

Unity: delivering high quality, affordable housing and related services which promote sustainable neighbourhoods, choice and the wellbeing of Black & Minority Ethnic communities in Leeds.

Unity

Homes & Enterprise

Supporting BME Communities

News

Christmas 2011

## Keep warm & safe

At this time of year, it's really important that your home's as warm as possible and that you know what to do if there's an emergency in the holiday season.

To help you this winter, we have an issue full of hints and tips.

- Page 5 **Green Doctor** - free energy-saving and insulation measures
- Page 5 Looking after your **locks** and keeping your **keys**
- Page 6 **Burst pipes** - how to prevent them
- Page 7 **Condensation** and **black mould** - how to prevent them
- Page 8 **Broken boiler?** What to do
- Page 9 **Bleeding your radiators** and topping up your boiler pressure



And here's what else we've got this issue.

- Page 3 **Free debt advice** and **free counseling** from St Vincent's
- Page 4 A **year of tenant achievements** - the work of our Tenant Panel
- Page 10 Want to have your say? **Involvement diary** January - March 2012
- Page 11 **Family disaster?** Emergency numbers for seasonal help.

Your next copy of *Unity News* will be coming through your door at the end of January, full of information aimed at helping you. Until then, we wish you a happy holiday and a peaceful New Year.



## Xmas opening

**Fri 23rd December**

Early closing - office closes 12.30

**Monday 26th December**

Office closed

**Tuesday 27th December**

Office closed

**Wednesday 28th December**

Office open 10 - 5

**Thursday 29th December**

Office open 9 - 5

**Friday 30th December**

Early closing - office closes 12.30

**Monday 2nd January**

Office closed

**Tuesday 3rd January**

Office open 9 - 5



## Emergency holiday repairs numbers

If you have a repairs emergency while our office is shut, don't worry - our contractors are on 24-hour call.

**Emergency repairs** ☎ 0845 634 2766

(e.g. serious floods & leaks, total loss of water or electricity, only toilet is blocked)

**Emergency gas repairs** ☎ (0844) 736 0489

(e.g. total heating or hot water failure when Unity's office is closed the next day)

Not sure if it's an emergency?



See our handy guide on page 7.



Do you find it difficult to read all of *Unity News*? To help you, we have put the most important points on this page so that you do not miss them. To find out more, please turn to the page and read the article.

Do you need this page translating? Please call us on (0113) 200 7700 and let us know what language you speak. We can also send you a large print newsletter.

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(e.g. total heating or hot water failure when Unity's office is closed the next day)

## Help for personal problems (page 2 & 11)

**St Vincent's - debt advice and personal counseling** ☎ (0113) 248 4126

## Avoid burst pipes (page 6)

Keep your heating on low if you go away.

Know where to find your stop tap.



## Free energy-saving advice (page 5)

Call Groundwork Trust's **Green Doctor** on (0113) 238 0601 for free energy-saving advice and practical help, like draught-proofing.

## Are you insured?

**Floods, break-ins, accidental damage - could you afford to replace everything if you have a disaster this winter?**

Unity has linked up with insurers Jardine Lloyd Thompson to offer you a low-cost contents insurance service aimed specially at tenants.

Contents cover starts from £2.34 a week for £9,000 of personal possessions and furnishings. You can pay in many easy ways - fortnightly, monthly or annually.

**Protect yourself - call us now for a free, no-obligation application pack.**

**"When the bloke in the flat above me left his bath running and soaked my flat, I was so glad I had insurance!"**

**Mr JM**

## Working? Need a repair? Use 'first call'.

If you work, ask for a 'first call' appointment the next time you need a repair.

Our contractors will come to your home **first** that day (usually between 8 - 9.30am).

So you can get off to work without waiting in all day!



**Are you finding it difficult to manage?**

**Do you worry that you'll lose your home because you can't pay the bills?**

**Are personal problems making it impossible for you to lead a happy life?**

Times are hard at the moment, with government cuts, job shortages and bills going up all the time.

Luckily, there's help at hand, as Unity has asked St Vincent's to provide **free debt advice** and **free counselling** to our tenants.

You can call St Vincent's direct and ask for an appointment, or you can ask one of our staff to refer you to them.

