



**east
north
east**
homes leeds

www.enehl.org.uk

A company with a passion for communities

At your service



Customer Promise and Service Standards

Other formats

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone number:

Formats



CD



Large print



Braille



Text only



أريد الحصول على هذا المستند باللغة العربية

ARABIC



اين مطالب را به فارسی می خواهم

FARSI



ئهم بابەتانەم بە کوردی دەوێت

KURDISH



Chciałbym uzyskać niniejszy dokument w polskojęzycznej wersji

POLISH



ከዚ ሰነድ' ዚ ብቋንቋ ትግርኛ እደልዮ

TIGRINYA



مجھے یہ دستاویز اردو میں چاہئے

URDU



Another language (write in the box)

For more information call us on 0800 915 1600.

Contents

At your service - our customer promise and standards	4
Useful addresses and contacts	8
Other useful contact numbers	10
Adaptations	12
Allocations and lettings	13
Anti social behaviour	15
Cleaning	16
Community involvement	18
Estate management	19
Ground maintenance	20
Hate crime	21
Income management	22
Former tenants arrears	24
Repairs	25
Sheltered housing	27

At your service

Our customer promise and standards

Accessing our services

Our aims are to :

- Make every effort to resolve your enquiry at the First Point of Contact and keep you informed at all times if we can't;
- Enable you to contact us at a time, place and in a way which is most convenient to yourself;
- Ensure we provide you with an efficient and effective service no matter which way you choose to contact us;
- Ensure that if you are vulnerable that we recognise it when you contact us and take appropriate steps to deal with your enquiry;
- Not discriminate against any individual or group and ensure that all customers feel valued and respected;
- Treat you as an individual with respect and courtesy, and maintain confidentiality at all times.

You can get in touch with ENEHL :

- By telephoning our contact centre;
- In person by visiting one of our Housing Offices or one stop centres;
- In writing, by either letter, email, text or fax;
- Through the website;
- By asking us to visit you at home or;
- Through the CareRing emergency alarm services.

The contact centre

This is our central point for enquiries made by telephone.

The service provides advice and assistance regarding any housing problem and aims to resolve most of your problems through a single telephone call.

The contact centre is available 24 hours a day, seven days a week and can be contacted on:

0800 9151600

Services which can be accessed through the contact centre include :

- Repairs reporting and enquiries about existing repairs;
- Rent payments and rent account information;
- Reporting anti social behaviour;
- Estate environment issues such as graffiti and fly tipping;
- House improvement programmes;
- Letting enquiries and bids;
- General information on any ENEHL service.

When you contact the contact centre we aim to:

- Answer your call within 20 seconds;
- Get back to you within 3 hours, when you leave a message, if the lines are busy when you first call;
- Tell you the name of our organisation and the person answering your call.

When you contact us in person :

You can visit any one of our Housing Offices or one stop centres. A list of addresses can be found on page 7

When you visit one of these outlets we will :

- Make sure it is clean, tidy and easily accessible to everyone;
- Offer a full range of information, in different formats, about the services ENEHL offers and any other services that may be of benefit to you;
- Make sure all our staff wear a name badge so it is clear who you are speaking to;
- Provide play facilities for your children while you wait for us to deal with your enquiry;
- Respect your privacy during the discussion and offer you the use of a private interview room if you ask for one;
- Clearly advertise our opening times and display notices about holiday closures;
- Provide access to computers for a range of services provided by ENEHL and LCC websites;
- Provide an induction loop system to help people with hearing difficulties;
- Ensure there is easy access to interpretation services if you need to speak to us in a language which is not English.

When you contact us in writing by :

Letter, email or via the ENEHL website, we will:

- Log your contact through our customer relationship management system so that we have a record of the enquiry you have made and the date we received it;
- Provide you with a reply to your enquiry within 10 working days;
- Make sure the reply does not contain 'jargon' and can be easily understood;
- Give you a response in larger type, a different format e.g. Braille or audio, if you let us know what you require.

Its our business to enrich lives, homes and communities

When you request a visit to your home we will:

- Where possible arrange a mutually convenient time. If we have arranged a time with you for a visit, and due to unforeseen events we cannot make it we will telephone you to let you know;
- Show you our identity badge when we meet you. If the person calling can't show you an identity badge from ENEHL or one of its partner agencies don't let them in and let us know about it;
- Explain things in a clear way that does not contain jargon and can be easily understood;
- Help you to arrange for someone to be present with you if you would prefer it. This could be a friend or family member to assist and support or an interpreter where English is not your first language;
- Leave a card telling you how to contact us to make another appointment if you are not at home when we call.

What happens when things go wrong?

We deal with an enormous number of enquiries across a wide range of services and no matter how hard we try sometimes we might not get things right. If you think we could have handled your enquiry better we will give you the opportunity to complain.

