables.

Food and drink were a highlight, with Sugar Shane joined by Unity Homes tenant entrepreneurs Mirae Mocktails, SoSo Sorrells and Queenie's Treats, serving Caribbean cuisine, sweet treats and refreshing healthy drinks.

Local barber and DJ Eddie from Sensation Sound kept the music flowing, adding to the festival atmosphere throughout the afternoon.



Children and parents enjoyed activities including lawn games, skipping and a spirited tug of war between girls and boys, with the girls winning prizes from Unity's sponsored prize box.

The event was inspired by resident feedback after Unity Homes tenant and Reginald Centre employee Sharon Campbell, following a request for more family activities during the summer holidays. Sharon helped link Unity Homes and Enterprise with the Reginald Centre and supported children with colourful temporary tattoos on the day.



Unity Homes and Enterprise thanks everyone who helped make the event such a success.

DIY & Garden Lending Library

Available for Unity Tenants



Unity tenants can now borrow gardening and DIY equipment from Unity to help maintain their homes and gardens.

You could borrow:

Gardening gloves, shears, pruning shears, loppers, fork, trowels, spade, rake, saw, wheelbarrow, cordless hedge trimmer, lawn mower, wheelbarrow, spirit levels, hammer, radiator keys, allen keys, screwdriver set, pliers, tape measures, step-ladder, electric drill and even a plunger!



£10 refundable deposit

To reserve a piece of equipment contact Rhiannon on 0771 2320759 or speak to your housing officer. Collection from Leeds Media Centre



Asset Management Update

As part of ongoing improvements to Unity's Asset Management, we have undertaken two key pieces of work over the last 12 months to improve our property data. This allows us to make better, more informed decisions regarding future property investment.

What we've done:

- Undertaken in excess of **750 Stock Condition Surveys** to improve the accuracy of the data we hold on Unity's properties.
- Introduced a **digitalised Asset Management System**. This allows us to utilise property data more effectively, to pinpoint properties most in need of further investment & upgrade.



Next steps:

- There are still around **120 properties** where we need access to complete a Stock Condition Survey. If you are contacted by Unity regarding an appointment, please respond as soon as possible. Completing surveys is vitally important for informed decisions about future investment.

Over the next few months we will be updating the organisation's **Asset Management Strategy** and involving customers along the way. Please keep an eye out for opportunities to engage in shaping the strategy and future planning.



Decarbonisation Update

Under new Government targets, Unity must ensure all properties meet **EPC level C by 2030**. Currently 80% of Unity's stock already meets this requirement. To target the remaining 20%, we have:



What we've done:

- Instructed **YES Energy Solutions** to undertake updated EPCs for properties where we don't hold a valid EPC or where the rating may be above a C but the existing report doesn't reflect this.
- Instructed **Equans** to carry out Retrofit Surveys. These are essential to understand what measures will improve energy efficiency of homes below a C. Equans will then deliver the improvement works.
- Working with **Knauf Energy Solutions** on innovative technology to assess the effectiveness of retrofit works, using data loggers to monitor metrics pre & post retrofit.

What you need to do:

- If contacted by **YES Energy Solutions**, please arrange an EPC appointment as soon as possible. If **Equans** or Unity contact you for a Retrofit Assessment survey, please also arrange this promptly.
- Customers whose properties are included in upcoming planned retrofit works will be contacted nearer the time. If you do not receive a letter, your property will not be included this time around.
- Customers included in the trial with **Knauf Energy Solutions** will be contacted to discuss arrangements for equipment to be installed in their homes.



Questions? Contact compliance@unityha.co.uk



EICR Update



From **1st November 2026**, Unity must hold a valid Electrical Inspection Condition Report (EICR) completed within the last 5 years for all properties. Copies of new reports must be sent to tenants within 28 days. This is now a **Tenant Satisfaction Measure (TSM)** reported to the Regulator of Social Housing.

New EICR Contractor: PH Jones

From **1st August 2026**, PH Jones will take over responsibility for Unity's Cyclical Electrical Inspection Program.



