



Summer NEWSLETTER

10 High Street, Harrogate, HG2 7HY

Telephone 01423 884018

internet
access

bank accounts

Direct
Debit

paying rent

Are you ready for **Universal Credit?**

Now is the time to talk to us

Act Now If you think you may be affected by Universal Credit now or in the future.

See the enclosed leaflet or contact our office on **01423 884018** or email francesthornton@harrogatefamilies.org.uk



Emergency Out of Hours contact Changes **1 July 2015**

Universal Credit will replace 6 existing benefits (***Income Based JSA, Income Related Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit***) with a single monthly payment.

Does Universal Credit apply to you??

It already applies to working age single people and families in Harrogate who make a new claim **OR** are currently in receipt of a benefit listed above and have a change in their circumstances (e.g. a new baby or separation). **If you are in receipt of any of these benefits then you will be transferred to Universal Credit by 2017.**

How will Universal credit be paid?

If you receive one or more of the benefits above then these payments will be grouped into a single monthly payment made up of a housing cost element and a personal allowance payment. These payments are paid directly to you or your partner. **It is your responsibility to pay your rent direct to us.** Your claim will be reassessed every month and will be paid by the Department of Works and Pensions.

From the 1 July 2015 Astraline (part of the Johnnie Johnson Housing Trust) will be taking over the Emergency Out of Hours calls after 5pm week days and on bank holidays and weekends.

If you have an **emergency repair** you should first ring **01423 884018** and you will be given contact details for Astraline. For non-emergency calls there will still be an option to leave a message.

If you have an emergency gas repair, i.e. no heating and hot water, Astraline will not be able to help. You MUST contact Sure direct on 0151 728 5760

PLEASE NOTE ONLY EMERGENCY REPAIR CALLS SHOULD BE REPORTED THROUGH TO ASTRALINE.

Any costs of calls made through to the emergency out of hours call centre that are not deemed as an emergency could be recharged back to you.



New Office Opening Hours from 1 July 2015

In the Spring Newsletter we asked for your comments on the suggested new opening times. We have received a positive response to the changes in the new office hours and no objections to the proposal. Therefore from **1 JULY 2015 the office will be open on the days and times below**

Day	Opening hours	
	AM	PM
Monday	9am - 12pm	2pm - 5pm
Tuesday	Closed	2pm - 5pm
Wednesday	Closed	Closed
Thursday	9am - 12pm	Closed
Friday	9am - 12pm	2pm - 5pm

The above changes will enable the housing officers to spend more of their time out on schemes visiting customers. If you would like an appointment at the office then we can arrange this, just contact us!

In Your Neighbourhood

As part of our commitment to improving the service we give to you we have arranged a series of visits to your area. These visits aim to help HFHA to be visible, responsive and collect accurate information on our properties and talk to you about how you can help us shape our service going forward. Forthcoming visits are;-

Date	Where
Tues 18/8/15 – from 10.30am	West Starbeck <ul style="list-style-type: none"> • Hawthorne Ave • Ellen Grove/ • Fairfax Ave • Knaresborough Road • Stanhope Drive • Stonefall Drive
Richard Jones	
Date	Where
Mon 17/8/15 –	Harrogate Central <ul style="list-style-type: none"> • Franklin Mount • Studley Road • Hookstone Avenue • Haywra Street • Pinewood Drive
Morning	
Frances Thornton	

It would be great if you could meet with us on these dates and have a chat about becoming more involved in shaping your services!!



Calling All Customers

The Customer Liaison Committee (CLC) is looking for customers who want to make a difference to the service Harrogate Families delivers. If you want to shape and influence services then the CLC would be interested in hearing from you. If you have a small amount of time to spare once a month and would like to make a difference, then please contact Lisa Saltiel (Chair of the Committee) by email at clc@harrogatefamilies.org.uk who will ring you for an informal chat.