**St Vincent Support Centre,  
Berking Avenue, York Road,  
Leeds LS9 9LF**

**Phone: (0113) 248 4126**

**Mon-Friday 10am - 4pm**

**www.stvincents-svp.org.uk**

## Easy ways to pay rent - by internet, text or phone

Thanks to everyone who came to our recent focus group on our new website features (coming soon). Many of you asked us to publicise information on easy ways to pay your rent, as you didn't know that you could pay by text.

To pay over the internet or by text, you'll need an Allpay card. If you don't have one already, call us to order one.

- **Direct from your bank account:** set up a standing order - weekly, fortnightly or monthly.
- **At a local Paypoint outlet:** Use your Allpay card to pay by cash or card.
- **Online with Allpay:** Use your Allpay card at [www.allpay.net](http://www.allpay.net).
- **By phone by debit or credit card:** Call us on **(0113) 200 7700**.
- **At our office:** Pay with cash, cheque, debit card or credit card.
- **Pay by text from your mobile:** To do this, you need to register on the Allpay website at this address.



**<https://www.allpayments.net/textpay>**

If you need help to register for payments by text, just ask at our office. Once you're set up, it's easy!

## Head Space

**From Wed 8th February  
@ Unity's offices  
12.30 - 2.30 pm  
Every week for 7 weeks**

**"Go on this course - it's life-changing."**

Head Space is a free programme of seven weekly sessions that will help you to deal with the tough times in life that happen to us all.

Every week, you look at the problems affecting you and learn techniques to tackle them.

**Call Emma now on (0113) 200 7743 or email [emma.ruane@unityha.co.uk](mailto:emma.ruane@unityha.co.uk) to book your place**

# A year of tenant achievements

Unity's Tenant Panel has had an excellent year, where our active tenants have gone from strength to strength.

Here's some of the highlights of what the Tenant Panel and other residents have achieved.

## March 2011 Appointing new repairs contractors

Panel members helped to set standards for the new 5-year repairs contract, took part in interviews and scrutinised the results to choose their favourite company - Forrest.

## June 2011 Gardening for disabled tenants

Following demands for a service for tenants who couldn't cope with looking after their own garden, Unity looked at options for setting up a service. Panel members decided who should qualify for the service and what level of service they can expect.

## December 2011 Website review

Following a really good piece of work from active tenant Lisa-Jane, 13 tenants came to our focus group on developing Unity's website. They came up with loads of ideas, which will mean that we'll be introducing a revamped website in 2012, where you can check your rent balance and repairs too!

## Coming up in 2012... appointing new gas contractors

Reliable heating and hot water are incredibly important to our tenants. After eight months of using new gas contractors, IDM, our Tenant Panel is looking at how well they've done and helping to appoint the right contractors for the next 5 years.

**If reliable heating systems and great customer service are important to you, join the Tenant Panel and help to choose the contractors who come to your home.**

In **November 2011**, tenants from Unity, Headrow Housing and Leeds & Yorkshire Housing did a joint inspection of a selection of Chapeltown housing developments.

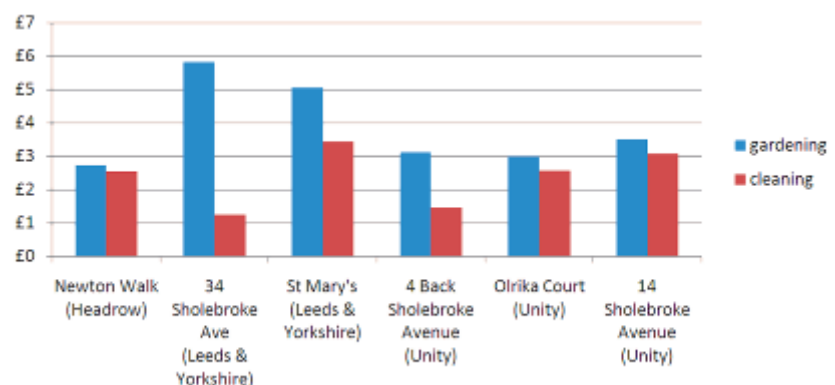
They found that Unity's cleaning and landscaping services were good quality and cheaper than some others (see graph on right). This is a really good result, as the smaller size of our schemes makes costs higher..



