



2026

Homes & Enterprise

Supporting BME Communities

Spring Newsletter



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A WORD FROM CEDRIC BOSTON, CEO AT UNITY



I would like to begin by thanking all our tenants for your patience, feedback and continued engagement with Unity. Everything we do is focused on helping you feel safe, listened to and proud of your home.

This quarter, we are working closely with Equans to improve repairs and maintenance. Our first quarterly meeting with tenants took place on 1 April 2026, and regular meetings will continue to focus on issues such as missed appointments, flexible scheduling and better communication. These priorities will remain under review until improvements are delivered, and we encourage tenants to get involved in future meetings.

Like many organisations, Unity is going through a period of change. We are recruiting to several key roles to strengthen housing operations, property services and our enterprise work. While recruitment takes time, it gives us the chance to bring in new skills and ideas, while maintaining day-to-day services for tenants.

We are also improving how we handle complaints. Listening, learning and responding fairly is essential. A new appeals option now allows tenants to have complaints reviewed by a Unity board member and/or the Tenants Scrutiny Panel, strengthening independence, transparency and tenant voice.

Alongside housing services, we remain committed to supporting opportunities for local people. Through Unity Enterprise, we are working with partners to deliver the STEPS course, helping young people explore careers in business and enterprise.

We recognise the ongoing pressure of the cost of living and continue to offer support with money advice, employment, training and wellbeing. Please contact us if you need help.

Unity's strong community values continue to guide everything we do. By listening to tenants and working together, we can build safer, stronger and more connected communities.

Thank you for being part of the Unity community.

Cedric Boston
Chief Executive

Estate Improvement Day



Featuring: Northgate, Cleckheaton

Every year we select a few estates that are in need of some TLC and the Unity Team and partners come together to work with residents to address issues in that street, offer advice and get to know what's important to our customers.



Northgate boasts a sizeable car park for tenants but the flip side to this is that it attracts fly-tippers as an easy location to 'dump and run'. In March, Unity staff and our Equans volunteer Leon, who lives locally, helped shift the fly tipping from the area. Panda (formerly LSS waste management) kindly donated a skip for us to use.



Unity staff cleared the overgrowth and gardeners are being sent to tidy up the green spaces for tenants to maintain more easily.





Now that the area has been cleared, provision will be put in place to try and deter fly tipping in future. This includes notices to mark the land as private property and our regeneration team are going to look at the potential for gates or fencing to prevent debris blowing in. Tenants also told us that non-residents have effectively been stealing electricity by charging their electric vehicles using tenant's powerpoints.



Tenants have received information on how to close off electricity access from within their properties to prevent this.





You said: We did



You said: Some tenants expressed that they weren't happy with how complaints were handled at Unity and were concerned that those investigating complaints couldn't be impartial.

We Did: We have introduced another option for complaints investigations, where if tenants wish to raise a stage 2 complaint, they have the option of having the complaint reviewed by a member of our tenant complaints panel and a Unity board member.

You said: Tenants at Gertrude Paul Court said they were struggling with mobility when accessing the building.

We Did: Unity installed a handrail which will hopefully help tenants get in and out of their home more safely.



You said: Tenants on estate action days said that they don't have the equipment to maintain their gardens very well, or anywhere to store larger equipment.

We Did: We have created a Lending Library where tenants can borrow equipment such as lawn mowers, hedge trimmers and gardening tools for free!

You said: Tenants at Trinity Court said there weren't enough washing lines and that some needed replacing.

We're working on it! New rotary washing lines are scheduled to be installed, however our contractors identified that the area needs landscaping first, so these will come when that element has been completed.

International Women's Day



Women wear their stories

In March, Unity Homes and Enterprise sponsored two community gatherings in Leeds which brought together more than 130 women to celebrate International Women's Day through storytelling, culture and shared experience.

Organised by Ebony Milestone founder Beverley Brown and delivered in collaboration with Dr Khadijah Ibrahiim, the events created spaces for grassroots women to connect and reflect on their lived experiences.



The first took place at Unity Media Centre – one of three business centres operated by Unity Enterprise, the not-for-profit subsidiary of Unity Homes and Enterprise - where participants took part in a lunchtime conversation exploring the theme 'Women Wear Their Stories,' reflecting on clothing, identity and personal journeys. The discussion included contributions from Dr Khadijah Ibrahiim, Women's Whispers CEO Sunjeeda Hanif and Beverley McLaughlan from Petals & Stitches.



