

# Unity News

Autumn 2020



New Community Supermarket opens at the Media Centre, see inside for details.



HM Government

# Start here to see if we could help you confirm your legal status and claim compensation.



## The Windrush Help Team

Here to support you and your family

We're here to help you apply for the Windrush schemes.

Call the free helpline: 0800 678 1925

Visit: [gov.uk/WindrushHelpTeam](https://gov.uk/WindrushHelpTeam)

Your information won't be passed on to Immigration Enforcement.

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## 3. Repairs Update



David Caron Maintenance Manager

The current national pandemic has had a considerable effect on the delivery of our repairs service. While we are committed to achieving our published timescales for repairs the requirement to shield, self-isolate and work from home has made this difficult for both ourselves and our contractors. We are grateful for your understanding and support during this difficult period. Should you have any difficulties or concerns about a repair please contact our customer services team on 0113 200 7700 who will advise and help.

### When will my repair be completed?

Unity sets priority timescales for different categories of repair:

- **Emergency** – Defects which pose a danger to health, safety and properties. Emergency repair jobs will be attended and made safe within 24 hours. We aim to attend 99% of these repairs within our priority timescale. Once the emergency has been made safe these defects may then require follow on work to be undertaken which will fall into our urgent, routine or non-routine repairs categories.
- **Urgent** – Defects which seriously affect your comfort and convenience. Urgent repair jobs will be completed within 3 days. We aim to complete 99% of these repairs within our priority timescale
- **Routine** – Defects which cause minor inconveniences. Routine repair jobs will be completed within 21 days, we aim to complete 99% of these repairs within our priority timescale
- **Non-routine repairs** – Defects considered to be discretionary or minor repair works. We will agree a timescale with you as to when these will be completed.

### Out of Hours Service

Our out of hours service operates after 5.00pm. It is important that all out of hours emergencies are phoned through to our out of hours contractors using the number detailed (0113 200 7700). If you try and contact out of hours using any other number, via the internet or via email this may not be picked up until the next working day. This could cause any emergency repair to be delayed.

## 4. Safety Inspections

Despite the current situation with Covid-19 it is important that we continue complete necessary safety inspections/tests to your home. This includes gas servicing, electrical safety tests and lift servicing. These works are required to ensure that your home remains safe. This work is a legal requirement and the government has been clear that we must continue to do them. We have developed ways of working with all our contractors to enable these tests to be undertaken safely and it is important that you allow us access to complete them where requested. We will work around you wherever possible. Should you have any concerns about safety tests contact our customer services team on 0113 2007700 they will advise you on what to expect during a test and how we can keep you safe when we do them.

### Gas Safety

As a landlord we have a legal responsibility to ensure that all gas appliances, fittings and flues within Unity's homes are safe and properly looked after - this includes central heating boilers and gas fires. We carry out an annual gas service.



#### Gas Safety Tips

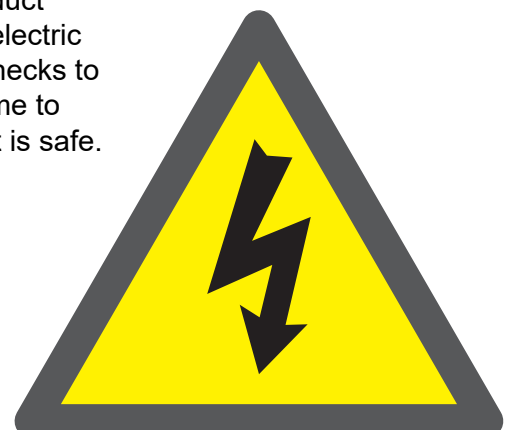
- Don't use any appliances that you think maybe, broken or faulty.
- Never cover a gas appliance such as a boiler.
- Make sure you know how to turn the gas supply off in the event of an emergency.
- Don't block or cover outside flues.
- Fit a carbon monoxide detector within your property.
- If you smell gas call the gas emergency number on 0800 111 999

#### Electric Safety Tips

- Check your sockets for burn marks regularly these will be checked on your safety test but if you have concerns let us know.
- Don't overload sockets or extension leads, try to keep to one plug per socket.
- Buy electrical appliances and chargers from a reputable source and check for a safety mark.

