



Winter Newsletter 2023

Conference Countdown !!

This year's conference was held on the 18 October at St Andrew's Church Welcome Centre in Starbeck. Thank you to all the customers that attended the event. This year we



explained to customers what HHA is doing to improve the energy efficiency of our older properties. Customers were certainly interested in our plans and welcomed the significant investment being made.

Following the recent Satisfaction survey outcomes, you told us to improve how we deal with complaints and also get better at the management of your communal areas. Customers were asked to play along with a lively mock up of the Countdown conundrum game. The game was a bit of fun, but we were able to demonstrate to customers how we are working hard to improve our management of schemes. Customers were also keen to meet with us on our regular Estate Walkabouts and suggested a customer "representative" could walk around with us. This is a great idea and we are looking forward to working with our customers in improving the area where they live. We really appreciate all the comments and suggestions that we received on the day. Now we have to put them into action ! We would love to see more people at next year's event, to talk about the things that are important to them! So why not look out for the Facebook posts and the website for further information for our next event!



Spreading more Christmas Cheer !!



Following an incredible response to last year's Christmas Hampers, the Customer Liaison Committee has asked Santa's little helpers to go bigger and better on the delivery of hampers to some of our households. The elves at HHA are out and about busy collecting and wrapping some of the donations. We are really grateful for the kind donations we have received from our customers, staff and local businesses. The good news is that if you want to be on Santa's "nice" list you can still donate non perishable food items up to the 15 December by bringing them into our office. All donations are very welcome. Look out for our Facebook post on Santa and his elves' progress on this special Christmas delivery!!

Verity recently picked up one of the first of our donations from Sainsburys.



Board and Customers talk Strategy. It was great to see the Board and customers discussing the future plans of HHA together at the recent Strategy Day in September. Customers got a great insight into what is happening and also had a good chat with the Board Members !



Nobody's Perfect.....

Things do, sometimes, go wrong but we want to put things right. Here at HHA we welcome and encourage our customers to tell us when we get things wrong. This way we can learn and improve the way we deliver our services. It's easy to let us know what you are unhappy about. Just ring us on 01423 884018, email us on info@hhal.org.uk or via our Contact Us section on our website at www.hhal.org.uk. You can also let us know face to face by calling into the office or if you see us out and about on our schemes. We promise to listen to you and understand the problem. We will keep you updated about what we are doing to put things right. So don't hesitate to contact us, we are here to help.



Keeping us Updated

If you have had a recent change in your household or you have changed your email or your mobile phone number



Please make sure that you let us know so that we can update our records. That way if we need to get hold of you for a repair or provide you with any information we hold your correct details. You can let us know by telephone on 01423 884018 or email us on info@hhal.org.uk or via the Contact Us section on our website at www.hhal.org.uk

No Heating or Hot Water ?

Contact **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 economical to have your heating on low and constant, rather than putting it on for short periods of time at a higher level.



Don't forget the Rent We know that this is a very expensive time of the year but please don't start the New Year with a debt. For those who have made agreements to pay your rent plus an amount please make sure you do not fall behind on this arrangement. Ensure payment for your rent is made as usual. If you are struggling please contact us on 01423 884018.



Follow us on Facebook



Did you know that Harrogate Housing Association are on Facebook. Why not follow us and get useful updates on a variety of things that we are doing and get to know first any information on news and events.

Christmas Baby Bundle!

You may have noticed that our Neighbourhood Officer Frances has been carrying around her own special little Christmas Bundle!! Frances is due to go on Maternity Leave from Christmas and I am sure that along with her colleagues, you all wish her and her family good luck on her pending new addition! It also means that this provides a great opportunity for Jack and Kirsty, Assistant Neighbourhood Officers, to develop their roles in continuing to provide you with an excellent service. They are both happy to help and offer their support to you with Jack taking on new responsibilities including Harrogate Flower Fund Homes and Kirsty getting involved with her new areas including Starbeck properties.



Office Hours over Christmas

The Office will be closed for Christmas from:-

FRIDAY 22 DECEMBER AT 5PM

To

TUESDAY 2 JANUARY AT 9AM

During this period if you have an emergency then contact us on 01423 884018 and follow the message instructions.

Merry Christmas and a Happy New Year!



All staff and Board members would like to wish our customers and their families a Merry Christmas and Happy New Year.

