



Our Service Standards  
putting customers first



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



If you would like this document in your language, **large print** or Braille, then 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، فم 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 (شێوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەری ناوچەکەتەوه (نێیبەرھووود ھاوژین ئۆفیس) بکە و ئەوان بە خۆپرایی 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 ክገብሩልካ ኢዮም።

Urdu / اردو

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

Our service standards are the commitments we have agreed with you and explain what you can expect from us. They will ensure we are delivering an excellent service for all our customers.

These standards are promises we need to keep and we are determined to live up to them. We will measure how we are performing against each of them and publish the results so that you know how we are doing.

Customers have been fully involved in their preparation and all have been agreed with Customers Sounding Boards. Our standards have been set to be challenging but achievable.

### **Service standards are important because:**

- they let you know the standard of service to expect from us;
- they help you judge whether we are providing a good service;
- they define the standard of service our staff are expected to deliver.

We want to know whether you are happy with what we do. Your feedback helps us to improve and make things better.

## Access and Customer Care

We will deal with all enquires quickly, politely and effectively and assure the quality of our service by meeting the following standards:

1. ensure customer satisfaction with access to our services;
2. deal with all our customers politely and with courtesy;
3. deal with enquiries first time at first point of contact;
4. answer calls within 20 seconds;
5. deal with face to face enquiries within 15 minutes of entering a One Stop Centre;
6. acknowledge letters and electronic enquiries within one working day;
7. respond fully to letters and electronic enquiries within 10 working days;
8. ensure our services meet mystery shopping standards.

## Income Management

1. We will give you 4 weeks notice in writing if there are any increases to rent.
2. We will send you rent statements at least 4 times a year in your preferred format.
3. We will provide choice and a wide range of payment options that enable you to pay your rent 24 hours a day, 365 days a year.
4. We will visit you within 4 weeks of your tenancy starting to discuss your rent payments and offer advice and information.

5. When you sign up for your tenancy, we will provide you with information on how much rent you have to pay each week, how and where you can pay and how we can help.
6. We will contact you quickly by letter to offer help and advice if you owe 2 weeks rent and are a weekly payer or if you owe 5 weeks and you pay on a monthly basis.
7. We will measure your satisfaction with the service you are receiving from the Income Management team at least twice a year.

## Anti-Social Behaviour

1. We will contact you within 1 working day of your report on very serious cases involving actual, or threats of, violence
2. We will contact you within 3 working days on all other anti-social behaviour issues.
3. We will contact you at least every 28 days to keep you updated on your case.
4. We will contact you again within 28 days of your case closing.
5. We will contact you within 1 working day of you reporting your complaint via the 24 hour reporting service.
6. We will contact you within 1 working day of you reporting your complaint via our website.
7. We will offer mediation services to all our customers where appropriate.

## Empty Homes and Allocations

1. We will repair empty properties and make them ready to be re-let within 32 days.
2. We will ensure your new home meets our Empty Homes Standard before you accept your new tenancy.
3. We will invite our Tenant Inspectors to reality check a sample of our empty properties on a monthly basis.
4. We will register any new Leeds Housing Register application forms within 10 working days.
5. We will provide you with an accompanied viewing of your prospective new home.
6. We will measure your satisfaction with the service you are receiving from the Empty Homes and Allocations team.

## Supported Housing

1. We will visit you to assess your support needs and offer advice within 28 days of your referral being received.
2. We will visit you 4 times a year with your support provider to monitor and update your changing needs.
3. We will measure your satisfaction with the service you are receiving from the Supported Housing team and your identified support provider.

# Responsive Repairs

1. We will respond quickly when an emergency repair is reported to us, visiting within 3 hours. Where the repair can't be completed immediately we will complete the job the next day.
2. We will deal promptly with all urgent repairs reported to us and complete work within 3 working days.
3. We will complete all non-urgent repairs reported to us within 20 working days.
4. Where we have to visit to pre-inspect before giving approval for a repair to be completed, we will attend within 8 working days.
5. We will agree an appointment date convenient to you, confirm this in writing and keep the appointment.
6. We will ring you on the day of the appointment, where we have contact details, to confirm when we expect to arrive.
7. Where we have details, we will text customers ahead of the appointment date to remind them we will be visiting.
8. We will complete all repairs properly and well, cleaning up after ourselves and leaving all jobs in a neat and tidy condition. We will measure customer satisfaction with the repair service each month. All customers who reported a repair will have the opportunity to return a satisfaction survey.

9. We will treat all our customers and their property with courtesy and respect, act professionally and always show identification cards when visiting homes.
10. Our tradesman will be appropriately and professionally dressed to carry out the work expected of them and will wear corporate uniforms.

## Asbestos

1. We will inform you in writing within 2 working days of our receiving a referral for an asbestos survey explaining why the survey is required and provide you with our contact details should you have any queries or concerns.
2. We will complete and return interim survey reports within 5 working days from receipt of referrals.
3. We will inform you in writing of when a referral for asbestos removal has been received within 2 days and provide you with our and our contractor's contact details and a copy of our Asbestos Information Leaflet.
4. We will complete the removal of asbestos within 17 working days, using licensed contractors.
5. Where a repair is an emergency, we will test material samples within 24 hours.

