

# Harrogate Housing Association Newsletter

## Autumn 2025

### Your voice matters: You Said, We Did



51%

Resident

40%

Tenant

9%

Customer

We recently reached out through surveys and home review meetings to find out how you'd like to be referred to in our ongoing communication.

**The most popular choice was 'resident'.** You told us that it felt respectful and the most accurate way to describe your relationship with us and your home, so we will be using that going forward in our conversations and communication. We have already started to make this change in our policies and documentation, but this will be an ongoing process.

Thank you to everyone who shared their views and honest feedback. This consultation forms part of our wider commitment to ensuring that our language and values reflect what matters most to you.

### A warm welcome to Clive Greenwood, our new Neighbourhood Officer

We're delighted to welcome Clive Greenwood to our team as our new Neighbourhood Officer. Clive brings over 15 years of housing and community experience, and we know he'll be a fantastic addition. He is excited to get out and meet residents, building connections across your neighbourhood over the coming weeks and months.



Clive has taken over from Frances, who's been a valued part of our team for the last 12 years. We're sad to see her go and wish her all the best in the next chapter of her career.

We're confident that Clive will continue to improve services, bringing his own strengths to the role. We're sure you'll join us in giving him a warm welcome as he settles in and starts getting to know the community. Come in and see him or catch up with him when he is out and about.

### Improving the energy efficiency of our homes

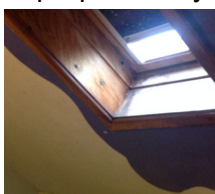
Residents living in traditional terrace properties in Starbeck will know that we've been working for some time to gain planning permission for a project called external wall insulation. This is part of our ongoing commitment to improving the energy efficiency of your homes.

The proposed work would have added an extra layer of insulation to the outside brickwork, helping to reduce heat loss, make your homes warmer and enhance their external appearance. Unfortunately, despite our best efforts, we've not been able to secure planning approval.

But we're not giving up. Our Repairs Surveyor, Lenny, has been busy developing an alternative plan.....

The greatest heat loss occurs through the roof space; we're now proposing a new programme of works to improve insulation in attic and loft rooms. This will involve adding an extra layer of insulation around the walls and ceilings on the inside. While this work will take time, it is a crucial step toward creating warmer, more energy-efficient homes that are more cost efficient to run. It will also help us meet our target of achieving a minimum EPC C rating across all our properties by March 2028.

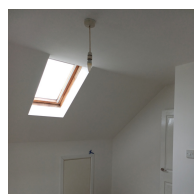
These photos show one attic room before, during, and after the insulation was installed.



*Before*



*During*



*After*

## Starbeck neighbourhood event



Thank you to everyone who joined our July event in Starbeck!

Following our survey, we found that 92% of residents rated Starbeck 4/5 out of 5 as a good place to live, highlighting friendly neighbours, parks, and good transport links. The main concerns were litter, safety and a lack of activities for young people.

In response, our Neighbourhood Plan will focus on cleanliness, safety, and youth activities, including a Clean Neighbourhood Month, youth workshops, and continued involvement in Starbeck Fest. These actions will be led by Clive and Verity to help keep Starbeck a safe and welcoming community.

## Getting ready for winter

The colder weather and darker nights are here, so now is a great time to prepare your home for winter.



If you've started using your heating and notice any issues - like radiators needing bleeding - please contact Sureserve, our gas contractor, on 0151 728 5760 to book an appointment.



Even though you might be opening windows less, it's important to keep your window vents open to allow fresh air to circulate and help prevent condensation.



Please also check your kitchen and bathroom extractor fans to make sure they're clean and working. A quick test is to hold a piece of tissue up to the fan - if it sticks, the fan is working. If not, please contact us at [info@hhal.org.uk](mailto:info@hhal.org.uk) or call 01423 884018 and we'll send someone to take a look.



And finally - but importantly - stay alert to any early signs of condensation or damp. If you have any concerns, please get in touch with Lenny, our Repairs Surveyor, on 01423 884018 and he'll be happy to come out and take a look.



## Looking ahead: rent and the holiday period

As Christmas approaches, we understand that some residents may be facing financial pressures. While it's a busy and often expensive time of year, please remember that rent is still due as normal over the holiday period.

Thinking ahead and putting a payment plan in place can help reduce financial stress and ensure you don't begin the new year in arrears.

If you're currently struggling or worried about the months ahead, please get in touch with us as early as possible. The sooner we know, the more we can do to help - whether that's discussing your payment options, offering advice, or signposting you to support. Also, if you are finding it difficult to afford essential household items, please let us know. We may be able to provide practical help or connect you with others who can.

We're here to help - please don't wait until it becomes overwhelming.

## Keeping repair appointments on track



When arranging repair appointments, our contractors do their best to accommodate times that suit you. However, there have been times when they've arrived as planned only to find no one home. This not only wastes valuable time and resources but also means other residents may face delays getting the help they need.

To ensure we can continue providing a reliable service to everyone, both our Board and Customer Liaison Committee believe it's fair to charge residents who miss three pre-arranged appointments without notifying us. If you ever need to change your appointment, please let us know as soon as possible. This simple step helps us avoid unnecessary visits and ensures we can support all residents promptly.

Thank you for your understanding and co-operation.

## And finally.....

Just a reminder, it will be Halloween shortly, and while this is a fun time, please stay safe and be respectful to everyone.

