



## Multi-Storey Living



**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 (شینۆازی 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 ممبر ہڈ ہاؤسنگ آفیسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

## Multi-storey living

We hope your tenancy with us is a long and happy one. However, it is important, if you live in a multi-storey, that you, as the tenant, and West North West Homes work together to keep the property in good condition.

A caretaker or cleaning contractor will look after your multi-storey block. He or she will ensure that the block is clean and tidy and also that all communal areas are maintained. Some caretakers also live on-site, or have ground floor offices, and are able to keep an eye on things.

## Anti-social behaviour and noise nuisance

Tenants and their visitors should show consideration for their neighbours at all times. As flats are not sound proof, please keep noise at a reasonable level particularly when playing music, watching TV, closing doors or doing DIY.

If you fit a laminate floor, you must fit it with recommended underlay so that noise levels are reduced to avoid complaints.



## Lifts

Some multi-storey blocks have two lifts, both of which can be used by passengers. If the lift can also be used to carry goods in, you should ensure both lift gates and doors are closed when leaving the lift. All lifts should be left clean and tidy at all times. An emergency phone number will be available in each lift for use if the lift breaks down.



## Balconies

To avoid the area looking untidy, please do not hang washing to dry from windows. Wherever possible use drying rooms, where provided, to dry your washing rather than hanging washing off lines on your balcony.

Do not, at anytime, throw refuse or other articles from balconies as this can be extremely dangerous. Food attracts vermin so all balconies should be kept clean and tidy at all times. In particular, we would recommend that you do not put food out for the birds and that you regularly check the balcony for nesting birds.

## Drying rooms

Depending on the type of multi-storey block you live in, a drying room may be provided on each floor, except the ground and lower ground floors. Keys are provided and they should be locked at all times when unattended. Items should not be left in the drying room for prolonged periods. Your caretaker will advise alternative arrangements if there is no access to drying rooms.

## Rubbish disposal

A rubbish chute is usually provided, either on each floor, or on your balcony. You must ensure that any rubbish you put down the chute is broken into small pieces or wrapped and bagged securely. Your caretaker can give you advice if you have larger items such as fridges, sofas or chairs to dispose of. You can also help create a cleaner, greener environment by using recycling facilities available to you.

## Animals

Unfortunately, animals which require outdoor exercise, are not permitted in multi-storey flats or indeed any property with a communal entrance.

## Car parking

The number of car parking spaces available outside most multi-storey blocks are limited. The forecourt area, where parking restrictions are in place, is for residents and their guests only. Residents' cars take precedence over those of visitors. Please park your car in the designated spaces; do not park on grassed areas or block access to the bin room area.

## Communal areas

Please keep communal areas clean and tidy at all times. It is your responsibility to clean and mop the area outside your door. If you see anyone causing vandalism or breaching their conditions of tenancy, please report this to your local neighbourhood housing office immediately. Your call will be treated in strictest confidence.

## Repairs and maintenance

If you need to report a repair or have a problem with your home, please call our freephone number 0800 915 1113.



## Heating system

Heating and hot water to multi-storey flats is most commonly provided by storage and immersion heaters. These systems normally charge up overnight on a lower cost off-peak electrical tariff such as 'Economy 7'. Some blocks may have other forms of heating such as warm air, underfloor or radiators fed from a gas boiler.

Full operating instructions for the specific heating system for your home are available from your local neighbourhood housing office. Any faults with your heating or hot water should be reported immediately.

Further advice on the efficient use of your system, and tips on ways to save money through saving energy, can be obtained from the Fuelsavers team on 0800 512 012 or visit their website at [www.leeds.gov.uk/fuelsavers](http://www.leeds.gov.uk/fuelsavers).

## Fire Safety

West Yorkshire fire and rescue offer a free home visit to help identify potential fire risks in your home. You can arrange a visit by contacting them on 0800 587 4536. Details of fire safety in individual blocks are available in the foyer of each block.

## Satellite dishes

Permission will not be given for you to install a satellite dish on a multi-storey block. However, all blocks do have access to digital television. You will still need to buy a digital TV or box to access this service.

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

### One Stop Centres

Aireborough, Micklefield House, New Road Side, Rawdon  
LS19 6DF

Armley, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Otley, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey, Town Hall, Robin Lane, Leeds LS28 7BL

### Neighbourhood Housing Offices

Bramley, 202 Town Street, Bramley, Leeds LS13 2EP

Horsforth, The Green, Town Street, Leeds LS18 5JB

Kirkstall, 45 Kirkstall Lane, Kirkstall, Leeds LS5 3BE

Little London, Oatland Drive, Little London, Leeds LS7 1SH

Wortley, 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