What to expect:

- PH Jones will contact you up to **2 months before** your existing report expires. You'll receive a letter and text message to confirm an appointment.
- If the appointment isn't convenient, they'll share contact details so you can rearrange.
- Engineers will attend in **uniform with ID cards**. Please ask to see their ID before allowing them in. If concerned, take their name and contact PH Jones or Unity.
- Visits take approximately **3 hours**, depending on the size and layout of your property.
- They will also test all **smoke detectors** and upgrade or replace any that are out of date. Additional detectors will be installed where required to meet improved fire safety standards.



Questions? Contact compliance@unityha.co.uk



30 New Affordable Homes for Newsome

Work continues to build 30 new affordable homes in the village of Newsome close to Huddersfield town centre



The mix of two and three-bedroomed properties is being delivered by Unity Homes and Enterprise in partnership with Kirklees Council, Homes England and West Yorkshire Combined Authority.

The land was previously occupied by Stile Common Infant and Nursery School before its demolition in 2011.

After enabling works on the Plane Street site, construction was delayed by a combination of issues including obtaining the relevant services agreements and adverse weather conditions.

However, Jack Lunn Construction Ltd are now making good progress and expect to complete the development by the spring of 2027.

It now owns and manages almost 1,400 properties for tenants from all communities and ethnic backgrounds in West Yorkshire, including two affordable housing schemes in Huddersfield and one in Cleckheaton.

Wayne Noteman, Director of Regeneration at Unity Homes and Enterprise, said:

"The delays have been frustrating for everyone involved, particularly the adjoining residents who have had to put up with a road closure and significant disruption, but we are thrilled that this exciting development being built for local people is firmly back on track."

"The 30 new properties are of the highest quality and will provide a boost to a previously derelict site which had been out of use for a significant period of time."

"I want to thank our fantastic partners – Kirklees Council, Homes England, West Yorkshire Combined Authority and Jack Lunn Construction – whilst also extending my thanks to the adjoining residents for their patience while we complete the development."

"They have worked closely with us to ensure the local community in Newsome and surrounding areas will soon benefit from a stunning, much needed new affordable housing scheme."



Cedric Boston, Unity Homes and Enterprise Chief Executive, said:

"Building new homes and providing people with an opportunity to live in excellent quality housing is a key part of our social purpose."

"The Plane Street development – on a brownfield site in a sustainable location – is a perfect fit for Unity as we further expand our presence in Kirklees."

New mural provides colourful backdrop for Leeds community event

Unity Homes and Enterprise has joined forces with Leeds Federated and Leeds City Council to deliver 'Common Ground: Meanwood,' a youth engagement event exploring the initiatives local young people would like to see in their community.



Working with local organisations InterACT and Hello Hip Hop, the partners brought a community 'paint by numbers' mural to the gathering to help break down barriers and gathered lots of useful feedback including requests for more outdoor spaces for teenagers, such as a skate park and safer spaces for girls.

The next step for the partners is to liaise with local stakeholders and agencies to explore how everyone can work more closely together to deliver some of these projects for young people in Meanwood.

"Several residents said they now want murals on their own fences. They also spoke of their pride that it was young people that helped to paint it. That's the power of art when the community is involved - ownership and pride-in-place can go a long way."

Georgie Kay, Leeds Federated

Cedric Boston, Unity Homes and Enterprise Chief Executive, said:

"It was a really positive day and hopefully heralds the start of something new and exciting for young people in Meanwood.

As a relatively small housing association, we are always keen to pool resources with partners to boost life opportunities in local communities.

Leeds is fortunate to be home to a multitude of organisations that share this outlook.



Fire Safety in Communal Areas

Why we ask you to keep communal areas clear

We know that it can feel like we're nagging when Housing Officers ask tenants to remove items from communal areas for health and safety reasons, and you may believe that the chances of a fire at your property are so low that you're willing to take the risk.



