

Customer Bulletin

We'd like to wish you all a happy and healthy 2019. We have exciting plans for the year ahead to continue improving our service and make a positive impact in the communities we serve.



These customer bulletins are a chance for us to share our latest activity and update you about our plans. If you have any comments or suggestions, please contact: georgina.thompson@lyha.co.uk

Visit our Website



Get involved

Are you passionate about customers having a voice?

Are you able to work as part of a team?

Do you want to challenge and influence how LYHA performs?

We are looking for customers who can be 'critical friends' to join our Customer Experience Committee and Customer Scrutiny Panel. The two groups have different roles, but members of both forums play a vital role in bringing about positive change to our services.

We are looking for people who:

- Want to commit to improving services for all customers
- Can remain impartial and objective at all times
- Have the time and commitment to carry out the role
- Are able to share and explain their views and ideas in group discussions

In return, LYHA provides training opportunities, character references for future employers, expenses for meetings and the chance to influence the future of LYHA.

"Since a change in management at LYHA last year, I am confident that the views of customers are heard and valued. If you would like to be involved in shaping the association's future and having your voice heard, why not come and see what we do?"

Adele Rae, Customer Experience Committee and Board member.

If you are interested and would like to find out more, please email our Insight & Improvement Officer, [Gaby Wolferink](mailto:gaby.wolferink@lyha.co.uk) or telephone: 0113 278 3335.

Supporting our local foodbanks

LYHA is delighted to have donated over £1,000 of food and household products to [Trussell Trust](#) foodbanks in Leeds to help those experiencing hunger and poverty in our region. The gifts of food and cash were kindly donated by colleagues and Board members, using a 'Reverse advent calendar' throughout December to encourage donations of the





Affordable Warmth

Residents on our largest estates – The Elmetes, Roundhay and St Ann's, Burley are benefiting from the installation of cavity wall insulation for their homes.

We are partnering with two contractors who were able to secure funding through ECO3 (Energy Company Obligation 3) to install the insulation at reduced cost to the association.

Cavity wall insulation is very effective in retaining heat within buildings and ultimately should result in lower fuel bills for our customers. We are currently looking at some of our other estates to understand whether we can continue to upgrade the fabric of homes through installing insulation, therefore benefiting even more customers. This work is part of our drive to improve the energy efficiency of our homes and address fuel poverty.

One of our Elmetes customers recently told us: *"The cavity wall insulation has made a massive difference. Once my flat has warmed up it stays warm. I don't need to turn the heating on as much."*

Staying warm in your home

On the subject of heating, the cold weather might be here for a while and we want to ensure you stay warm in your home.



- The World Health Organisation recommends that living rooms and bedrooms should be kept at a constant temperature of around 18°C during cold weather
- Try to keep furniture away from radiators to get maximum benefit from your heating, and keep doors and curtains closed after dark to stop heat escaping
- You may be entitled to help with your heating bills through either the [Winter Fuel Payment](#) scheme for pensioners, or the [Warm Home Discount Scheme](#) and [Cold Weather Payments](#) if you are in receipt of certain benefits. To find out more and whether you could be eligible, please visit: www.gov.uk/browse/benefits/heating
- Last but not least, please keep an eye out on any friends and neighbours who may be vulnerable. For further information about keeping warm and well this winter, please take a look at this [NHS advice](#).

Upcoming customer drop-in sessions

Following successful events across our estates in 2018, key members of our team will be in attendance at our next round of drop-in sessions this year. These events are a great opportunity for customers to meet the team, get any questions answered or give feedback. Our next events will be held on:

- 12th February - **St Ann's and The Lomonds** (4pm - 6pm)
- 7th March - **Athersley North, Barnsley** (4pm - 6pm)
- 28th March - **Spring Valley Court** (4pm - 6pm)
- 18th April - **Wood Lane Court** (4pm - 6pm)
- 30th April - **Whitby** (10am - 2pm)
- 14th May - **St Mary's Close & Court** (5pm - 7pm)
- 18th June - **Kelso Court** (3pm - 4pm) and Kensington Court (5pm - 6pm)
- 4th July - **Horsforth** (4pm - 6pm)
- 18th July - **St Mitchell's Way, Barnsley** (4pm - 6pm)

All customers in these locations and the immediate surrounding area will receive an invitation letter. For further information, please email: insight@lyha.co.uk

Service charge consultation

We are currently carrying out a consultation regarding changes to our service charge in relation to fire safety services. This does not apply to all customers and those customers affected will have received a letter about this. If you have any questions or would like to give us feedback, please email: servicecharges@lyha.co.uk

We have compiled this [Frequently Asked Questions sheet](#) for further information.



Metal Grilles

If you have fitted a metal security grille to your windows or doors, please be aware that this may hamper your means of escape in the event of a fire. To improve your safety we recommend the following measures:

- You should have working smoke alarms on every level of your home; please regularly check they are working. We have carried out a programme of fitting them in all homes which did not previously have them, but if your home still requires smoke alarms, please let us know and we'll fit them for you straight away.
 - Make sure each and every window and door can be opened quickly if required.
 - Make sure keys to all locked doors and security grilles are readily accessible.
 - Discuss escape plans with all occupants of the property.
 - Your safety is of paramount importance to us; so, if you have any questions whatsoever about this, please get in touch.
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New Shared Ownership Homes

We have some new-build 'Shared Ownership' homes available at Low Moor Meadows in Morley. The homes, which are being built by [Persimmon Homes](#), offer excellent two-bed or two bed + nursery/study accommodation with great links to the motorway and nearby towns/cities.



The LYHA Shared Ownership programme enables you to buy a share of your home (between 35% and 75%) and pay affordable rent on the rest and can be a great option to get a foot on the property ladder. Prices start from £160,000 full price (a 35% share would be £56,000 with rent of approx. £238pcm).

For further information about Shared Ownership, please visit our [website](#) or contact [Elaine Hinds](#) - 0113 220 8101

Leeds & Yorkshire Housing Association | 0113 2783335 | georgina.thompson@lyha.co.uk | www.lyha.co.uk

STAY CONNECTED

