

## About Unity

Unity is a Black and Minority Ethnic housing association based in Chapeltown. We have around 1,000 properties across Leeds.

Although we were set up to serve the needs of ethnic minority communities in Leeds, **anyone can apply for a Unity home**. We treat all sections of the community equally.

Most of our properties are flats or family homes, with some schemes for the elderly. We also manage 'shared ownership' homes.

Our tenants say that our strengths are our modern, good quality homes and our diverse, multi-cultural estates.

Unity is part of the *Leeds Homes Register*. This means that we share our waiting list with Leeds City Council and some other local housing associations.

Unity has a *Choice Based Lettings* system run by Leeds City Council. **If you want a Unity home, you have to bid for it.**

## Who can apply to Unity?

We may refuse to rehouse you for the following reasons.

- You are or were a tenant with Unity, another social landlord or a private landlord and you owe rent or have broken other conditions of your tenancy.
- You, your household or your visitors are known to cause serious anti-social behaviour or criminal activity.
- Your application form contains false information.
- You live in a Unity home already and have been there less than 12 months.

## Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

## Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

## Our contact details

Unity Housing Association  
113-117 Chapeltown Road  
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



**Applying for  
housing**



**Applying to Unity through  
Leeds Homes**

**Leaflet 01  
Version 2 - Sept 2009**

## The 3 steps to being rehoused...

**Step 1: Register with *Leeds Homes***

**Step 2: Get the right priority**

**Step 3: Bid for a home**

### Step 1: Register with Leeds Homes

If you are already on the *Leeds Homes Register*, you are on our waiting list. You can bid for a new home now (see **Step 3: Bid for a home**)

If not, you need to apply to *Leeds Homes*. You can get their membership pack in the following ways.

- From our office (phone us and we'll post it)
- From your local One Stop Centre.
- From any council housing office.
- By phoning *Leeds Homes* on **(0113) 222 4413**.
- Online from [www.leadshomes.org.uk](http://www.leadshomes.org.uk)

Fill the form in and return it with any information that may support your case, e.g. support letters or eviction notices. You can either return your form direct to *Leeds Homes*, to a council housing office or to Unity.

If you return your form to the council, they usually take 4-8 weeks to process it.

If you return your form to us, we will process it and give you a membership number within 4 weeks, as long as it is complete. When you get your membership number, you can start bidding.

**Q: Can I get information in any other languages?**

**A:** The Leeds Homes website has information in Arabic, Bengali, Chinese, Czech, Farsi, French, Kurdish, Polish, Punjabi, Tigrinya and Urdu.  
[www.leadshomes.org.uk](http://www.leadshomes.org.uk)

### Step 2: Get the right priority

When you get your Leeds Homes membership number, look at the your 'priority'. There are four 'priority bands'.

- **General needs** (lowest priority)
- **Priority** (you have medical needs, are severely overcrowded, are living in poor conditions, or have 'urgent need')
- **Priority extra** (you are homeless, have urgent medical need, your home is unfit to live in or have 'additional urgent need')
- **Priority extra plus** (the highest priority - a combination of serious problems)

#### How to get priority

If you think that you are in priority housing need, you have to be assessed. **Unity can't award you priority - the council does it.**

As soon as you get your membership number, contact your local council housing office or call the *Leeds Homes* on **(0113) 222 4413**.

You may lose your priority rating if:

- you have been 'priority' for over 3 months; or
- you refuse a reasonable offer of housing.

If you disagree with the priority you have been given, you have the 'right to review'. Contact *Leeds Homes* on **(0113) 222 4413**.

**Q: How long will it take to get rehoused?**

**A:** We're sorry but we cannot tell you how long you will wait. There are far more people applying for our homes than there are homes available.

You will be rehoused quicker if you are higher priority and consider a wide choice of areas.

### Step 3: Bid for a home

**If you want a Unity home, you have to bid for it.**

Unity is part of the *Choice Based Lettings* system run by Leeds City Council. We advertise all our available empty homes in the *Leeds Homes* magazine, which comes out every Wednesday. You can get a copy from our office, council housing offices or your local library.

You can also search for our properties (as well as other housing association and council ones) on the *Leeds Homes* website at [www.leadshomes.org.uk](http://www.leadshomes.org.uk).

#### How to bid

You can bid for up to 3 properties a week (including council ones). You will need your membership number and the property reference number. Bidding closes at 1pm each Tuesday (5pm for phone bids).

- Online at [www.leadshomes.org.uk](http://www.leadshomes.org.uk)
- By phone on **222 4413** (8.30am - 5pm Wed - Mon)
- By text (see [www.leadshomes.org.uk](http://www.leadshomes.org.uk) for details)
- By minicom on **(0113) 222 4410**.

If your bid is unsuccessful, we will not contact you. We wish you better luck for next time.

If we short-list you for a property, we will contact you within 3 weeks to arrange an assessment. We will ask for references and may carry out a police check. Once we have assessed all the short-listed applicants, we decide who to offer the home to and let you know.

**Q: What can I do if I'm homeless?**

**A:** If you have nowhere to live, or you are likely to become homeless soon, you can get help and advice from the council.

**Leeds Housing Options**  **(0113) 222 4412**  
**2 Great George Street, Leeds LS2 8BA**