

Annual Report to Customers

2021/22



Welcome from Mark Pearson Chief Executive



Welcome to this year's Annual Report: our chance to share with you, our customers, how we've performed over the 2020/21 financial year, the improvements we've made to your homes and communities, and our priorities for the year ahead.

Over the last year we have all experienced big changes to our daily lives as a result of the COVID-19 pandemic. Throughout this, our focus has consistently been on supporting you and keeping you safe. We've continued to provide all our core

services but made changes to how we deliver them: from wearing PPE and maintaining social distancing when carrying out repairs and maintenance, to creating a Customer Support Fund to help those experiencing hardship and making calls to our older customers and those needing extra support.

I am proud of how everyone has pulled together to support one another, and the community spirit has been heart-warming to see. We've had positive customer feedback about the level of support we've provided, and it has been encouraging to see that customer satisfaction figures have risen.

Despite the difficult circumstances we have made important strides forward in many areas, including improving our repairs service, beginning our journey towards carbon-free homes, and launching a new equality, diversity and inclusion strategy to tackle inequalities.

2020/21 has also seen us launch our new Corporate Plan which sets out our vision 'To ensure all our customers live in a home they love and a community in which they can thrive.' We can only achieve this by working in partnership with you, by seeking and acting on your feedback which shapes what we do and how we do it. I look forward to getting back out and meeting customers face to face again soon.

Finally, I would like to take this chance to thank you all for your support over what has been a challenging year. I hope that we can all start to enjoy more settled times ahead and we can continue to work together to improve the customer experience.

A handwritten signature in black ink, appearing to read 'M. Pearson'.

**Mark Pearson
Chief Executive**



Welcome from Adele Rae Board member and LYHA Customer



The last year has given us all significant challenges and this has been particularly difficult with organisations like Leeds and Yorkshire who have been faced with the difficult task of keeping customers and staff safe whilst trying to keep to business as usual whenever possible.

Like so many businesses, the shift from working from the LYHA office to the entire team working from home, in a matter of days, was a massive undertaking not only for the admittedly small but dedicated, IT team, but also the staff who have been forced to work in isolation at home. The Customer Experience Committee have been impressed by the way the entire team rose to the challenge

There has been a huge commitment from everyone to do the best they

were able in situations where there was no precedent to guide them. To that end Mark Pearson (Chief Executive), senior officers and board members met with the Customer Experience Committee fortnightly to ensure that the Customer Voice was heard in every decision involving them. We were involved in the discussions about the formation of the Customer Support Fund - which has supported families facing financial crisis - to the decision about the best time to reintroduce routine repairs.

This last year might not have gone exactly to plan but there is no doubt that the LYHA staff have gone above and beyond to give the best service they were able to. I am proud of what we have all achieved over the last year and I look forward to the year ahead working with staff and fellow customers to ensure that the improvements we have seen over the last few years continue, so that all LYHA customers live in safe, good quality, affordable homes.

Adele Rae
Board Member and LYHA Customer

About this report

This Annual Report to Customers follows the structure of our Corporate Plan and its six key themes.

It has been developed in line with the reporting guidance set out in the National Housing Federation (NHF) Code of Governance 2020, The Regulator of Social Housing's 2020 Housing White Paper, The Housing Ombudsman's Complaint Handling Code and the NHF 'Together with Tenants' charter.

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Improving our customer experience

We are passionate about improving customer experience and key to that is building open, honest and transparent dialogue with you, our customers.

We made positive changes to many areas of our business over the last couple of years, based on listening to your feedback and acting on what you

told us. We have also increased the range and frequency of our customer surveys to give you more opportunities to tell us how you think we're doing.

COVID restrictions over the last year have meant that we have had to temporarily halt some of our face to face engagement, such as estate drop-in events and focus groups, which we

have really missed. But we're looking forward to hopefully starting these again very shortly.

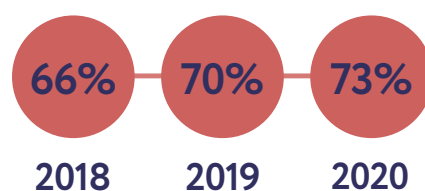
We have also published customer commitments which set out the service standards that customers can expect from us: <https://www.lyha.co.uk/our-commitments-customers>

Customer satisfaction

We work with a company called MEL Research who conduct regular customer surveys on our behalf, including quarterly telephone satisfaction surveys and follow up calls to a sample of those of you who've had a recent service (be it a repair, a move to a new home, or gardening) to find out how happy you are with our service and where we can improve.

