

Winter

NEWSLETTER

10 High Street, Harrogate, HG2 7HY

Telephone 01423 884018



Name Change for Harrogate Families

Harrogate Families Housing Association has changed its name to Harrogate Housing Association.

The name change is to reflect that the Association provides affordable housing for a range of customers not only families but also single person households.

The new name and logo are part of a fresh modern image for the Association which also includes the development of a new website: www.hhal.org.uk. It is hoped that the website will provide a range of information about the services provided by Harrogate Housing Association as well as an easy way for you to contact us.

We can still be contacted in the usual ways during normal office opening hours.



Our **out of hours** emergency contact details remain exactly the same:-

If you have an **emergency repair (outside of office hours)** 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

If you pay by Standing Order there is no need to change anything, your payments will still come through.

We hope that you think that the new name and logo represent a positive move for Harrogate Housing Association!!



Christmas Opening Times

During the Christmas holidays the office will be closed as follows:-

Closed From: Christmas Eve, Thursday 24 December from 12pm.

Re Open: Monday 4 January 9am.

The out of hours service will be available for emergencies by contacting 01423 884018.

Customer Conference

We held our customer conference on 7 October at St Andrew's Church. A session was held in the morning and one in the evening with a total of 17 customers attending. The event was hosted by the Customer Liaison Committee.

Feedback on the day from customers was that they felt that it provided them with a lot of key information about how the Association is run, where we had invested in properties and also about the challenges facing the Association.

Customers commented that they felt the event had been very useful.

The Conference also provided customers with an opportunity to tell us what 3 priorities they want us to concentrate on in the next 12 months. These are:-

- Keeping your home affordable for you.
- Maintain/Improve the external appearance to properties.
- Providing energy efficiency for homes.

The task for Harrogate Housing Association will be to deliver on these priorities for our customers in the next 12 months. The work has already begun and we are currently going through the process of selecting a specialist contractor to provide cavity and loft insulation to suitable properties. Details will be sent out shortly to customers about this.

Also housing officers, Frances and Richard will be working with the Customer Liaison Committee through their scheme walkabouts to create a 'great place to live'.

If you want to get involved with the work of the Customer Liaison Committee or if you have a comment to make about the service we provide please have your say on clc@hhal.org.uk the Chair, Lisa will respond directly to you.



Christmas Payments



We understand that money can be stretched over winter, with Christmas to think of and increased heating bills as the weather gets colder.

Each year more and more people find it hard to cover the cost of their rent as well, by January this year 1 in 9 people were struggling to pay their rent. In January last year there was a 22% rise in people seeking shelter at UK centres over Christmas.* *Source Shelter 2014*

If we are not able to contact you and receive no payment in December we will have to consider taking further action. If you think you will struggle to pay your rent please call your Housing Officer, Frances or Richard, as soon as possible so they can help you.



We would like to wish all our customers a Merry Christmas and a Happy New Year

