



Maintaining Our Properties



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ཁོ་ལྷན་ཁྲིམས་ • 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 الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. 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 بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (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 (شینۆزی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەری ناوچەکەتەوه (نییبەرهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپرابی ئەو کارەت بۆ دەکەن.

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

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

Urdu / اردو

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر بڈ ہاؤسنگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

One off planned works

When major improvement works are identified for a property they will either be scheduled as part of our capital improvement programme or, if more urgently required, can be taken up by our one-off planned works team.

These works can include the renewal of kitchens and bathrooms; rewires and electrical upgrades; re-roofing; high security external doors; whole house window and internal door replacement; damp and infestation treatment; garage refurbishment, demolition and renewal; redesign and improvement works to large tarmac or paved areas.



The following service standards apply for one-off planned works:

We will:

- measure your satisfaction with our customer service;
- measure your satisfaction with our delivered products;
- measure your satisfaction with our workman's conduct, politeness and attitude;
- measure your satisfaction with our communication with you prior to the works commencing;
- measure your satisfaction with our communication with you during the works being carried out;
- where applicable measure your satisfaction with the range of choices of finishes for the units, tiles and doors;
- where applicable measure your satisfaction with consultation on the design;
- publish what major works will be taking place on an annual basis.

Please note the following larger works do not fall within the 90 working days timescales as they are agreed between the contractor and West North West Homes on an individual basis:

- garage refurbishment, demolition and renewal.



Gas servicing and repairs

It is a legal requirement for landlords to test all gas appliances they have provided on an annual basis. Part of this work is to service the appliances to ensure they are running efficiently and comply with all safety regulations that apply for the safe use of gas appliances.

Our gas service standards are as follows:

We will:

- ensure the safety of your property by carrying out a safety check on gas appliances and equipment every 12 months by Gas Safe registered engineers;
- send an anniversary card reminding you that the annual gas service is due at least 8 weeks before the existing service expires;
- notify you by letter, a month before, when the gas equipment and pipe work in your home is due for an annual safety test/service;
- provide, in a letter, an appointment date when the contractor wishes to carry out the safety test and service at your property;
- provide you with our contractor details if you need to rearrange your allocated appointment to a more convenient date and time;
- complete the service and any necessary repairs and provide you with a copy of the gas safety certificate CP12 within 20 working days;
- ensure that our contractors leave a card with contact details if they are unable to gain access.



If you allow our gas engineers access to your home the first time they call, you will be entered into £250 monthly prize draw. You will not be eligible for the draw if we have to leave a No Access card.

If we do not hear from you we will write to you to rearrange access. Under the terms of your tenancy agreement, if you do not provide us with access to your property, court proceedings will be taken against you.

Painting programme

The following are our service standards for our rolling programme of painting of communal areas in multi-storey flats and sheltered housing schemes and external works to outhouses and fencing:

We will:

- publish our painting programme annually with details of the areas included and proposed start and completion dates;
- adopt a 3 year rolling programme for internal cyclical painting for communal areas to multi-storey flats and sheltered complexes;
- adopt a 5 year rolling programme for all external painting;
- write to you when your home is included in the programme and provide you with details of our contracting partners who will carry out the work, when they will start and complete, and our contact details should you have any queries;
- offer a choice of colour to timber external doors and out-house doors;
- offer a choice of colours for communal areas in sheltered and multi-storey blocks;
- ensure our staff, agents and contractors carry and display identification at all times.

Lifts servicing and maintenance

We would like you, our tenants and your visitors, to be able to move freely and safely when using any lift for the purpose it is meant. This applies to any residential block of flats, sheltered accommodation or any building managed by West North West Homes. We, therefore, ensure that lifting equipment* is serviced and maintained to meet all current legal requirements annually.

*passenger and goods lifts in flats, sheltered housing, other buildings managed by West North West Homes, domestic stair lifts, through floor lifts, step lifts and hoists



The following service standards will apply for the maintenance and servicing of lifts:

We will:

- provide a 24 hour, 7 day emergency cover service;
- carry out annual maintenance safety checks and inspections for all lifts;
- service the lifts 10 times per year and undertake 2 annual safety checks by a reputable specialist insurance company;
- attend to a lift breakdown within 1 hour from notification where a person is stuck in a lift;
- attend to a lift breakdown within 2 hours and repair the lift within 24 hours.

We ask that you:

- notify us promptly, where you experience any equipment breakdowns, or malicious damage to equipment, either through fire and/or vandalism;
- complete customer satisfaction forms and offer suggestions to improve our service delivery.

To ensure our service to you meets with your expectations we will measure our performance and report the results on a quarterly basis to the customer sounding board and multi-storey flats group.

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

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



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