

Dates for your diary

Want to know more? Call us on **(0113) 200 7743**.

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| Tuesday 11th January 2011 Two choices of session: 1 - 2.45pm or 6 - 7.30pm | Maintenance Panel This meeting: Appointing the new repairs contractors. |
| Tuesday 18th January | Leeds Jewish HA residents' meeting |
| Tuesday 1st February Two choices of session: 1 - 2.45pm or 6 - 7.30pm | Neighbourhoods Panel This meeting: Anti-social behaviour - how well does Unity deal with it? |
| Tuesday 15th February 6 - 7.30pm | Working tenants' focus group - repairs & maintenance |
| Tuesday 1st March Two choices of session: 1 - 2.45pm or 6 - 7.30pm | Involvement & Customer Care Panel This meeting: mystery shopping - the results |
| Tuesday 8th March Two choices of session: 1 - 2.45pm or 6 - 7.30pm | Black Caribbean tenants' focus group - repairs & maintenance |
| Tuesday 5th April Two choices of session: 1 - 2.45pm or 6 - 7.30pm | Maintenance Panel This meeting: The new repairs contract, checking how well it's working over the next year |

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



Resident Involvement

Improve your relationship with Unity.

Influence decisions about your home and the services you get.

Why get involved?

Input from you, our residents and other people in the communities where we work, helps us to provide a better service.

Our tenants have varied lifestyles and different interests, so we have a wide range of ways to get involved. You should find something to suit you.

Making it easier to get involved

If you want to get actively involved, we can let you use our computers, photocopier or meeting rooms. We can give you funding for residents groups or money for community events like street parties.

And don't worry about being left with the bill, as we'll always offer to pay your expenses for travel or childcare costs. From time to time we'll offer you a small thank you gift to show that you're appreciated, or we might even buy you dinner.

Casual dates

If you have a busy life, you might not want to spend a lot of time getting involved. We have a range of options for keeping you informed or finding out what you think.

To find out more about how to get involved in your community, see our leaflet *'In your neighbourhood'*.

Communication

We try to give our residents good quality, easy-to-understand information. All our newsletters and leaflets are in Plain English. If you find them difficult to understand for any reason, please say.



We send our newsletter, *Unity News* to all our tenants four times a year. We also send out local newsletters.

Our website at www.unityha.co.uk also contains a lot of useful information.

Listening to you

You might have just had a repair done, or a new kitchen. Perhaps you made a complaint or we're thinking of changing something where you live.

By sending back any questionnaires we give you, you'll directly affect what happens in the future. We read every one and try to put right any problems.

Committed relationships

Regular dates - Tenant Panels

If you want to spend more time with us, there are three panels that you can join. Each one meets four times a year. We have a choice of two sessions for each meeting - afternoon or evening - to help you to make time for us.

- **Maintenance:** get to know our Maintenance Manager better and affect our repairs service.
- **Neighbourhoods:** influence how we look after your environment, and how we deal with problems in your neighbourhood.
- **Involvement & Customer Care:** do we treat you right? This is the place to find out and to tell us how to do it better.



We got involved!

Stonegates kids loved their street games with play workers. The idea for the play project came up in an involvement meeting and we made it real.

If you want more information about what resident involvement means at Unity, please ask us for a copy of our *'Resident Involvement Strategy'*.

Our partners - Leeds Tenants Federation

www.leedstenants.org.uk

(0113) 214 5327

Leeds Tenants Federation is an independent group, run by tenants for tenants. Contact them to find out more, claim grants or take part in free training.



We got involved!

Every repairs satisfaction questionnaire you send gets entered into a £50 prize draw - we have four winners a year.



We got involved!

Our panel of seven tenants had never done anything like this before, but enjoyed telling us where to spend £200,000 on environmental improvements.

Extra dates - focus groups and working groups

We regularly have focus groups or working groups on particular issues, like anti-social behaviour, where we get a more intimate view of what you want.

Get together with other like-minded people

If you want to join or set up a residents' association, we can give you training and £100 start-up funding.

Taking a dominant role - Board membership

Even our Chief Executive has to answer to someone! Our Board provides Unity with leadership and guidance, and can contain up to three tenants.