



A warm welcome to all our new tenants at Chipesch Way Kippax a development of 2 and 3 bedroom houses and 1 and 2 bedroom flats.

Christmas Opening Hours

Tues 24th Dec 9.00am -12.30pm
Wed 25th Dec **CLOSED**
Thurs 26th Dec (Boxing Day) **CLOSED**
Fri 27th Dec **CLOSED**
Mon 30th Dec **CLOSED**
Tues 31st Dec (New Years Eve) **CLOSED**

2020

Wed 1st Jan **CLOSED**
Thur 2nd Jan 9.00am -5.00pm

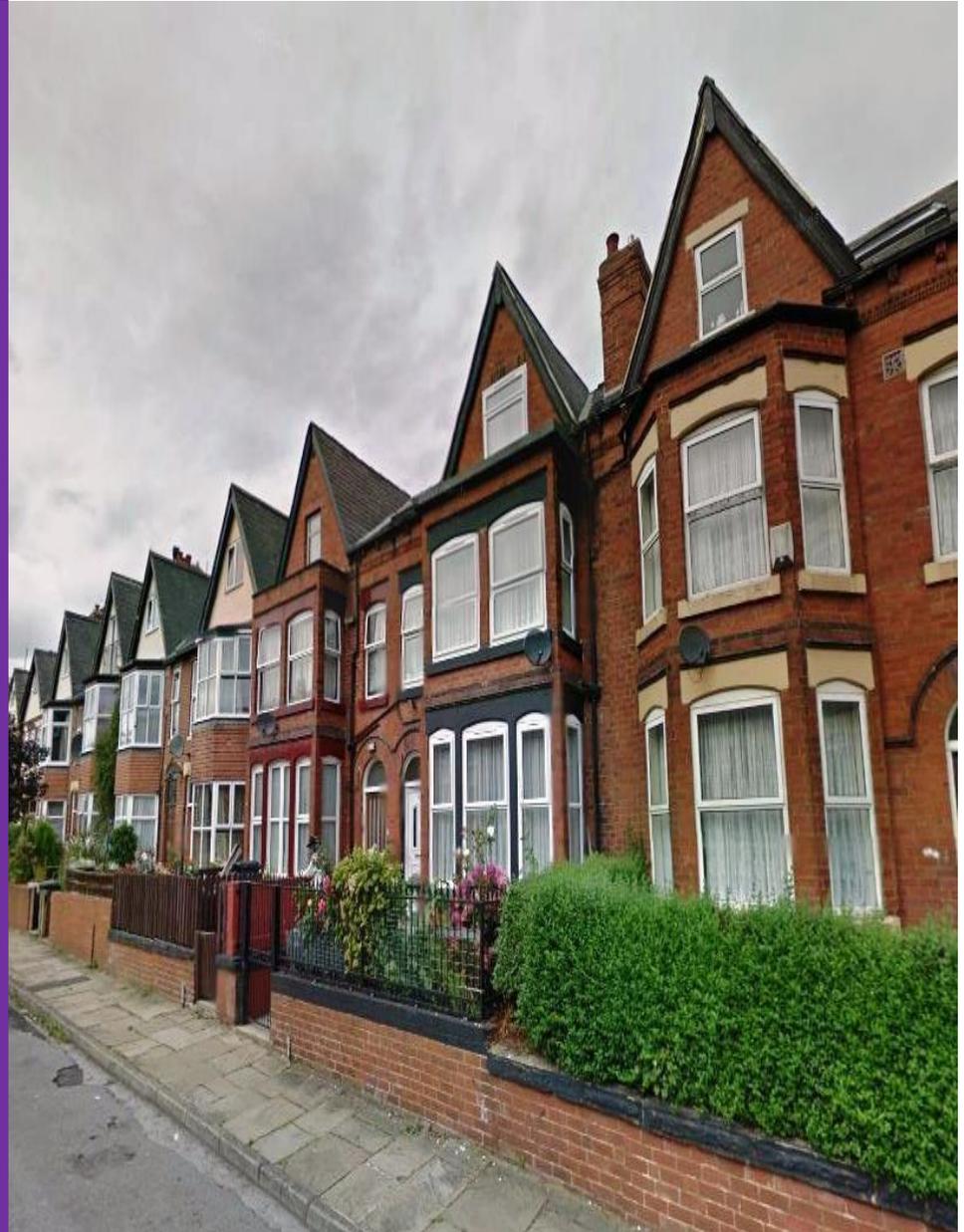
Out of Office Numbers

 **Emergency Repairs 0113 2007700**
(e.g serious floods and leaks, total loss of water. The only toilet is blocked.)

 **Emergency Gas Repairs 0113 2007700**
(e.g heating or hot water failure when Unity's office closed.)

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

3. Help in the Home
4. Meet Your Neighbour
5. Contractor Review
6. Christmas Collection
7. Top Tips
8. New Unity Homes
9. Beware Bogus Disrepair Claims
10. Have your say on Unity services
11. Christmas Quiz



Stock Condition Survey

Dysons Associates have been appointed to undertake a stock condition survey for 70% of Unity homes, they will evaluate the condition of key components in your home, such as kitchens, bathrooms, windows and doors, this will allow us to plan for future investment and make the improvements to continue to provide decent quality homes. If your home is in the survey you will receive an appointment letter. For further info contact unityha.co.uk

3. Help in the Home

Presto is the name for a help in the home service introduced by Leeds City Council to assist people in their homes. Presto provides a hot meal delivery service direct to your door to residents throughout Leeds, meals can be ordered daily, weekly, fortnightly or monthly depending on your needs.

The logo for Presto, featuring the word "presto" in a lowercase, blue, sans-serif font. The letter 'o' is stylized with a small orange square inside it.

The paid for service starts from just £6.16 per day for a hot meal delivered to your door between 11.30am and 1.45pm, each operative who delivers the meals is fully vetted by the council, whilst at your property the operative will also carry out a safety and well being check. There is a variety of meal choices on offer to suit all tastes and dietary requirements, including low fat or salt, gluten free or reduced sugars, vegetarian and vegan.

Sample Menu

Chicken and mushroom pie
Ham in parsley sauce
Salmon Supreme
Fried Red Snapper Yam
and sweet potato
Vege sausage and mash
