

# CUSTOMER SERVICE PROMISE

Residential Services (RS) is the main University department responsible for your accommodation. We aim to provide you with a good standard of housing management and related services whilst you are living in University of Leeds accommodation. Our Customer Service Promise gives you clear information about the levels of service and quality of customer care that you can expect from us. By setting service standards, we can measure how well we are performing, and by providing appropriate feedback and complaint mechanisms we can take action where our service falls short of those standards.

No organisation gets it right all the time – if things go wrong, please bring it to our attention at the earliest opportunity, and we will do our best to rectify the situation as quickly as possible. We would encourage you to comment, complain or compliment us on any aspect of our service, and use the appropriate form that is held by all of our offices.

We will:

- listen and learn from the experiences of our customers
- review our standards to make sure that we get the service right
- regularly review our standards against feedback received from the RS Student Accommodation Survey.

## How you can help:

To help us deliver our promise, we recommend that you:

- be polite when speaking to University staff
- read and comply with all the information that we provide you with
- comply with requests to attend meetings on time
- be patient, as some sites may be very busy at certain times of the day and year.

We will provide you with the following key services:

## Customer care

We will:

1. Be courteous and friendly whenever we speak to you, and staff will give their name to you when you call on the telephone.
2. Always identify ourselves with official University or RS name badges.
3. Employ staff that are trained to deal with your accommodation enquiries or who can direct you to the most appropriate person or agency to deal with the problem.
4. Honour any appointment we have made with you. If we cannot keep the appointment we will tell you straight away.
5. Treat enquiries in confidence and with sensitivity.
6. Acknowledge all written comments/complaints within 2 working days and then respond more fully within 7 days.
7. If the matter is more complex and we cannot respond within 7 days, then we will contact you at least every two weeks with an update.
8. Promote equality and diversity. We will:
  - treat all individuals fairly, with dignity and respect
  - provide opportunities that are open to all
  - provide a safe, supportive and welcoming environment for all students, staff and visitors.

## Our tenancy agreement

We will:

1. Provide you with contractual terms under which the property is offered, including those relating to any fees payable in addition to rent, such as booking fees, utility charges, deposits, insurance and web or telephone costs.
2. Ensure that any contracts used will not include terms that are in breach of the Unfair Terms in Contracts Regulations 1999.
3. Investigate any breach of the tenancy agreement, and take appropriate action in line with both University and Residential Disciplinary Regulations, where applicable.
4. Ensure that your deposit, subject to any deductions, rent arrears and/or disputes, is returned promptly.

## Flat décor, utilities and services

We will:

1. Ensure that all fixtures, furnishings & fittings are clean and in a reasonable condition at the start of the tenancy, and that they comply with Furniture and Furnishings (Fire Safety) Regulations.
2. Complete an up to date inspection of your room/flat prior to your arrival, which indicates the level of provision of fixtures, furnishings and fittings, and their state of repair on commencement of the tenancy period. We will provide you with an inventory and when you record items on your inventory as not having met with your satisfaction, we will investigate your concerns and where appropriate will take action. Where no documented Residential Services inspection, prior to your arrival, can be provided, then no charge will be levied against the initial deposit at the end of the tenancy, in respect of deterioration in condition or losses.
3. Ensure that all food preparation and storage areas managed by RS comply with appropriate standards required by Leeds City Council Environmental Health Officers, for the property.
4. Allow the installation of further 'free-standing' items during your tenancy. In the event that they are deemed unsafe to either yourself or others, we reserve the right to request their removal. You must not make alterations to your accommodation (e.g. decoration, wall fixings, etc), without the express authorisation of the Residence Manager or staff.
5. Ensure that all residents' rooms are cabled for data on the University network (except family or staff accommodation)..
6. In most accommodation a launderette facility is provided that is operated, leased and maintained by a contract company. In the event of a problem or a fault, please notify the appropriate supplier via the details provided by them in the launderette, or contact the Residence Office. The supplier response should be within 24 hours of the initial call, so please contact the site, should any problem arise in respect of this service.