"It was a truly lovely event, offering a wonderful opportunity to meet fellow residents and connect with people from a variety of cultures and backgrounds. I really enjoy living in my home, and I absolutely love my Unity property."

Sahara, Unity tenant





Later in the week, more than 90 women gathered at Moortown Social Club for an evening celebration. At the heart of the event was a fireside conversation featuring Gloria Hanley, Tarsem Wyatt, Black Heath Initiative Managing Director Tashi Brown and Rhiannon Oliver, representing Unity Homes and Enterprise, the event's headline sponsor. The panellists spoke candidly about identity, leadership and personal journeys, highlighting the importance of creating spaces where community voices can be heard.



This year's theme, 'Give to Gain,' encouraged collective support and community empowerment. The vibrant and welcoming evening featured music, food from local caterers and stalls supporting small businesses, together with a fundraising element supporting women's causes in Jamaica following Hurricane Melissa.

Speaking after the events, organiser Beverley Brown said: "'Women Wear Their Stories' was created to bring women together in a meaningful way — to listen, reflect and celebrate the journeys that shape us.





Providing Multi-Ethnic Food and Clothing to Women in Crisis Hardship



About Us

Women's Whispers is a non-profit organisation dedicated to helping women and children in need. We provide assistance with food and clothing, while also offering emotional support. We believe that through empowering women, we can create a positive ripple effect in our society. Our goal is to give women and children the resources they need to succeed and break the cycle of poverty. We're committed to providing a safe and welcoming environment for all of our clients, and helping them achieve their goals. Women's Whispers is a place where everyone can find hope and a brighter future.

To claim food and clothing you must be:

- A Woman
- A Mother
- A Lone-parent
- From a black or ethnically diverse community
- A survivor/victim of domestic violence

Collection is standard but we can offer short-term, discrete deliveries to women who meet our criteria

We are open to supporting all people in need, but our organisation is set up to cater to a specific remit. This includes the amount of food or clothing we can offer out to the community. If you are looking for support, but do not fit our remit, please get in touch and we will sign post you to other services that can offer more appropriate support.

 **Contact Sunjeeda Hanif**
07883388485

 info@womenswhispers.org

 Hillside Enterprise Centre Beeston Rd, Holbeck, Leeds LS11 8ND

 Google Search: Women's Whispers Leeds
womenswhispers.org

To refer yourself or someone else, contact us through the information provided above. Please be aware that we require proof of benefits as a lone-parent before we can consider you as client.



Discover Your Entrepreneurial Potential: Join Unity's next 'Steps to Business' Programme

Unity Homes and Enterprise empowers tenants with practical tools and confidence for business success

Are you dreaming of starting your own business but unsure how to take the first step? Unity Homes and Enterprise, through its not-for-profit subsidiary Unity Enterprise (UE), offers the 'Steps to Business' training programme designed to unlock your entrepreneurial potential. This initiative supports tenants and community members, regardless of their background or prior experience, in gaining the essential skills and confidence needed to launch a sustainable business.

Recently, a group of aspiring Leeds entrepreneurs completed the bespoke 'Steps to Business' course, which runs across two weekends at Leeds Media Centre in Chapeltown.



- The programme kicks off with an icebreaker session to help participants connect and feel comfortable.
- From there, expert trainers guide you through the key elements of a business plan, the difference between business aims and objectives, and the process of delivering goods or services to both consumers and producers.
- You'll also learn to use tools like SWOT analysis to assess your strengths, weaknesses, opportunities, and threats—crucial knowledge for any new venture. The course concludes with practical modules on pricing, marketing, budgeting, and cash flow, ensuring you leave with actionable insights to move your business idea forward.

A tenant who completed the course described the programme as “vibrant and inspiring,” emphasizing that entrepreneurial success is rooted in strong motivation and determination. The supportive environment and thorough curriculum help every participant build the confidence and business know-how necessary for success. “I have no doubt that Steps to Business was the perfect launch pad for me to follow my business dreams,”

Unity is committed to providing opportunity for those who have historically lacked access to the tools they need to set up their own business. We are firm in our belief that *entrepreneurial talent is everywhere* and regard it as our mission to combat inequality by delivering opportunities for people who have been denied the chances their ability deserves.