*Unity tenants teaming up with residents from other housing associations, to get a really objective view on service standards*



*Reports full of tenants' recommendations that went straight to Unity's managers for action*



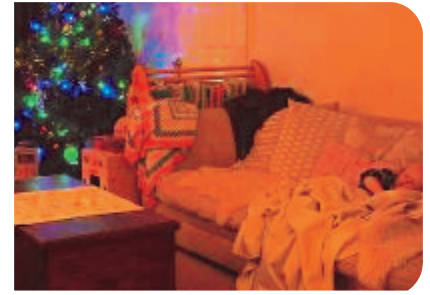
**Gardening and cleaning costs, per tenant, per week**

**Do you want to be part of a fun, informal group that meets up once a month (afternoon or evening) and makes a real difference to how Unity is run?**

**Call Emma Ruane on (0113) 200 7743 or email [emma.ruane@unityha.co.uk](mailto:emma.ruane@unityha.co.uk) to find out more.**



## Do you have draughty wooden windows or doors? Solid walls that can't have cavity wall insulation? The Green Doctor could help you.



With rising fuel costs, more and more people are struggling to heat their homes. By the end of 2012, we aim to have replaced all our single-glazed windows with new double glazing. However, we can't afford to replace existing double-glazed windows yet, even though we know some of them have started getting draughty.

This is where the *Green Doctor* service can help. This **free** service provides advice about saving energy and can fit your home with free draught-proofing. First, they come and visit your home to see if they can help. If they can, they will give you advice and fit free technical measures. Anyone can ask them for a home visit, but they'll give priority to the most vulnerable households - people with disabilities, the elderly, or people on low incomes.

**Free Green Doctor Service - call now for your appointment**

**T: (0113) 238 0601**

**E: [greendoctorleeds@groundwork.org.uk](mailto:greendoctorleeds@groundwork.org.uk)**

## Don't get locked out!

Imagine... it's a cold, wintry evening and you can't get into your home. What a nightmare! Follow our tips to make sure that it doesn't happen to you.

### Oil your locks



Putting a squirt of oil into your door locks every winter can stop them from jamming.

If you come home and your key won't work in the lock, try borrowing some WD40 or lubricating oil from a neighbour. Even cooking oil will do in a pinch! Squirt it into the lock, leave it for a couple of minutes and try your key again.



### Give out spare keys



It's no good keeping your spare keys in a drawer in your kitchen. Give a set to family or friends, so if you lose your keys, you don't have to pay for a lock change.



Last winter, we had dozens of cases of frozen pipes, which can cause chaos in your home. Follow our handy guidelines to prevent your home from freezing or flooding in the cold snap.

## Preparing for the worst

If you do get a burst pipe, it can cause a lot of damage. Protect yourself as much as you can.

- **Find your cold water stop tap.** Imagine seeing water flooding through your ceiling, then realising you don't know how to turn it off. Make sure that everyone in your family knows where it is.
- **Get home insurance.** If a pipe bursts and floods your home, as well as redecorating, you might have to replace carpets, furniture and electrical items. Could you afford it? Call Unity to ask for a free, no-obligation home insurance pack. We don't profit from it and there may be cheaper deals on the market, but we know that it will give you the level of protection that you need.



### Top tip

Going away in a cold snap? Turn your thermostat down to 10°C and set heating to come on twice a day.

## Preventing frozen pipes

Burst pipes happen when frozen pipes defrost. So if you can stop them from freezing in the first place, you're sorted!

- **Leave your heating on.** If you're going away, make sure that your heating is set to come on twice a day on low. It will cost you more on your gas bill, but it's cheaper than coming home to a flooded house! If your heating comes on at night when it's colder, it will protect your home better.
- **Keep your loft pipes warm by opening the hatch.** Check to see if you have any water pipes in your loft. If you do, you can protect them by leaving your loft hatch open when it's really cold. It will use up more heat, but is a sensible precaution in very cold weather.
- **Open cupboard doors.** If you have water pipes running through a cupboard, try leaving the doors open so that the warm air can get to them.
- **Run cold taps regularly.** This will prevent ice from building up inside.



### Top tip

Water stop tap in a cupboard? Wedge the door open so that warm air gets to the pipes. They're less likely to freeze and cut off your water supply.

