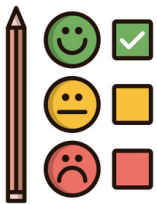


# Harrogate Housing Association Newsletter

## Summer 2026



Welcome to our summer newsletter: a chance for us to share news about our activities and plans with our residents.



### Look out for our Resident Satisfaction Survey

**Our next Resident Satisfaction Survey will be sent out to you by email on 6 July, followed by a postal version shortly afterwards.** We send these out to all our residents every two years and this is a chance for you to tell us what we're doing well and where we can improve.

**The survey is anonymous but by completing and returning it, and entering your name and address, you will automatically be put into a free prize draw to win one of four £50 vouchers. The odds of winning are far better than playing the lottery! So please look out for the survey and complete it as soon as you can.**

We want you and your family to be happy in your home and communities, so your feedback is really important to us – it shapes what we do and how we do it and helps us make improvements that matter to you.

### Come and see us at Starbeck Fest

We will once again be having a stall at Starbeck Fest.

It's always a fantastic event so please pop along and see us. There'll be fun activities and refreshments on our stall, including a tie-up with Positive Footprints who are working with Starbeck schools to raise aspirations and open up the world of work for young people.

It'll also be a great chance to meet the Harrogate Housing Team and find out more about our work, including the energy efficiency improvements and our Helping Hand Fund (more on these later).



### HHA in Bloom

Congratulations to the winners of our recent Gardening Competition. The standard of entries was really high - it's clear you take great pride in your gardens!

We'd like to thank everyone who entered. We loved seeing your gardens and we'll be running the competition again next year.































The entries were judged by Carmen, the Chair of our Resident Liaison Committee, and she had a tough job with such a high standard of entries. She told us it's a shame there could only be three prizes, as you all deserved one!

## Satisfaction and performance

As we've already mentioned, we will shortly be sending you a satisfaction survey, so you can tell us where you are happy with our service, and where we need to make improvements. We'll then take your feedback on board and focus on addressing the areas where you want us to do better.

The Regulator of Social Housing has a series of Tenancy Satisfaction Measures (TSMs) against which all landlords must report. For us smaller landlords, we carry out the satisfaction survey every two years so the TSMs reported below are from our last survey in 2024, alongside the management information which shows how we performed up to the year end 31 March 2026.

You will see that in comparison to other landlords, HHA is performing well and improvements in services continue to be our main focus going forward. We'll publish the results of this July's survey in September.

	Tenancy Satisfaction Measure	HHA results	Landlord Average (as per Acuity benchmarking)	
	Overall satisfaction	80%	77%	
	Well maintained home	78%	77%	
	Safe Home	84%	82%	
	Repairs satisfaction – last 12 months	80%	79%	
	Satisfaction with time taken for last repair	79%	77%	
	Communal areas are clean and well maintained	78%	72%	
	Positive contribution to neighbourhood	67%	69%	
	Dealing with anti-social behaviour	71%	62%	
	Listens and acts	70%	66%	
	Keeps you informed	70%	77%	
	Treats you fairly and with respect	82%	81%	
	Complaints handling	52%	37%	
<b>Management Information Measures</b>				
	Complaints (per 1,000 properties)*	Stage 1 10.4 Stage 2 0	26.15 2.3	
	Complaints responded to within handling code timescales: Stage 1	100%	100%	
	Number of ASB cases (per 1,000 properties)*	10.4	16.72	
	Proportion of hate crimes	0	0	
	Homes not meeting Decent Homes Standard	0%	0%	
	Repairs completed within target timescales	Emergency (within 24 hrs) 100% Non emergency (incl. 7-28 days) 94%	100% 94%	
	Gas safety checks	100%	100%	
	Fire safety checks	100%	100%	
	Asbestos safety checks	100%	100%	
	**We do not have any properties requiring water 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 = 3, Stage 2 = 0 and actual ASB cases = 3.



## Update on our Room in the Roof works

As part of our commitment to making your homes warmer and more energy efficient, we have been insulating the loft rooms in some of our older properties. This work involves stripping back the plaster on the ceilings and walls and adding new insulated plasterboard.