# Adaptations

1. Depending on the type of work required, we will complete all minor adaptations within either 7 or 28 working days of customers reporting them to us.
2. We will tell you in writing within 5 working days that a recommendation for major adaptation works has been received from the Occupational Therapist.
3. We will tell you of our decision on major adaptation work within 25 working days of receipt from the Occupational Therapist. Where the work is not possible or appropriate, we will explain and confirm the reasons in writing and explore other housing options.
4. We will complete all major adaptation works, dependant on priority, within set timescales from receipt of the Occupational Therapist recommendations.

Priority 1 high priority adaptations	74 calendar days
Priority 2 medium priority adaptations	127 calendar days
Priority 3 low priority adaptations	220 calendar days
5. We will make sure work is carried out safely and that your home is left clean and tidy at the end of each day.
6. We will measure customer satisfaction with minor adaptations carried out in customers' homes.
7. We will measure customer satisfaction with major adaptations carried out in customers homes.

# Improving Homes

1. We will measure your satisfaction with our customer service.
2. We will measure your satisfaction with our delivered products.
3. We will measure your satisfaction with our workman's conduct, politeness and attitude.
4. We will measure your satisfaction with our communication with you prior to works commencing.
5. We will measure your satisfaction with our communication with you during the works being carried out.
6. Where applicable we will measure your satisfaction with the consultation on the design.
7. Where applicable we will measure your satisfaction with the range of choices of finishes for the units, tiles and doors.
8. We will publish what major works will be taking place on an annual basis.

# Gas Servicing

1. 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.
2. We will send you an anniversary card at least 8 weeks before the existing service expires reminding you that your annual gas service is due.
3. We will notify you by letter at least one month in advance when the gas equipment and pipe work in your home is due for annual service/test and provide you with an appointment to carry out the gas safety test. We will provide you with our contractor details if you need to rearrange this to a more convenient date and time.
4. We will attend at the agreed time and date.
5. We will complete the service and any necessary repairs and provide you with a copy of the gas safety certificate CP12 within 20 working days.
6. We will measure customer satisfaction with gas repairs and the safety service we provide.
7. We will carry out quality audits to ensure gas appliances are being tested in line with current Gas Regulations.

# Lift servicing

1. We will provide you with a 24 hour, 7 day a week emergency cover for lifts.
2. We will carry out annual maintenance safety checks and inspections for all domestic lifting equipment.
3. We will attend a lift breakdown within 1 hour from notification where a person is stuck in the lift.
4. We will service the lifts 10 times a year and undertake 2 annual safety checks by a reputable specialist.
5. We will attend to a lift breakdown within 2 hours and repair the lift within 24 hours.
6. We will provide advance notice of when a lift will be out of service for instance for routine maintenance we will measure this through a specific question on our satisfaction survey.
7. We will measure your overall satisfaction with the lift service at least twice a year.

# Estate Management

1. We will measure your satisfaction with the estate management and environmental services twice a year.
2. We will aim to ensure our estates achieve the top grade and publicise how your estates are graded in the customer newsletter and on the website.
3. We will cut our verges and communal grassed areas a minimum of once a month in the cutting season when weather permits.
4. We will clean communal areas in flats and maisonettes a minimum of once a week.
5. We will unblock rubbish chutes within 1 working day of them being reported.
6. We will clean communal windows once a year in multi-storey flats, every 3 months in sheltered schemes and every 6 months in low rise flats and maisonettes.
7. Our dedicated team will remove all racist, sexist, obscene and offensive graffiti within 1 working day and any other graffiti within 4 working days.
8. We will remove fly tipping within 1 working day of it being reported.

# Customer Involvement

1. We will offer a variety of ways for you to become involved and publish these in our Customer Involvement leaflet, which we will promote to our customers.
2. We will provide support and friendly training to help you to get involved with us or your community.
3. We will use accessible venues, provide interpreters and help with transport and childcare or carer costs.
4. We will publicise quarterly examples of how customer involvement has made a difference on our website and in the customer newsletter 'The Buzz'.
5. We will measure our performance against agreed targets and publish the results quarterly. These will include:
  - Percentage of Council properties represented by a Tenant and Resident Association or Area Representative.
  - Percentage of tenants satisfied with their opportunities to participate.
  - Percentage of tenants satisfied that their views are being taken into account.
  - The number of customers attending training.

# Complaints

1. We will make it easy to submit a complaint.
2. We will reply within 1 working day when you send us a complaint and include in our response who will be responsible for dealing with it.
3. We will investigate all complaints fully and quickly and respond with an agreed resolution within 10 days of receiving the complaint.

We will work hard to resolve all complaints to the satisfaction of customers and will involve tenants in the adjudication of complaints that reach stage 3 of our complaints process.

# Sheltered Housing

1. We will provide you with an accompanied viewing of your prospective new sheltered home.
2. We will help assure your safety and security by providing a care ring alarm service.
3. We will provide a warden support service and measure your satisfaction with the service provided.
4. We will work to support vulnerable people to maximise their potential to maintain independent living.
5. We will give you an opportunity to do a joint inspection of your complex internally and externally and raise concerns with us.

## 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



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