Harrogate Housing Association Newsletter
Autumn 2026

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

Results of our Resident Satisfaction Survey



Thank you to everyone who completed our recent Satisfaction Survey - we are delighted that the results show an improvement in resident satisfaction across all areas since our last survey in 2024, with overall satisfaction now at 91%.

We are especially delighted with the big improvements in how you feel we 'keep you informed', and 'listen and act' on what you tell us, which were areas that we have worked hard to address.
We really do appreciate your feedback, so thank you!

You can see the full results in the table below. It shows how our results compare to our last survey in 2024 and how our results are significantly above the *Acuity landlord averages.

	Tenancy Satisfaction Measure	HHA 2026 results	HHA 2024 results	Landlord average*
	Overall satisfaction	**91%** (↑11%)	80%	82%
	Well maintained home	**88%** (↑10%)	78%	84%
	Safe Home	**92%** (↑8%)	84%	87%
	Repairs satisfaction – last 12 months	**81%** (↑1%)	80%	86%
	Satisfaction with time taken for last repair	**84%** (↑5%)	79%	83%
	Communal areas are clean & well maintained	**80%** (↑2%)	78%	78%
	Positive contribution to neighbourhood	**82%** (↑15%)	67%	71%
	Dealing with anti-social behaviour	**75%** (↑4%)	71%	66%
	Listens and Acts	**83%** (↑13%)	70%	72%
	Keeps you informed	**91%** (↑21%)	70%	80%
	Treats you fairly and with respect	**89%** (↑7%)	82%	84%
	Complaints handling	**58%** (↑6%)	52%	48%

Whilst we are very happy with these results, we know there is always room for improvement.

There are areas where we would still like to do better and we will be taking on board all of your individual comments and suggestions and reporting back on the actions we take to address them.

Congratulations to our winners

Everyone who completed the satisfaction survey was automatically entered into a prize draw and the four lucky winners, selected at random by Acuity, have each received a £50 shopping voucher.

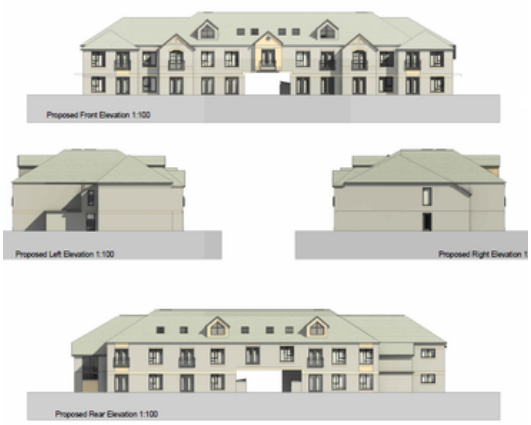
Congratulations to them, and a big thank you to everyone who took the time to share their feedback through the survey.



"It was so wonderful to win the voucher. We are really happy with HHA, and where we live." Liz



"The voucher couldn't have come at a better time. We've just moved into our home, so there are plenty of things we need." Simon



Proposed redesign of Applegarth Homes

Planning permission granted for Applegarth Homes

We are delighted that we have now received planning permission for the proposed redevelopment of Applegarth Homes. The project will fully modernise and extend the current accommodation to create twenty energy-efficient one and two-bedroom apartments for senior residents.

The redesigned scheme will look fantastic and is fully supported by the residents, who we will keep updated throughout the project, especially helping them settle into their new homes.



Please join us at our Residents' Conference on 7 October

Our annual HHA Residents' Conference will be held on Wednesday 7 October, from 5-7pm at The Welcome Centre, St Andrew's Church, High Street, Starbeck, HG2 7JE.

We'll be looking at what is going on at HHA and we'd love you to join us. Refreshments will be provided: cheese, wine and soft drinks.

Harrogate Flower Fund Homes join HHA

Harrogate Flower Fund Homes (HFFH) will officially merge with Harrogate Housing Association on 1 October.

We carried out a consultation with the HFFH residents who are all very happy. We have been managing HFFH for the past 21 years, so it won't mean any service changes to the residents.

Wishing a warm welcome to our new Neighbourhood Officer, Paul Morrison

We have recently welcomed a new temporary Neighbourhood Officer to our team. Paul Morrison joined us at the end of August having worked in housing roles across the country for over 30 years. He has spent the last 13 years working at City of York Council and one of his priorities is to ensure that the Home Reviews and Estate Walkabouts are up to date, so you may see him out and about. He is really looking forward to meeting everyone.

Paul is pictured here with Verity.



Farewell – but not yet



Last but by no means least, we'd like to take this opportunity to let you know that our Chief Executive, Steven Brook, will be retiring next summer. He has led HHA since 2014 and has overseen the growth and transformation of the organisation both financially and operationally: rationalising what were previously a number of different businesses (including Harrogate Flower Fund, Applegarth Homes, Avondale and Rogers Almshouses), contributing to a rise in resident satisfaction and achieving cost efficiencies.

Steve has worked in the not-for-profit sector for over 30 years, including over 20 years in housing. He has been a fantastic asset to HHA and his passion and commitment to supporting colleagues and communities will leave a lasting impact. He will step down in July 2027 and will continue to lead the organisation until that time. Recruitment of his successor is underway and we will, of course, keep you updated.