

# Unity News

Autumn 2014

**Special  
Edition**  
Unity 'blooms' in the  
community



## Operation Champion, Meanwood

On Thursday 16th July, Unity joined forces with officers from Leeds Federated, colleagues from Leeds City Council and Neighbourhood Police Officers to give residents of the Stonegates, Meanwood advice about crime.

The day of action, which was part of the ongoing 'Operation Champion' initiative was aimed at tackling problems of burglary, anti-social behaviour, and drug and vehicle crime in the area.

Present at the event was Housing Officer, Rashpal Sahota who was able to talk to residents about any problems they might be experiencing in their neighbourhood and was encouraging residents to sign 'Good Neighbour Agreements'.

You may also have seen Clive Greenwood; Financial Inclusion Officer, Kelly Jennings; Employment Support Worker and Lewis Holloway; Marketing & Communications Administrator as well as a number of police officers, including mounted police officers, and CCTV vans.

(story continues overleaf)



(continued from front page)

Inspector Andy Briggs, who heads the Inner North East Police, said 'This latest instalment of Operation Champion again demonstrates the impact that we can have in our local communities by working alongside partner agencies to tackle issues that affect people's quality of life'.



Congratulations to **Ms Lewis, Chapeltown** who is the winner of the £50 incentive for returning her repairs satisfaction survey

## Unity in Bloom

Green-fingered tenants will be inspired by Mr & Mrs M's gardens in Harehills. Mr & Mrs M have not only made use of nearly every inch of their front garden by covering it in a myriad of flowers and shrubs but have also used their back garden to grow a wide variety of fruits and vegetables including potatoes, chard, peas, beans, onions, garlic and rhubarb - and all from scratch!

Growing your own fruit and vegetables at home may not be as hard as you think. Many tenants have noticed the price of fresh fruit and vegetables go up in the shops - so why not try growing your own?

Mr & Mrs M would like to enter gardening competitions in the future. Unity would like to congratulate them on what they have achieved so far and wish them the best of luck.



Skips will also be issued in the Little London / Woodhouse area in the near future. We will keep you informed as to when this will be.

The Stonegates area has already come a long way in recent years, with 70% of residents in this area reporting that they are 'very satisfied' or 'fairly satisfied' with their neighbourhood and community in the recent Tenant Satisfaction Survey - but there is still room for improvement.

If you missed the chance to speak to a member of Unity staff on this day, and are experiencing problems with crime or anti-social behaviour, call our office on 0113 200 7700.

Such was the success of the event, that similar events have been planned Devon Close and Leicester Close (Little London) in the near future.

## Estate date in Gipton

Also in the process of encouraging residents to sign 'Good Neighbour Agreements' is Housing Officer, Kamila Maqsood, who visited Briarsdale Garth and Thorn Drive in July.

Lewis Holloway and Kelly Jennings accompanied Kamila to promote opportunities for Resident Involvement and to encourage take-up of Unity's free Employment Service - for residents looking for a job or training opportunity.

Residents were encouraged to take care of their properties, particularly their gardens, in order to raise the standard of the estate. Skips were provided for residents to offload their unwanted household and garden waste, which were then removed free of charge.



# Unity in the Community



## Beeston Festival

On Saturday 14th June, hundreds of local people attended the annual Beeston Festival in Cross Flatts Park.

Unity Homes & Enterprise was proud to sponsor this major event and offer the local community free advice on housing, welfare and employment services. The mayor of Leeds was one of the many guests who paid a visit to Unity's stall.

This year's festival had a cycling theme to coincide with the Tour de France which began in Leeds this year on 5th July.

Also at the event, Unity was promoting properties available for affordable rent and for first-time buyers on our next planned development in Holbeck. (see page 5 for more details)

## Holbeck Gala

On Saturday 19th July, Unity attended the annual Holbeck Gala to promote our services to the community. In spite of the weather, the event attracted a good turnout.

Live entertainment in the form of cheerleaders, majorettes, singers and musicians accompanied the lively myriad of stalls and activities.

At Unity's stall the public had the chance to speak to Wayne Noteman, Regeneration Director, who was able to inform the local community about Unity's upcoming developments including a brand new development on Brown Lane East, which will provide homes for 42 families (see page 5 for more details).



