

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website.

These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ 08457 089190

www.harrogate.gov.uk



HOUSING Service Standards

**Service standards tell you
what you can expect from
the Council**

Leaseholders

What you should expect

As a

Leaseholder

Our Service

We will:

provide you with a copy of the Leasehold Compact and:

- ▶ provide a summary of your rights each year.
- ▶ make sure that your annual and interim bills are sent to you each June together with a leaflet to explain how charges are calculated.
- ▶ consult with you before we do any planned works, improvements or cyclical works (such as painting) to your building and abide by the procedures of the Leasehold and Commonhold Act 2002.
- ▶ consult you about all long term contracts where your annual contribution is over £100, for example the five year repair contracts.
- ▶ inform you in advance of all repair and planned works where your contribution will be over £250 unless the work is an emergency in which case we will tell you as soon as possible after the work is undertaken.

We will also:

- ▶ give you the option to pay planned works charges by instalments over 4 years.
- ▶ give you details of any of the services or repairs carried out to your block on request.
- ▶ consult you about major changes to your service provision.
- ▶ ensure that all leaseholders will receive the newsletters Tenants News and News4You.
- ▶ undertake annual satisfaction surveys of all leaseholders.
- ▶ ask all leaseholders annually if they wish to join the Leasehold Panel, which meets council officers 3 times a year.
- ▶ ensure all our staff in Neighbourhood Housing Offices are fully trained on leasehold issues.