We're encouraged that our satisfaction figures are steadily improving. However there is lots of work to do as they are still not as high as we would like them to be.

Overall customer satisfaction with our service



How happy are our customers to recommend LYHA to others?



You've told us what matters to you most:

69% believe that LYHA is easy to deal with (this is the first time we've asked this question)

59% believe that we listen to your views and act on them (up from 53% in 2018 & 2019)

69% believe we provide ample opportunities to make your views known (up from 54% in 2018 & 65% in 2019)

72% are happy with the quality of your home

This has dropped slightly from 77% (which may be due to us needing to delay some non-emergency works inside your homes this year to reduce the risk of COVID transmission)





Our new corporate plan

We know there are still further improvements to be made and our corporate plan 'Together 2023', which was launched this year, sets out how we are going to do this.

It sets out our mission:

"We will enable our customers to live well by providing warm, safe and secure homes, by investing in relationships and by delivering great services."

Our vision:

"To ensure all of our customers live in a home they love and in a community in which they can thrive."

We have also signed up to the National Housing Federation's 'Together with Tenants Charter' which seeks to strengthen the relationships between housing associations and customers. It sets out six commitments that you can expect from us, your landlord and you can read all about it: www.housing.org.uk/our-work/together-with-tenants/

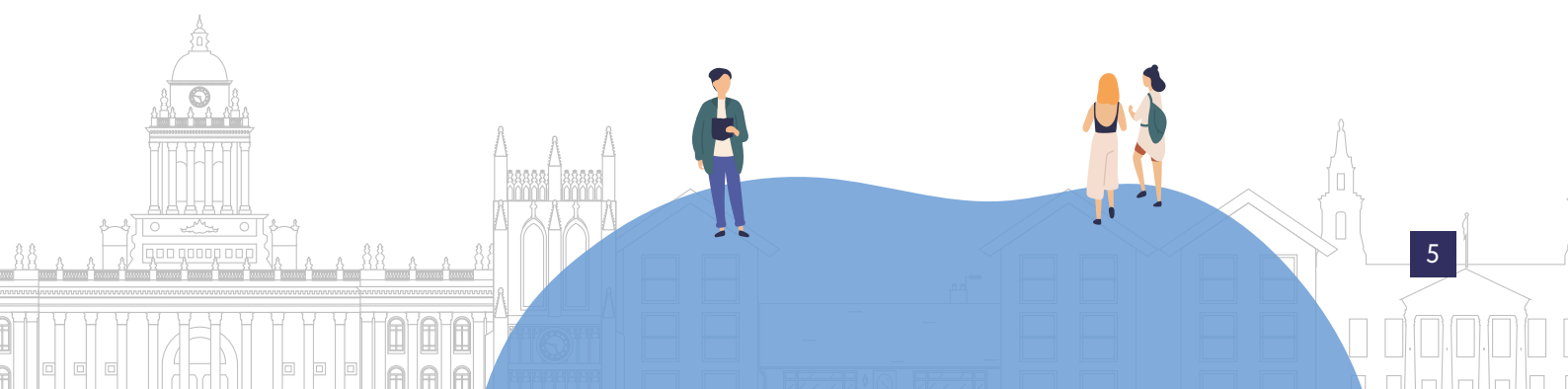
It defines our values:



Maintaining our service during COVID

We have continued to provide our core services during the pandemic but have had to make changes to how we do this in order to keep everyone safe.

- Our customer service team, like many of our colleagues, had to move to remote working overnight but we did our best to answer your calls as quickly as possible. **We had more conversations with customers than ever (a 9% increase on last year) and we saw a 50% drop in abandoned calls**
- We contacted customers before essential visits to discuss how we could do the work safely and whether you were happy for the work to go ahead
- We offered you choice: asking you whether you would like improvement and maintenance works to be done now or wait until later, and provided the option of video consultations and tours of new properties, rather than face to face meetings
- We maintained social distancing, followed strict hygiene procedures and wore PPE when visiting your homes and estates
87% of customers felt our contractors were working safely
- We provided regular communications to keep you updated about our COVID response and changes that affect you
- We offered a range of support to customers, especially those who are elderly, needing extra support or experiencing hardship (see page 12)





Improving customer service

You Said:

You wanted us to improve how we carry out repairs

We Did:

We know from customer feedback that a high-quality repairs service and getting jobs right first time is very important.