Unity promotes new homes in Holbeck



**Lewis Holloway**  
Marketing & Communications Administrator  
(contact for Tenant Involvement)

**Dan Wilson**  
Customer Service Assistant

**David Congreve**  
Mayor of Leeds

**Chris Law**  
Housing Assistant  
(contact for lettings, allocations, transfers and mutual exchanges)





# Upcoming Events and Opportunities



## Unity Open Day



Unity is hosting a free Open Day to promote the services we offer to tenants and their families. Please visit our stall at Unity Business Centre if you would like to find out more about:

- ✓ **Unity Employment Services:** Unity's Employment Team can equip you with the skills you need to secure a job or training opportunity
- ✓ **Resident Involvement:** We are always seeking our tenants' views on the services we provide and are looking to expand our Tenant Panel

You will have the opportunity to speak to existing Panel members and Unity staff from each department - just drop in any time between 12pm and 4pm.

You could also stay for Unity's Annual General Meeting to find out more about Unity's performance and plans for the coming year. The meeting begins at 6pm and is also at Unity Business Centre. For this you will need to book - please contact Ann on 0113 200 7719.

**Unity Open Day**  
**Where?**  
 Unity Business Centre,  
 26 Roundhay Road, Leeds, LS7 1AB  
**When?**  
 Tuesday 30th September, 12pm-4pm

**Unity's AGM**  
**Where?**  
 Unity Business Centre,  
 26 Roundhay Road, Leeds, LS7 1AB  
**When?**  
 Tuesday 30th September, 6pm-8pm



## Community Funding

Do you want to make something happen in your community?

Do you need funds to help an idea grow?

Why not apply for community funding from Leeds City Council?

Leeds City Council may offer you a grant to get your community project started. Visit [www.open4community.info/lcc](http://www.open4community.info/lcc) for more information and to make an application.





# Unity Enterprise



## Enterprise works near completion!

As you may be aware, Unity Business Centre and Chapeltown Enterprise Centre have benefitted from £1.4 million of improvement works in the last few months. The project has been funded by the European Regional Development Fund, Leeds City Council and Unity.

If you're interested in hiring some office or studio space, it's not too late! There are still some units available with rates starting at just **£99 per month**.

## See for yourself

On Tuesday 30th September Unity will be hosting our Annual General Meeting at the newly refurbished Unity Business Centre. This is your opportunity to find out about Unity's performance and our plans for the coming year. You will also get the chance to explore the services and facilities that Unity Business Centre has to offer tenants for yourself.

You must book in order to attend the AGM. Please contact Ann on 0113 200 7719.



**Unity Business Centre,**  
T: 0845 519 6150



**Chapeltown Enterprise Centre**  
T: 0845 519 6150

## Employment Hub

As part of the improvement works, Unity Business Centre will be equipped with an Employment Hub, fitted with IT equipment for job-seeking tenants to use for free. The Employment Services Team will also be using the hub to run 'Employability Skills' and 'Digital Inclusion' workshops.

If you would benefit from some help from our Employment Service Team, please call 0113 200 7738 or 0113 200 7746.

Existing brick wall rendered

New external signage

New glazed screen

New canopy and signage

New fence and access gates



Units from  
**£99**  
per month

# Brown Lane East, Holbeck Plans revealed:



**Key**

- 2 bedroom flats  
Available for affordable rent
- 3 bedroom houses  
Available for affordable rent
- 4 bedroom houses  
Available for affordable rent
- 3 bedroom houses  
Available for shared-ownership
- 4 bedroom houses  
Available for shared-ownership



Thinking about taking the first step on the property ladder? It's not too late to register your interest in a brand new home in Holbeck!

Wayne Noteman,  
Regeneration Director

Shared ownership is a Government funded scheme aimed at helping first-time buyers get on to the property ladder. The scheme lets you buy a share of a property, meaning you don't have to apply for a full mortgage which increases your chances of being accepted by a Bank or Building Society.

Shared ownership schemes are on a part-buy / part-rent basis, so you will have to pay rent on the share of the property that still belongs to Unity.

