Residential Services (RS) aims to provide you with a good standard of housing management and related services whilst you are living in University of Leeds owned and managed accommodation. Our Customer Service Promise gives you clear information about the levels of service that you can expect from us. By setting service standards, we can measure how well we are performing, and by providing adequate feedback and complaint mechanisms we can take action where our service fails to meet these 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 at all of our offices.

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. 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.
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 all food preparation and storage areas managed by RS comply with appropriate standards required by Leeds City Council Regulations, where applicable.
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. Acknowledge all written communications within 2 working days and then respond more fully within 7 days.
7. Provide written guidelines on the standard in which you should leave your accommodation at the end of the tenancy.
8. Promote equality and diversity. We will:
   a. provide opportunities that are open to all
   b. be patient, as some sites may be very busy at certain times of the day and year.
   c. read and comply with all the information that we provide you with
   d. be polite when speaking to University staff
   e. be consistent in our approach to all residents
   f. be friendly and helpful when dealing with people of all backgrounds.

Flat decor, utilities and services

We will:

1. Provide you with a contractual property under which the property is offered, including relation to any fees payable in addition to rent, such as booking fees, utility charges, deposits, insurance and web or telephone costs.
2. Allow the installation of further ‘free-standing’ items during your tenancy. In the event that they are deemed unsafe to either yourself or another resident, we will have to remove those items.
3. 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.
4. Investigate any breach of the tenancy agreement, and take appropriate action in line with both University and Residential Disciplinary Regulations, where applicable.
5. Ensure that your deposit, subject to any deductions, rent arrears and/or disputes, is returned promptly.
6. Ensure that communal areas (entrances to buildings, stairwells and corridors) external to the hallway of shared flats and/or bedrooms external to the property are in a safe and clean condition. Tenants are encouraged to report any outstanding or unexpected issues to their site staff.
7. Maintain the grounds for all properties in a safe and tidy manner. We will make arrangements for a grounds maintenance for the general appearance of the property, and help minimise litter.

Security, health and safety

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 fires.
3. Provide reasonable external lighting at the entrances to each property and at any other location that is deemed necessary for crime prevention measures.
4. Make sure that all communal areas of your accommodation are adequately lit.
5. Ensure that your accommodation when 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 and dryers (a Residence's Site Laundry Plan is available at the Residence Office on request).
8. Supply access to recycling facilities and for segregation of waste.

CUSTOMER SERVICE PROMISE

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. Provide you with written guidelines on the standard in which you should leave your accommodation at the end of the tenancy.
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5. Ensure that your deposit, subject to any deductions, rent arrears and/or disputes, is returned promptly.
6. Provide you where possible with facilities to recycle and ask that you follow the guidelines in order to segregate waste correctly.
7. Provide you with information on your refuse collection facilities, including recycling facilities where appropriate. A Residence's Site Waste Plan is available at the Residence Office on request.
8. Supply access to washing machines and dryers (a Residence's Site Laundry Plan is available at the Residence Office on request).

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