



Winter Newsletter 2019



Christmas Closure



The office will be *closed* for Christmas:-

Tuesday 24 December @ 5pm

until

Thursday 2 January @ 9am

During the festive break the office will be operating an **emergency only service**. You should contact 01423 884018 for any emergency other than gas.

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.

Making your Neighbourhood a better place to live

Following the Customer Satisfaction Survey last year results indicated that a number of customers felt less satisfied about the area they live in, a reduction from the results of the last survey carried out in 2016. The 2018 survey indicated that satisfaction in how people felt about the area, particularly in the postcode HG2 which covers Starbeck, had reduced by 11% from the last survey. In order to tackle this Housing Officers, Frances and Ifrah set up a Neighbourhood Strategy meeting to gather information from our customers about the positives and negatives of living in the Starbeck area. Customers identified what they felt were the top 3 priorities that Harrogate Housing Association could help tackle to make the area a better place to live. On the 30 November, 9 customers attended the kick start meeting and it was agreed that the priorities to focus on are :-

1. *Young People—creating opportunities for young people to have somewhere to go and activities to distract them from hanging around streets.*
2. *Tackling the issues in respect of drugs and drug dealing in the area. Working with the Police Community Support Workers to have a joined up approach.*
3. *Environmental Issues such as fly tipping and dog fouling.*

The group will meet again in January 2020 to take this forward. Contact the office if you want to get involved.



Make Sure you have the number !



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

Your Rent Increase.....

For the past four years the rent you have been charged has reduced each year. This has not affected any planned maintenance or repairs service that Harrogate Housing Association, has carried out in your home. April 2020 will see a return to rent increases based on September's CPI, (Consumer Price Index) which was 1.7% plus 1%. Subject to Board approval your rent will increase by 2.7% in April 2020. If you pay your rent by standing order you must arrange to increase your payments and if you are in receipt of Universal Credit or Housing Benefit you should provide them with a copy of your rent increase as soon as possible to prevent any issues with payments.



New properties for sale at Kingsley Farm



We have recently acquired 2, 3 bedroomed houses, pictured below, at Kingsley Farm from the developer Stonebridge Homes. The properties are located off Kingsley Road in Harrogate and are up for sale under the shared ownership scheme.

The properties are advertised on the Help to Buy website (helptobuyneyh.co.uk) for £105,000 for a 35% share.

Those interested in purchasing one of these properties will need to have a mortgage offer in place and complete an affordability calculator.

Once this is completed and approved then you would be able to secure the property on payment of a reservation fee of £250.



19 and 21 Hazel Ave, Kingsley Farm

If you are interested in these properties then you need to complete an application form on the Help to Buy website and confirm the development name of Kingsley Farm and this will be forwarded to us and someone from this office will contact you .

Don't Forget

If you have a comment, complaint or compliment you can do this by contacting us on

info@hhal.org.uk, or
www.hhal.org.uk or by telephone
01423884018.



Your Rent payments



Christmas, as we all know, is an expensive time of year. A number of our customers last year failed to pay their rent over the Christmas period and ended up in arrears with action taken against them.

Please continue to pay your rent as normal to prevent you falling into arrears and risk action being taken to recover this amount. The Housing Officers are here to help if you are struggling to pay your rent so please get in touch with us to see how we can help. Please contact us on 01423 884018.

Replacement Kitchens and Bathrooms

This year Harrogate Housing Association carried out a replacement programme consisting of 18 bathrooms and 12 Kitchens. The majority of the work was carried out by the contractor NEO. There have been a number of issues raised regarding this contractor and the work they carried out and we are dealing directly with the contractor about this. We would like to apologise to customers who have had issues whilst this work was carried out. Please be reassured we are working to resolve this matter with NEO.



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.