## Who qualifies?

Shared ownership is for:

- First time buyers who can't afford a home on the open market
- Those who earn a below-average wage for the area of Leeds

Those that we would not consider for our shared-ownership schemes would be:

- People who can afford to buy a home on the open market
- People who can't afford to pay mortgage repayments and rent
- People who already own a home

## How much are they?

### Approximate prices:

	3 bed house	4 bed house	You pay...
Full price	£115,000	£145,000	
75% share	£85,250	£108,750	25% rent
50% share	£57,000	£72,500	50% rent

### Approximate rent:

	3 bed house	4 bed house	
100% rent	£106/week	£120/week	} plus a service charge
50% rent	£53/week	£60/week	
25% rent	£26.50/week	£30/week	



# New homes at Stratford Court, Chapel Allerton Plans revealed:

## Lower Ground Floor



## Ground Floor



## First Floor



## Second Floor









## Key Features

Unity's latest development at Stratford Court, Chapel Allerton will be the first of its kind in the area. The scheme will feature a mix of 1 and 2 bedroom self-contained apartments and bungalows available for affordable rent and low-cost sale.

- ✓ The properties will be aimed specifically at the over 55s.
- ✓ Set in the heart of the popular area of Chapel Allerton, close to shops and many other local amenities. Good transport links to city centre.
- ✓ 28 new homes will be created.
- ✓ Work has already commenced and is expected to be completed by March 2015.
- ✓ The construction has provided jobs for 6 local people.

**Contact 0113 200 7700 for more information or to register your interest.**

### Key

	1 bedroom flat (shared ownership)		2 bedroom flat (affordable rent)
	2 bedroom flat (shared ownership)		1 bedroom bungalow (affordable rent)
	1 bedroom flat (affordable rent)		2 bedroom bungalow (affordable rent)



## Struggling with water bills?

### What is a water meter?

All new homes are built with water meters installed; this is not Unity's policy - it is the law. This is to encourage people to use water more sparingly.

Yorkshire Water is encouraging people to switch from traditional water rates (which are based on the value of your property) to water meters, through which you are charged for your usage.

If you live alone, or have a small family and are careful with your water consumption, installing a water meter could save you money. However, you should bear in mind that your bills will fluctuate and that **water meters are permanent** - they cannot be removed under any circumstances.

Unity has produced a handy guide to help you decide whether or not a water meter could save you money and what you can do if you are struggling to keep up with your water payments. There is also plenty of advice and guidance at [www.yorkshirewater.com](http://www.yorkshirewater.com).

### Is a water meter right for me?

The table below shows the average annual metered charges for water and waste water services based on the number of people in a household in 2014/15. Remember, that as with all your household bills - prices go up every year.

No. of people	1	2	3	4	5
Low usage	£209	£307	£406	£505	£603
Average usage	£251	£392	£477	£575	£687
High usage	£307	£449	£589	£730	£842

These figures are a guide only - if you'd like a more accurate projection of what your water charges will be with a water meter go to:

[www.yorkshirewater.com/save-water-and-money/water-and-energy-calculator.aspx](http://www.yorkshirewater.com/save-water-and-money/water-and-energy-calculator.aspx).

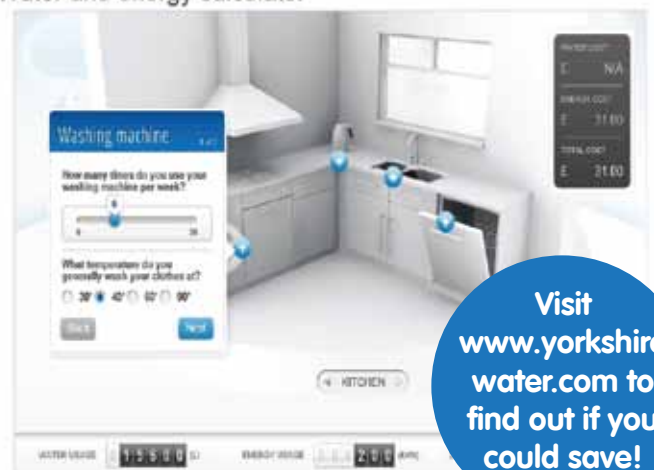
### How much does water cost?

The table below gives a rough guide to how much water your household appliances might use and how much they could cost each time you use them. These costs do not include standing charges (a daily charge you pay - whether or not you have a water meter - for the privilege of being connected to a water supply).

The cost of water is actually very low - in fact you can enjoy around 40 glasses of Yorkshire water for just 1p!