### Electric Safety

We conduct regular electric safety checks to your home to ensure it is safe.



## 5. Income Advice



### Income Manager Clive Greenwood Explains:

We know these are really difficult times, however we can still help. We wanted to share how we have helped many tenants already. So far since April we have helped 22 tenants receive £26,793 of discretionary payments towards their rent. We have helped a number of tenants work with **StepChange Debt Charity** to take control of debts including loans, water and electricity debt, council tax and rent arrears.

We have also helped tenants struggling to stay on top of issues at home by referring them to **Engage, Leeds Housing Options and The Social Justice Team at DWP**.

Lastly we know that our tenants are **savvy savers** and many of you will be planning ahead for **Christmas** so that you can afford the presents and food that you love to share. However it is really important, particularly with the possibility of more tough times ahead, that you don't rely on debt to pay for Christmas, because once you have debt, it is really hard to get rid of it.

#### Universal Credit tips:

You may be better off applying for, or staying on, other benefits instead of Universal Credit, so check first using our Benefit Calculator:

<https://unityha.entitledto.co.uk/home/start> and read the guide: [benefits for people affected by Coronavirus](#).

If you want help to claim Universal Credit call the Citizens Advice Bureau on 0800 144 8 444 for their National Help to Claim scheme.

If you cannot use the internet at all, you can also apply for Universal Credit by telephone on 0800 328 5644.

Help us to help you manage Universal Credit by talking to your IMO about how and when to pay your Housing Costs (rent) to us.

#### The Self Isolation Support scheme:

If NHS Track and Trace have told you to self-isolate, and you have a Test and Trace ID, you may be able to get £500 per individual for loss of income. You will need to be employed or self-employed and usually you need to be on a qualifying benefit. Contact your council to apply.

[www.leeds.gov.uk/coronavirus/self-isolation-support](http://www.leeds.gov.uk/coronavirus/self-isolation-support)

[www.kirklees.gov.uk/beta/health-and-well-being/covid19-apply-for-a-test-and-trace-support-payment.aspx](http://www.kirklees.gov.uk/beta/health-and-well-being/covid19-apply-for-a-test-and-trace-support-payment.aspx)

#### Universal Credit has a significant effect on us and our tenants.

Approximately a third of our arrears cases involve Universal Credit but make up approximately half of our arrears value (£166008).

Where tenants receive Housing Benefit or pay their rent to us directly approximately the same number of tenants are in credit as they are in arrears (over 450 of each).

However where tenants receive Universal Credit over three quarters are in arrears compared to one quarter (70 tenants) that are in credit.

**We will work with you to ensure you have a credit on your rent account, or to reduce your arrears as quickly as is manageable. Talk to us so if you need to apply for Universal Credit, you don't end up with a rent debt caused by Universal Credit that you will have to repay.**

## 6. Income Management Officer

Your Income Management Officer can assist you with paying your rent, creating a budget plan, claiming benefits including Universal Credit, managing your finances and helping you access support services if you are struggling to pay your rent. Each officer is responsible for the following streets listed below, to talk about your rent please contact them on their direct telephone numbers.



