



## Improving Homes



**west  
north  
west**  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • አማርኛ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

#### Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الأم أو مطبوعة بأحرف كبيرة أو على شكل بريد، فقم بالاتصال بمكتب اسكان الأحياء. هذه خدمة مجانية نقدمها لك.

#### Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

#### Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک یزبان خود، بصورت بزرگ، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاوسنگ اوفیس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

#### French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

#### Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەردی ناوچەکەتەوه (نییبه‌رهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپایە ئێو کارەت بۆ ددەن.

#### Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

#### Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

#### Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

#### Tigrinya / ትግርኛ

ከዚ ጽሑፍዚ ብጽግጽቲ ብግብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ግን ጽሑፍ) እንተደለኹ፣ ነቲ ናይ ኣካባቢኹ ናይ ኣባይቲ ቢትጽሕፈት ደውስሎም፣ ከዚ ብነጻ ክገብሩልኹ ኢዮም።

#### Urdu / اردو

اگر آپ کو تحریر یا آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکارہ وثوقیراہ کرم ہے پھر ہڈ یا سٹنگ آفیسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کرا سکتا ہے۔

**We are committed to making sure all our homes meet the Government's 'Decent Homes' standard by the end of 2010.**

**The standard says that housing should be in a reasonable state of repair and should have reasonably modern facilities and services.**

**If your home is included in a scheme of major improvement works, these are the standards of service you can expect.**

**We will:**

- publish where major works will take place on an annual basis with updates through the year;
- consult with you prior to any improvement works and discuss any specific requirements;
- during improvement works, communicate regularly, carry out the work to good standards and keep you informed of any date changes;
- monitor customer satisfaction with the improvement works and report back on the overall satisfaction results.

# Planning investment programmes

## **We will:**

- publish the details of the capital programme on an annual basis. The capital programme is approved in the spring. Any changes, and the reasons for those changes will be published in the autumn edition of our tenants' newsletter.
- consult you on the annual investment programme proposals. This will be done through the local area panels, tenant and resident groups, and the Asset Management customer sounding board;
- feedback updates and information on any action resulting from consultation events.



### **Before works commence, we will:**

- provide you with information on the work planned. For example, what the work is; who the contractor is; contact details; anticipated timescales; how the work may impact on you and your family (levels of disruption and the different stages involved) and what your responsibilities are when work is underway;
- discuss with you any specific needs you, or members of your family, may have. If you are a vulnerable customer, or where there are individual needs, we will be flexible with our approach.
- provide you with a range of choices in colours or materials when replacing your kitchen or bathroom.

### **During works on your property, we will:**

- ensure you are warm, comfortable and safe and that we, and our contractors, take care to protect your home and possessions while work is carried out;
- communicate effectively with you and involve you in the monitoring of the delivery of the planned works to your home;
- make sure work is carried out to a high standard, always using good quality material manufactured to the relevant standard;
- aim to keep to the start and finish dates given and will keep you informed of any changes. We will work carefully and complete the work as quickly as possible and with minimum disruption.
- provide you with regular opportunities to discuss proposed work issues with the contractor and ourselves.

## **Once work is completed, we will:**

- where appropriate, give you a decorating grant towards the redecoration of any rooms that have been disturbed by the works that have taken place;
- show you how to use any new appliances and leave you with instructions to suit your needs;
- provide you with a range of opportunities to give us feedback on how the works progressed: for example, satisfaction surveys, project and contractor evaluation processes;
- report the overall outcome of feedback from the whole scheme back to you.



## Leaseholders

Please see the leaseholders service standards for full details of the implications of major improvement works for leaseholders.

## Measuring our performance

**We will measure our performance against the targets we set and publish the results, at least quarterly. These will include:**

- progress towards us achieving the 'Decent Homes' Standard by the end of March 2011
- how much we have spent on improvements and what we have spent it on
- overall satisfaction with the general condition of your property following the improvements.

If your experience of our service does not match the standards that we have set, or you feel we could improve on the service we provide, please contact us and let us know. If you wish to make a formal complaint to us please see our Comments, Compliments and Complaints leaflet for more details.

**If you wish to contact us, please do so by visiting us at:**

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*  
or Minicom: 0845 127 1113

\*standard charges apply when calling from a mobile



Email us on:

[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)

[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:

Neighbourhood Housing  
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower  
Wortley Road, Leeds LS12 4PX