## Defrosting frozen pipes

If the water in your pipes has frozen, you can just turn your water off and wait for it to thaw out naturally. However, you will probably want to do what you can to defrost the pipe. This simple advice should help you get things fixed quickly.

- **Turn off the water supply.** Turn off the main stop tap. You should find this under the kitchen sink or where the service pipe enters your home. If you have a cold water tank, turn off the stopcock (this is usually found in the attic or loft). This is to stop your home from flooding if the pipe bursts.
- **Protect your possessions.** If a pipe appears to be frozen, protect everything around it to avoid damage if it bursts.
- **Thaw it out.** First, open the tap nearest to the part of the pipe you think is frozen (so the water can flow through once it's melted). Using a hot water bottle, hot air blow heater or hairdryer, carefully thaw the ice in the pipe (starting at the tap end and work back toward the cold water tank). Don't ever use a heat gun or blow torch.



### Top tip

Use a hairdryer or a hot water bottle to defrost a frozen pipe. Never use a blow torch or a heat gun!



## Condensation:

**Why it's a problem & how to deal with it.**

### What is it?

Surface damp and mould is caused by water condensation. This usually happens in the kitchen or bathroom where hot water makes the atmosphere steamy, but it can affect other rooms as well. It happens when warm, moist air hits a cold surface.

### Where is it?

Condensation is generally noticeable on windows & tiles, but it can appear on any surface. You might not notice it until you see black mould or rotting material.

### How can you prevent it?

There are two cures - **VENTILATION** and **WARMTH**.

- After a bath or shower, open a window and close the bathroom door.
- Dry clothes out of doors. If drying clothes indoors, open a window.
- Don't push furniture against walls. Leave a gap of at least 5cm for warm air to get to the walls.
- When people come in with wet coats, hang them outside the living area to dry.
- Keep rooms warm and well ventilated. It's better to keep your heating on low for longer, rather than on high for a short time.
- Use an extractor fan or open the window.
- Small patches of mould can be wiped off but big patches need further action. Call us for advice.



**This issue's £50 repairs satisfaction slip prize draw winner is Mr Ali from Harehills.**



**If you have a repair, send us your satisfaction slip back and you might win £50 yourself!**

## Is it an emergency?

**Over the holidays, our contractors will have a limited service. Please let them deal with the genuine emergencies quickly.**

### Genuine emergencies:

- Your heating isn't working. However, if it's late in the day and our office is open tomorrow, we expect you to wait until the morning and phone us first thing.
- Serious water leak
- Blocked toilet and it's your only one
- Faulty lock - you can't secure your home, or it won't open and there isn't another door you can use.

### Not an emergency:

- Your fire won't come on but you've got central heating
- Electrical socket not working

### Check it before you call:

- Lights not working? Check and change the bulb.
- Electrics tripping off? Unplug all your appliances before you turn the electrics back on. Plug them in one by one, as it's probably a faulty appliance that's causing the problem.



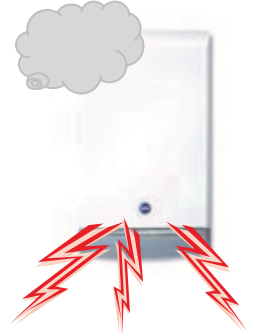


If your boiler breaks down over the Christmas holidays, our contractors will do their best to fix it. However, they won't be able to order any new parts until the suppliers are open. As the suppliers are shut on bank holidays and some of them close for the fortnight, there may be delays in getting parts. We are sorry if this happens. We have asked our contractors to lend you electric heaters so that you're never without heating.

## "My boiler's broken down!"

If your heating's stopped working in the middle of winter, it feels like an emergency. We classify it as an *urgent* repair (we will fix it within 5 working days), but will try to get it fixed as soon as possible. Your boiler repair will be treated as higher priority if:

- You have **no other source of heating** (like a gas or electric fire); or
- You have **babies, elderly, disabled** or **seriously ill** people living at your home.



## "They say they have to order a part. How long's that going to take...?"

If our contractors can't fix your boiler when they call because they have to order a part, they promise to meet these standards.