Following a competitive tender, and engagement with a group of involved customers, we awarded our new repairs contract to GTD in October 2020 and have since commenced a full review of our repairs processes.

We want to provide a slick and efficient service that not only deals with repairs promptly and effectively, but also keeps you happy and informed throughout.

We have made some quick changes already, such as providing an option to speak to GTD directly when you call us and improving communication links to help surveyors and contractors provide a better service to customers when visiting your homes. But there's lots more to do and we will be continuing to bring forward improvements in the months ahead.

This year 83.4% of customers were happy with their most recent repair and we would like to see that figure rise in 2021/22.

You Said:

You wanted us to improve our customer service, particularly how quickly we answer your calls

We Did:

We have recently upgraded our telephone system to help us meet customers' needs at the first point of contact and provide a better customer experience.

Over the course of the last year our customer services team (equivalent to just 4 full-time roles) answered 22,331 calls and over 4,000 emails. We also processed over 5,000 digital transactions via our customer portal and allocated over 100 homes.

Including our customer service

You Said:

That our mutual exchange process was slow, and customers were not receiving regular updates

We have:

Purchased 'Swap Tracker' software (in addition to the Homeswapper service) so that you can now apply for home swaps without putting in a written application.

You can also access an online dashboard so you can instantly see the status of your application and request updates.

www.homeswapper.co.uk



Total repairs completed

During 2020/21 we carried out, 5,421 repairs:

Emergency repairs:

1,174

Urgent repairs:

1,123

Routine repairs:

3,124





Responding to complaints

We want to get things right first time but occasionally we fall short. If this is the case, we will do our best to resolve your issue quickly, fairly and effectively.

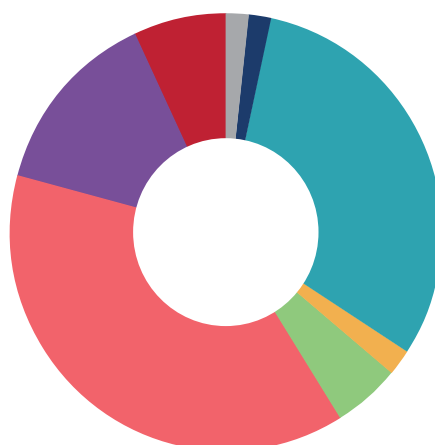
By telling us what has gone wrong, we can learn from mistakes and make things right. You can view our complaints policy: <https://www.lyha.co.uk/compliments-and-complaints>

We aim to resolve all complaints within 5 working days. However, some issues may take longer for us to investigate. If this is the case, we will contact you to explain why and give you a revised timescale.

We have adopted the Housing Ombudsman's Complaint Handling Code which helps us to resolve complaints quickly and use the learning from complaints to drive service improvements. We have changed to a two-stage rather than three-stage complaints process to speed up resolution and over the next year we will be undertaking monthly 'lessons learned' sessions with colleagues to review complaint investigations, share learning and ensure that lessons learned are applied and clearly recorded.

We had no complaints referred to, or upheld by, the Ombudsman in 2020/2021.

The below pie charts highlight the type of complaints we received and the number upheld.



Complaint type

- Allocations – 1.7%
- Anti-social behaviour – 1.7%
- Estate services – 31%
- Other – 1.7%
- Rents & service charge – 5.2%
- Repairs & maintenance – 37.9%
- Staff & customer service – 13.8%
- Tenancy management – 6.9%



Complaints upheld

- Upheld – 48.3%
- Not upheld – 27.6%
- Partially upheld – 24.1%





Asset Management

Keeping customers safe is our top priority and has remained so throughout the pandemic.

We have maintained excellent levels of compliance and continued to carry out essential health and safety checks. These include gas servicing and fire safety inspections of all communal areas, ensuring our colleagues and contractors wear PPE and follow social distancing guidelines.

