

# Harrogate Housing Association Newsletter

## Summer 2025



Welcome to our summer newsletter: a chance for us to share news about our current activity and plans with our customers.



### Supporting Starbeck Festival

We're delighted to be having a stall at this year's Starbeck Festival on Saturday 5 July, from 11am – 5pm. So please pop along and meet the team. There'll be a free raffle, fun and refreshments, and we'll also be conducting a neighbourhood survey, so we'd love to hear your thoughts.

We are helping to support this year's festival, along with other local partners, and it promises to be a great event, with live music and fun for all the family.

Also running at the moment is the annual Starbeck in Bloom competition. There are some great floral displays around the area, including our own planters and hanging baskets outside the office (*shown here with Harrogate Housing Association team members Verity Moss – Assistant Neighbourhood Officer, Lenny Hartley – Repairs Surveyor and Karl Arness – Gardener*).



### Estate walkabout events 2025

We really enjoy getting out and talking to our customers, and our Estate Walkabouts are a great chance to do this. These sessions are very informal: just come and have a chat with members of our team when we are in your neighbourhood and raise any questions. There is no need to make an appointment in advance.

You can find the dates for all future walkabouts on our website by scanning this QR code. We will also notify you by text when we are coming to your area.



### A helping hand when you need it

Our Helping Hand Fund offers additional support to families when needed. We've provided household items, such as ovens, fridges, slow cookers and air fryers - even supermarket shopping - to help make life a little easier. By doing this we can help to take the pressure off and provide a bit of breathing space while you get back on your feet.

We also donate hampers at Christmas, with food, household and gift items, and these are always really well received.



































So, if you are ever struggling or know of another Harrogate Housing Association family who is, please do get in touch. We are here to help.



## Your feedback is important to us

Every two years we ask you, our customers, to complete a satisfaction survey, letting us know how happy you are with our service, and where we need to make improvements. What you tell us is very important: we take your feedback on board and focus on addressing the areas where you want us to do better.

The Regulator of Social Housing has set out a series of Tenant Satisfaction Measures (TSMs) against which all landlords must report. Below are our results and the landlord averages this year (*Source: Acuity*)

	Tenancy Satisfaction Measure	HHA results 2024	Landlord average	How we compare
	Overall satisfaction	80%	74%	
	Well maintained home	78%	74%	
	Safe Home	84%	78%	
	Repairs satisfaction – last 12 months	80%	77%	
	Satisfaction with time taken for last repair	79%	73%	
	Repairs overall satisfaction	79%	78%	
	Communal areas are clean and well maintained	78%	68%	
	Positive contribution to neighbourhood	67%	67%	
	Dealing with anti-social behaviour	71%	61%	
	Listens and acts	70%	61%	
	Keeps you informed	70%	73%	
	Treats you fairly and with respect	82%	78%	
	Complaints handling	52%	36%	
<b>Management Information Measures</b>				
	Complaints (per 1,000 properties)* Stage 1 Stage 2	14.5 7	24.19 0.91	
	Complaints responded to within handling code timescales Stage 1 Stage 2	100% 100%	100% 100%	
	Number of ASB cases (per 1,000 properties)* Proportion of hate crimes	14.5 0	15.36 0	
	Homes not meeting Decent Homes Standard	0%	0%	
	Repairs completed within target timescales Emergency (within 24 hrs) Non emergency (incl. 7-28 days)	100% 94%	100% 94.4%	
	Gas safety checks	100%	100%	
	Fire safety checks	100%	100%	
	Asbestos safety checks	100%	100%	

*N.B. Harrogate Housing Association doesn't have any properties requiring water safety checks or lift safety checks.*

*\*The Housing Ombudsman requires us to report on complaints and ASB per 1,000 properties (as in the above table. However our actual figures are Stage 1 complaints = 4, Stage 2 = 2 and actual ASB cases = 4.*

Satisfaction is down nationally, and we are pleased to be above the sector average for almost all measures.

Nevertheless, we are working hard to improve resident satisfaction by our next survey in 2026.

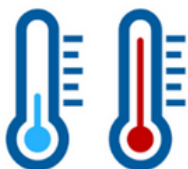
#### Where we have seen improvements

We are delighted to have seen improvements in satisfaction in areas where we have worked hard at making improvements over the last few years, such as the cleanliness and maintenance of communal areas and how we handle complaints.