- They will give you **another appointment**.
- If it's cold and you have no other heating, they will **lend you electric heaters**.
- They will fit the new part within **3 working days**.

If our contractors don't meet these standards, you need to let us know as soon as you can. We will tell our Maintenance team, who will bring it up with their management.



## "My boiler's stopped working and your office is shut."

Check the obvious things first.

- **Gas supply.** Check no-one's turned your supply off at the meter. If they have, turn it on again and relight your pilot light.
- **Pilot light.** Check your pilot light hasn't gone out. If it has, try to relight it. If you don't know how, call us when we're open and ask us for a manual for your boiler.

If we're closed, please ask yourself if you can wait until we open again. However, if the weather is really cold or there are vulnerable people living in your home (babies, elderly, disabled or seriously ill), please call our office on **(0113) 200 7700** to get our emergency repairs number. You can also find it on page 12 of this newsletter.



## "Can I have an appointment?"

If we've agreed to send a contractor out the same day, then we cannot tell you exactly when they will call - **you have to wait in**. If you can't, we'll make an appointment for another day.

If we make an appointment for another day, it will be morning (8am - 1pm) or afternoon (12pm - 5pm). If you have to pop out (e.g. for a doctor's appointment), please let us know in plenty of time so we can tell the contractors. We try to be as flexible as possible.

For tenants who have to take time off work, we can offer **'first call' appointments**. The contractor will call at your home first that day, usually 8-9am, minimising the amount of time that you have to wait.





## How to bleed your radiators

If your radiators are getting warm at the top but staying cold at the bottom, they need bleeding. It's easy to do. If you do it regularly you will stop serious air locks and get more heat for free!

**Warning for combi boilers:** when you bleed your radiators, your boiler pressure might go down. You will need to top up your water pressure by using your filling loop - see below.

To bleed your radiators, you need:

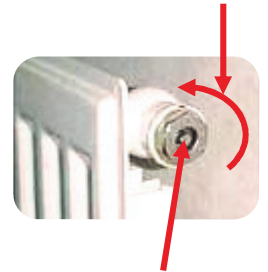
- A **radiator key** - available from hardware shops



radiator keys

1. Switch your heating off. Leave it to cool for an hour before you start.
2. Find the radiator bleed valve. It is at the top of the radiator at one end. Hold a cloth under the radiator valve to catch any water that comes out.
3. Open the bleed valve with the radiator key - about one turn anti-clockwise. You will hear the air hiss out. When the air stops coming out and it's just water, tighten the valve again.
4. Repeat steps 2 & 3 for all your radiators.
5. **Combi boilers only:** check that your boiler pressure is still over 1 bar. If it is too low, use your filling loop to top it up.

turn anti-clockwise to open



radiator bleed valve

## Topping up your boiler pressure

If you have a combi boiler, the pressure should be around 1 - 1.5 bar when the system's cold. If it falls below 1 bar, you'll need to top up its water level to restore the pressure.

If your boiler pressure keeps on dropping for no reason, you may have a leak in your system. Call Unity to get a contractor out.

To top up your boiler pressure, you need:

- A **filling loop** - this should be attached to your boiler or kept nearby.

1. Switch your heating off. Leave it to cool for an hour before you start.
2. Check your boiler pressure. It should be 1 - 1.5 bar when cold. If it's dropped under 1 bar, you need to top up the water levels to increase the pressure.
3. If it's not already on, attach your filling loop to the filling points on your pipework (see right). It won't fit anything that it's not meant to.
4. Turn the valve on the filling loop to let water into the system. Turn it off when the pressure reaches just over 1 bar (see right). If you accidentally put too much water in, you can reduce the pressure by bleeding a radiator.
5. This job is easy to do yourself if you're a practical kind of person.



**However, if in doubt, call Unity to get the professionals out.**



## Your opportunities to get involved January - March 2012

If you want more say in where you live and the services you get, join Unity's Tenant Panel! Our friendly, informal meetings are held on the first Tuesday of every month - they're your chance to meet with managers, influence strategy and change things where you live.

To find out more, give Emma Ruane a call on **200 7743** or email at [emma.ruane@unityha.co.uk](mailto:emma.ruane@unityha.co.uk).

