



Harrogate Housing Association Newsletter Winter 2025

A warm welcome awaits you this winter at the Harrogate Neighbours Community Hub

We are helping to fund warm lunches for residents at the Harrogate Neighbours Community Hub, 16 High Street, Starbeck, Harrogate, HG2 7HY.

The hot, homemade meals will be available every Monday and Thursday throughout winter from 12pm onwards. Please prebook by contacting 07702 866960 or by popping into the Hub.



If you would benefit from a warm space, good food and friendly company, just pop in and join us. There is no need to worry about cost - we operate on a pay as you feel basis.

The Hub is a warm and welcoming place to meet others, share conversations, and find support free of stigma. Find out more: www.harrogateneighbours.co.uk/our-services/community-hub/



Christmas office closure

The Harrogate Housing Association office will close for Christmas on Wednesday 24 December at 5pm and will re-open on Friday 2 January at 9am.

If you need to report an emergency repair during the time we are closed, please call 01423 884018 and you will be guided to our out-of-hours service. If your repair is not urgent, please wait until we reopen or email us at info@hhal.org.uk and we will contact you in the new year.

Come and join our Customer Liaison Committee

Do you want to help make a difference, whilst building your own skills and confidence?

We're looking for new members to join our Customer Liaison Committee (CLC). This is a small and friendly group of residents who work closely with HHA staff to ensure that the services we provide truly put residents at the heart. No prior experience is necessary, just a willingness to get involved, discuss ideas and help bring about positive changes.



CLC members helping to prepare Christmas hampers





What do members gain?

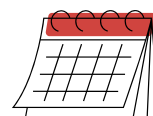
Being part of the CLC isn't just about helping others - you can benefit too. Many members have seen:

- Increased self-confidence
- A better understanding of how the Association works
- The chance to be part of real solutions
- Valuable experience to enhance their CV
- The satisfaction of giving back to their community

Just come along to find out whether it's for you. HHA is happy to support your attendance costs. For further information, email: angela@hhal.org.uk

Date of next meeting

-  3 February 2026
-  HHA Offices
10 High Street, Harrogate, HG2 7HY
-  5:00 pm – 6.30pm
-  Enjoy a buffet tea on us



Our estate walkabouts

Our Neighbourhood Team, Verity and Clive, regularly carry out estate walkabouts to make sure that the areas where you live are clean and well-maintained. We want you to love where you live and these informal sessions are a great chance to discuss any suggestions or concerns, so that we can make improvements in response to your feedback.

The walkabout timetable is published on our website: www.hhal.org.uk/news-and-events/estate-walkabouts-2025-2026/ or watch out for Facebook posts, texts and emails telling you when Clive and Verity will be in your area. You can just pop out and see them when they're there or contact the office in advance to let us know that you'd like to have a chat.



Our next few estate walkabout events are:

- **15 December AM:** Central Harrogate - Pinewood Drive, Spacey Houses Court, Fulwith Mill Drive
- **15 December AM:** Green Hammerton
- **9 January AM:** Central Starbeck - Albert Place, The Avenue, Pearl Street, Regent Place, Regent Mount, 77 High Street
- **14 January AM:** Starbeck East - Avenue Grove, South Beech Avenue, Prospect Close, Avenue Street, Grove Street, Avenue Road, Globe Street, Sycamore Drive


We really appreciate you taking the time to talk to us, but if you are not around when the walkabout is taking place, you can call: 01423 884018, email: info@hhal.org.uk or text us back with anything you wish to raise. We'll take a look at it and feedback to you on the action we take.


Over the last 12 months we have made some great improvements to the areas where you live, such as removing old sofas, levelling an uneven pathway, touching up lintels and windowsills and contacting the council about road signs that have been damaged. This is all to make the areas look better. We are committed to continuing to do this and we need your help to do more of the things that matter to you.


Please report any issues early

With the weather having turned a lot colder over recent weeks, we just wanted to flag a couple of important things:



 Should you experience a loss of heating and/or hot water, please call our gas contractor, SureServe, on 0151 7285760 and they will be able to help.

 If you notice any potential signs of damp or mould in your home, please contact us straight away on Tel: 01423 884018 or Email: info@hhal.org.uk

 Please don't ignore any signs your roof could be leaking (they're not always obvious). Look out for any broken or slipped slates, damaged roofing felt (you could check when you're in the loft getting down your Christmas decorations) or any damp patches or watermarks on the ceilings.

If you spot a problem in your home, please let us know early, then we can fix it fast and avoid further damage.

And finally.....

On behalf of the staff and Board at Harrogate Housing Association, we would like to wish you and your family a very Merry Christmas and a Happy New Year.