We have invested in new technology to help us effectively manage and maintain our health and safety commitments for all our 1,600 homes; and have published legionella and fire risk assessments for individual schemes with communal areas on our website: www.lyha.co.uk/health-safety

Over the last year we have carried out:

1,239

gas services



6,240

fire safety
inspections of
communal areas



284

electrical
inspections



577

smoke
detectors
fitted



1,144

water hygiene
inspections



49

asbestos
surveys of
communal areas



If you have any concerns about health and safety, please call us on Tel: 0113 278 3335.

We also provide an emergency out-of-hours service on the same number. If your call is not urgent, please contact us during our normal opening hours: Monday – Friday 8.30am – 5.00pm.



Improvements to your homes



We had to temporarily halt some of our new kitchen and bathroom installation programme as we needed to minimise time spent in your homes to keep everyone safe.

Instead we have used the money set aside to make other improvements, such as window and roof replacements, which involved less inside contact and therefore carried less risk. We also installed emergency lighting systems at St Ann's, St Mary's, Kensington Court, Wood Lane Court and the Elmetes to ensure we maintain the highest levels of fire safety in our communal areas.

Over the next five years we are carrying out stock condition surveys of all our homes (20% of properties per year). This helps us plan where improvements (such as new kitchens and bathrooms) are needed to ensure your homes are as well maintained, energy efficient and affordable to run as possible. We are working with a company called Michael Dyson Associates to carry out these surveys.

Improvements to your estates

You Said:
You wanted us to maintain and improve the outside space where you live

We Did:
Our estates team and contractors have continued grass cutting and gardening at sites with communal gardens throughout the last year.

This has kept the gardens safe and tidy for customers to enjoy at a time when enjoying outside space has been more important than ever.

We have also made many improvements, including:

- Installing planters for customers to grow fruit, vegetables and herbs at The Elmetes
- Jet washing the outside areas at Wood Lane Court, Brodrick Court, St Mary's Court/Close and Newton Grove
- Removing large sections of ivy from the walls at St Ann's
- Revamping the garden at Hawk Street in Barnsley and planting cherry trees

We will shortly be starting a **Safer estates inspection programme.**

This will involve inspecting external communal areas, such as footpaths, grass and parking areas at all our sites for health and safety risks and making recommendations for improvements.



Sustainability and Innovation

Decarbonisation is one of the biggest challenges facing our generation.

We are firmly committed both to delivering energy efficient, new homes that don't rely on fossil fuels, and to retrofitting our existing homes to ensure that they are as energy efficient and affordable to run as possible.

To help us do this, we have begun a carbon foot-printing exercise, together with three other local housing associations, which will involve

looking at all our existing properties and creating a decarbonisation plan to achieve our energy efficiency targets. We will also update EPC data as part of our stock condition surveys to use as a baseline for measuring improvements.

We are no longer installing gas boilers in our own new builds, focussing instead on low carbon technology to ensure our homes are as energy efficient and sustainable as possible (see page 15).

We have worked on an exciting project with the Leeds Beckett University Sustainability Institute, who rented two of our homes on Bayswater Grove in Leeds to trial different types of retrofitting products, such as floor insulation. The initial improvements in energy efficiency have been really positive and they have now undertaken a full house retrofit, which has reduced the running costs by half. We expect to put this learning into practice over the next few years.





Equality, Diversity & Inclusion

We recognise the value that diversity brings to our communities and workforce. We want to make sure that our services are accessible to all and that customers and colleagues from all backgrounds are treated equally, fairly and with respect for their individual needs.

We will not tolerate and will actively challenge discrimination on any grounds.

As an inclusive landlord and employer, we have formalised these commitments in a new Equality, Diversity and Inclusion Strategy, which we created in consultation with customers, colleagues and board members. This outlines our vision for tackling inequalities that hold communities back and our firm commitment to open and honest conversations to create greater understanding between us all.

We'd love for you to be part of the conversation and help us get this right. If you would like to help us to further develop and implement this strategy please email: info@lyha.co.uk





Thriving Communities

LYHA believes in more than just providing homes; we want to help our customers thrive in their communities by offering targeted support and investment where you need it most.

Over the last year many people have experienced challenges and hardship due to the impacts of the COVID-19 pandemic. We have worked hard to assist our customers in many ways.

It has been our firm policy throughout that no customers facing financial hardship due to the pandemic would face eviction. Instead, our Income Officers have supported customers with ongoing payments and benefits advice, including helping many people whose circumstances have changed to make their first Universal Credit claim.