#### Where we need to focus our attention

We have seen drops in satisfaction around communication: how we listen and act, and keep you informed. We want to do better in these areas and hope that newsletters such as this are a step to addressing this.

We have also taken on board all your individual comments and suggestions that you gave us as part of the survey. Thank you for taking the time to do this and we will be regularly feeding back to you on the actions we have taken in response to what you told us.



### Make sure your water temperature is safe

Every year, thousands of people - especially children and the elderly - suffer burns from water that is too hot, or illnesses from water that isn't hot enough to kill bacteria.

**So, what is the Safe Zone?** For your taps at home, the recommended maximum temperature is 49°C (120°F). This is hot enough for daily use, like bathing or washing your hands, but low enough to minimize the risk of scalding. At 60°C (140°F), serious burns can occur in just five seconds. At 65°C (150°F), it takes only two seconds.

However, for water heater (storage) tanks, we advise that the temperature should be at least 54°C (130°F) to ensure there is no growth of harmful bacteria such as Legionella. Although this is rare, it can lead to Legionnaires' disease, which can be very serious.

#### Tips for a safer home

- Test your tap water temperature using a thermometer.
- Set your water heater thermostat to 54°C (130°F). Please contact us for help with this.
- Always supervise children around hot water. If filling the bath, run the cold water first then add the hot water afterwards, and always check the temperature before they get in.

### Consultation

We would appreciate your feedback on how you would like us to refer to you?

Some people have already fed back to us about this, either through a small survey we ran or our Home Reviews, but we would love to hear from others too. If you haven't already responded, please let us know which you would prefer be called: **a) Customer b) Resident c) Tenant**

There is no right or wrong answer. Just email us with your preference or comments at [info@hhal.org.uk](mailto:info@hhal.org.uk). Your views, as always, are really appreciated.

## Proud to continue our TPAS membership

Working closely with our customers is very important to us. To support this, we have recently renewed our membership of TPAS: [www.tpas.org.uk](http://www.tpas.org.uk) – an organisation which promotes customer participation and engagement in social housing across England.

This gives Harrogate Housing Association access to a wide range of services, including independent and impartial advice and training to help support customers get more involved in shaping our service.

We always welcome customer participation and if you would like to get involved either on an ad hoc or ongoing basis, we would love to hear from you. No prior experience is necessary. Just email: [info@hhal.org.uk](mailto:info@hhal.org.uk)

## Team news

As part of our focus on strengthening our neighbourhood services, we have recently made a couple of new appointments to our team.

We are delighted that Verity Moss has recently been promoted to Assistant Neighbourhood Officer. Verity has already been working for us as Administration Officer so she has lots of experience.

We also welcome new starter Cheryl Audsley who will now take over from Verity as Administration Officer.



*(From left to right: Verity, Cheryl & Paul)*

Meanwhile Paul Wadsworth has been appointed as Income Officer to help you keep on track of your rent payments and avoid arrears. If you are experiencing any problems paying your rent or are worried about getting into debt, please contact Paul as soon as possible so that he can support you. You can contact him on T: 01423 884018 or E: [info@hhal.org.uk](mailto:info@hhal.org.uk)

We've also been having a bit of a refresh of our office, so if you pop in to see us you may notice that it looks a little different.

## What if I wish to make a complaint

Naturally, we want you to be happy with the service we provide but we understand that from time-to-time things can go wrong. If this is the case, please get in touch with us as soon as you can, so we can take the necessary action to put it right for you.

We appreciate your time and view any feedback as an opportunity to improve our service.

You can get in touch by T: 01423 884018, E: [info@hhal.org.uk](mailto:info@hhal.org.uk) or via the 'Contact Us' page on our website. You can view all our policies, including our Complaints Policy, on our website under the 'Our Policies' tab.

## And finally.....

We just wanted to end on a happy story of one of our families who have been Harrogate Housing Association residents for the last seven years. Thanks to careful planning and saving, they have recently bought their dream home – a goal they have been working towards for many years. We would like to bid them a fond farewell and wish them all the very best as they take this exciting next step of owning their own home.