

## Customer Bulletin

Autumn's well and truly here. Our estates team will do the last of your grass cuts at the end of October and will then concentrate on the removal of leaves and a winter tidy-up, as well as their day to day cleaning and maintenance of sites.



There's been a lot happening at LYHA recently and we want to keep you informed and involved. These customer bulletins are a chance for us to share our latest activity and update you about our plans. If you've got any comments or suggestions please contact: [georgina.thompson@lyha.co.uk](mailto:georgina.thompson@lyha.co.uk)

Visit our Website

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### Thank you for your patience

First of all a big thank you for your patience whilst we carried out all the electrical and fire safety checks over the last couple of months. Customer safety is of paramount importance to us and we have now managed to gain access to almost all outstanding properties.

Please get in touch with us if your electrical checks still haven't been completed.

Regular safety checks are incredibly important and we need customers' ongoing support in providing access to their homes.

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### Understanding Universal Credit



Universal Credit (full service) is being rolled out in Leeds from this month; if you live in any of our other areas then the roll out will have already started.

Initially, only new claimants and those with a change in circumstances will move onto Universal Credit but eventually it will be rolled out more widely.

If you are concerned about what this means for you, a friend or family member, we have compiled this simple [fact sheet](#) and [map of the claimant journey](#) which should hopefully answer some of your questions and signpost you to sources of support. Our team is also on hand to help you. Please contact us on 0113 278 3335.

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### Improvements to our telephone system

We upgraded our telephone system last week in response to customer feedback. Our contact number remains the same 0113 278 3335 but if all of our advisors are busy when you call, you will be placed in a queue and notified of your position in the queue; we will also give you an estimated waiting time.

*"We worked closely with our Customer Scrutiny Panel to make these changes, which should improve the experience you receive when calling LYHA. Comments from*

## Kitchen and bathroom programme



Maintaining our existing homes is really important to us and this year we have a budget of £1.65 million for repairs and maintenance of our existing stock, which includes replacing 31 kitchens, 15 bathrooms and 90 boilers.

One happy customer told us this week that: "The contractors have done an amazing job on the bathroom! They put down protective plastic on the carpets and left everything clean and tidy each day. Brilliant team of plumbers, electricians and tilers. I'm over the moon with my new bathroom, can't believe how good it looks, thank you."

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## Sad Farewell

We recently said farewell to Don Booth who sadly passed away a few weeks ago. He has been an involved and much-respected LYHA customer for 36 years. His friend and neighbour, Adele Rae, has written a few words:

### Our Friend Don Booth

Don was a much loved and respected member of our community. He lived at St Ann's for many years with his late wife, Doreen, who he sadly lost to Multiple Sclerosis.



Amongst other things Don was a former board member of Leeds & Yorkshire Housing Association and took a keen interest in the organisation. He was never afraid to challenge management on behalf of his fellow residents. He was also a great believer in the importance of community and was a member and enthusiastic supporter of St Ann's Residents Association.

Latterly he attended the Golden Oldies lunch club at St Ann's (pictured centre back) where he made a number of close friends who will miss his warm companionship greatly. We will remember his smile, his positivity and wry humour and feel privileged to have known him.



## Your chance to share your views on the Social Housing Green Paper



A new deal for social housing

The government is asking for feedback from residents on its recent Social Housing Green Paper. To view a copy of the Green Paper please click [here](#). The paper is broken down into five main sections:

- Ensuring homes are safe and decent
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership

You have until 6th November to share your views, either by the [online response form](#) or by emailing: [SocialHousingGreenPaper@communities.gsi.gov.uk](mailto:SocialHousingGreenPaper@communities.gsi.gov.uk)

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## Annual Report

We have recently sent you a copy of our

Annual Report for customers. This provides an overview of the key activity we have undertaken over the past year, as well as our plans to make significant improvements to our services over the coming months. If you have not received a copy, please email [georgina.thompson@lyha.co.uk](mailto:georgina.thompson@lyha.co.uk) or you can access an electronic copy of the report [here](#).



Our full Annual Report and Financial statement for 2017/18 is also now available on our website. Please click [here](#).

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## Updated complaints policy

LYHA aims to provide a positive customer experience and we encourage customers to feedback to us about our service so that we can learn and improve. We understand that there are occasions when customers are dissatisfied and we have recently updated our complaints policy to ensure that we deal with these quickly and fairly. You can view our [Complaints Policy Summary](#) on our website



## Thank you to all who attended our focus group

We had a great turn-out of customers at our IT focus group last Thursday, at the St Chad's Parish Centre in Headingley.

We really value your feedback and it was a great chance to talk to customers old and new. If you have any feedback from the day please email: [insight@lyha.co.uk](mailto:insight@lyha.co.uk)

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## Upcoming customer drop-in sessions

Our drop-in sessions are a great opportunity for customers to meet staff and raise any questions or concerns. Our next ones will be held at Spring Valley Court, Bramley, on Tuesday 13th November and at West Thorpe in Whitby on 30th November (locations and times tbc). All customers in these locations will receive an invitation letter.

If you would like us to hold a drop-in event where you live please email [insight@lyha.co.uk](mailto:insight@lyha.co.uk)

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## Congratulations

Congratulations are in order for one of the best known members of the LYHA team, Jason Hutchinson, who recently celebrated 10 years working for us. He does a fantastic job managing the estates team who look after the cleaning, gardening and maintenance of our sites. Here's to the next ten!



Leeds & Yorkshire Housing Association | 0113 2783335 | [georgina.thompson@lyha.co.uk](mailto:georgina.thompson@lyha.co.uk) | [www.lyha.co.uk](http://www.lyha.co.uk)

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