

Landlord Services

Service Standards



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.

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| 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 دریافت کنید. 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

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

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

Our Aims

We aim to provide an efficient service to maintain the common areas around your home and keep them clean and tidy. We will fulfil our legal obligations to you as tenants as outlined in your tenancy agreement. We will use customer feedback to improve the services we provide.

What are Landlord Services?

Landlord Services are generally those services that we provide, which are paid for out of the service charge that forms part of your rent. Typically these may include:

- maintenance and cleaning of communal areas and gardens,
- window cleaning,
- maintenance of fire alarms and door entry systems,
- lift servicing and maintenance.

All Landlord Services are provided by contractors working on behalf of Connect Housing. All contractors should wear company uniform and carry identification.

We encourage feedback from tenants about how those contractors are performing, and you can do this in a variety of ways.

This leaflet provides information about all landlord services, although not all services are provided to every property. You can check your Service Charge Schedule (sent once a year in March with your rent statement) for details of the services that you pay for. There should be some available in the communal area of your property.

Leeds Office
205 Roundhay Road
Leeds LS8 4HS
Tel: 0113 285 0400
Fax: 0113 234 0482
minicom: 0113 235 0416

Huddersfield Office
The Media Centre
6 Friendly Street
Huddersfield HD1 1RD
Tel: 01484 353530
Fax: 01484 353545

Email: corporate.services@connecthousing.org.uk

Website: www.connecthousing.org.uk



A charitable housing association



In Summer:

- Cut and maintain lawns and grassed areas to 50mm (2 inches) in winter and 30mm (1¼ inch) in summer. Litter and debris will be removed from grassed areas.
- Prune and maintain all plant beds and shrubs including flowers and bushes to ensure a full and healthy bloom during the growing season.
- Cut, trim and maintain all hedges to a full healthy foliage during the growing season, removing all litter and debris from hedges and surrounding areas.
- *Generally the contractor will visit once every two weeks, on a pre-determined day. In cases of inclement weather or other unforeseen events, this day may alter. However, no scheme shall be left unattended for more than three weeks.

In winter (late October – early March):

- Remove the years growth from all shrubbed areas
- Dead-heading and general lawn trimming in preparation for oncoming growing season.
- The contractor may visit less frequently than in the summer months due to the reduction in grass cutting.

We will not:

- Clear drains from individual properties.
 - Take away large items of deposited furniture or the like.
- Arrangements to dispose of bulky items MUST be made by the tenant. You can contact the local Council who may provide such a service. **Any costs associated with the removal of such bulky items by Connect will be totalled up and added to the following years service charge for that property.**

REPAIRS HOTLINES:

If you live in

Leeds: 0113 285 0404

Kirklees, Calderdale and Wakefield: 0845 331 3121

Out of hours emergency repairs: 01977 663 667

Heating, Hot water and Gas Servicing: 01274 603333

IF YOU SMELL GAS, CALL TRANSCO ON 0800 111 999. Do NOT create a flame or operate light switches.

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 of the standards that we have described, please contact a member of the *Community Services Team* or the *Service Improvement Team* and we promise to 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 that 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.



Lift Servicing

Where a lift is provided, we will:

- Ensure the lift complies with relevant legal standards and good practice.
- *Service the lift four times per year.
- Arrange for an annual inspection by an independent third party.
- Provide a 24 hour Emergency Call Out service to respond to breakdowns.
- Carry out improvements from time to time as standards and regulations require.

We will not:

- Replace light bulbs or carry out cleaning of the lift as Emergency call outs. These will be attended to the next working day.

Graffiti

*If you find any graffiti, please report it to the Repairs Hotline. We will aim to remove it within 10 working days.

If you find graffiti that is directed against

- disabled people
- racist
- homophobic
- or in other ways very offensive

we will aim to remove this within one working day.

General Cleaning

We will:

- Vacuum all carpeted areas paying attention to edges, corners and beneath furniture.
- Spot clean spillages or stains where practical.
- Sweep, vacuum and mop all hard surfaced floors, including stairs and landings.
- Remove marks from lights switches, sockets, glass and door panels.
- Dust and damp wipe, ledges, skirting boards, radiators, window cills, frames and picture frames.
- Collect and remove litter from communal areas, staircases, landings and meter cupboards and any unwanted rubbish and debris.
- Dust and damp wipe, banisters and handrails.
- Clean down walls, ensuring cobwebs are removed where applicable.
- Wipe clean the inside and outside of entrance doors.
- "Buff" polished floors every 12 months.
- Put up temporary signage to warn of potential hazards, eg. wet floors.
- Only use detergents in accordance with the manufacturers instructions and health and safety regulations.

We will not:

- Use any substances that are detrimental to plastics, timber, brickwork, paints, carpets and vinyl.
- Clean anything more than 2m above the ground for safety reasons.
- Take away large items of deposited furniture or the like. Arrangements to dispose of bulky items MUST be made by the tenant. You can contact the local Council who may provide such a service. **Any costs associated with the removal of such bulky items by Connect will be totalled up and added to the following years service charge for that property.**



*Properties are cleaned usually on the same day every week. However, sometimes the date may change, for example due to holidays and inclement weather and any other unforeseen events. In such cases the property will be cleaned no later than within 7 working days.

Window Cleaning

We will:

- Clean windows in communal areas.
- Clean into all edges and corners of windows and leave the windowsills (where accessible) clean and free of water deposits.
- Only use detergents in accordance with the manufacturers instructions and health and safety regulations.

We will not:

- Use ladders where these put the contractors at a health and safety risk.
- Climb over hedges, fences or trample on shrubs or plants in order to clean the windows.
- Use any substances that are detrimental to plastics, timber, brickwork, paints, plants or shrubs.

*Window cleaning, where provided, is carried out every two months. The days for these visits are not fixed.

Fire Detection and Alarm Systems

Fire detection, fire fighting and emergency lighting servicing are a legal requirement in certain types of property where there are communal entrances and staircases.

We will:

- *Visit, at a minimum, twice per year to service and check all equipment.
- Carry out Fire Risk assessments annually.
- Check equipment to British Standards.
- Arrange a mutually convenient time with every tenant to gain access to their property to service fire detection equipment (smoke detectors). We MUST get access to every tenant's home at least once per year.
- *Respond to repair requests in relation to fire detection systems within 24 hours.
- Give clear advice to tenants where requested on usage of fire panel and the rectifying of false alarms.

We do not expect tenants to fight fires. In the case of a fire, please activate the alarm if it is not sounding already and exit your property as quickly as possible.

Please make every effort to keep common hallways and staircases free from obstruction. You never know when you might need to get out in a hurry.

Door Entry Systems

We will:

- *Respond to repair requests in relation to door entry systems as quickly as possible. In the case of emergency, we will attend within 24 hours.

We will not:

- Carry out regular servicing to door entry systems .