However, **fires are relatively common in social housing**, with about 3.4% of social rented households experiencing a domestic fire, compared to the national average of around 1%. While total incidents have halved over the last 20 years, social tenants remain statistically more vulnerable to fire incidents and related injuries.

Items left in communal areas are highly dangerous because they provide fuel for arsonists, block critical escape routes, and trap residents in smoke.

Slips, trips, and falls are the leading cause of accidental injury in homes, particularly affecting the vulnerable, elderly and children. So while you might not worry too much about navigating a bike or door mat as you come in and out the building, please think of your neighbours and don't leave these items lying around.



Here are some examples from London Fire Brigade of items incorrectly stored in communal areas, that resulted in fire:

Example 1 - Small buggy set alight in an entrance lobby of a modern low rise block of flats.

A small buggy was set alight in a modern entrance lobby. Despite very little additional fuel, there was significant damage to the ceiling, plasterwork, decor and electrics. Fortunately no residents came out during the fire - toxic smoke and hot gases would have caused serious harm.

In a separate incident, a buggy was set alight on the ground floor of a stairway area. Smoke cut off the only escape route from upper floors. 21 people needed assistance from the Brigade, and two residents were hospitalised for smoke inhalation.



Example 2 - Small cupboard in internal hallway in a high rise block of flats.

A small cupboard in a common lobby (shared by 4 flats) had been filled with old clothes and electrical items. The resulting fire heavily smoke-logged the stairwell after a door was wedged open. Several residents on upper floors called the Brigade, trapped and needing fire survival guidance.



Example 3 - Motor scooter left in ground floor entrance lobby of low rise block of flats.

A motor scooter in a communal entrance caused extensive heat and smoke damage. Despite having very little petrol, the plastic body panels provided significant fuel for the fire.



So please co-operate with us when Housing Officers or our Compliance team ask you to remove items from communal areas. It is a legal and moral obligation for us as a housing provider to ensure that you're safe.

Keeping your home free from damp & mould

A guide for Unity tenants

Why this matters

Damp and mould can affect your health and damage your home. At Unity, we are committed to:

- Responding quickly when you report a problem
- Investigating and fixing issues
- Keeping you informed throughout

New government rules called Awaab's Law set legal timescales for landlords to act. We take these responsibilities seriously.

What causes damp & mould?

Condensation is the most common cause — moisture from cooking, showering and drying clothes indoors. Other causes include leaks, poor ventilation, heating issues or structural defects, in which case Unity will investigate and take appropriate action.

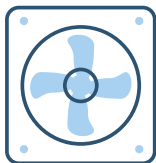
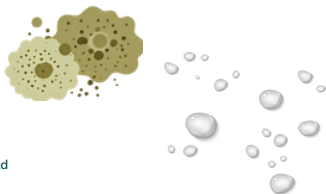
What you can do

- Open windows daily
- Use extractor fans when cooking/bathing
- Close kitchen & bathroom doors
- Dry clothes outside or in ventilated rooms
- Cook with lids on pans
- Keep your home at a steady temperature
- Wipe condensation from surfaces
- Use mould cleaner — don't brush or vacuum mould

What to look out for

Black, green or white patches on walls
Water droplets on windows
Musty smells
Peeling wallpaper or paint

Report these signs immediately.



What Unity will do

When you report damp or mould, we will:

- Log your case and assess the urgency
- Arrange an inspection where needed
- Identify the cause of the problem
- Carry out repairs or further investigation
- Keep you informed throughout

We are also improving our systems to make sure we track cases better, communicate more clearly, and respond consistently.



When you report a problem (Awaab's Law)

Under new government rules (Awaab's Law), Unity must:

- Investigate within 10 working days of your report
- Provide you with findings after inspection
- Complete urgent repairs within 24 hours if there is an immediate risk
- Start safety work quickly if there is a risk to your health

These timescales are legal requirements and we take them seriously.



