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 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 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:
- 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 do our promise, we recommend that you:
- be polite when speaking to University staff
- clean areas within your flat (but not your own bedroom or en-suite) within the times that do not disrupt other residents
- 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:
- Be courteous and friendly whenever we speak to you, and staff will give their name to you when you call on the telephone.
- Always identify ourselves with official University of Leeds name badges.
- 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.
- Honor any appointment we have made with you. If you cannot keep the appointment we will not forget it.
- Treat enquiries in confidence and with sensitivity.
- Acknowledge all written communications within 2 working days and respond more frequently within 7 days.
- 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.
- Provide equal opportunities and diversity. We will:
  - treat 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:
- Provide you with contractual terms under which the property is offered, including those relating to any fees payable in addition to rent, such as heating fees, utility charges, deposits, insurance and web telephone costs.
- Ensure that any contracts used will include terms that are in line with the Urban Terms in Contracts Regulations 1999.
- Investigate any breach of the tenancy agreement, and take appropriate action in line with both University and Residential Disciplinary Regulations, where applicable.
- Ensure that your deposit, subject to any deductions, rent arrears and/or disputes, is returned promptly.

Flat décor, utilities and services

We will:
- Ensure that all fixtures, furnishings & fittings are clean and in a reasonable condition at the start of the tenancy, and that they comply with Furnishings & Furnishings (Fire) Regulations.
- Complete a up to date inventory of your room/flat prior to your arrival, which indicates the level of provision of fixtures, online inventory and where you record items on your inventory as not being right with your satisfaction, we will negotiate your concerns and where appropriate will take action. When no documented Residential Services inspection, prior to your arrival, can be provided, then this charge will be levied against the initial deposit at the end of the tenancy, in respect of deterioration in condition or lease.
- Ensure that all food preparation and storage areas are managed by RS with appropriate standards required by Leeds City Council, Care Quality Commission and Police, for the property.
- 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 remove them. You must not make alterations to your accommodation (e.g. decoration, wall fixtures, etc.) without the express authorization of the Residence Manager or staff.
- Investigate all maintenance concerns raised as complaints, to include serious matters reported by the landlord and by the police, in the event of anti-social behavior.
- In most accommodation a laundrette facility is provided that is operated, leased and maintained by a contract company. You must not make alterations to your accommodation (e.g. decoration, wall fixtures, etc.) without the express authorization of the Residence Manager or staff.

To help us deliver our promise, we recommend that you:
- Provide us with accurate, up to date information on your current accommodation.
- Ignore repair/maintenance issues that are not urgent.
- Provide us with a full list of your maintenance issues.
- Ignore repair/maintenance issues that are not urgent.
- Treat us as a customer, and not a potential tenant.

Security, health & safety and welfare

We will:
- Provide a security service at your residence by making arrangements with the University’s Security Services to operate regular mobile vehicle and door patrols. This is available at the Residential Office on request.
- 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.
- Provide reasonable external lighting at the entrances to each property and at any other location that is deemed necessary for crime prevention reasons.
- Make sure that the communal areas of your accommodation are adequately lit.
- Provide you with security guidance through the use of 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.
- Provide an appropriate number of IRC, back and shower facilities, with a regular supply of hot and cold running water.
- Supply access to washing machines/dryers where these are available and in a good state of repair.
- Supply access to a launderette facility for the security and health & safety of 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 defunct coin or key immediately, so that staff may take the appropriate actions to safeguard you and your fellow tenants.
- If you need 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 Residential Office in the first instance, where further information will be available.

Security Contact Numbers

Security Emergency Number: 0113 343 2222
University Crime Prevention Office/CAMPUSSMART: 0113 343 3005
Main Security Office 0113 343 5004

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

Supervision of behaviour

We will:
- Require that all tenants respect the rule of residence, and for the rights of other residents to the quiet enjoyment of their accommodation.
- Require that all tenants receive and respect towards University staff, contractors, and local landlords.
- Provide guidance for students to score concerns about any inappropriate behaviour of other residents, to either staff, wardens, or staff in the RS Main Office.
- Enforce the Residence’s or University disciplinary procedures on any tenants who carry out inappropriate behaviour.

Energy & environmental management

We will:
- Set the temperature heating controls for your property to provide a reasonable level of heating whilst also minimising the generation of our own waste.
- Provide you with information on how to use the heating and lighting in your accommodation.
- Provide you with information on your refuse collection services, including recycling facilities where appropriate. A Residential Site Plan is available at the Residential Office on request.
- Provide further information 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 recognized by the National Union of Students (NUS), and the University of Leeds.

How to contact us

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

To get information

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

During office hours
Visit our usual Residential Office – Contact details and opening hours for Residential Services 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, Facilities Directorate Building – University of Leeds, Leeds LS2 9JT. Tel: 0113 343 6085. Email: rcsenquiries@leeds.ac.uk

Out of Hours

Faults requiring an emergency repair or for security matters
- Emergency Security Number: 0113 343 2222
- Main security office: 0113 343 5004

To make further comments/complaints:
- Comments or complaints can also be made using forms that are available at your residence site office and the Accommodation Office in the Student Centre.

To view these details online please visit: https://accommodation.leeds.ac.uk/downloads/1/customer_service_promise