Vegetable pasta bake
Bread and butter pudding
Raspberry dessert
Blackcurrant Pie and
Custard



Other services offered by presto are:

Companionship - Home visits are carried out by experienced companions who can assist with every household tasks, such as housekeeping, general tidying, help in the kitchen and laundry.

Gardening - Grass cutting, hedge trimming and general garden care.

Window Cleaning - Internal and external windows cleaned by reputable contractors.

For further info contact Presto on 0113 3783750 or visit the website leeds.gov.uk/presto

4. Meet Your Neighbour



How many of us know our neighbour ?

Moving into a new home on a new development is exciting but can also be daunting for some people, moving into a new area where you don't know anybody. In an effort to make everybody feel welcome, here at Unity we are proud to have hosted a "meet your neighbour" event for the new residents moving into a scheme of 23 properties at Chipesch Way Kippax. The scheme consists of 2 and 3 bedroom houses for families and 1 and 2 bedroom houses for people aged over 55. All incoming tenants and their families were invited to Kippax British legion ex services club where they could meet their neighbour and have an introduction to the scheme by Unity Lettings Manager Chris Law, Chris said "It is hoped that by arranging a meeting of all people moving in at the same time neighbours can get to know each other before they move in and lasting friendships can be formed".

5. Contractor Review



Supporting BME Communities
and Multi-Cultural Neighbourhoods

GTD Maintenance have now been carrying out Unity's repair and maintenance service since April 2018, as part of the contract, we review the contractor performance to see if it is meeting our expectations. 3 members of our Tenant Panel attended the contractor review to offer their opinions of the current service and suggest recommendations to help maintain high satisfaction with the repairs service.



Current GTD Performance



Congratulations to Mr A Wardle winner of this Quarters £50 repair satisfaction draw

6. Christmas Collection



A big thank you to everybody who has donated to our foodbank collection, this year we will be donating our food collection to the Trussell Trust who distribute food parcels to people across Leeds. Below is a list of their distribution centres and when they are open. If you need to obtain a food parcel, please contact Trussell Trust on 01722-580180.