How to report damp and mould

The sooner you tell us, the sooner we can help. You can report damp or mould in any of these ways:

📞 Phone: 0113 200 7700

✉ Email: uha@unityha.co.uk 🌐

Website: www.unityha.co.uk 📍

Contact your Housing Officer



Don't wait for it to get worse — early reporting helps us act quickly.

We're here to help

At Unity, we take your concerns seriously. We will treat you with respect and work with you to find solutions.

If you feel your issue has not been resolved, please follow up with us or use our complaints process. We want to get things right.



Planning Home Improvements?

Read this first!



Many tenants like to personalise their homes with improvements or alterations—and we're happy to support this where possible. However, **you must get permission from Unity before starting any work.**

What types of work need permission?

Most changes to your home will require approval, including:

- Installing new kitchen units
- Changing radiators
- Adding a porch or canopy



This isn't a full list—if you're unsure, always check with us first.

How to apply for permission

- Complete a Home Improvement Application Form
- Send it to your Housing Officer (include any sketches, plans, or details)
- Submit by email to customerservices@unityha.co.uk or call 0113 200 7700
- Once received, our maintenance team will review your request.



Do not start any work until you receive written permission from us.

Important things to know

- We won't approve work that are unsafe (e.g. removing walls or installing deep ponds)
- You may also need Planning Permission or Building Control approval—check with your local council first
- We usually do not allow room layout changes (e.g. turning a bedroom into a living room), as this can cause noise issues for neighbours
- If approved, you must pay for your own unscheduled Home Improvements



What happens if you don't ask permission?

If work is carried out without approval or to a poor standard:

- You may be asked to put the property back to its original condition
- We may carry out the work ourselves and charge you
- In serious cases, we could take legal action



Already made changes without permission?

You'll need to apply for retrospective consent:

- Complete the application form
- Tell us what work has already been done



Conditions if permission is granted

If approved, you must:

- Follow all building and planning regulations
- Use qualified professionals (e.g. Gas Safe engineers, NICEIC electricians)
- Use appropriate materials and fittings
- Maintain and repair the improvement yourself
- Return the property to its original condition if required when you move out



How we assess applications

We'll consider:

- Your property type
- Safety risks
- Impact on neighbours
- Appearance of the building/area
- Whether access for future repairs is affected
- If we can't approve your request, we'll explain why.

👉 Top tip: Always check with us before starting any work—it saves time, money, and potential problems later!



Unity Homes and Enterprise Supports Holbeck Gala 2026



Unity Homes and Enterprise was proud to take part in this year's Holbeck Gala, which was held on Holbeck Moor on Saturday 4 July 2026.

The popular community event brought together local residents, voluntary organisations and service providers for an afternoon of free family entertainment, activities and community engagement. Attractions included circus skills workshops, a bird of prey display, farm animals, free inflatables, drumming sessions, a school uniform swap, a remote-control car track and performances from local dance groups, alongside a variety of community stalls, food and refreshments.

Representing Unity Homes and Enterprise, Rhiannon from Engagement, Sean from Regeneration and Ben from Employment attended the gala and staffed a community stall, meeting residents, discussing local issues and promoting the support services available through the organisation.

The event provided an excellent opportunity to engage directly with local people and hear about the issues that matter most to them, while also networking with partner organisations working across the area. Throughout the day, many residents were given information about ESOL courses, training opportunities and employment support services available through Unity Homes and Enterprise. These services are open to both Unity tenants and members of the wider community, helping individuals develop their skills, access learning opportunities and move closer to employment.



Holbeck Gala, organised by local volunteers, continues to be one of the highlights of the community calendar, bringing people together and celebrating everything that makes the area special.

A reveller enjoying Slung Low's fancy dress stall

The weather was kind, the turnout was excellent and a great day was had by all. Unity Homes and Enterprise looks forward to continuing to support local community events and initiatives that help residents thrive.

The Employment Team offer a free tailor-made employment service to suit the needs of individuals. We can help you with practical skills such as CV writing and preparing for job interviews and can point you in the right direction of where to find work.