N.B. In some flats a washing machine or drier is provided in your kitchen. If this appliance develops a fault, you should report the matter to staff who manage your accommodation.

## Cleaning

We will:

1. Provide a clean room at the start of your tenancy contract period.
2. Provide you with facilities to recycle. If residents do not segregate waste correctly, this may lead to the removal of recycling bins from your kitchen.
3. Attempt to remove full kitchen refuse sacks from Monday to Friday, and provide replacement refuse sacks. Residents may be asked to remove their own refuse as well.
4. Ensure that communal areas (entrances to buildings, stairwells and corridors) external to the hallway of shared flats and/or bedrooms are kept clean, free of obstructions, debris and spillages.
5. Clean areas within your flat (but not your own bedroom or en-suite) once during the Christmas, Easter and summer vacations.
6. Provide notice, where appropriate, of dates when we will carry out external window cleaning.
7. Take appropriate action against tenants who fail to comply with the conditions of their tenancy agreement, especially with regard to any failure by the tenant to keep their accommodation properly clean, tidy and maintained in a good condition. We will serve written notice to tenants if we require them to improve standards of cleanliness or care for our property, reserving a right to charge tenants to cover any costs of rectifying poor conditions or standards if a tenant fails to do this.
8. Provide clear written guidelines on the standard in which you should leave your accommodation at the end of the tenancy.

N.B. A detailed Cleaning Specification for each property will be held in your Residence Office, and will detail the standard of cleaning service we will deliver (available on request).

## Property repairs, maintenance & management

We will:

1. Serve at least 24 hours written notice before any routine inspection or planned maintenance visit by University staff or appointed contractors, with the exception of regular cleaning visits, (for which a schedule will be provided in each property). However, where you have previously reported a fault to site staff, vetted University contractors will be asked to enter your accommodation to effect speedy repairs. We may also need to enter your room without 24 hours notice if it's an emergency. All staff and contractors will follow an agreed University procedure that respects your rights to privacy and quiet enjoyment of the property.
2. Conduct termly inspections of your accommodation, to ensure that it is maintained in a reasonable and safe condition.
3. Provide a reactive maintenance service, all year-round, with an emergency response service 24 hours a day. Please contact your site staff during the working day, or email the residence office at any time. If the fault occurs outside of office hours and it is an emergency, contact University Security Services on 0113 343 5494. Please report any repair/maintenance issue, as soon as possible. Faults reported to site staff will be logged and they will issue you with a Fault Acknowledgement Form, which you should retain until the fault is rectified. Site staff will then place an order with University Estates Services, who will arrange for the work to be undertaken. We maintain all University properties in line with relevant statutory legislation and the ANUK/Unipol Code of Standards for Larger Developments. Any repair or defect will be addressed on the following priorities:

**Priority One (Emergency)** – Any issue considered as a risk to the safety of occupants and/or serious damage to the building. These issues will be responded to that day, and made safe within 24 hours.

**Priority Two (Urgent)** – Any issue that affects the comfort or convenience of the occupants. These issues will be completed within 3 working days.

**Priority Three (Non-urgent)** – Any issue not falling within previous categories. These issues will be completed within 15 working days.

4. Ensure that all contractors are identifiable by corporate clothing and I.D. badges, and are required to follow agreed entry procedures for residential accommodation, and are professional and courteous whilst in the accommodation.
5. Ensure that all contractors are required to complete the work to a good standard, and leave your accommodation in both a safe and clean condition. Tenants are encouraged to report any subsequent or outstanding issues to their site staff.
6. Maintain the grounds for all properties in a safe and tidy manner. We will make arrangements for a grounds maintenance contractor to visit your property once a month to clear any litter from the grounds. However, tenants should take responsibility for the general appearance of the property, and help minimise litter.