Workshops and masterclasses, including ‘Steps to Business,’ are central to Unity’s mission. They give tenants the tools, guidance, and community support needed to pursue their ambitions.



If you are a Unity tenant or local resident with a business idea, consider signing up for the next ‘Steps to Business’ programme. Whether you’re just starting out or looking to refine your plan, this course could be your gateway to entrepreneurial success.

Call 07737 604542 or email: team@stepstobusiness.co.uk

Don't let uncertainty hold you back—take your first steps with Unity Enterprise and discover what you're capable of!





Unity would like to say thank you so much to all the tenants who responded to our Tenant Engagement Strategy survey with the chance to win £100! We had 37 responses and the winner was Darryl Jenkins. Congratulations Darryl!

Special thanks to tenants who attended our online and in person Focus Groups to coproduce our five year tenant engagement strategy. The ideas and suggestions given by both the survey respondents and people who came to the Focus group sessions have been used to create our tenant engagement and involvement strategy for 2026-2030. You can view the draft completed strategy here: [HERE](#) .
Let us know if you'd like us to add or change anything.

Focus Groups were attended by:

Sandra Swanston
Moses Muluka
Terence Holness
Sharon Campbell
Joan Gabbidon
Sharon Bahati
Casandra Sweeney



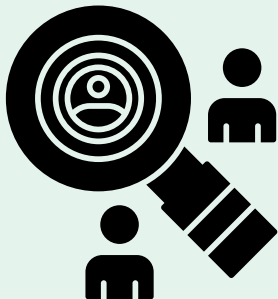
Lucretia St Ange
Fortunate Mdudi
Saima Safdar
Melisha Gottshalk
Vivene Ruddock
Pervis Akhtar
Edris Ponda
Hipouto Teixeira

WANTED



Complaints Reviewers

Be a part of the customer complaints process here at Unity, we want to hear your opinions about if we're responding to complaints effectively and how we can improve.



Mystery Shoppers

Help us understand the Unity customer experience step by step, so we can evaluate what we're doing well and where we can improve.

Unity want to involve our tenants in our customer service improvement and complaints processes.

If you can help, please text Rhiannon on 07712320759. 'Thank you' payments available.



Meet our Dementia Champion!

Unity Homes and Enterprise has appointed **Sean Kelly** as our first Dementia Champion, tasked with raising awareness and embedding dementia-friendly thinking across the organisation.



Unity supports the Alzheimer's Society's Dementia Friends initiative and is a member of the West Yorkshire Dementia-ready Housing Taskforce, which promotes housing design that helps people live independently for longer. The organisation has developed 10 dementia-friendly design principles, including clearer layouts, improved lighting and safer, more accessible environments.


Sean, who will combine the role with his position as Regeneration Manager, said:

"I'm proud to be strengthening Unity's commitment to becoming a dementia-friendly organisation through better understanding, practical action and future-focused housing design."

Unity staff will also attend Alzheimer's Society training through the West Yorkshire Combined Authority to help them better support tenants and signpost to appropriate services.

If you or someone you know would benefit from some support around dementia you can access free resources and support at www.alzheimers.org.uk.

If you think a Unity property would benefit from some adaptations to be more dementia friendly for yourself or someone else, please contact us on 0113 2007700 or speak to your housing officer.



"Becoming dementia-friendly is a collective effort. Through leadership, awareness and practical design, we are creating an environment where people affected by dementia feel supported and able to live well."

Cedric Boston, CEO



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



Who's Who of Unity

Housing Officers



Homes & Enterprise

Supporting BME Communities
and Multi-Cultural Neighbourhoods

Unity Homes has four housing officers who work across four 'patches', which is what we call the geographical areas where Unity has properties. Each officer is responsible for looking after one patch, with around 350 properties each. If you're unsure who your housing officer is, you can check against the areas and postcodes below. If you see them around on patch, feel free to say hello!