We have had positive comments about how we've managed and resolved anti-social behaviour (ASB) cases. During 2020/21 94.4% of customers who made an ASB report were satisfied with the way that we handled the issue.

How we have supported customers during the pandemic

We've contacted all customers who are 70+, or 65+ in age restricted accommodation, to see if they need support



Customers have appreciated the calls. Most reported being safe and well, with support from friends and family



We've made follow up calls to all customers that asked for them



We've created directories of useful support and contacts in the areas where our customers live



We've set up a LYHA support fund to help customers in financial hardship



We've supported customers with payments and benefits advice



We've made referrals to food banks and support agencies



We've donated to local charities



Our LYHA Support Fund has helped 62 customers and their families experiencing financial struggles over the last year.

The fund is there to assist customers who are experiencing hardship and struggling on a day to day basis. There is no lengthy application form, you simply need to get in touch with our Neighbourhoods Team on: **0113 278 3335** or send an email to: **info@lyha.co.uk**.

Recent help we've given to customers has included supermarket shopping vouchers and purchasing white goods and smart phones/tablets to help access the internet.

"I'd like to say on behalf of my mum and myself, a very big thank you for your generosity and kindness in helping us at this very difficult time via the Customer Support Fund. My mum hasn't been doing too great recently and we appreciate it greatly."

You Said:

That many of you had struggled with anxiety over the last year, particularly around health, jobs and money

We have:

Linked up with a charity called Talk, Listen, Change to provide free counselling services for our customers.

If you think you could benefit from this, please talk to your Neighbourhood Officer. Feedback from customers who have already benefitted from these sessions has been really positive.





Grassroots community activity

Athersley Rec. FC



We have made a £1,000 financial donation to Athersley Rec. Football Club near to two of our newest housing developments in Barnsley.

"A big thank you to LYHA for their much-appreciated contribution, which has gone towards rebuilding our clubhouse and community hub that provides vital support to local people 7 days a week. We have plans to introduce additional services shortly, including mental health workshops and employability and skills training, none of which would be possible without charitable donations."

Pete Goodlad & Alan Richardson,
Athersley Rec. F.C.

Cycle Care Leeds



We have teamed up with Cycle Care Leeds to run bike maintenance sessions on a number of our estates. These have proved very popular events with many customers taking advantage of free bike servicing, repairs and replacement parts.

We plan to hold more of these events soon.

Realise Training



We are continuing our partnership with Realise Training (formerly Interserve Learning & Employment) to offer free skills training to LYHA customers and their families. We've had 7 learners complete their training this year and some have gone on to do further training afterwards.

"Thank you. It was a brilliant course and the trainer was really informative and interesting."

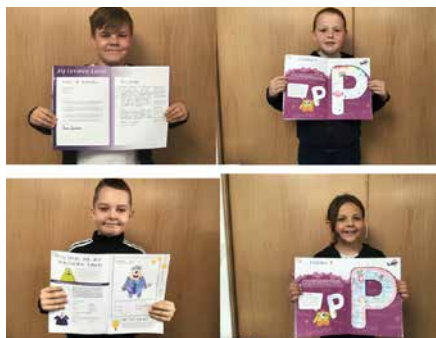
Kimberleigh, who undertook Mental Health Awareness Training

The majority of training is online and Realise can loan out free tablets and preloaded WiFi dongles if you need them. For further information about the training courses available or to sign up, please contact:
westley.clarke@realisetraining.com
or Tel: 07525 903841.





Positive Footprints



LYHA has invested in the Positive Footprints 'Raising Aspirations' programme, providing careers led education for 170 children in Years 5 and 6 at three local schools: Kexborough Primary in Barnsley and Park Spring Primary and Raynville Primary in Leeds. The learning focuses on personal development, resilience and opening up the world of work and the feedback from the schools has been great.

"The children have really enjoyed it and it has been great to see them enthused and thinking about their futures. As part of the programme children learn about skills and qualities as well as writing a covering letter and CV and have also watched videos about a variety of careers."

Park Spring Primary School

Rooftop Garden



It's great to see the Friday gardening group back out on the rooftop garden at St Mary's estate in Chapeltown. This successful project has been running for many years and is open to LYHA customers, members of the local community and people from across Leeds. Sessions range from growing all kinds of fruit, vegetables and flowers through to outdoor cooking using the fresh food grown in the garden.

