

# Unity News

Summer 2022

Unity

Homes & Enterprise

Supporting BME Communities  
and Multi-Cultural Neighbourhoods



**Unity delivers 15 more affordable homes in  
Huddersfield**

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Want  
some free  
paint?



Thinking of decorating your home? Its that time of year when many of us want to refresh our homes, it maybe that you just want to decorate one room or maybe your whole house ! Either way our painting contractor The Bell Group has a number of paints in a variety of colours that is available free to Unity residents, interested? Please contact the customer services team on 0113 2007700 for more details.

The Bell Group have been our painting & decorating contractor since 2018. They seek out business opportunities to build employee and community skills and are considered to be one of the largest employers of apprentices across the Country.

### 3. New Homes at Huddersfield

We have now let our new development Moor End Court, at Crossland Moor in Huddersfield, the scheme consists of 6 2x bed houses, 7x 3 bed houses and 2x bungalows. Welcome to all new Unity residents on the scheme.

The homes were allocated to applicants with a housing application registered with Kirklees Council with a priority banding.



The homes at Moor End Court were completed by Jack Lunn contractors.

The total number of Unity homes in Kirklees is 55

The rent for the properties is £110.13 for a 2x bed house, £124.49 for a 3x bed house and £130.00 for a 3x bed bungalow



Moor End Court is the latest in a series of new developments that Unity plans to deliver as Regeneration Manager Sean Kelly explains: "I am proud that Unity has been able to deliver much needed homes in Huddersfield, Although Unity is a small housing association we will continue to develop new homes that will serve the needs of communities. We will be planning for more homes in Huddersfield in the near future, if you want to know about Unity's forthcoming developments, please see our website [Unityha.co.uk](http://Unityha.co.uk) or contact our customer services team on 0113 2007700".

## 4. Residents Jubilee Celebrations



In June 2022, Her Majesty the Queen became the first British Monarch to have a platinum jubilee after 70 years of service, there were celebrations and street parties across the Country and to mark the occasion our Unity residents held celebrations at two of our housing schemes, Gertrude Paul Court in Chapeltown Leeds and Trinity Court in Huddersfield. The residents at Gertrude Paul Court provided home cooked traditional food including goat curry and salt fish, there was also music, games, and dancing! Trinity Court residents celebrated the occasion with an afternoon picnic, and a good time was had by all who attended. It was good to see neighbours coming together and enjoying the day.

### Want to do a community event for your neighbours?

Unity has a community fund which can be applied for by residents to provide for community events which could be of benefit to your neighbourhood. As well as events the fund can be used for purchasing items that could enhance the environment where you live.

For further details contact our Resident Involvement Officer on 0113 2007751 or email [chris.whittaker@unityha.co.uk](mailto:chris.whittaker@unityha.co.uk)



## 5. Employment Services a Case Study

Unity employment services team have a clear mission: To support Unity tenants and those people who live in the local community to find employment. The team can help you with practical job skills such as preparing a CV, guidance for job-searching, completing job applications and practising your interview technique. Read about how the team helped Unity tenant Kodjo find work:



I am a Unity tenant and I've used Unity Employment services on two occasions. Once many years ago when I needed a job to financially support my growing family and again due to losing my job in the pandemic.

Unfortunately, the lockdown came, my contract was terminated, and things were becoming difficult for me. I came back again to the employment services team for support because I was working for several employment agencies as a support worker on a zero-hour contract. This was not stable for me to support my family because the work was not regular.

When I came back, I realised that the same opportunities and help was available even though my employment officer was different.

I was given the guidance to look for job opportunities and also given support with how to develop my CV, interview coaching, application forms and most importantly to build my confidence. I received encouragement that I should not give up because I was really down.

With support I looked through so many avenues, but we focused mainly on the apprentice clinical support worker role working for the NHS. I was so excited because this was a job I had been yearning for. I was given support with completing the application form and most important my supporting statement and preparing for the interview. The encouragement and positivity given to me were important as it helped me to recognise the skills that I already had and how I could promote these skills when applying for a job.

I am happy to say that I was successful at every stage of the application process and at long last I can build on this role and not just have a job but an actual career.

To anyone who is struggling to find work or would like to develop their career I would say to them you must contact Unity Employment Services. I have used this service twice and, on both times, I have not been let down. They are unique because they don't have a limit on how many times you can work with them and will make extra effort to see you at a time that is convenient for you. Thank you to the team I am now really, really happy!

Kodjo is working at for the NHS at St James hospital and is happy to be training and working on the job to gain his Level 2 in Health and Care.