	Litres	Cost
Flushing the toilet (pre 2001)	10	2p
Flushing the toilet (post 2001)	5	1p
Brushing your teeth	6	1p
Taking a power shower	100	22p
Taking a normal shower	40	9p
Having a bath	80	18p
Using a washing machine	80	18p
Using a dishwasher	25	6p
Washing up	10	2p
Cooking food	17	4p
Using a hosepipe or sprinkler	150	30p

#### Water and energy calculator



Visit [www.yorkshirewater.com](http://www.yorkshirewater.com) to find out if you could save!



## Cut your water bills with freebies!

Yorkshire water provides free water-saving products which can be delivered to your home for free. They even fit through your letterbox - so you don't need to wait in for the delivery. Go to: [www.savewatersavemoney.co.uk/yorkshire/free-water-saving-products](http://www.savewatersavemoney.co.uk/yorkshire/free-water-saving-products) to order your pack today!



The Save-a-Flush is a bag designed to reduce the volume of water in your toilet cistern and therefore cutting the amount of water your family uses every time you flush.

Free!



The ShowerSave will regulate the flow of hot water from your shower to reduce your water consumption.

Free!



When inserted into wash basin taps, the Tap Aerator Kit will mix air with water, giving the same effect while using a lower volume of water.

Free!



By cutting your shower times to 4 minutes with the shower timer you could save £30 a year.

Free!

## Where else can I get help?

Each year the Yorkshire Water Community Trust allocate a set amount to assist customers who have fallen into arrears with their water service charges. In order to receive any assistance customers must make a formal application to the Trust. Each application is then considered on a case

## Help! I can't afford my water bills...

Many households benefit from having a water meter but some suffer because they need to use large quantities of water for essential purposes, for instance medical conditions. These households may be eligible to receive help with their bill through the **WaterSure** scheme.

Through the **WaterSure** scheme, your bill will be capped at the average company rate. To qualify for the assistance you need to be claiming one or more of the following:

- Working Tax Credit
- Child Tax Credit (excluding family element)
- Pension Credit
- Income Support
- Income-based Job Seeker's Allowance
- Income-related Employment Support Allowance
- Housing Benefit
- Universal Credit

**And** you must also be able to answer 'yes' to one of the following questions:

Does anyone in your household suffer from a diagnosed medical condition which results in increased water usage (e.g Abdominal stoma, Crohn's disease, incontinence, skin disease or Ulcerative Colitis)?

Do you also receive child benefit for three or more children under the age of 19 in the household?

If you think you qualify, go to [www.yorkshirewater.com/your-account/help-with-your-bill/watersure-scheme](http://www.yorkshirewater.com/your-account/help-with-your-bill/watersure-scheme) to download an application form, or contact Yorkshire Water on **0345 124 2424**.

by case basis and the Trust will give priority to those who are in the greatest need.

In order to be considered you need to be in arrears, and have at least one other priority debt (rent, mortgage, council tax or utilities).

Go to [yorkshirewater.com/your-account/help-with-your-bill](http://yorkshirewater.com/your-account/help-with-your-bill) for more information and to download an application form.



## Introducing... Community Spaces

### Blooming marvellous!

In July, tenants were invited to meet the Community Space Team who have been appointed as Unity's new gardening and landscaping contractors. At the meeting, tenants were able to quiz the team about their work and their plans for the future.

The Community Spaces Team already serve Leeds Federated, but have expanded their operation to include Unity properties. The Tenant Panel and the Leeds Collaborative Group have been involved in scrutinising the standard of their work and have been impressed with what they have seen so far.

We hope that all tenants are pleased with the standard of their communal gardening - please fill out the satisfaction card provided after each visit to let us know whether or not you are.

### And the not so good...



Do you recognise this?

#### Q My neighbour's property is a disgrace! What should I do?

If your neighbour's garden is a mess - you could try talking to them. It may be that they have not noticed standards slipping. If your neighbour is also a Unity resident please speak to your Housing Officer.

#### Q What happens if I do not keep my garden and/or driveway tidy?

Not all tenants pay a service charge and therefore do not receive visit from Unity's gardeners. If you do not pay a service charge (or have opted out of a service charge) you are expected to take care of your own private garden. If you have an assigned car parking space or driveway you must keep this tidy as well. If you fail to do this, it brings down the whole appearance of the estate!

