



Your Homes  
Newcastle

... is a constitution  
... counsel of their choice,  
... any right to compensation  
... ment of this Contract.  
... to the terms of this Contract.

*James Smith*  
SIGNATURE

# Leasehold Service standards

## Contents

How to contact us for information in other languages and formats	3 – 4
What is the leasehold service?	5
Why have service standards?	5
What can I expect from the service?	6
Our service standards	7
Putting things right	7
Contact details	8

## Leasehold service standards

This information is about how we manage homes that have been leased by Newcastle City Council. If you need this in a different language phone 0191 278 8633. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

### Bengali

- এসব তথ্য ইউর হোমস নিউক্যাসল সম্পর্কিত। এটি নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘরগুলো পরিচালনার জন্য দায়িত্বপ্রাপ্ত। আপনি যদি এসব তথ্য বাংলায় অথবা অন্যকোন ভাষায় চান তবে ০১৯১ ২৭৮ ৮৬৩৩ নাম্বারে ফোন করুন।

### Chinese Simplified

- 此信息是有关您的住房纽卡斯尔（Your Homes Newcastle）公司，该公司代表纽卡斯尔市议会管理市政住房。如果您需要此信息的中文普通话版本或其它语言版本，请致电 0191 278 8633 索取。

### Chinese Traditional

- 此資訊是關於您的住房紐卡素（Your Homes Newcastle）公司，該公司代表紐卡素市議會管理市政住房。如果您需要此資訊的中文廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

### Farsi

- این اطلاعات در رابطه به خانه های شما نیوکاسل است که از طرف شهرداری شهر نیوکاسل، مسئولیت اداره خانه های شهرداری را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا هر زبان دیگر به شماره 0191 278 8633 تماس بگیرید.

## French

- Les informations suivantes concernent Your Homes Newcastle, chargé de gérer les logements sociaux pour le Conseil municipal de Newcastle. Pour obtenir la version <name of language> ou une autre langue, composez le 0191 278 8633.

## Kurdish

- ئەم زانیاریانە دەربارەی (مآلهکانی نیوه نیوکاسل) هه که بهرپرسیاره له بهرپوهبردنی خانووهکانی شارهوانی له جیاتی شارهوانی شاری نیوکاسل خۆی. ئەگەر پێویستت بهمه ههیه به زمانی کوردی سۆرانی یا هەر زمانیکی تر، تلهفۆن بکه بۆ **0191 278 8633**.

## Portuguese

- