



# Winter Newsletter 2022

## Your Customer Satisfaction Survey will be with you soon !!



Can you believe it! It has been two whole, very eventful, years since the last Customer Satisfaction Survey was carried out. A lot of things have happened since then and we want to make sure that you get the chance to let us know what you think about the service we have provided to you.

The Regulator for Social Housing has asked all Housing Associations to ask their customers certain questions. These questions have been worded in a particular way, so if it looks unusual it is likely to be a national question as required by our Regulator.

During the last 2 years we have been :-

Improving homes with new kitchens and bathrooms and energy efficiency



Making Neighborhoods a better place to live



Listening to our customers



Providing New Homes for local people



Keeping your neighborhood clean



## Fancy the chance to win £50 in vouchers?? Just fill in and return your Customer Satisfaction Survey.....



Yes it's as simple as that! You could be 1 of 2 winners for a £50 voucher by simply completing the survey either on line or by post. (We will increase the vouchers to £75 if you are selected and have returned the survey before 1 January 2023!). Once you have completed it you will automatically be entered into the draw.

Acuity (email will be from [acuity@arap.co.uk](mailto:acuity@arap.co.uk)) will be sending out the survey to all customers very soon. You will be able to fill it on line or you can fill in the paper survey you will get and return it to them with a free post envelope. So make sure you don't miss out!



## We are here to help ....

It is a difficult time for everyone at the moment, so if you could do with some extra help and support, especially with any cost of living concerns, get in touch.

If you need help speaking to your energy provider or understanding benefits that you may be entitled to, our small friendly team can help you. Contact us on 01423 884018 and ask to speak to Frances or Ifrah. Alternatively email them on [frances@hhal.org.uk](mailto:frances@hhal.org.uk) or [ifrah@hhal.org.uk](mailto:ifrah@hhal.org.uk)

## Watch out for us on our Estate Walkabouts....

We have been carrying out lots of inspections to help keep the area you live in clean and tidy. Details of where and when are on our website [www.hhal.org.uk](http://www.hhal.org.uk). We would love to see you on these so please look out for us! The next Estate Walkabout will be on:

- Pinewood Drive - on 22 November (pm)



## Cheese and Wine Event 2022 -An (Energy) Efficient Use of Time !!

Our Customer Liaison Committee took the reigns in organising the theme of this year's customer event. Members were very clear that they wanted to know what HHA are doing about making their homes more energy efficient, both now and in the future, especially with the increasing cost of energy. They also wanted to increase customers' knowledge and awareness on how much it actually costs to run general household appliances. They tasked HHA to make this into a fun and entertaining session !!! So on Wednesday 5 October at St Andrews Church Hall we delivered a take on the old "Play Your Cards Right" themed quiz and with the help of some special dolly dealers (Sonia and Tracey) I think a fun informative night was had. Every one attending received an energy efficient gift and they were also entered into a free prize draw for some practical energy efficient household items, such as an Air Fryer, Electric throw etc.

Here are some of the pictures of the evening and the CLC will be holding another fun themed event next year, you won't want to miss out. The wine and cheese were pretty good too !!!

### Cheese and Wine Event 2022



## Spreading some Christmas Cheer!



At the last meeting in October, the Customer Liaison Committee members discussed the impact both energy costs, and the cost of living was having on people. Everyone has or will be affected by these events. Members spoke about their experiences of trying to help out neighbours who were having a challenging time, and this then generated a discussion on how, as customers and neighbours, we could all spread a little Christmas joy to those finding it particularly difficult. So customers are asking us to ask that if you can spare some non perishable food items such as biscuits, baked beans, pasta HHA will collate the food into hampers, match donations from customers, and add some festive goodies and spread the joy to all customers.



**If you wish to make a donation it will be gratefully received by Anne at our office or we can pick up your donations just give us a ring on 01423 884018**

## Have you heard of Warm Spaces?....

In Harrogate there are places that people can go if they need a free, warm and welcoming space. If you go on the Harrogate Advertiser's website and type in the search button—Struggling this Winter, this will give you all the details.

## Christmas is coming.....

The Christmas period is nearly upon us and just so you are aware staff will not be in the office from **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 making safe. If you have an issue with your central heating or hot water please ring Sure direct, on **0151 728 5760**



**We are on Facebook .. Why not follow us to be kept up to date with what we are doing?**