Shazhad Ahmed

Hyde Park, Headingley, Armley, Woodhouse, Huddersfield, Pudsey, Cleckheaton, Meanwood, Burley, Wortley and Moortown

BD19 3HZ	LS17 6WB	LS6 2LW	LS12 1UN	LS12 4BX
HD1 6EY	LS17 7EW	LS6 2NE	LS12 2AQ	LS12 4DA
HD3 4FB	LS19 7DS	LS6 2PZ	LS12 2BW	LS12 4DU
HD4 5ED	LS20 8QN	LS6 2UB	LS12 2JG	LS12 4LF
LS2 9AD	LS6 1EH	LS6 4HX	LS12 2JH	LS12 4NF
LS2 9QB	LS6 1HN	LS6 4QS	LS12 2LG	LS28 9LB
LS3 1EA	LS6 1HQ	LS6 4RZ	LS12 2LJ	LS7 1LG
LS4 2AB	LS6 1LS	LS6 4SU	LS12 2RD	LS7 1NN
LS17 5JW	LS6 2FB	LS12 1NF	LS12 3LB	LS7 1NU
LS17 5LZ	LS6 2HW	LS12 1TG	LS12 4BS	LS7 1SN



12th May
20th May
27th May

Sue Pennock

Chapelton, Chapel Allerton Harehills and Meanwood

LS7 2BN	LS7 3ED
LS7 2LL	LS7 3EF
LS7 2QR	LS7 3EH
LS7 2RX	LS7 3EL
LS7 2ST	LS7 3HA
LS7 3BA	LS7 3HB
LS7 3DZ	LS7 3JT
LS7 3EA	LS7 4BP
LS7 3EB	



Sue's inspections have been completed for this year, but if you would like to join her for a double check of your estate, please get in touch.

Jolene Pickles

Beeston, Burmantofts, Harehills, Holbeck, Cross Gates, Morley, Kippax, Hunslet
Wakefield and Huddersfield

LS10 2AN	LS11 6AZ	LS11 7DR	LS11 9PE	LS9 6LP
LS10 2AQ	LS11 6BF	LS11 7DX	LS15 7NA	LS9 6LX
LS10 2AW	LS11 6BH	LS11 7EB	LS15 7UB	LS9 7PZ
LS10 2NF	LS11 6BN	LS11 7EH	LS15 7UU	LS9 7QP
LS11 0AT	LS11 6BP	LS11 7EL	LS15 7UZ	LS9 8AE
LS11 0AU	LS11 6BW	LS11 7EQ	LS25 7FU	WF16 9NX
LS11 0DG	LS11 6DU	LS11 7PG	LS25 7FW	WF16 9PQ
LS11 5AA	LS11 6ET	LS11 7PQ	LS9 6AR	WF3 1WG
LS11 5RB	LS11 6JE	LS11 9LA	LS9 6HE	
LS11 5RG	LS11 7AW	LS11 9LL	LS9 6HF	
LS11 6AB	LS11 7DG	LS11 9PA	LS9 6HG	
LS11 6AN	LS11 7DH	LS11 9PD	LS9 6HT	



1st, 2nd, 3rd, 6th & 9th July
1st, 2nd, 5th, 6th & 8th October

Jenni Gilroy

Chapelton, Harehills and Burmantofts

LS7 4AT	LS7 4EN	LS8 3NS	LS8 4JJ	LS8 5JY	LS9 7PS
LS7 4AU	LS7 4ER	LS8 3QL	LS8 4JT	LS8 5LF	LS9 7UZ
LS7 4BL	LS7 4EU	LS8 3QY	LS8 4JU	LS8 5LN	
LS7 4DA	LS7 4EQ	LS8 3RB	LS8 4LA	LS8 5LP	
LS7 4DH	LS7 4HW	LS8 3RQ	LS8 4LJ	LS8 5LR	
LS7 4DQ	LS7 4HN	LS8 3RY	LS8 4LW	LS8 5LS	
LS7 4DR	LS7 4NT	LS8 4DU	LS8 5AP	LS8 5LW	
LS7 4DT	LS7 4RE	LS8 4DW	LS8 5AS	LS8 5NR	
LS7 4DU	LS8 2FP	LS8 4EL	LS8 5AU	LS8 5NZ	
LS7 4DW	LS8 2TJ	LS8 4ET	LS8 5AZ	LS8 5QD	
LS7 4DX	LS8 3DZ	LS8 4EU	LS8 5DG	LS8 5QF	
LS7 4EB	LS8 3EU	LS8 4EX	LS8 5EB	LS8 5QN	
LS7 4ED	LS8 3EX	LS8 4JB	LS8 5EZ	LS8 5RB	
LS7 4EE	LS8 3NP	LS8 4JD	LS8 5HP	LS9 6LR	
LS7 4EG	LS8 3NR	LS8 4JE	LS8 5HS	LS9 6RU	



10th April
10th July
9th October
8th January

Estate Inspections - could you help?