UNITY CAREERS FAIR

LOCATION:

Ramgarhia Sports
Centre, LS7 3AP

DATE:

Tuesday,
September 22nd

TIME:

12:00PM - 5:30PM

Local Employers & GuestSpeakers

- Employers
- Training Providers
- Job Opportunities
- Guest Speakers
- Food & Refreshments

SCAN
TO
BOOK
YOUR
PLACE!



To promote jobs / host a stall
contact:
EmploymentOutreach@unityha.co.uk

GET PAID. GAIN EXPERIENCE.
BUILD YOUR FUTURE!



PENDING...

YOUTH GUARANTEE WORK PLACEMENTS

Paid Work Placements for 18-24 Year Olds

Looking for your first step into work?

Unity Homes & Enterprise are offering 6-month paid work placements to help you gain real experience, build your confidence, and boost your CV.

- **Get paid while you learn**
- **Gain valuable workplace experience**
- **Develop new skills**
- **improve your chances of securing long-term employment**

AVAILABLE ROLES:

- **CUSTOMER SERVICE ASSISTANT**
- **ENTERPRISE ASSISTANT**
- **HOUSING ADMINISTRATOR**
- **MAINTENANCE ADMINISTRATOR**
- **REGENERATION ASSISTANT**



6 MONTHS



25 HOURS PER WEEK



PAID POSITION



FOR PEOPLE AGED 18-24 RECEIVING UNIVERSAL CREDIT 18 MONTHS+

Interested?



EmploymentOutreach@unityha.co.uk

Don't miss out – places are limited!



WANT TO WORK IN THE FOOD INDUSTRY?

FULLY FUNDED - NO COST!

FOR UNITY TENANTS

LEVEL 2 FOOD SAFETY & HYGIENE

COURSE



Face to Face
Time: 09:30 - 14:00pm
Hours: 4
End Assessment: 30 mins
Suitable for ages 16+

Topics:

- **Food Safety & Food Legislation**
- **Personal Hygiene**
- **Cross-Contamination**
- **Storage & Temperature Control**
- **Cleaning & Disinfection**
- **Food Premises & Equipment**
- **Food Management System (HACCP)**

To register please email
EmploymentOutreach@unityha.co.uk
or contact 07593561613

KIDS EAT FREE AND £1 IN LEEDS THIS SUMMER HOLIDAYS

A HANDY GUIDE OF EATING OUT OFFERS THIS SUMMER

ASDA

Kids eat for £1 all day. No adult spend required. Meal includes drink.

BELLA ITALIA LEEDS BRIGGATE

Kids Eat Free all day every Thursday, and for £1 between 4-6pm, Sunday to Wednesday. Kids can enjoy three delicious courses and a drink. Suitable for 2-11 year olds.

BILLS LEEDS

29th June - 1st Sept 2026. Up to two kids can eat free ALL DAY Mon-Fri when one adult orders any main dish (breakfast, lunch or dinner).

HARVESTER

29th June - 4th September 2026

Kids eat for £1 with the purchase of an adult breakfast or main meal. Voucher required.

LORD GASGOINE, GARFORTH (HUNGRY HORSE)

Kids eat for £1 on Mondays.

LAS IGUANAS LEEDS

Free meals for kids with the My Iguanas app.

MORRISONS

One kids meal with purchase of adult meal with value of £5.00+. Excludes cafe specials.

PREZZO

Kids Eat Free - 10th July - 6th September. A free child meal from the 2 - 8 Kids or the Little Tummies menu. Code required.

SAINSBURY'S CAFES

One kids hot meal or lunch bag for £1 with the purchase of an adult hot main meal from £5.20 in the Sainsbury's café. From 11.30am

SIZZLING PUBS:

PODGER, GARFORTH & THE WOODCOCK, NEW FARNLEY
Mon-Fri 3-7pm. Kids' mains £1 with every paying adult.

TESCO

25th June - 1st September 2026.

Kids can enjoy a FREE meal with any adult purchase in the cafe.