## 6. Satisfaction Survey Results 2021-22

In April 2021 Unity employed an independent market research company Callerz to conduct a survey with Unity residents by phone asking 7 questions on how satisfied residents were on the services Unity provides. In March 2022 over 1000 Unity residents had been surveyed.

The results of the survey tell us where we need to make improvements as we aim to increase satisfaction with Unity services. Thank-you if you took part in the survey we will be asking Callerz to do a new survey for 2022-23 which is documented on the next page.

The full satisfaction survey results for 2021-22 are listed below with the percentage of residents satisfied with each question.



1. Taking everything into account, how satisfied or dissatisfied are you with the service by Unity?

80.3%

2. How satisfied or dissatisfied are you that UHA provides a home that is safe and secure?

96%

3 How satisfied or dissatisfied with the overall quality of your home?

76.6%

4. How satisfied or dissatisfied are you that UHA is easy to deal with when managing complaints?

80%

5. Last time you had repairs how satisfied or dissatisfied were you with the repairs service?

75.3%

6. How satisfied or dissatisfied are you that your rent provides value for money?

85.5%

7. How satisfied or dissatisfied that service charge is value for money?

60.6%

## 7. Satisfaction Survey 2022-23

Following on from the previous survey Unity has decided that it is important to continue to capture the views of residents that will help us further develop and improve our services. The new survey for 2022-23 is based on proposed government satisfaction measures that will be implemented in 2023, however at Unity we believe it is important to gather feedback from our residents starting in 2022. Callerz have been employed to carry out the survey and they will be contacting 100 Unity residents each month by phone.

### The Questions you will be asked in the 2022-23 Callerz Satisfaction Survey

- 1: Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Unity Housing?
- 2: Has Unity carried out a repair to your home in the last 12 months? If yes, how satisfied, or dissatisfied are you with the repairs service you have received to your home from Unity over the last 12 months?
- 3: Has Unity carried out a repair to your home in the last 12 months? If yes, how satisfied, or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- 4: Thinking specifically about the building you live in, how satisfied are you that your home is well maintained and safe for you to live in?
- 5: How satisfied or dissatisfied are you that Unity listens to your views and acts upon them?
- 6: How satisfied or dissatisfied are you that Unity keeps you informed about the things that matter to you as a tenant?
- 7: To what extent do you agree or disagree with the following statement? *“Unity as my landlord treats me fairly and with respect.”*
- 8: Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building? If yes, how satisfied, or dissatisfied are you that Unity keeps these communal areas clean, safe, and well-maintained?
- 9: How satisfied or dissatisfied are you with your neighbourhood as a place to live?
- 10: How satisfied or dissatisfied are you with your rent provides value for money?
- 11: Do you pay services charges? If ‘yes’: How satisfied or dissatisfied are you that your service charge provides value for money?
- 12: To what extent do you agree or disagree with the following statement? *“I know how to make a complaint to Unity if I am not happy with the service I receive.”*



Callerz are employed by Unity to carry out the satisfaction survey. We will only disclose your data to them to carry out the survey.

Callerz are able to conduct the survey in different languages if requested. Calls will be made Monday to Friday 9am -8pm and Sat 10am -4pm

The findings of the calls made will be collated at the end of each month so that we can measure customer satisfaction, the results of these will be published in the newsletter and in our website. For any enquiries, please contact our customer services team on 0113 2007700

## 8. Income Team Update

### Team approach to managing your account

The Unity income management team is changing the way your rent accounts are managed, you will no longer have a dedicated income management officer who deals with your enquiries, instead an income management officer will be allocated to you according to the debt balance of your rent account when you contact Unity.

### Why are these changes being made?

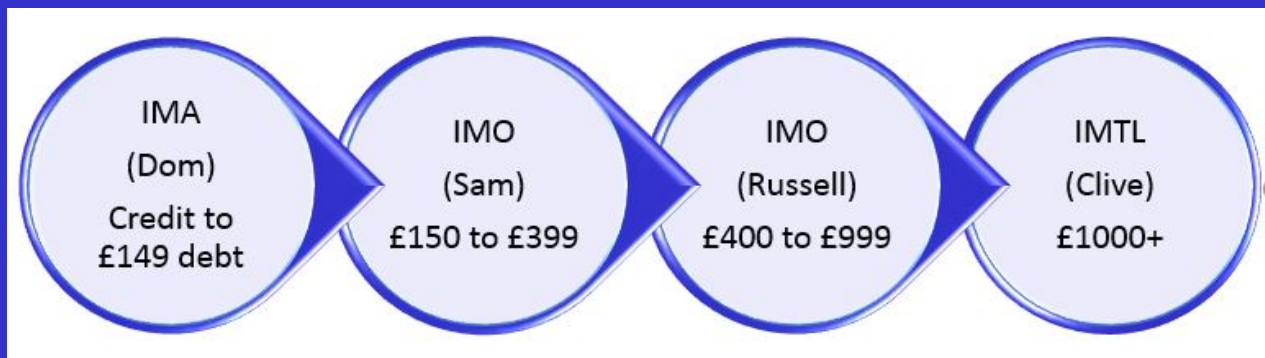
We believe that your rent account can be managed more effectively when it is looked at by our team of income management officers. In managing your account they will work together collectively as a team rather than individuals to help you maintain your tenancy with Unity. By having different officers monitoring your account you will benefit from the teams skills, knowledge and experience.