Moortown 53-55 Cranmer Bank Moortown Leeds LS17 5JD
Horsforth Lister Hill Church 1 Brownberrie Ave Leeds LS18 5PW
Woodhouse St Marks Church , St Marks Road, Leeds LS2 9AF
Lower Wortley Methodist Church Branch Road Leeds LS12 4RN
Bramley - Methodist Church, Town St, Bramley Leeds LS13 2EP
Ireland Wood St Pauls Church Raynel Drive Leeds LS16 6BS
Pudsey The Oak Church 54 Bradford Road Pudsey LS28 6EF
Armley Strawberry Lane Community Centre Leeds LS12 1SF
Hawksworth Wood YMCA Hawksworth Wood Lea Farm Mount
Leeds LS5 3PX

Tues 10.00 -12.00 Fri 11.00 -13.00pm
Wed 14.00 -16.00 Sat 10 -12 noon
Mon 12.30pm -14.30pm
Tues 11.00am - 13.00pm
Wed 13.00pm - 15.00pm
Thur 10.30am - 12.30pm
Fri 17.00pm - 19.00pm
Thur 10.00am - 12.00 noon
Fri 10.00am - 12.00 noon

7. Top Tips

Take control of condensation in your home

One of the most common complaints Unity receives from people living in our properties is about damp, when in fact the problem is caused by condensation. As a tenant, you are responsible for ensuring there is no condensation in your home. Unity will not deal with issues involving condensation.

Top tips for dealing with condensation during winter;

After a bath or shower, open a window or close the bathroom door

Never place wet clothes directly on radiators as moisture seeps straight into the walls

Dry clothes outdoors or in a dryer. If drying clothes indoors open a window in that room and shut the door

Treat mould as soon as you see it to prevent it from spreading

Never block, stuff or cover air bricks. You will certainly have problems with condensation if you do

Don't push furniture against walls. Leave a gap of at least 5cm for warm air to get to the walls

Its better to keep your heating on lower for longer, rather than higher for a short time

Top Tip

Check out our leaflets on our website

www.unityha.co.uk



Pay Your Rent Using the All Pay App

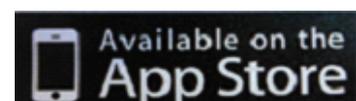
Get the Allpay App today and be able to pay at your convenience 24 hours a day 7 days a week

Flexible and reliable payments providing you with the flexibility to make payments

