



# Winter Newsletter

## Customer Conference

The annual Customer Conference **“Have Your Say”** was held on the 7 September at The Welcome Centre, St Andrew’s Church in Starbeck.

It was great to see some new customers at the meeting. Customers were keen to hear information on our future investments and challenges and how we will be responding to these in the years ahead. Those who attended remarked on *“how useful and interesting the sessions were”* and *“well worth attending”*.

In particular customers discussed with us the Home Ownership options available to them which included the Voluntary Right to Buy initiative.



If you have any queries on this then please contact us at the office on 01423 884018.



## Fencing programme

As part of our environmental improvement work this year we have replaced some of the fencing at a number of properties. The pictures below show how this work has helped to improve the external areas where the work has been carried out. We plan to do further work in the next financial year.

Before replacement



After replacement



## Christmas Opening



The office will be **closed** for Christmas:-

**Friday 23 December @ 5pm**

**until**

**Tuesday 3 January @ 9am**

During the festive break the office will be operating an **emergency only service**.

Please note that any repairs reported will only involve a “make safe” arrangement and any further works required to your repair will be completed in the New Year.

## Make Sure you have the number !



If you have a gas repair then you must contact our **gas contractor, Sure on 0151 728 5760**.

In winter it is important that you put your heating on and if there are long spells of very cold weather then it is more economical to have your heating on low but constant, rather than putting it on for short periods of time at a higher level. Keeping it low and on constant will use less energy to heat the room.

## New Homes in Hampsthwaite

We are developing 22 new homes for rent and sale on a shared ownership basis. The houses will consist of 1, 2 and 3 bed properties and with nomination from Harrogate Borough Council for applicants with a local connection to Hampsthwaite. We anticipate these homes will be ready in Autumn 2017.



## Customer Satisfaction



In October all customers received a satisfaction survey which was sent to them by Acuity a research company appointed by us to assess our performance as a landlord. The survey is trying to record how you, our customers, rate the service that Harrogate Housing Association provides for you.

The survey is key to us understanding what we do well, what we need to carry on doing and what we are not doing so well at. We will use the results to improve the service that we provide for you.

We appreciate that everyone is busy and if you have taken time to complete this survey ... **Thank you !!**

The results of the survey are expected in the New Year and we will publish the results in the next newsletter. If you are a lucky prize draw winner (for those completing the survey ) we will be in touch !

## HHAL Website



Have you visited our website [www.hhal.org.uk](http://www.hhal.org.uk). There are lots of interesting articles and information about Harrogate Housing Association on there including a new way to pay your rent through Allpay.

## Congratulations !



Frances and her partner, Chris are now proud parents of a baby boy, called Jackson born on 3 December and weighing in at 8 lbs and 7 oz.

Mum, baby Jackson and dad are all doing fine and we send our congratulations to them.

## Rent payments

Ensure that you have a happy new year and continue to pay your rent as normal. If you need any help or support please contact us.



## Universal Credit.

The roll out of Universal Credit to the majority of qualifying households in Harrogate began in June 2016. We are finding a lot more customers are being affected by the changes to the way their benefit is paid. If you are affected by the changes and require support to access your on line account, then please call into our office or contact us and we will be happy to help.



## Welcome !



Whilst Frances is getting into the swing of motherhood, Neil McFarlane, who I'm sure many of you will have met by now, is covering Frances's role. Neil has a great deal of experience in housing management and has already been out meeting customers.



## And Finally.....Merry Christmas and a Happy New Year!

All the staff and Board members would like to wish all our customers a happy and peaceful Christmas time and wish you all the very best for the New Year.

