



# Winter 2021 Newsletter



## Welcome

**2021 has been another tough year for everyone and**

**we want to do all we can to help you live well in your homes and communities and support you through these difficult times.**

Over the last few weeks, we have begun calling all our customers to reconnect, check how you are and update some details so that we can provide the highest levels of service. If we haven't already spoken to you or a member of your household, we aim to do so over the coming weeks.

In the meantime, if you need any additional support from the LYHA team please get in touch either by Telephone: **0113 278 3335** or by Email: **info@lyha.co.uk**

Despite the difficult circumstances, we have continued to provide all our core services throughout 2021, following social distancing and PPE guidelines to ensure we keep everyone safe. There have also been some real highlights:

- In October we opened our new Headingley Hub (in place of our former Shire Oak Road Office). We are open from 10am – 4pm Monday to Friday if you want to

arrange to meet a member of the team. Our new address is printed on the reverse of this mailing and all our other contact details remain the same.

- We have made, or will be undertaking, improvements to your homes through our 'planned works' programme. This includes 75 new kitchens, 50 boilers, 10 bathrooms and 5 electric re-wires.
- A full roof replacement has been undertaken at our sheltered scheme, St Cyprians Gardens, in Harehills.
- We are also installing lots of new fire doors, with 150 fitted this year and a further 200 planned for 2022, along with other fire safety measures.
- In partnership with developers, we have built some great looking new homes in Cookridge, Morley and Barnsley and were thrilled to hand over the keys to our new customers.



- We've launched new 'Improving Customer Experience', and 'Equality, Diversity and Inclusion' strategies setting out our plans to continue to improve services.
- We were delighted to win the northern Chartered Institute of Housing 'Excellence in Cultural Change and Transitioning Award' in recognition of our efforts to become a more modern, customer focussed organisation.

However, we recognise that we still have some way to go to achieve the very best service every time, which is what we will continue to work towards.

Looking forward to 2022 I really hope there are some better times ahead and that we can all enjoy a more settled year. On behalf of the team and board at LYHA, I would like to wish you all a very happy Christmas and New Year and thank you for your ongoing support.



Mark Pearson  
**Chief Executive**

## Christmas opening hours

**We will close at 4pm on Friday 24th December and reopen on Tuesday 4th January.**

If you need to report an emergency repair during this time, please call **0113 278 3335** for our out-of-hours service.

If your repair is not urgent you can report it via our customer portal: [www.lyha.co.uk/repairs](http://www.lyha.co.uk/repairs) or email [repairs@lyha.co.uk](mailto:repairs@lyha.co.uk) and someone will contact you in the new year.

# Keep warm and well this winter



**Keeping customers, colleagues and contractors safe remains our top priority – please rearrange an appointment if anyone in your household is suffering from any COVID symptoms or is waiting on a PCR result.**

Don't forget to book your COVID booster jab when you are eligible so that together we can protect ourselves and each other. To book an appointment, visit: [www.nhs.uk/covidvaccination](http://www.nhs.uk/covidvaccination)

If you need help with your energy bills you should speak to your individual supplier in the first instance as you may be able to switch to a better tariff. The Green Doctor project offers free, independent advice and support to help you save money on your energy bills. The service is open to anyone throughout Yorkshire, by calling **0113 238 0601** or emailing: [greendoctorleeds@groundwork.org.uk](mailto:greendoctorleeds@groundwork.org.uk)

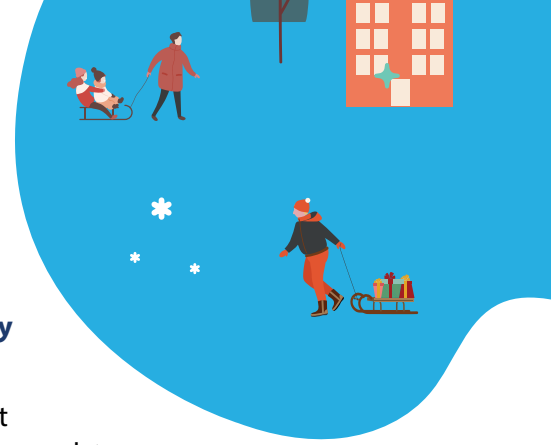
There are also various government heating payments which you may be eligible for, including the Warm Home Discount Scheme (if you receive certain benefits) [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme); the Winter Fuel Payment (if you are of state pension age) [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment); and/or the cold weather payment if the weather is particularly cold [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

# Customer Support Fund

**Christmas is always an expensive time and rising energy and household costs may unfortunately make things even harder this year.**

If you are worried about debt and not being able to make ends meet, please speak to your Income Officer as soon as possible. They will be able to answer your questions and signpost you to sources of support.

We also have a LYHA Customer Support Fund in place to provide additional help. To find out more, please visit: [www.lyha.co.uk/supportfund](http://www.lyha.co.uk/supportfund)



# Supporting local charities

This Christmas the LYHA team will be donating to a number of local charities supporting the homeless and refugees, including St George's Crypt in Leeds, the

Barnsley Homeless Alliance and Solidaritech, to support the fantastic work they do.



St. George's  
Crypt



**BARNSELY**  
HOMELESS ALLIANCE

**SOLIDARITECH**

# Get in touch



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**Leeds & Yorkshire**  
Housing Association