"I love attending the group at St Marys Rooftop Garden: it's a safe place where I can enjoy being in nature and working with other people"

Volunteer

The project is run by Hyde Park Source, as part of the Live Well Leeds programme. To find out more, contact the garden facilitator, Claire Doble at: claire@hydeparksource.org or call 0113 2458863.



Featherbank Forest



In 2019 we worked with conservation volunteers to transform a piece of land next to our Rosemary Thompson House scheme in Horsforth into a fabulous woodland classroom for pupils at Horsforth Featherbank Primary School, complete with a climbing frame, see-saw, fire pit and a bug hotel.

It is now called 'Featherbank Forest' and is used to deliver learning for all pupils at the school in a natural, outdoor setting.

This year, for example, pupils studying the Stone Age used the area to build stick houses, gather around a fire and use stone tools to prepare food. Others sourced leaves and plants there for classification in science lessons and the youngest children made stickmen using twigs and stones.



More new homes

We are committed to helping tackle the housing crisis by building more affordable and desirable homes which people feel proud to live in.

House prices have risen at a record rate over the last year, with the UK House Price Index reporting an average 14% year-on-year growth in the Yorkshire and Humber region. This, coupled with job losses and financial difficulties as a result of COVID, has made the demand for high quality, affordable homes more acute than ever.

During 2020/21 we built 32 new homes and have spent £3.426 million on building and acquiring new properties.

During 2021/22, we will build 46 more and we have another 125 homes in the pipeline (across 3 sites).

Our focus is on building homes that:

- people want to live in: close to local amenities and well-connected to transport links
- are well designed and built
- are genuinely affordable to those on low incomes
- are low in carbon emissions and affordable to run

East Ardsley (Leeds)

In August we handed over four new homes at Moor Knoll Fold, in East Ardsley, Leeds. These homes have been built with solar panels and external charging points for electric vehicles. With the highest EPC A rating, they should have very low running costs.



The Hawthorns (Leeds)

In December we handed over the keys to twelve new apartments at the popular Hawthorns development just off the Outer Ring Road in Leeds.



The Hillies (Barnsley)

We completed 11 new homes, including 4 bungalows, at The Hillies development in Wombwell, Barnsley.



Monk Bretton (Barnsley)

In October we completed five new bungalows in Monk Bretton, Barnsley. These were our first homes to be built with air source heat pumps, which are a sustainable form of heating.



During 2020/21 LYHA spent
£3.426 million
on building 32 new homes.

Shared Ownership

As well as homes for rent, we continue to offer a small number of homes for shared ownership, primarily on our new developments.

Shared Ownership is a government scheme designed to help buyers get on the property ladder. Put simply, it allows you to buy part of a property (anywhere between 35% and 75%)

then rent the remaining share, with the option to increase your share or buy outright at a later date.

The scheme is mainly aimed at first time buyers and families whose circumstances change: perhaps after experiencing a relationship breakdown. If you can't afford to buy outright and only have a small deposit, this could be a great option for you.

To find out more, please visit: www.lyha.co.uk/shared-ownership

"I purchased a shared ownership home through LYHA in February 2021. The service I received was great, the affordability criteria was easy to follow and the process for being accepted was quicker than expected. Both my partner and I are really happy. It's in a nice quiet neighbourhood with great views and lovely neighbours."
Shannon

A modern business

A customer-focused culture is vital to achieving our ambitious improvement plans. This requires investment in our people, processes and technology.

We are delighted to have been awarded the Investors in People Silver award in recognition of the progress we've made over the last two years to improve

our service and transform our working culture. We're now keen to go for gold!

INVESTORS IN PEOPLE®
We invest in people Silver

Improving our processes

Over the last year we have made big improvements to our IT systems to help improve our customer service. This has included upgrading our telephone system (see page 6) and using real-time technology to help our colleagues and contractors provide a better service to you when they are visiting your homes and estates. We have also helped customers to get online in a number of schemes.

Investing in our people

As well as looking after our customers during the pandemic, we have also focused on our colleagues' wellbeing through activities such as desk yoga and 'Walking Wednesday' lunchtime walks (COVID restrictions permitting).