### How does this work?

When you ring our office on 01132007700 you will be given the option of speaking to a customer service advisor who will try to answer your enquiry. If they cannot answer the enquiry, then they will transfer your call to the relevant income management officer based on the balance of your rent account.

### Who will I speak to?

The income management officer and the account balances they manage are detailed below:



We know that is very financially challenging for our communities at the moment. As a result, we have formed a working group to explore what more we can do to support our residents, through advice, partnership and direct support. If you would like to be part of this group please contact Clive Greenwood on 0113 2007753 or at [clive.greenwood@unityha.co.uk](mailto:clive.greenwood@unityha.co.uk)



## 9. Have a complaint about Unity?

### Why Complaints are Important to Unity?

- We can get an understanding of resident's views
- We can identify where we need to improve
- We learn where we need to do things differently
- We can improve resident satisfaction

At Unity we want to provide an excellent service to our residents, however sometimes we get things wrong, and it is important that you know how to complain to Unity and what to expect when you submit a complaint.

Our complaints procedure provides you with a process where you can express dissatisfaction with any of our services and gives us the opportunity to put things right.

### Who can submit a complaint?

Residents, advocates or family members, organisations or groups who are directly or indirectly are affected by a service that we or anybody acting on our behalf is obliged to provide. If you want to make a complaint but are having difficulty doing so, please let us know and we will assist you.

### Ways to submit a complaint

You can do this in person, at our office 117 Chapeltown Road Leeds LS7 3HY to any member of staff you deal with by telephone, 0113 2007700 by letter or email at [Unityha.co.uk](mailto:Unityha.co.uk)

### Informal Complaints

In many cases you can sort out a complaint with Unity by contacting one of our staff and informing them of what you are dissatisfied with and what you want resolving. Most complaints can be resolved at this stage, but if you are unhappy with the response, you receive you can submit a formal complaint. Unity employs a designated Complaint Co-Ordinator Ann Foster 0113 200719 [Ann.foster@unityha.co.uk](mailto:Ann.foster@unityha.co.uk) who will assist you with your formal complaint

### Formal Complaints

You can submit a formal complaint where you think Unity has failed to resolve the issues you have raised. When you submit a formal complaint Unity will acknowledge your request by writing to you informing you that we have received your complaint and tell you who will be answering your complaint and the timescales of when you will receive a response. Formal complaints are dealt with in stages and at stage 1 of our process your complaint will be answered by the head of the service you are complaining about. If you are unhappy with our first formal response (stage1) then you have the option of escalating your complaint to stage 2 of our process, your complaint will be reviewed and answered by a more senior member of staff usually the director of operations.

### The Housing Ombudsman

The housing ombudsman provides a service to investigate complaints about housing organizations when they are registered with them. The housing ombudsman will normally only consider investigating complaints when you have exhausted all options for resolving your complaint with Unity, however residents can contact the Ombudsman at any time for support in helping to resolve a dispute.

## 10. Your new Unity Board Members

Unity Housing Association is governed by board members. The board currently meets on a quarterly cycle and is supported by a further cycle of committee meetings which address specific areas of the business. We would like to welcome Phil, Deborah and Aissa to the board. If you would like more information on the work of Unity's board, please contact Unity on 0113 2007751

Phil Taylor



Phil is now retired after a career as an accountant and senior director in a number of local authorities. Lancastrian by birth he worked mostly in Yorkshire, in Wakefield, Sheffield, Calderdale and Kirklees as well as in South Northamptonshire.

Married, with three grown up children he has had a number of non - executive roles. He has been on the Board of South Yorkshire HA and was also SYHA's Audit and Assurance Chair.

Phil been an Academy Trustee, is on the Finance and Audit Committee of the Shakers Community Society, the Community Benefit Society encompassing Bury AFC.