Date	Time	Type of event	What's it all about?
<b>Tuesday 10th January</b>	<b>1 - 2.45pm or 6 - 7.30pm</b>	<b>Tenant Panel meeting</b>	Meet up with Unity staff and other tenants every month. You get to find out more and to use that knowledge to influence and change the service you get. <b>This meeting:</b> Focus on - <b>Unity's new gas contract</b> - help to get the right gas contractors for the next 5 years.
<b>February</b>		<b>Postal tenant satisfaction survey</b>	This is the easiest way in which you can have your say and ask Unity to make changes. Send back your survey to let us know how happy you are with your home and your area. If there's a problem that needs sorting - let us know!  If you want to know what other tenants have to say, just get in touch and ask - we'll send you a copy of the results.
<b>Tuesday 7th February</b>	<b>1 - 2.45pm or 6 - 7.30pm</b>	<b>Tenant Panel meeting</b>	Come to our friendly meetings for tenants who want to have their say on how Unity is run.
<b>Tuesday 6th March</b>	<b>1 - 2.45pm or 6 - 7.30pm</b>	<b>Tenant Panel meeting</b>	
<b>Every month</b>	<b>variable</b>	<b>Contractor meetings</b>	We meet with our contractors regularly and would like to invite you to come along! Get trained up in what they should be doing, then have your say! Contact Emma on <b>200 7743</b> to find out more.

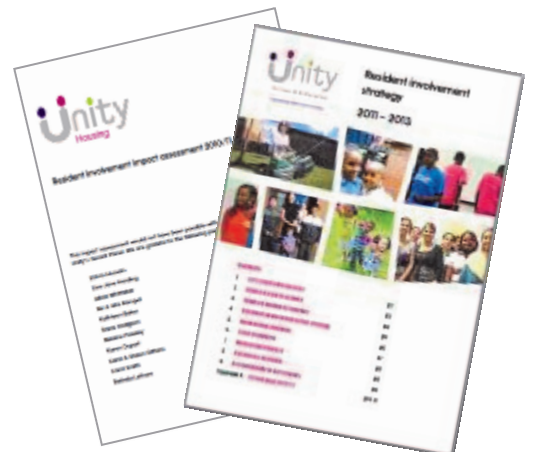
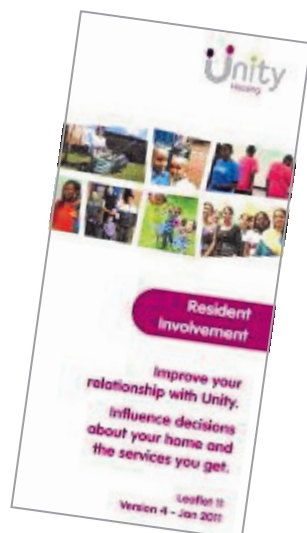
## How to find out more...

Our latest leaflet has lots of information about how you can get involved and have your say. It's available on our website or from our office.

Or you can contact our Involvement Officer.

**Emma Ruane**  
**(0113) 200 7743**

[emma.ruane@unityha.co.uk](mailto:emma.ruane@unityha.co.uk)



*Unity's Resident Involvement Strategy and 2010/11 Resident Involvement Impact Assessment give you in-depth information. Just ask us to send you a copy.*



Holidays should be a happy time, catching up with family and friends and enjoying a well-earned break from the usual routine.

## Surviving Christmas



1. Don't give yourself a hard time.
2. Spot the signs of trouble.
3. Look after yourself.
4. Confide in someone.
5. Ask for help

However, the Christmas period can also be a strain for some people. Bored kids, money worries, alcohol, miserable weather and the pressure to have a good time can all combine to make some homes feel tense and uncomfortable.

If you're not having a good time this holiday, don't feel bad about it - you won't be the only one!

Here's some of our top contacts who can help when the going gets tough. We hope you don't know anyone who needs to use them, but it's useful to have the information, just in case.