This is a breach of your tenancy. Unity could ask Environmental Health to intervene and you could be sanctioned by Leeds City Council. If you consistently fail to maintain your property to an acceptable level it could even lead to eviction.

#### Q I can no longer look after my garden... what can I do?

If you are unable to tend to your garden because of your age, illness or disability and you don't have a relative, friend or neighbour who can help you, please let Unity know. We might be able to arrange for our gardeners to give you a one-off visit, which you can pay for.



Olrika Court, Chapeltown  
Unity properties



Maltings Court, Beeston  
Leeds Federated properties



**Q I've inherited a shed from a previous tenant. Will Unity maintain it for me?**

No, you are responsible for maintenance of your shed and any other garden furniture or decoration. We do offer an affordable handyman service which may be useful to you, for example, if your shed roof needs re-felting. Please contact our office for more information.

**Q What do I do with my gardening waste?**

Gardening waste can be recycled if you have a brown bin. If you do not have a brown bin, but your neighbours do please contact [refusecollection@leeds.gov.uk](mailto:refusecollection@leeds.gov.uk) to ask if you can have one. Otherwise you can recycle your gardening waste at one of Leeds City Council's free recycling centres.

**Q What do I do with bulky waste?**

Leeds City Council will collect bulky waste from your property for free. Contact 0113 222 4406 to arrange a collection

**Q Can I be involved in inspecting the standard of gardening?**

Yes! Please speak to Lewis Holloway on 0113 200 7751 if you would like to be involved in scrutinising the gardening service or any of Unity's services. Our Tenant Panel helps us to monitor the performance of our contractors - and we are currently seeking to recruit new members.



**Find out about all areas of the business:**



**Join the Tenant Panel!**

Our Tenant Panel is a fun, friendly group of Unity residents that meets up monthly to discuss issues affecting the business, our homes and our tenants. Joining the Tenant Panel is a great opportunity for you to put across your views, share your ideas and help us shape the service delivery that Unity tenants receive.

Recently the Panel have met:

- ✓ **David Caron, Maintenance Manager:** and had the chance to quiz him about the 5-year planned maintenance programme.
- ✓ **Lee Duncan, Housing Services Manager:** and gave their suggestions as to how Unity could better tackle problems of anti-social behaviour.
- ✓ **Unity Employment Services:** in order to suggest new ways of promoting the service to Unity tenants

If you have lots of ideas about how Unity's services could be improved - we'd like you to join us. Please contact Lewis on 0113 200 7751.

## Contacting Unity

T: 0113 200 7700

E: [uha@unityha.co.uk](mailto:uha@unityha.co.uk)

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

### 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 ring our emergency repairs number (see below). If we have to change our emergency repairs number for any reason you can get the new one by phoning 0113 200 7700 and listening to the message.

**Emergency Repairs**  0845 634 2766

e.g. serious floods and leaks, total loss of water and electricity, the only toilet is blocked.

**Emergency Gas Repairs**  01757 244510

e.g. total heating or hot water failure when Unity's office is closed the next day.

**Transco (gas leaks)**  0800 111 999

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

For information at your fingertips, visit our website at [www.unityha.co.uk](http://www.unityha.co.uk) for leaflets, latest news and community information.


For comments and suggestions about this newsletter please contact Lewis Holloway on **0113 200 7751** or email [lewis.holloway@unityha.co.uk](mailto:lewis.holloway@unityha.co.uk)

## Leeds City Council Services

### Adult Social Care

 0113 222 4401

### Anti-Social Behaviour

 0113 222 4402

 [onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk)

### Children Social Care

 0113 222 4403

### Council tax and housing benefit

 0113 222 4404

 [lcc.benefits@leeds.gov.uk](mailto:lcc.benefits@leeds.gov.uk)

### Complaints and compliments

 0113 222 4405

### Environmental services

Contact the Council's environmental services to get bulky items taken away for free.

 0113 222 4406

 [refusecollection@leeds.gov.uk](mailto:refusecollection@leeds.gov.uk)

### Highways

 0113 222 4407

 [highways@leeds.gov.uk](mailto:highways@leeds.gov.uk)

### Registrars

 0113 222 4408

### Planning

 0113 222 4409

### Minicom

 0113 222 4410

## 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 us to.



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INVESTORS  
IN PEOPLE

Silver



business for neighbourhoods