When you do we will:

- Make sure we deal with any complaint about our service quickly and by the most appropriate person;
- Allow you to register your complaint by the method which is most convenient to you either by writing in, by telephone, in person or by email or website;
- Provide you with our leaflet How to Complain which explains how our complaints system works and your right to ask for a review of decisions made throughout the different stages of the process;
- Acknowledge your initial complaint within 1 working day and investigate and reply fully within 10 working days at Stage 1, within 15 working days at Stage 2 and within 5 working days of the hearing at Stage 3;
- Where your complaint is more complicated we might have to take longer to investigate the facts and when this happens we will write to you and let you know when you can expect a final outcome;
- Tell you about any special complaints procedures which apply to certain parts of our service.
- Sometimes we do have to say no to things people want, for example if we don't have the legal power or it's against Leeds City Council's policy. In these cases we may have to agree to disagree with you about something.

ENEHL provides a wide range of services for tenants and customers in the area and outlined below are more standards of service you can expect from specific service areas. The standards in this document have been developed in partnership with our tenants and customers through a range of Focus Groups and are reviewed continuously throughout the year based on feedback from our customers.

Well Informed

We know how difficult it is to keep up with the speed of change these days and for you to get the best out of your tenancy and the services we provide we will:

- Send you a copy of our magazine Your Home every 3 months which describes any new services or initiatives we are introducing and how well we are performing;
- Provide a wide range of leaflets at our Housing Offices, One Stop Centres and on our website www.enehl.org.uk;
- Review all our information leaflets on a quarterly basis to make sure they are up to date and relevant.;
- Regularly update our website www.enehl.org.uk with new advice and information and ensure that is accessible for anyone wishing to use it;
- Send you a rent statement every 3 months so that you can see what you have paid and the balance of your account;
- Provide all leaseholders with an Information Pack which explains and provides advice about services we provide and your rights and responsibilities;
- Consult with you if we are planning any environmental improvements on your estate that could affect you and your family.

Useful addresses and contact numbers

Contact details of local offices: 0800 915 1600

Burmantofts

Rigton Lawn, LEEDS, LS9 7QA

Gipton

95 Foundry Avenue, LEEDS, LS8 3NH

Halton Moor and Osmondthorpe

Halton Moor, One Stop Centre, Neville Road, LEEDS, LS15 0NW

Richmond Hill

8 Walter Crescent, LS9 8NG

Seacroft South

Seacroft South One Stop Centre, 91-93 Morsedale Lane, LEEDS, LS14 6GG

OPENING TIMES FOR THESE OFFICES

Monday and Tuesday	8:30am - 4:00pm
Wednesday:	8:30am - 3:00pm
Thursday:	8:30am - 6:00pm
Friday:	8:30am - 5:30pm

Chapelton and Harehills

265 Roundhay Road, LEEDS, LS8 4HS

Moortown

4 Queenshill Approach, LEEDS, LS17 6AY

Wetherby

Wetherby One Stop Centre, Westgate, LEEDS, LS22 6NL

OPENING TIMES FOR THESE OFFICES

Monday and Tuesday	8:30am - 4:00pm
Wednesday	8:30am - 3:00pm
Thursday and Friday	8:30am - 4:00pm

Useful addresses and contact numbers

Contact details of local offices: 0800 915 1600

North Seacroft Joint Services

Unit 8 Seacroft Green, LEEDS, LS14 6PA

OPENING TIMES FOR THIS OFFICE

Monday, Tuesday, Thursday, Friday

9:00am - 5:00pm

Wednesday

8:30am - 3:00pm

Saturday

9:00am - 12:30pm

Saturday opening at the North Seacroft Joint Services is available for any ENEHL tenants to use on a Saturday morning.

East North East Homes Leeds Construction Services

Unit 19 Limewood Road, Leeds, LS14 1LU

ENEHL Construction Services now has its own freephone number 0808 156 3990 if you need to contact their helpdesk when you have reported a repair.

HEAD OFFICE: Tribeca House, 71 Roundhay Road, Leeds, LS7 3BE

Other Useful Contact Numbers

Anti Social Behaviour

Environmental Health Noise Nuisance Team

Daytime: 0113 247 6026

Out of hours (Evening & weekend): 0113 240 7361*

Leeds City Council's Anti-Social Behaviour Unit are also available to help anyone who is suffering because of persistent and serious anti-social behaviour, for example:

- Persistent verbal abuse or threats;
- Assault or physical violence;
- Racial harassment;
- Homophobic harassment;
- Damage to property or graffiti;
- Vandalism near your home.

The Anti-Social Behaviour Unit can be contacted on **0113 2224402**

*Lines are open on Mon-Thurs from 7.30am to 6pm and on Friday from 7.30am to 4.30pm.

West Yorkshire Police

Should be contacted with any matter that is believed to be criminal

Emergency 999

Non Emergency 0845 60 60 606

www.westyorkshire.police.uk

Other Useful Contact Numbers

Leeds Homes

Using the Leeds Homes website Texting your bids to 60066 (see instructions below)

Telephone on 0113 247 6313

Posting your bids using the Property Interest Form, printed in the Leeds Homes weekly flyer.

Telephone the minicom on 0113 222 4410

Text Bids

You can bid for up to three homes per week by texting 'cbl#' followed by your:

- Application number, followed by #
- Date of Birth, followed by # (In full, e.g. 03081962)
- First property reference number, followed by #
- Second property reference number, followed by #
- Third property reference number, followed by #

To 60066

For example you might text:

cbl#123456#03081962#37952#32158#39420#

To 60066