Tenants are invited to join their housing officers for estate inspections throughout the year: this involves coming with officers to check that properties and communal areas are safe and meet Unity standards.

Contact your housing officer directly if you're interested in joining them on an estate inspection. The dates of their planned estate inspections are under their pictures, these may be subject to change depending on work-loads.

Employment Services End of Year Performance.

Objective	Target	Result	Performance Rating
No. clients found employment	102	103	✓
No. clients supported into training	305	396	✓
No. clients into volunteering	10	11	✓
No. tenancy health check visits	50	50	✓



We are delighted to have achieved our employment service targets 2025/26 and we recognise this is about more than numbers – it's about the positive impact we make on the lives the people and communities we support and serve.

As a team, we combine our local knowledge, strong relationships with our community partners and business to help residents move closer to sustainable employment.

By listening carefully, tailoring support to each person's circumstances, and working collaboratively to overcome barriers, we help create meaningful outcomes while meeting our service targets. Our shared values, teamwork, and focus are what enable us to succeed together and to continue making a difference towards improving lives and creating opportunities.

If you would like support to access work or training, contact our employment lead, Kelly. Email kelly.jennings@unityha.co.uk or call her on 07730870810

Regenerating Our Communities:

Plane Street Scheme

Unity Housing Association continues to invest in high-quality, affordable housing through the regeneration of our communities, with the Plane Street development in Huddersfield representing a key project for local families.

The development comprises 30 brand-new, two- and three-bedroom homes that will be modern, energy-efficient and dementia-friendly, incorporating design features that support independence, accessibility and wellbeing.

Progress on Site:

Following extended onsite works the contractor has completed below ground substructure works building new retaining walls, roads, and drainage during a long and testing winter period. We are pleased to show that the houses are now also starting to take shape with concrete floors and the external walling commencing on the houses.

Forecast

Completion:

The scheme is forecast to be completed early next year in 2027, and we look forward to providing further updates as the scheme nears its completion towards delivering these 30 much-needed new affordable homes for families.



Living Well Together: Parking and Ball Games in Our Communities



Living in a communal environment means sharing space and working together to ensure everyone can enjoy their home comfortably. From time to time, we receive queries and concerns about parking and children's ball games, so we wanted to set out some helpful guidance.

Parking in communal areas

Unity does not provide allocated parking spaces at our properties unless this is clearly stated in tenancy or lease agreements.

Where communal car parks are shared, we ask residents to be mindful and respectful of others by:

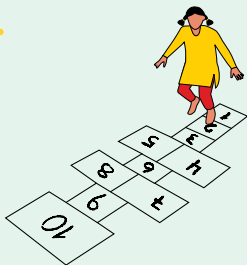
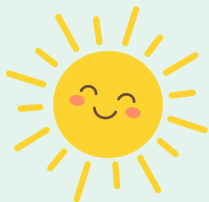
- Parking considerately and safely
- Taking responsibility for how many vehicles are kept at the property
- Ensuring visitors also park considerately

Communal living is about having a shared value in the space we all live in. Being considerate helps reduce inconvenience and conflict for everyone. Unity does not have enforcement powers over parking matters. However, where parking behaviour is unreasonable or persistent, we may seek legal advice and, where appropriate, consider further action.

Parking on public roads

In areas where Unity does not provide parking, and vehicles are parked on public highways, these roads are managed by the local authority or highways agency. In these situations, residents are encouraged to contact Leeds City Council, who are responsible for parking enforcement and public highways.

Where parking concerns are linked to anti-social behaviour, Unity will support residents where possible. **However, our ability to intervene is limited where there is no legal remit.**



Children's ball games and play

We understand how important it is for children to play, socialise, and be active – and we want to support that. At the same time, we also have a responsibility to help residents enjoy their right to peaceful enjoyment of their home.

