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 department 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 complaints procedures we will ensure our service falls short of these standards.

As organization it still right all 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 can you help?
To help us provide the service you need, we recommend that you:
- be polite when speaking to University staff
- be clear and specific when you give us your problem
- comply with requests to attend meetings on time
- be prompt, or we may be too busy at certain times of the day and year.

We will provide you with the following key services:

Customer care
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 parking, utilities, and services.
2. Complete an up to date inspection of your room/flat prior to your arrival, which indicates the level of provision of fixtures,
and services.
3. Investigate any breach of the tenancy agreement, and take appropriate action in line with both University and Residential
Disciplinary Regulations, where applicable.
4. Make sure that the communal areas of your accommodation are sufficiently lit.
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 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.
6. Treat all enquiries to your accommodation enquiries or who can direct you to the most appropriate person or agency to deal with the problem.
7. Supply access to washing machines.
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.

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, 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 entrance to every property and at any other location that is deemed necessary for crime prevention measures.

AN UK/Ukindex Code of Standards for Larger Developments. Any repair or defect will be addressed on the following priorities:

Priority One (Urgency) – 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
7 working days.

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

4. Enforce the Residences’ or University disciplinary procedures on any tenants who carry out inappropriate behaviour.
5. Make sure that the communal areas of your accommodation are adequately lit.
6. 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.
7. Supply access to washing machines.

Customer Service Department

To report a fault, complain or get help/advice

- Contact details and opening hours for Residence Offices are published on the
- Residential Services, University House, University of Leeds,
- Leeds LS2 9JT. Tel: 0113 343 6085. Email: rcsenquiries@leeds.ac.uk

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 Office/CAMPSWATCH 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.

Supervision of behaviour
We will:
1. Require that all tenants observe 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 review respect towards University staff, contractors, and local residents.

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.

Energy & environmental management
We will:
- 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 website, or through our participation in the AN UK/Ukindex 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, complaint 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

Alternatively, contact us at the Residential Services main office – Residential Services, University House, University of Leeds,
- Leeds LS2 9JT. Tel: 0113 343 6085. Email: rcsenquiries@leeds.ac.uk

Out of office hours

Faults requiring an emergency repair or for security matters
- Security emergency number: 0113 343 2223
- 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 website, or through our participation in the AN UK/Ukindex Code of Standards for Larger Developments, which is recognised by the
National Union of Students (NUS) and the University of Leeds.

To view these details online please visit: http://accommodation.leeds.ac.uk/customerservicecomplaints