TGI FRIDAYS

Kids eat free with 'Stripes Rewards' (Via App) purchase any adult meal.

TOBY CARVERY

Kids eat for £1 with the Toby Rewards Account, until 4th Sept 2026.

ZIZZI'S

Free bambino meal with every adult main course 17th July - 6th September 2026.



If you're looking for low cost or free activities to do with children over the school holidays, you can find them [HERE](#)

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 acknowledged.

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 or panel made of a board member, impartial tenant and a service director or a mixture of the aforementioned people. It is your choice.

- 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.

Ways to Complain

- In Person with a member of staff
- By Phone: 0113 2007700
- By Email: customerservices@unitya.co.uk
- In writing to: Unity Housing Association 117 Chapeltown Road Leeds LS7 3HY





MEET OUR REPAIRS TEAMS



Unity residents are invited to meet with our repairs contractors and repairs & maintenance service manager to ask questions, report issues, make suggestions and help us to make sure the repairs service at Unity is as good as it can be.

You can attend in person at Leeds Media Centre, 21 Savile Mount LS7 3HZ or online via MS Teams.

Contact our Community Engagement lead Rhiannon to let us know if you'd like to come along and or want a link to join.

Email Rhiannon.oliver@unityha.co.uk or text / call 07712320759

When are they?

Wednesday 1st April 10.00-11.30

Weds 24th June 10.00-11.30

Weds 26th September 10.00 - 11.30

Weds 9th December 10.00-11.30



Tenancy Health Checks

A tenancy health check is a check-in appointment with your housing officer to make sure that your Unity service is working for you.

They are something we do with every tenant, about every three years, and it's to make sure we are up to date with the needs and demographics of our tenants.

Think of it like an MOT and service for your tenancy.



What will I be asked?

We will ask questions like:

- Do you have any repairs or property issues?
- Have we got up-to-date personal details for you?
- Are you working or do you require help with employment?
- Would you like support from our employment or business support services?
- How many adults and children live in your property?
- Do you require financial support or help with arrears?
- Do you need aids or adaptations to your home?
- Have you got access to phone and internet services?
- Have you got any concerns?



**It takes
about 30
minutes**

"I thought I'd done something wrong when the housing officer came over to see me, it was fine though and I ended up getting my gate fixed too".

You'll also be offered the opportunity to shape Unity Services and ask any questions you might have.

How does anti-social behaviour reporting work?

It's good to report anti-social behaviour to Unity so we can understand what is happening on our estates and act where we can.

However when it comes to illegal activity, we urge you to report this to police ASAP.

Police prioritise their resources (investigating crime, street patrols etc) by where the most official reports to them are, statistically.

Reporting to the police as well as Unity will increase the response from authorities in tackling anti-social behaviour.

If a crime is taking place right now, call 999. Report crimes that have already happened by calling 101 or reporting online.



Report crime completely
anonymously to Crime Stoppers
by scanning this QR code and
following the link

CrimeStoppers.
0800 555111
100% anonymous. Always.



Report criminal anti-social
behaviour to West Yorkshire Police
by scanning this QR code and
following the link