We ask parents and carers to ensure that ball games are played:

- In appropriate areas
- In a way that does not cause distress or repeated disturbance to neighbours
- With consideration if balls enter other residents' gardens or cause damage

We know this can sometimes be challenging, but a little understanding on all sides goes a long way. Many complaints arise not because children are playing, but because neighbours feel unsettled or inconvenienced.

A shared approach

Living well together in our communities relies on mutual respect, understanding, and communication. By being mindful of shared spaces and considering how our actions affect others, we can all help create safer, happier neighbourhoods.

If you are experiencing ongoing concerns that you feel may amount to anti-social behaviour, please contact Unity so we can assess the situation and advise appropriately.

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**

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

"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".

THE BIG LUNCH

Unity
Homes & Enterprise
Supporting BME Communities
and Multi-Cultural Neighbourhoods

SAT
6TH
JUNE

FREE



12-2pm

1. *Bring a dish*
2. *Share a lunch*

Join us to share one **MASSIVE** lunch for the people of Chapeltown on Saturday 6th June 2026 at the Leeds Media Centre Car Park, Husler Place, LS7 3DR.

Find out what local organisations and businesses are up to and meet other people from the area to celebrate a shared love of food and community.

If you can, please bring a some food to share. This can be home cooked or shop bought! Just come along on the day.

For more info contact Rhiannon on 07712320759



The
Advonet
Group



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!



FREE

£10 refundable deposit

To reserve a piece of equipment contact Rhiannon on 07712320759 or speak to your housing officer. Collection from Leeds Media Centre



The way we contact you about your rent is changing...



To make sure you are aware of any issues as soon as possible, Unity may contact you using our new automated system.



How does it work?



1) The automated system will call you and ask if you are free to speak to someone in the team. The number that will come up on screen is 0113 8683203 and the message you hear will be a pre-recording.



2) If you are free, you should press '1' on your dialling pad, and you will be connected to a member of our staff straight away.



If you can't talk or are not available to answer the call, we will send you a text.

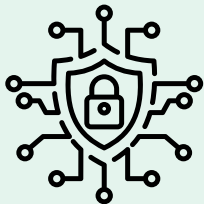


We will use other methods as well depending on the situation, but remember we are here to help.



If you have any questions, you can still contact us in the way that suits you.

Staying safe online: A cyber security guide for tenants.



In today's digital world, staying safe online is just as important as keeping your home secure. Cyber criminals are constantly finding new ways to trick people into giving away personal information, money, or access to their devices. The good news is that a few simple habits can protect you and your household.

Be Aware of AI-Driven Scams

Artificial Intelligence (AI) is now being used by scammers to create messages, emails, and even voices that look and sound real. Criminals can use AI to:

- Write convincing emails pretending to be your landlord, bank, or a delivery company
- Fake voices of family members asking for money
- Generate realistic images or documents



If something feels “off,” trust your instincts. Always double-check before responding or sharing information.

Watch Out for Phishing Attacks

Phishing is when someone tries to trick you into giving away personal details—like passwords, bank information, or login codes—by pretending to be a trusted organisation. Phishing messages often:

- Create a sense of urgency (“Your account will be closed today”)
- Ask you to click a link or open an attachment

Come from email addresses that look almost—but not exactly—right.



If you're unsure, don't click. Contact the organisation directly using a phone number or website you know is genuine.

Staying safe online: A cyber security guide for tenants, continued



Avoid Marketing and Money-Making Scams

Scammers often use social media, texts, and emails to promote:

- Fake investment opportunities
- “Too good to be true” offers
- Competitions you never entered
- Products that don’t exist



If someone pressures you to act quickly or pay upfront, it’s a red flag. Take your time and check reviews or ask someone you trust.



Always ID Workers Who Come to Your Home

Whether it’s a repair technician, housing officer, or contractor, always:

- Ask to see their official ID
- Check their name and role
- Confirm with your housing provider if you weren’t expecting a visit

A genuine worker will never mind waiting while you verify who they are.



Protect Your Devices with Antivirus Software

Antivirus software helps block viruses, harmful downloads, and suspicious websites. It’s one of the easiest ways to keep your phone, tablet, or computer safe. Look for:

- Well-known, reputable brands
- Automatic updates
- Real-time protection



Many devices also have built-in security features—make sure they’re switched on

New: Book or change your gas appointment online with PH Jones



If you're due a gas service, safety check or repair carried out by PH Jones, you can now manage your appointment online using their tenant portal.