**Russell Sergeant**  
0113 2007752

### Properties Managed

|                     |                    |                   |                   |
|---------------------|--------------------|-------------------|-------------------|
| Alchester Terrace   | Ellers Grove       | Mexbrough Street  | Reyden Mews       |
| Arthrington Terrace | Fernville Road     | Mistress Lane     | Royal Park Grove  |
| Ashtree Court       | Fieldhouse Drive   | Mitford Road      | Royal Park View   |
| Bayswater Grove     | Hardrow Road       | Model Avenue      | Ruthven View      |
| Bayswater Mount     | Highfield Crescent | Montague Ave      | Ryan Place        |
| Bayswater Place     | Highfield Gardens  | Nowell Place      | Saville Place     |
| Bayswater Row       | Highthorne Street  | Oldfield Lane     | Saville Road      |
| Bexley Grove        | Hilltop mount      | Orika Court       | School Mews       |
| Bexley Place        | Juniper Place      | Parkwood Crescent | Scothall Green    |
| Briersdale Mews     | Kitchener Place    | Parkwood Road     | Scothall Grove    |
| 269 Chapeltown Rd   | Kitchener Street   | Pennythorne Drive | Scothall square   |
| 271 Chapeltown Rd   | Lawrence Gardens   | Ponderosa Close   | Sefton Terrace    |
| 307 Chapeltown Rd   | Leopold Street     | Poole Crescent    | Stratford Court   |
| Chipesch Way        | Luxor Road         | Poole Road        | Sutherland Road   |
| Copgrove Road       | Mandela Court      | Quarmby Road      | Tagore House      |
| Cowper Grove        | Mexbrough Avenue   | Reginald Mount    | Trinity Court     |
| Dorset Road         | Mexbrough Drive    | Reginald Place    | Umoja House       |
| Elford Close        | Mexbrough Grove    | Reginald Street   | Upland Gardens    |
| Elford Place West   | Mexbrough Place    | Reginald Terrace  | Wesley Road       |
|                     |                    |                   | Willow Tree Close |



**Sam Mnyama**  
0113 2007737

### Properties Managed

|                   |                    |                  |                 |
|-------------------|--------------------|------------------|-----------------|
| Ashton Court      | Glenhorpe Crescent | Louis Street     | Spencer Place   |
| Beckhill Grove    | Gordon Terrace     | Marian Terrace   | Stainbeck Ave   |
| Bentley Gardens   | Grange Avenue      | Meanwood Road    | Stainbeck Road  |
| Bentley Lane      | Grange View        | Monet Close      | Stonegate Edge  |
| Blackmoor Road    | Harehills Ave      | Monet Gardens    | Stonegate Drive |
| Blenheim View     | Harehills Road     | Newton grove     | Stratford Ave   |
| Carlton Grove     | Hamilton Ave       | Newton Park View | Unity Close     |
| Cliff Terrace     | Hartley Ave        | Oatland Green    | Vicars Terrace  |
| Colenso Mount     | Hillcrest Avenue   | Pear Tree House  | Windrush Court  |
| Cowper Street     | Hillcrest View     | Rigton Green     |                 |
| Deighton View     | Holborn Court      | Roundhay Ave     |                 |
| Dodgeson Ave      | Hovingham Ave      | Roundhay Mount   |                 |
| Fir Tree Approach | Leicester Close    | Servia Drive     |                 |
| Frankland Place   | Leopold Street     | Shay Street      |                 |



**Matthew Hull**  
0113 2007733

### Properties Managed

|                      |                    |                   |                     |
|----------------------|--------------------|-------------------|---------------------|
| Ancestor Close       | Devon Close        | Lodge Lane        | Sholebrooke Mount   |
| Armley Ridge Road    | Fielding Gate      | Markham Ave       | Sholebrooke Street  |
| Back Sholebrooke Ave | Fielding Gate Mews | Midland Drive     | Sholebrooke Terrace |
| Belvedere Ave        | Gahorne Terrave    | Northgate         | Sholebrooke View    |
| Bentley Avenue       | Harlech Park Court | Pasture Road      | Stonegate Grove     |
| Bentley Square       | Harlech Road       | Pepper Lane       | Stratford Street    |
| Briersdale Garth     | Harlech Terrace    | Recreation Grove  | Stratford Terrace   |
| Brown Lane East      | Harding Villas     | Rington Road      | Sussex Avenue       |
| Burlington Road      | Hazelwood Drive    | Rosebank Cres     | Tempest Place       |
| Chapel Fold          | Hazelwood View     | Rossington Plave  | Tempest Road        |
| 146 Chapeltown Road  | Hessle Road        | Runswick Street   | The Grange          |
| 265 Chapeltown Road  | Hird Street        | Sholebrooke Ave   | Thorn Drive         |
| Dawson Road          | Joy Row            | Sholebrooke Court | Thornfield Way      |
|                      |                    |                   | Vicars Road         |

