

Council services

www.leeds.gov.uk

You pay your council tax, so you're entitled to the same level of service as anyone else in Leeds. Look on the council's website for their full range of services.

Street cleaning

(0113) 222 4407 refusecollection@leeds.gov.uk

The council sends round street sweepers on a regular cycle. To find out when your street is due, look at the '*street cleansing schedule*' on their website. If they don't come, get in touch with them.

Noise service

(0113) 222 4406 env.health@leeds.gov.uk

Excessive noise makes life a misery. This service deals with noise complaints, e.g. loud music, barking dogs, burglar alarms or pubs. If the noise is from a Unity tenant, please tell us, but contact the *noise service* too. They have legal powers that we don't have.

Fly tipping

(0113) 222 4406 cs.enforce@leeds.gov.uk

If somebody has dumped rubbish on Unity land, you need to tell us. If it is not on our land, tell the council.

Street lighting

(0113) 222 4407 leedspfi@sec.eu.com

Unity does not own any street lights - they belong to the council. Report any problems to them. If lights are repeatedly being vandalised in your area, you might want to talk to your *neighbourhood policing team*.

Area management committees

To find your next local meeting, contact your local councillor, look in the 'About Leeds' newsletter or look under 'committees' at www.leeds.gov.uk.

Do you think the streets need cleaning more often? Are there enough things for young people to do? Is crime a problem? Your local *Area Committee* is there to give you the chance to influence local priorities.

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



**In your
neighbourhood**



Unity's estate services

Other local services

**Getting involved in your
local community**

**Leaflet 12
Version 3 - Nov 2009**

Living in your community

There are so many things that can make your neighbourhood a better place to live in. Some of them are under Unity's control, but a lot are controlled by other agencies (e.g. the council) or rely on residents taking action to help themselves.

We hope that this leaflet will give you enough information and ideas to make your area the best it can be.

Unity's services

If you want more information on how you can affect how your home or your estate is managed, please see our leaflet *'Resident involvement'*.

To find out more about services for things you share with other tenants, e.g. landscaping or communal hallways, see our leaflet *'Service charges'*.

Regular inspections

We regularly inspect the outside all of our homes and estates and note any repairs or problems. If any tenants aren't looking after their home or garden properly, we write to them, giving them 14 days to deal with the problem.

You can take part in the inspection if you want, to show your housing officer what the problems are and find out what they're going to do about it. Please contact us and ask to speak to your housing officer.

Frequently asked questions

Q: How do I get improvements in my area?

A: When we send you a survey, make sure that you fill it in and send it back. Or you can just call us and ask to speak to the Resident Involvement Officer.

Unity in your community

We want to do more work with residents to make our estates vibrant and thriving places to live.

Scheme improvements

We regularly survey all our tenants to see if they're happy with where they live, and if anything needs improving. Our 'environmental improvements' budget is allocated by a panel of tenants, and spent in the areas that need it the most.

We carry out a full resident consultation before we make any changes, and include the local children if we can.

Community activities

We have a resident involvement budget that has money in it for things like children's sports or arts classes, street parties, clean-up days - anything that brings people together in a positive way. If you have an idea for your area, please contact us.

Unity Enterprise

(0113) 242 5996

www.unityha.co.uk

Unity Housing has a sister company, Unity Enterprise, aimed at improving work and business opportunities for local people. We manage three business centres - the *Chapelton Enterprise Centre*, *Unity Business Centre* and *Leeds Media Centre (HOST)*. Please contact us if you need an affordable business unit.

Q: Why isn't Unity putting on any kids' activities in my area?

A: We rely on residents coming forward to help organise events. We have funding, contacts, knowledge and advice - all we need are some reliable residents with time, enthusiasm and ideas.

Community agencies

There are a lot of organisations out there that can help you make changes in your neighbourhood.

Leeds Tenants Federation

(0113) 214 5327

www.leadstenants.org.uk

As a Unity tenant, you are automatically a member of *Leeds Tenants Federation*. This independent organisation is run by tenants for tenants, to stand up for their rights. They have a *'mystery shoppers'* group and can tell you if you have a local *residents association*. Contact them to find out more.

Residents associations

These are organisations set up by local people to represent residents' views. They campaign and fundraise for local issues. If you want to set one up, we can give you a full information pack, training and £100 start-up funding.

Neighbourhood Policing Teams (NPTs)

0845 606 0606 **www.westyorkshire.police.uk/npt**

NPT's are special teams of police and community support officers (PCSO's) who work closely with the community in just one area. For example, the local NPT priorities for Little London are:

- *burglary;*
- *vehicle crime;* and
- *anti-social behaviour.*

If you're worried about crime or anti-social behaviour issues in your area and want the police to target your concerns, get in touch with your NPT. Some of them run fun activities for children too.

Councillors and MPs

Find yours at www.leeds.gov.uk or ask us at Unity

You have three councillors and one MP in your area, elected to serve your interests. Use them! They can put pressure on the council and have funding too.