The Allpay App is **FREE** to download from your Apple or android smart phone

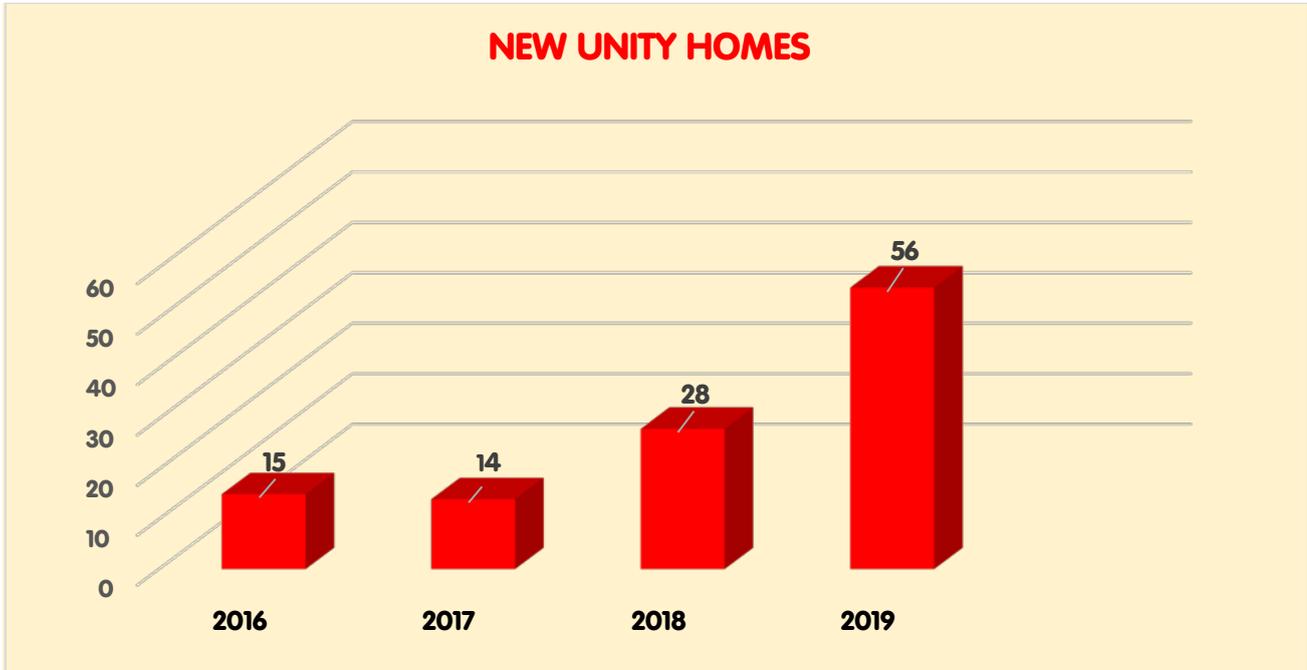


All you need to do to start using the app is a smart phone, your Allpay card and bank card. Simply download the app from google play or Apple App Store, register it using your Allpay account and start using it. You can choose to store your usual payment amount, bank card and reference number to make regular paying quick and easy, or enter them in each time



8. New Unity Homes

We now have a total of over 1300 properties and we are continuing to develop and grow our organisation offering good quality affordable homes where people want to live.



**Ancestor Close
Armley**



**Chipesch Way
Kippax**



**Northgate
Cleakheaton**



**Quarmby Road
Huddersfield**

Beware Bogus Disrepair Claim Companies

“Easy money – Don’t fall for it!”

We’ve seen a rise recently in legal firms going door to door to drum up business. They tell tenants that they can help you claim compensation from Unity if you have any repairs that need doing. They also advertise on social media. Don’t fall for the promise that they’ll get you compensation. Many of these firms are bogus. They have no interest in helping you – they are only interested in making money from you and Unity



The people who knock on your door are not solicitors or surveyors. They are claims companies who want you to sign up for a claim. They then sell your personal details to a solicitor who will then threaten to take Unity to court. By signing their “no win no fee” agreements they will block Unity from getting any repairs done. They do this simply because they think that the longer a case takes the more legal costs they can try to claim from Unity. They won’t tell you that you may need to stand up in court and give evidence to a judge about the repairs. They also won’t tell you that they will take a big chunk of any compensation that you might be awarded. If you start a legal disrepair claim Unity will defend the case and claim back from you for the cost of any repair that was caused by you failing to look after your property.

Do you have repair concerns ?

Don’t fall for the promises of a claims company – come to us and let us try to sort it out.

Money we have to pay to defend disrepair claims would be better spent looking after your home

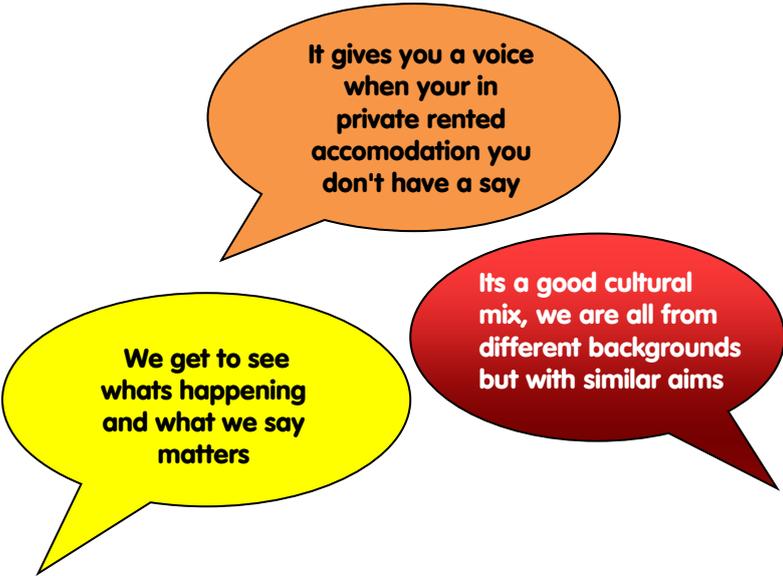
If you think we’ve got something wrong – use our complaints procedure

10. Have your say on Unity Services

The Tenant Panel

Unity has a dedicated number of residents who meet up every other month to discuss issues affecting our tenants homes and the community they live in. As well as attending meetings the Tenant Panel get involved in practical on-site inspections, mystery shopping exercises and interviewing and reviewing our contractor performance.