**St Vincent Support Centre** Debt advice and personal counseling  
**(0113) 248 4126** [www.stvincents-svp.org.uk](http://www.stvincents-svp.org.uk)

**SANELINE** - helpline offering practical information, crisis care and emotional support to anyone affected by mental health problems  
**0845 767 8000** [www.sane.org.uk](http://www.sane.org.uk)

**Women's Aid Leeds helpline** 24 hour support and access to local refuges  
**0113 246 0401** [www.leedswomensaid.org.uk](http://www.leedswomensaid.org.uk)

**Relate** Relationship counseling  
**01302 347 444** [www.relateleeds.org.uk](http://www.relateleeds.org.uk)

Emergency accommodation:

Hostel	Client group	Telephone
Richmond Court	Homeless Families	0113 2487065
Ladybeck House	Single Homeless	0113 2452893
Pennington Place I	Single Homeless	0113 2428610
The Hollies Hostel	Single Homeless	0113 2743858

## Information to help you move

If you need to move to a different home, this is the information we've got to help you. You can get our leaflets from our office, ask us to send you a copy or find them on our website at [www.unityha.co.uk](http://www.unityha.co.uk).



**'Applying for housing'** tells you how to get on the Leeds Housing Register and to apply for housing with Unity and other landlords.

**'Moving home'** tells you about how to get a transfer with Unity, what to do if you're moving out, what to expect when you're moving in and how to do a 'mutual exchange'.

**'Tenant repairs'** tells you what you're responsible for fixing in your own home.

**'Lettable standards'** tells you what condition you can expect your Unity home to be in when you move in.



## Want to move?

## Make a bid!

If you want to move, look in **Leeds HOMES magazine** every week and bid for the home you want. We advertise all our available homes there. You can get a copy from Unity's office or any local council offices.

You can also look and bid at [www.leedshomes.org.uk](http://www.leedshomes.org.uk).

To bid, you need to be on the **Leeds Housing Register**. If you need an application form, please call us on **(0113) 200 7700**.

# Useful information



## Contacting Unity

### 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 ring our emergency repairs numbers (see below).

If we have to change our emergency numbers for any reason, you can get the new one by phoning (0113) 200 7700 and listening to the message.

**Emergency repairs** ☎ **0845 634 2766**  
(e.g. serious floods & leaks, total loss of water and electricity, only toilet is blocked)

**Emergency gas repairs** ☎ **(0844) 736 0489**  
(e.g. total heating or hot water failure when Unity's office is closed the next day)

**Transco (gas leaks)** ☎ **0800 111 999**

**Repairs by email:** [repairs@unityha.co.uk](mailto:repairs@unityha.co.uk)

For information at your fingertips, visit our website at [www.unityha.co.uk](http://www.unityha.co.uk).



Leaflets, latest news, community information - it's all there.

## Leeds City Council services

These are the contact numbers for the council services that you are entitled to.

**Adult social care** ☎ **(0113) 222 4401**

**Anti-Social Behaviour** ☎ **(0113) 222 4402**  
[onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk)

**Children social care** ☎ **(0113) 222 4403**

**Council tax, housing benefit** ☎ **(0113) 222 4404**  
[lcc.benefits@leeds.gov.uk](mailto:lcc.benefits@leeds.gov.uk)

**Complaints & compliments** ☎ **(0113) 222 4405**

**Environmental services** ☎ **(0113) 222 4406**  
Refuse collection, recycling, noise nuisance, pest control, grass cutting, graffiti removal, dog wardens  
[refusecollection@leeds.gov.uk](mailto:refusecollection@leeds.gov.uk)

**Highways** ☎ **(0113) 222 4407**  
Street cleaning, street lighting [highways@leeds.gov.uk](mailto:highways@leeds.gov.uk)

**Registrars** ☎ **(0113) 222 4408**  
Births, deaths & marriages

**Planning** ☎ **(0113) 222 4409**

**Minicom** ☎ **(0113) 222 4410**

Contact the council's environmental services on (0113) 222 4406 to get bulky waste items taken away for free - old furniture, carpets, boxes, bagged rubbish.

If you have problems reading this and need information in a **different language**, please call the number below:

If you want this information on **CD** or in **large print**, call:

**(0113) 200 7743**



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If you have any comments about this newsletter, contact **Emma Ruane** on **(0113) 200 7743** or [emma.ruane@unityha.co.uk](mailto:emma.ruane@unityha.co.uk).

**Unity's office is a  
Hate Incident  
Reporting Centre**

**STOP HATE CRIME**  
**0800 138 1625**  
24 HOUR HELP LINE