



We can help



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

Bengali	আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন।
Gujarati	તમારી ભાષામાં આ માહિતીને સમજવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો.
Hindi	हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें
Punjabi	ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ
Chinese	我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。
Farsi	ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریابید. لطفاً از یکی از کارکنان تقاضا کنید.
Urdu	ہم آپکی اپنی زبان میں ان معلومات کو سمجھنے میں آپکی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔
French	Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel.
Polish	Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu.
Portuguese	Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários.

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The Media Centre, 6 Friendly Street, Huddersfield HD1 1RD

Huddersfield (Trinity) 08453 313 121
Leeds: 0113 285 0404
Repairs Hotline: 01484 35 35 30

Housing Applications, Lettings and Transfers



Service Standards



Huddersfield

A charitable housing association

Version 1: August 2006

Our Aims

One of the main aims of Connect is to build successful communities. By the operation of lettings procedures that are open and accountable, Connect aims to build sustainable communities and to help applicants find homes that are suitable for their needs.

We do not have a lot of vacancies each year and we receive many expressions of interest in our properties, so unfortunately we are not able to help everyone. Also a number of our vacancies have to be offered to people in priority housing need who are nominated by the Local Authority therefore it is advisable to register with them.

If we are able to offer you a home, we aim to provide a home in an area that you have requested, in good condition and of the size and type that is needed by your household.

We will also try to help our current tenants who are in housing need by operating transfer and mutual exchange procedures and by taking part in national mobility schemes.

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205 Roundhay Road
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Huddersfield Office
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Tel: 01484 353530
Fax: 01484 353545

Email: corporate.services@connecthousing.org.uk

Website: www.connecthousing.org.uk



A charitable housing association



- Give you **two** working days to decide if you want to accept the offer.

Signing-up for a property

We will:

- Provide you with information about how to have your gas supply uncapped and how to get your utility supplies registered in your name.
- Give you a copy of your tenancy agreement and the Tenants' Handbook and take time explaining them to you.

Transfers

We will:

- * Aim to register all transfer applications that we receive directly within 10 working days.
- Provide advice about the options that are available to you to move home. These options include nomination to national mobility schemes and Connect's procedure for mutual exchanges.

Leaving your home

If you decide to leave your home, we will:

- Tell you the length of notice needed to end your tenancy.
- Give advice on leaving the property clean and tidy.
- Tell you about any outstanding rent and service charges.

- Let you know where and how to hand in the keys.
- If you have damaged the property, charge you for the costs for repairing the damage.
- If you leave any personal items in the property after you have returned the keys, charge you for their removal.

Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a * are measured and monitored. However, if you spot that we fall short, please contact a member of the *Community Services Team* or the *Service Improvement Team* and we will investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