Deborah Mitchell

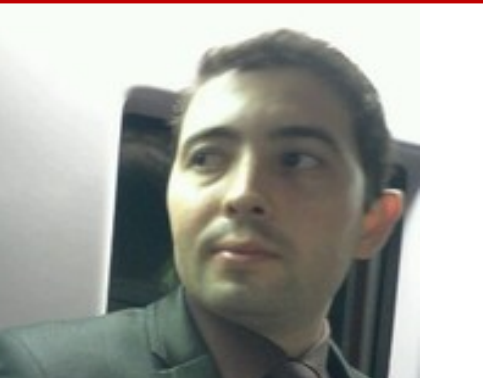


Deborah started in housing in 1995 and fell in love with the industry. What it does, what it hope to achieve and the peace of mind it brings to its residents and community.

Specialising in finance, Deborah has dealt with all aspects of financial control and held roles with managerial responsibility.

During the past 20+ years she has worked for Associations that provide a mixed tenure of housing; affordable, general need, supported living (older and young and disabled) and have worked in association's that specialises in providing Care and Support, Social enterprises and rehabilitation with accommodation and Development.

Hadj Aissa Mafoua



Aissa has been a tenant since 2019 and works as a Buiding and Estates Manager within the NHS Leadership Academy which, aims to help everyone in the NHS discover their full leadership potential and achieve the highest standards in health and care.

He has held several management roles in this country and aboard including other roles within the NHS and Bradford University.

Aissa manages the Hyde Park under 8's football team, a charity that focus's on ensuring that children from different backgrounds have equal opportunity in an environment that encourages integration into the community.

# 11. Puzzle Corner



Test your knowledge by completing these puzzles. Send completed page back to Unity 117 Chapeltown Road Leeds Freepost NEA2498 LS7 3HY by 10th August all correct entries will be entered into a draw to win £50 in vouchers, please remember to enclose your name and address.

### Wordsearch Clues

- Blackbird
- Starling
- Sparrow
- Pigeon
- Magpie
- Dove
- Robin
- Rook



Win a  
£50  
voucher

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

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

### Crossword Clues

**Across**

1. Fly from this building when going on holiday A (7)
3. Popular holiday destination where you find paella S\_ (5)
6. UK Summer tennis venue W\_ (9)
7. Cold summer treat --- Cream
8. Building to stay in on holiday H\_ (5)

**Down**

2. In summer people like to sit in the G\_ (6)
4. People like to ---M in the sea (4)
5. Area of sand next to the sea (5)



**Congratulations to Mrs C of Stainbeck Road who won the Spring competition!**

## Contacting Unity

**Telephone:** 0113 200 7700

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

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

### Publications

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

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

### Office Hours:

Monday: 9am -- 5pm

Tuesday: 9am – 5pm

Wednesday: 1pm – 5pm

Thursday: 9am – 5pm

Friday: 9am – 5pm

If you have an emergency repair when the Office is shut, please call our office number on **0113 200 7700** you will receive a number of options. Press 1 for **heating repairs**, press 2 for general **repairs**. This will connect you to our contractors GTD Maintenance call centre.

### Emergency Gas Repairs 0113 200 7700

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

### National Grid (gas leaks) 0800 111 999

### Repairs by email [Repairs@unity.co.uk](mailto:Repairs@unity.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 **Chris Whittaker** on **0113 2007751** or email [chris.whittaker@unityha.co.uk](mailto:chris.whittaker@unityha.co.uk)

## Leeds City Council Services

Adult Social Care	0113 2224401
Anti-Social Behaviour	0113 222 4402 <a href="mailto:onestop@leeds.gov.uk">onestop@leeds.gov.uk</a>
Child Social Care	0113 222 4403
Council Housing	0800 188 4000
Council Tax	0113 222 4404
Environmental Health	0113 222 4406 <a href="mailto:refugecollections@leeds.gov.uk">refugecollections@leeds.gov.uk</a>
Housing Advice	0113 222 4412
Roads and Pavements	0113 222 4407 <a href="mailto:highways@leeds.gov.uk">highways@leeds.gov.uk</a>
Universal Credit	0800 328 5644

## Kirklees Council Services

Adult Social Care	01484 414933 <a href="mailto:gatewaytocare@kirklees.gov.uk">gatewaytocare@kirklees.gov.uk</a>
Anti-Social Behaviour	01484 221000 <a href="mailto:safer@kirklees.gov.uk">safer@kirklees.gov.uk</a>
Child Protection	01484 414950
Council Tax and Benefits	01484 414950 <a href="mailto:Council.benefits@kirklees.gov.uk">Council.benefits@kirklees.gov.uk</a>
Customer Service Centre	01484 221000 <a href="mailto:Customer.enquiries@kirklees.gov.uk">Customer.enquiries@kirklees.gov.uk</a>
Housing Advice	01484 221350 <a href="mailto:Housing.solutions@kirklees.gov.uk">Housing.solutions@kirklees.gov.uk</a>

## 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.