What does this mean for you?

When PH Jones sends you a letter confirming your appointment, you don't have to phone to change it. Instead, you can:

- View your appointment online
- Change it to a more convenient date or time
- Choose an evening or alternative slot, where available



This gives you more flexibility and helps avoid missed appointments.

How to use the tenant portal:

Wait for your appointment letter from PH Jones

1. Go to the PH Jones tenant portal (the link is shown in the letter)
2. Enter your reference number and your postcode
3. Select a new appointment time that works better for you



Important to know

- Appointments can **only be changed once**, if it's your first booked appointment.
- Changes must be made **at least 7 days ahead**
- **If no one was home** for a previous appointment ("no access"), it can't be rebooked online
- The portal is for changes, **not first-time bookings**

Why this matters

Using the portal saves you time, helps us keep homes safe and reduces missed appointments and call waiting times



If you need help or can't get online, you can still use the contact details in your appointment letter.

Wanted:

Unity are holding a family fun-day for all tenants plus residents of Chapeltown and surrounding areas. Tenants are being offered 'first dibs' on stalls at the event so if you have a small business and are insured to sell, please get in touch to book your spot!

We are also looking for volunteers to help with the general running of the event. If you are an individual or community group that would like to get involved, please let us know.

Contact Rhiannon on 07712320759 or speak to your housing officer for more information.

UNITY IN THE COMMUNITY MONDAY FAMILY FUN DAY

12.00-16.00

**MONDAY 27th JULY 2026
REGINALD PARK
REGINALD TERRACE
CHAPELTOWN**

**INFLATABLES
GAMES
MUSIC
CRAFTS
STALLS
SPORTS
ACTIVITIES**

Unity Homes and Enterprise and the Reginald Community Hub are hosting a holiday fun day for residents of Chapeltown and the surrounding areas!

FREE

**Got an idea for a community activity in your area?
Share it by emailing rhiannon.oliver@unityha.co.uk**

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 555 111
100% anonymous. Always.



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



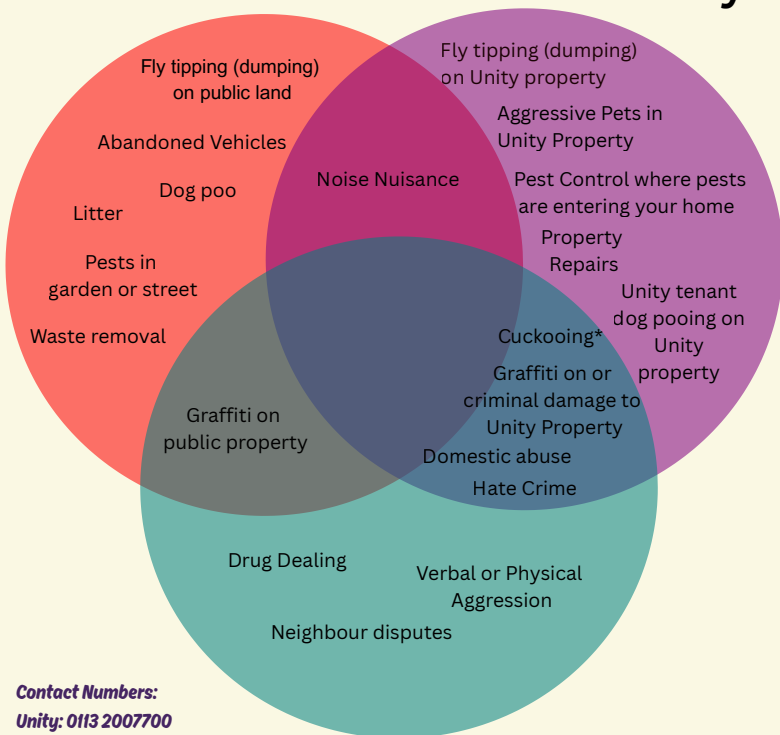
If you find dangerous waste products, contact the street cleansing team to dispose of them safely:
environmental.action@leeds.gov.uk

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

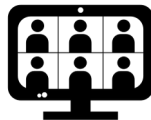
Upcoming Meetings

Join in person or
online via MS Teams

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



**(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

**Next Deep Dive Topic:
Staff turnover and impact on tenants**

Contact Rhiannon on 07712320759 to book your place

Changes to your rent in 2026/27



All social housing rents increased by 4.8% on 6th April 2026.