We have finished 9 homes already, with another 24 to go. Residents in homes we've completed have told us that their rooms now feel warmer in winter, as they retain heat better, and cooler in summer, as the heat from the roof is now blocked by layers of insulation. The rooms and stairwells also look much better thanks to a new layer of plaster and fresh paint.

We aim to have completed all homes in the programme by Easter 2027.

## We're here to lend a helping hand when things are hard

If you're struggling to pay your rent or experiencing money problems, please talk to us as soon as possible so that we can try to help. Anything you tell us is confidential and we have a dedicated Income Officer who is very experienced in this area, so please don't struggle in silence.

We also have a Helping Hand Fund in place to provide top-up support to provide essential items you need at times of financial hardship, such as shopping vouchers or help purchasing household appliances, such as fridges and cookers.

## Reviewing our strategic priorities

We've been working with residents to review our strategic priorities following our Board Away Day last year.

After listening to your feedback, we know that our core values - **Local, Approachable** and **Customer-focussed** - are important to you and we'll be making sure these commitments are central to everything that we do. We'll also be using the term 'resident' in all our communications, as you told us this is what you prefer.

To improve our service to you, we'll be increasing the visibility of our team, through estate visits and home reviews, and developing a new void standard to ensure that all the homes we let are consistently well-maintained, clean and energy efficient – properties that we're proud of.

We'll be working hard to develop our team's skills and providing additional training, particularly in the use of technology, so that we can deliver a consistently great service. We've also asked your opinions about enhancing our digital offer so that you can access your account through our website. Many of you told us you'd welcome this, but we now need to consider the cost of this investment and if you'd prefer us to invest this money here or elsewhere. Look out for the question on the survey.

Finally, we want to grow our stock, as we recognise that there is a real shortage of affordable homes for people in Harrogate. However, this growth does not come at the expense of the homes we've already got. We will be continuing our ongoing maintenance and investment in our existing homes, including energy efficiency improvements and new kitchens, bathrooms, windows and boilers to ensure we continue to provide high quality homes that are safe, warm and affordable.





## What if I wish to make a complaint

We want to provide the very highest level of service to our residents. We always aim to get things right first time, 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. In most cases we can provide a quick resolution that you are happy with. **You can get in touch by T: 01423 884018, E: [info@hhal.org.uk](mailto:info@hhal.org.uk) or via the contact form on our website.**

We fully investigate any complaints made and provide a fair and honest response.

If we have made a mistake, we will always apologise. All complaints will be acknowledged within two working days, and we aim to resolve them within ten days. If we are unable to resolve the complaint within that timescale, we will contact you and let you know. You can view our full Complaints Policy on our website: [www.hhal.org.uk/our-policies/](http://www.hhal.org.uk/our-policies/).

## Harrogate Flower Fund

Harrogate Housing Association has been the managing agent for the 33 properties that Harrogate Flower Fund Homes (HFFH) own for over 20 years. The Housing sector has become a very regulated industry and with new and emerging requirements, HFFH feel that merging with Harrogate Housing Association would provide a more stable future for its residents.



HFFH has recently consulted with its residents about this proposal to merge with HHA. Residents received a letter and a FAQ to help answer any concerns and we are currently waiting further feedback before the HFFH Board makes its decision on 16 July. If the feedback is positive, then we hope that the transfer will take place in September 2026.

HHA Residents will not be impacted in any way but we wanted to make sure you knew what was happening.



## Proud to continue our membership of TPAS

We have recently renewed our membership of TPAS:

[www.tpas.org.uk](http://www.tpas.org.uk) – an organisation which promotes resident participation and engagement in social housing.

This gives us access to a wide range of services, including independent and impartial advice and training to help support residents get more involved in shaping our service. If you would like to get involved either on an ad hoc or ongoing basis, we'd love to hear from you.

No prior experience is necessary. Just email: [info@hhal.org.uk](mailto:info@hhal.org.uk)