## Security, health & safety, and welfare

We will:

1. Provide a security service at your residence by making arrangements with the University's Security Services to operate regular mobile vehicle and dog patrols (a Residence's Site Security Plan is available at the Residence Office on request).
2. Provide you with security guidance that you should read carefully and comply with, so that you can assist us in reducing the risk of crime.
3. Provide reasonable external lighting at the entrances to each property and at any other location that is deemed necessary for crime prevention reasons.
4. Make sure that the communal areas of your accommodation are adequately lit.
5. Provide you with accommodation where the gas and electrical installations comply with current safety regulations. If you install your own electrical appliances they must be correctly rated for use in the UK, and be in a safe condition.
6. Provide an appropriate number of WC, bath and/or shower facilities, with a regular supply of hot and cold running water.
7. Supply access to washing machines/dryers.
8. Require all resident students to take responsibility for the security and health & safety of both themselves and others, in the way that they conduct themselves, whilst in University accommodation. We would also stress that you must report the loss of any key, door card or fob immediately, so that staff may take the appropriate actions to safeguard you and your fellow tenants.

N.B. In the event of an emergency, contact University Security Services direct. For matters which are not of an urgent nature, e.g. for further advice/information on security, health & safety, please contact your Residence Office in the first instance, where further information will be available.

## Security Contact Numbers:

**Security Emergency Number 0113 343 2222**

**University Crime Prevention Officer/CAMPUSWATCH 0113 343 5005**

**Main Security Office 0113 343 5494**

Our Security Officers will treat all enquiries professionally, and they will attend your property if you have a genuine concern, or have witnessed something suspicious.

It is important that you report all criminal matters quickly, so that University Security and West Yorkshire Police can take the appropriate, timely action to help.

## Support for residents

We will:

1. Provide all resident students with a Warden, who is responsible for both welfare and discipline in University accommodation.
2. Provide opportunities for resident students to meet their Warden and discuss any issues in a discreet and confidential environment.
3. Provide advice and further contacts through the University Student Support Network, to address any issues that may be beyond either our experience or capability to deal with effectively.

## Supervision of behaviour

We will:

1. Require that all tenants show respect for the rules of residence, and for the rights of other residents to the quiet enjoyment of their accommodation.
2. Require that all tenants receive and show respect towards University staff, contractors, and local residents.
3. Provide opportunities for tenants to voice concerns about any inappropriate behaviour of other residents, to either site staff, wardens, or direct to the RS Main Office
4. Enforce the Residences' or University disciplinary procedures on any tenants who carry out inappropriate behaviour.

## Energy & environmental management

We will:

1. Set the temperature heating controls for your property to provide a reasonable level of heating whilst also minimising the generation of CO2 emissions.
2. Provide you with information on the best use of heating and lighting in your accommodation.
3. Provide you with information on your refuse collection facilities, including recycling facilities where appropriate, and dates when Leeds City Council will collect from your property. A Residence's Site Waste Plan is available at the Residence Office on request.
4. Provide further information on request on any other energy and environmental management issues that you might have.

Our Customer Service Promise has been set as a result of regular feedback gained from the RS Student Accommodation Survey, and through our participation in the ANUK/Unipol Code of Standards for Larger Developments, which is recognised by the National Union of Students (NUS), and the University of Leeds.

## How to contact us

**To report a fault, complain or get help/advice**

Please always contact your Residence Office in the first instance, as they may be best placed to deal with the matter quickly.

## During office hours

**Visit or email your Residence Office** - Contact details and opening hours for Residence Offices are published on the Accommodation Office website at [www.accommodation.leeds.ac.uk/residences](http://www.accommodation.leeds.ac.uk/residences)

**Alternatively, contact us at the Residential Services main office** – Residential Services, University House, University of Leeds, Leeds LS2 9JT. Tel: 0113 343 6085. Email: [rsenquiries@leeds.ac.uk](mailto:rsenquiries@leeds.ac.uk)

## Out of office hours

Faults requiring an emergency repair or for security matters

- Security emergency number:  
0113 343 2222
- Main security office:  
0113 343 5494

## To make further comments/complaints

Comments or complaints can also be made using forms that are available at your residence site office, the Accommodation Office in the Student Services Centre, or at the main Residential Services office, located in University House adjacent to the University Refectory Building.

To view these details online please visit: <http://accommodation.leeds.ac.uk/customerservicepromise>