Are you a Shared Owner? For rent enquiries contact Clive Greenwood on 0113 2007753

## 7. Domestic Violence Support



**The coronavirus pandemic has seen increased levels of domestic violence being recorded in the UK.**

**Do not suffer in silence, if domestic violence is affecting you or someone you know there are services available to help**

### **What is domestic violence?**

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This definition includes honour based violence, female genital mutilation (FGM) and forced marriage.

### **National Domestic Violence Helpline 0808 2000 247**

#### **Leeds Domestic Violence**

**Service 0113 2460401**

**[www.ldvs.uk](http://www.ldvs.uk)**

#### **Pennine Domestic Violence**

**Group 0800 0527222**

**[pdap.co.uk](http://pdap.co.uk)**

### **Need Emergency Housing?**

Leeds Housing Options Team 0113 2224412 [housing.options@leeds.gov.uk](mailto:housing.options@leeds.gov.uk)

Kirklees Housing Solutions 01484-221350 [housing.options@kirklees.go.uk](mailto:housing.options@kirklees.go.uk)



## 8. Community Supermarket



### Community supermarket comes to Leeds

# St Giles

YORKSHIRE

St Giles is a charity using expertise and real life past experience to empower people who are not getting the help they need. The charity will be running The Pantry, a supermarket with a difference, providing healthy food, expert advice and personal support to empower people to overcome adversity.



**Coming soon to Leeds Media Centre is.....**

The St Giles Trust Pantry working alongside Fare Share, Unity Housing Association and serving local communities the Pantry will be available to support the community in accessing surplus food at heavily subsidised prices.

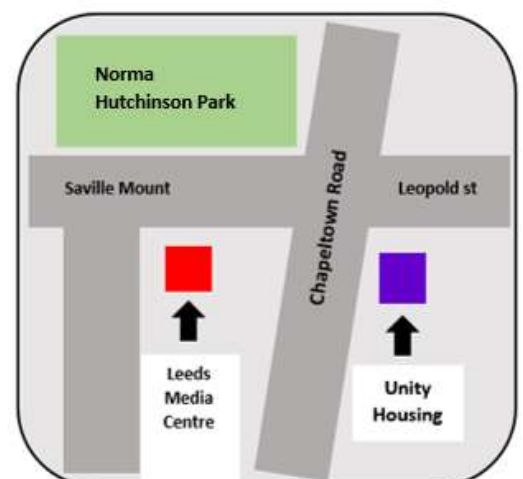
Customers pay a £3.50 weekly subscription to do a food shop, which provides a family of four enough groceries to prepare four high quality meals for the week, with fruit, dried goods.

Trained peer advisors work in our pantries, offering support and guidance to help tackle social issues faced by some of our customers. Many of our peer advisors have overcome similar challenges and the support they provide ranges from recipes to support on issues like employment and family problems

For more information please contact the team on:

**01138 195910** or [yorkshirepantry@stgilestrust.org.uk](mailto:yorkshirepantry@stgilestrust.org.uk)

**The Media Centre  
21 Savile Mount  
Chapelton  
Leeds  
LS7 3HZ**



# 9. Puzzle Corner



Test your knowledge by completing these puzzles. Send completed page back to **Unity 117 Chapeltown Road Leeds Freeport MEA2498 LSY 3HY** by 30<sup>th</sup> November all correct entries will be entered into a draw to win £50 in vouchers, please remember to enclose your name and address.