The increase was based on the Consumer Price Index (CPI) of September 2025 plus 1%. So that's 3.8% + 1%.

The increase is in line with the prescribed Government formula and complies with the Regulator Social Housing's requirements under the Rent Standard.

How much does the increase equate to?

On average:

For a 2 bed property in a social rented property this means an average increase of £5.20 per week.

For a 2 bed property in an affordable rented property this means an average increase of £6.35 per week.

If you are a shared owner your rent will have been increased by the terms of your lease.

Why is Unity increasing their rents?

Rent is our main source of income and pays for all of the services we provide. This includes the maintenance and improvement of your properties. We want to continue to ensure we can deliver our services and maintain and improve our properties, to do this we have to increase our income.

Unity, like everyone else, is still impacted by the cost of living crisis. Our costs have gone up by more than just inflation and if we did not increase our income then we would need to cut back on the services we provide.

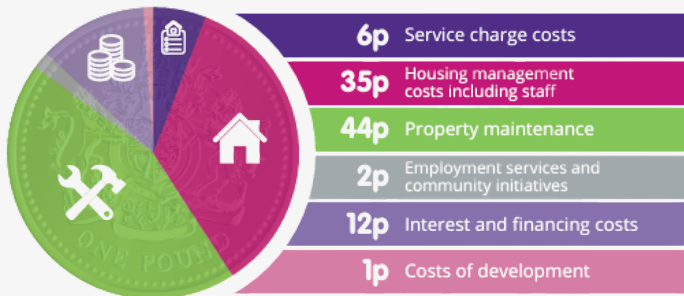
Adding a little bit more to our rents also allows us to build new homes and contribute to the need for more properties to combat the shortage in housing.

Service Charges

Some residents will pay a service charge for additional services we provide (communal cleaning, gardening, communal electricity, etc). These charges are calculated separately based on the cost of delivering these services and do not fall within the same calculation formula as your rent.

This means that if you pay a service charge your overall charges may have increased by more than 4.8%.

Below is how we spent each pound of your rent.



Our Rent Collection Policy

We require all our residents to pay their rent 'on time'. This means that your rent is due on the Monday of each week to avoid falling in arrears. We are happy for you to pay monthly but you must make sure you pay in advance so you do not fall into arrears.

We want to ensure we help you deal with any rent arrears as soon as you are behind when the debt is small. This means that you will be contacted by your Income Officer who will try to work with you to set up affordable payment plans. You may be asked to complete an Income and Expenditure statement so that we understand your circumstances better and to set up a payment plan that suits you.

Our aim is to avoid any formal enforcement action as a last resort and we have a history of helping tenants in arrears clear their debt. In some cases legal action is necessary to enforce payment of debt and we will do these where we find residents do not work with us or there is no hope of clearing the debt. **You are at risk of losing your home if you do not maintain your rent payments.**

Help and Support

Unity Housing are committed to supporting you when you face financial difficulties. Our Income Officers are here to support and agree affordable repayment plans. In some cases they may direct you to external specialist help and advice. Please refer to the rent booklet sent to you with your rent increase letter for details of organisations that can help if you are facing financial struggles.



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.

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

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

How to Complain

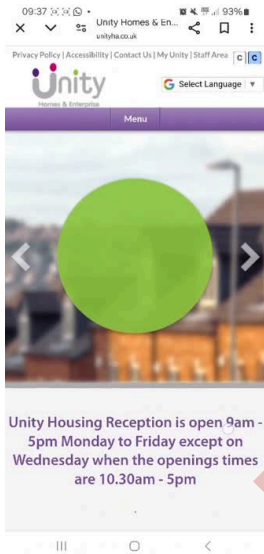
In Person with a member of staff

By Phone 0113 2007700

By Email customerservices@unitya.co.uk

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





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 unityyps@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

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.

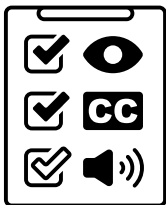
National Grid (gas leaks) 0800 111 999

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.