

# Housing Applications, Lettings and Transfers



# Service Standards



Leeds

A charitable housing association

Version 1: August 2006

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 સમજાવા 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.

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS  
5th Floor, HSB Bank Chambers, Cloth Hall Street, Huddersfield HD1 2EG

Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

# We can help

connect housing  
homes, communities, cultures

## 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.

Connect Housing Association is a member of the Leeds Homes Register. The register is operated by Leeds City Council. It is made up of people who have requested housing from the council and housing associations in the city. In order to be considered for a Connect home, you need to be a member of the Leeds Homes Register. We can help you with your application for the register.

We also participate in a Choice-Based Lettings Scheme that is operated by Leeds City Council. This means that we (and a number of other landlords) advertise some of our available homes in the Leeds Homes advertising paper. You can express an interest in being considered for any of those homes by following the details given in the paper.

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. 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 the operation of transfer and mutual exchange procedures and by taking part in national mobility schemes.

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**205 Roundhay Road**  
**Leeds LS8 4HS**  
**Tel: 0113 285 0400**  
**Fax: 0113 234 0482**  
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Huddersfield HD1 1RD  
Tel: 01484 353 530  
Fax: 01484 353 545

**Email: [corporate.services@connecthousing.org.uk](mailto:corporate.services@connecthousing.org.uk)**

**Website: [www.connecthousing.org.uk](http://www.connecthousing.org.uk)**



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## 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. You may choose to send your Leeds Homes register application form to another landlord and that may mean we are not aware that you want to be considered for a transfer. If you do this, please contact us to tell us that you also want us to consider you for a transfer.
- 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.