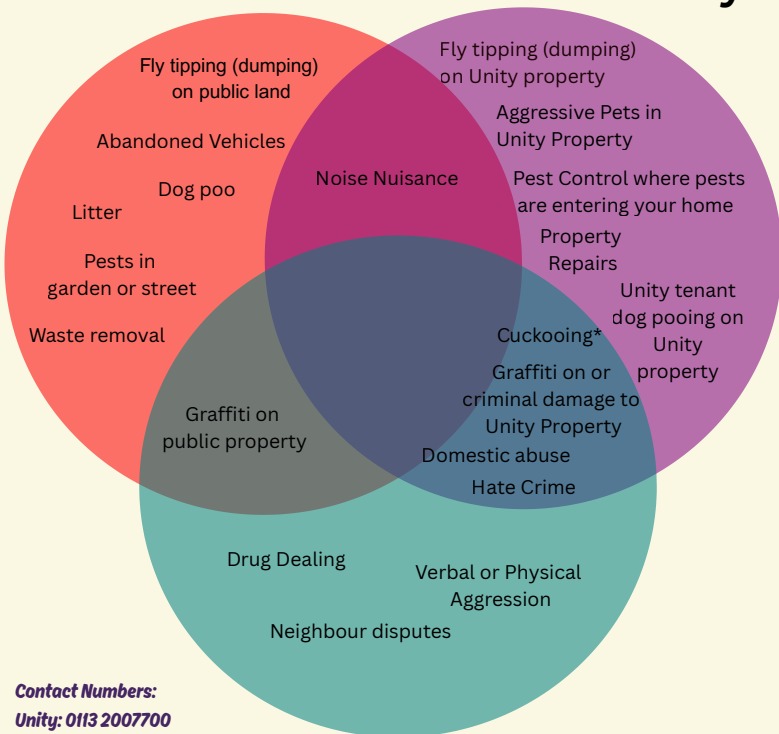
If you find dangerous waste products, contact the street cleansing team to dispose of them safely:
environmental.action@leeds.gov.uk

Here at Unity we do our best to look after our residents and the issues that crop up around their housing. However there are some things that we cannot be responsible for dealing with. Below is a bit of a guide as to who you should contact for different issues:

REPORT

Council

Unity



Contact Numbers:

Unity: 0113 2007700

Police: 101 (or 999 in an emergency)

Leeds Council: 0113 2224444

Kirklees Council: 01484 221814

Police

*cuckooing is when someone is living in or using a vulnerable person's home without being on the contract or paying rent.

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.

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 17.15 - 19.00

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 for upcoming dates

Scrutiny at

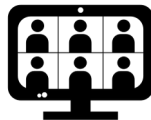
Upcoming Meetings

Weds 6th May 2026
Weds 3rd June 2026
Weds 1st July 2026
Weds 5th August 2026
Weds 2nd September 2026
Weds 7th October 2026
Weds 4th November 2026
Weds 2nd December 2026

Join in person or
online via MS Teams



(5.15pm - 7pm) Unity Leeds Media Centre,
21 Savile Mount, Leeds, LS7 3HY



Travel Expenses covered, refreshments and 'Thank
You' gift card or payment provided

**September Topic: Deep Dive
into quarter 1 repairs
complaints findings**

Contact Rhiannon on 07712320759 to book your place



Unity Resident Support Fund

ACTION

We know that a lot of people are struggling financially and we want to remind our residents that they may be eligible for financial support from Unity's resident support fund.

This short term funding is to help tenants prioritise paying their rent. It can be used to cover *other essential costs*, including IT equipment to support finding employment, essential travel expenses and vouchers for food and other essentials.



How to Apply:

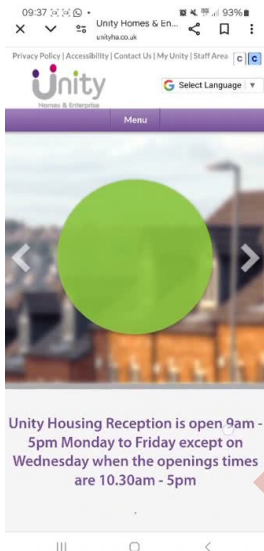
Contact your Housing Officer, the Customer Service team or Income Management on 0113 2007700

What to expect:

We will ask some simple questions about your finances and why you would benefit from additional help. Based on these questions, you may be eligible for the fund.

Financial Support:

If you apply for our fund you will also receive support from our Income Management team who will advise how you can increase your income and may refer you to other agencies who can support you with your finances.



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

Customer Services team: 0113 2007700 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

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

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

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 (Equans) 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.

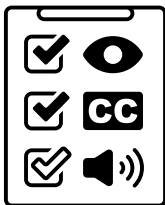
National Grid (gas leaks) 0800 111 999

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 Rhiannon at 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 if you need this.