## Wordsearch Clues

- Berlin
- Madrid
- Vienna
- Lisbon
- London
- Paris
- Prague
- Oslo
- Rome



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| x | a | p | j | i | f | f | n | o |
| m | v | r | n | c | e | w | d | n |
| t | r | u | i | o | p | n | o | i |
| d | l | e | o | s | l | o | n | r |
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## Crossword Clues

### Across

1. Movie award ceremony
2. Tells the time
3. Name for public house
4. Mexican dish ----- Con Carne

### Down

1. Ocean between USA and UK
2. Fruit to make wine
3. Italian city on a lake
4. Iced treat on a stick

**Congratulations to Mrs A of Leopold Street who won £50 Vouchers in the last competition.**

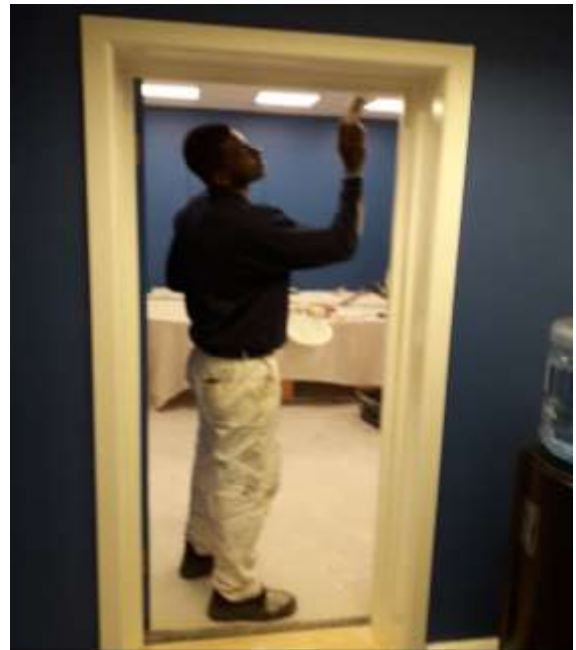
## 10. Know a Good Neighbour?



The Coronavirus pandemic has been a challenging time for everybody, but also we have seen a real community spirit across the nation with people offering their support to others, this may be from helping with shopping, picking up medicines or being a good listener. At Unity we would like to hear from our residents of how people are supporting each other and also recognise this, if you know a Unity resident that has been a good support to you and you want to say thanks, nominate them to us and they could receive a room decorated in their home courtesy of Bell Painting. To nominate a good resident please contact Chris on 0113 2007751 or email at [chris.whittaker@unityha.co.uk](mailto:chris.whittaker@unityha.co.uk)



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.



**See our website [unityha.co.uk](http://unityha.co.uk) for support**

**We have listed some support services on our website that you may find useful during the coronavirus pandemic including information on**

**Covid-19 Testing Centres**

**Foodbanks**

**Support Groups**

**Benefits and Universal Credit**

## 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: 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 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<br><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<br><a href="mailto:refugecollections@leeds.gov.uk">refugecollections@leeds.gov.uk</a> |
| Housing Advice        | 0113 222 4412   |
| Roads and Pavements   | 0113 222 4407<br><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<br><a href="mailto:gatewaytocare@kirklees.gov.uk">gatewaytocare@kirklees.gov.uk</a>           |
| Anti-Social Behaviour    | 01484 221000<br><a href="mailto:safer@kirklees.gov.uk">safer@kirklees.gov.uk</a>                           |
| Child Protection         | 01484 414950   |
| Council Tax and Benefits | 01484 414950<br><a href="mailto:Council.benefits@kirklees.gov.uk">Council.benefits@kirklees.gov.uk</a>     |
| Customer Service Centre  | 01484 221000<br><a href="mailto:Customer.enquiries@kirklees.gov.uk">Customer.enquiries@kirklees.gov.uk</a> |
| Housing Advice           | 01484 221350<br><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.

