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 level 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 use the feedback that we receive from you and our work with our external suppliers to active where we can see that we are failing short of those standards.

No organisation gets it right all the time – 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 in any aspect of our service, and we will review the appropriate form that is held by all of our offices.

We will:

- listen and learn from the experience of our customers
- ensure 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
- read and comply with all the information that we provide you with
- contact us if you need to
- be patient, as some visits may be very busy or at certain times of the day and peak

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. Identify ourselves with official University or RS name badges.
3. Ensure 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. Honor any appointments we have made with you. We cannot keep the appointment we will tell you straight away.
5. Treat enquiries in confidence and with sensitivity.
6. Provide all written communication 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 provide you with appropriate timelines and/or expectations for the investigation and response.
8. Promote equality and diversity. We will:
   • treat all individuals fairly with dignity and respect
   • provide opportunities that are open to all

Flat, decor, utilities and services

We will:

1. Ensure all fixtures, furnishings, fittings and things are clean in a reasonable condition at the start of the tenancy, and that they comply with Furnishings 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, online 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, 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 are managed by RS comply with appropriate standards required by Leeds City Council Environmental Health Officers, for the property.
4. Allow the installation of further fixed-sharing items during your tenancy. In the event that they are deemed unsafe to either yourself or others, we reserve the right to request your removal. You must not make alterations to your accommodation e.g. decoration, wall damage, etc. prior to removal.
5. Ensure that all residents’ rooms are listed on the University’s database (except staff accommodation).
6. Annual accommodation inventories will be completed provided that it is required and managed 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 inventory, or contact the Residential Services Helpdesk. The response time 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 and dryer 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 and ask that you follow the guidelines in order to segregate waste correctly.
3. Attend to remove full kitchen refuse sacks from Monday to Friday, and provide replacement refuse sacks. Residents may be asked to
4. Provide a security service at your residence by making arrangements with the University’s Security Services to operate regular mobile and dog patrols (a Residence’s Site Security Plan is available at the Residential Office on request).
5. Enforce the Residences’ or University disciplinary procedures on any tenants who carry out inappropriate behaviour.
6. 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 remove litter.

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 requested a fault to be dealt with, and your request is still outstanding, University contractors will be asked to enter your accommodation to effect speedy repairs. In such cases, at least 24 hours notice will be given. If your reader prefers not to have staff on site, residents will be informed in advance.
2. Meet you at your residence at the time agreed during your appointment, to ensure that it is maintained in a reasonable and safe condition.
3. Provide a maintenance service, all year round, with an emergency response service 24 hours a day. Please contact your site staff during the working day if you have an emergency. If the fault occurs outside office hours and it is an emergency, contact University Security Services on 0113 343 5494. Please report any repair/maintenance issues as soon as possible using your Student Accommodation Report. You will receive an email confirmation of your report and regular updates until and once repair has been completed. If you are unable to report your fault online you can call out your residence reception during the site office opening hours. At a minimum, we will maintain all University properties in a safe and tidy manner.
4. 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 Residential Offices, and we will detail the standard of cleaning service we will deliver (available on request).

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 and dog patrols (a Residence’s Site Security Plan is available at the Residential 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 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 BC, smoke and heat detectors, 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 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 on its immediate, so that staff may take the appropriate action to safeguard you and your fellow tenants.
9. N.B. in the event of an emergency, contact University Security Services direct. For matters which are not 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 Officer/CAMPSWATCH 0113 343 5055
Main Security Office 0113 343 5494

Our Security Officers will deal with 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 our experience or capacity to deal with effectively.

Supervision of behaviour

We will:

1. Require that all tenants show respect for the rules of residents, 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 tenants, to either site staff, wardens, or residents directly to the RS Main Office.
4. Enforce the Residents’ 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 how to use the heating and lighting in your accommodation.
3. Provide you with information on your residence facility list, including recycling facilities where appropriate. A Residents’ Site Waste Plan is available at the Residential 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 get help/advice

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 or email your Resident Office – Contact details and opening hours for Residence Offices are published on the Accommodation Advice website www.accommodation.leeds.ac.uk/residences.

Alternatively, contact us as the Residential Services main office –
Residential Services, Facilities Directorate, 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

Emergency Security 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 and the Accommodation Office in the Student Services Centre.

To view these details online please visit: https://accommodation.leeds.ac.uk/downloads/download/16/customer_service_promise