We're on the move... but not very far

We will shortly be moving to new offices just around the corner from our current office in Headingley. The move will give us a more modern working environment with private space to carry out customer meetings, whilst still being easy to access for customers. The sale of our current office will also raise additional money to fund improvements to your homes.

Our telephone, email and website/portal contact details will remain the same and our new address will be:

**Third Floor
White Rose House
8 Otley Road
Leeds, LS6 2AD**

We have enclosed a postcard with more details.

We hope that the easing of COVID restrictions will also mean that we'll be back out visiting homes and estates a lot more over the coming months.





Good governance & strong finances

Following an in-depth assessment in November 2020, LYHA has once again been graded G1 V1 by the Regulator of Social Housing.



This means that both our governance and financial viability have been given the highest possible ratings. We are delighted with this result and it is testament to the commitment of colleagues, board members and engaged customers.

We have also been successful in securing new loan funding through The Housing Finance Corporation at one of the lowest interest rates offered to a housing association. This will help us to deliver our vision of ensuring all our customers live in a home they love and support our plans to deliver over 200 new affordable homes in Yorkshire over the next 3 years.

Increasing our board diversity

We want our board and committees to reflect the diversity of the communities we serve. Over the last year we have welcomed four new board members who each bring a broad range of skills and individual experience that will help drive the success of our organisation.

To find out more about our board and committees, please visit: www.lyha.co.uk/our-board

"I am excited to have joined the board at Leeds and Yorkshire Housing Association and really looking forward to playing my part in taking the organisation forward. This is an exciting time with our new Corporate plan – Together 2023, which puts the customers at the heart of our business."

Carla Makepeace

"I am really thrilled to be joining the LYHA team at such an exciting time. With new a Corporate Plan, LYHA is going from strength to strength. I look forward to playing my part in this continued

successful journey, ensuring that we provide all our current customers with safe and good quality homes as well as meeting the housing needs of our future customers."

Ulfat Hussain

Our Customer Experience Committee

A sub-committee of our board-made up of both customers and board members - our Customer Experience Committee continues to play an important role in monitoring and holding LYHA to account on customer related matters. They have played a particularly important role this year sense-checking our COVID response from a customer perspective and sharing ideas of how we can best support you during a very difficult time.

We would also like to thank our Customer Experience Committee members for kindly helping us to develop the content of this Annual Report and for giving us valuable feedback.



Members of our board and Customer Experience Committee

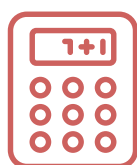




Providing value for money

All the money that we collect from rent and service charge helps to fund our homes and services.

The below graphic illustrates how we spend it per £1 we receive.



**Overheads and
management**
42p

Benchmark – 27p

**Major works and
maintenance**
26p

Benchmark – 29p



Major Repairs
23p

Benchmark – 16p

**Services to
customers**
8p

Benchmark – 7p

Other costs
2p

Benchmark – 6p

*The benchmark figures refer to the average for our peer group: classed as housing associations across the UK with between 1,000 and 6,000 homes who have less than 10% supported housing and less than 10% non-social housing.





Who's Who

Executive Management Team

Mark Pearson
Chief Executive

Adam Hutchinson
Director of Resources

Joanna Chambers
Director of Assets and Growth

Gavin Fisk
Director of Customer Services

Operational Managers

Michael Driscoll
Neighbourhood Services Manager

Wayne Fox
Property Services Manager

Jason Hutchinson
Estates & Facilities Manager

Craig Warren
Neighbourhood Services Team Leader

Joe Taylor
Customer Services Team Leader

Russell Beavers
Contracts Manager

Our Board

Mike Gaskell (Chair)
Liz Sandwith (Deputy Chair)

Jon Prashar

Adele Rae

Anne McMaster

Simon Edwards

Steven Brook

Carla Makepeace

Ulfat Hussain

Anthony Brown

Matt Edgar

Thank you

A big thank you to all our customers who have supported both LYHA and each other over the last year. The community spirit has been inspiring to see and helped us face the challenges of the last year together.

If you have any comments or would like to receive this report in either a different format (such as large print) or a different language, please email:
georgina.thompson@lyha.co.uk



Leeds & Yorkshire
Housing Association

Get in touch

For all general enquiries:

 0113 278 3335

 info@lyha.co.uk

 www.lyha.co.uk

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