



Leeds & Yorkshire
Housing Association

You said

We did

We're committed to listening to what you tell us and acting on it.

As a direct result of feedback from our customers, we are currently implementing lots of changes to improve our service. Here are a few:

You said: you wanted additional support to help manage your finances and tackle debt.

We are: now offering a free referral service to Citizens Advice Bureau for customers needing one to one support. *"It's helped me to manage my finances and budget better. I now feel less worried than I did."*

You said: you would like a communal area to grow your own fruit and vegetables at the Elmetes.

We have: begun creating an 'Elmetes Community Orchard' complete with planters, fruit trees and a seating area. This should be finished in December.

You said: you needed clearer parking bays at Church Cottages in Roundhay to stop non-residents parking there for the local school.

We have: now painted white lines to create marked parking bays for our customers who are very happy with the result.

You said: there wasn't enough drying space for our flats at Rosemary Thompson House in Horsforth and Hawk Street in Barnsley.

We have: recently installed additional rotary dryers in the communal gardens at both sites.