Members Comments



It gives you a voice when your in private rented accomodation you don't have a say

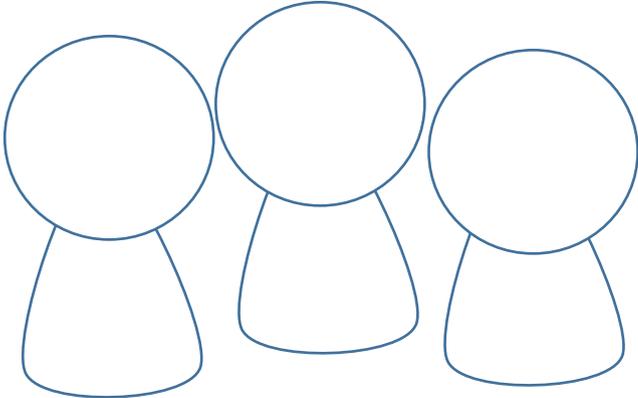
We get to see whats happening and what we say matters

Its a good cultural mix, we are all from different backgrounds but with similar aims

Love to Shop ?



For every event that is attended each panel member receives a Love to Shop voucher and all travel expences are paid.



Why you should Join ?

- Have your say on how Unity delivers its services
- Meet other residents in the community
- Enhance your CV
- You can learn new skills and attend training

If you would like to join the Tenant anel contact chris on 0113 2007700 or at chris.whittaker@unityha.co.uk

11. Christmas Puzzles



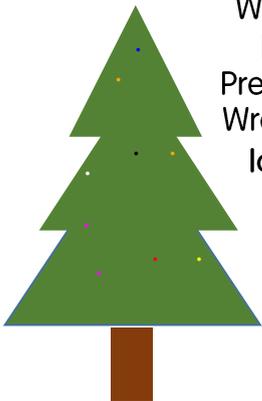
Supporting BME Communities and Multi-Cultural Neighbourhoods

Test your knowledge of the Christmas season by completing our wordsearch and crossword challenge. Send your completed entries back to our office at **Unity 117 Chapeltown Road Leeds LS7 3HY** by the 31st January 2020, all correct entries will be put into a prize draw for the chance to win £50 worth of Love to Shop Vouchers.



Hidden Words

- Holly
- Bauble
- Reindeer
- Snowman
- Santa
- Elf
- Tinsel
- Winter
- Ivy
- Present
- Wreath
- Ice



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

	1	2				3		
4								
					5			
		6						
					7			
8								

Clues

Across

1. Santas Hometown (7)
5. You should always w--- presents (4)
6. Number of lords leaping (3)
7. Shape on top of Xmas Tree (4)
8. Type of Xmas singer (5)

Down

2. A Xmas Calender (6)
3. Veggie alternative to Xmas Dinner (8)
4. Santa favourite Drink S----- (6)



Contacting Unity

T: 0113 200 7700

E: uha@unityha.co.uk

W: www.unityha.co.uk

Publications

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

www.unityha.co.uk/publications

Office Hours:

Monday: 9am - 5pm

Tuesday: 9am - 5pm

Wednesday: 10am - 5pm

Thursday: 9am - 5pm

Friday: 9am - 5pm

If you have an emergency repair when the office is shut, please call our office number on **0113 200 7700**. You will receive a number of options. Press 1 for Heating repairs. Press 2 for General Repairs. This will connect you to the correct contractors call centre. Should you choose the wrong option, the contractors will pass the details of the call between one and other to ensure that it is attended to appropriately.

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 information at your fingertips, visit our website at www.unityha.co.uk for leaflets, latest news and community information.

For comments and suggestions about this newsletter please contact **Chris Whittaker** on **0113 200 7751** or email

Chris.whittaker@unityha.co.uk

Leeds City Council Services

Adult Social Care

0113 222 4401

Anti-Social Behaviour

0113 222 4402

onestop@leeds.gov.uk

Children Social Care

0113 222 4403

Council tax and housing benefit

0113 222 4404

lcc.benefits@leeds.gov.uk

Complaints and compliments

0113 222 4405

Environmental health

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

0113 222 4406

refusecollection@leeds.gov.uk

Roads and pavements

0113 222 4407

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

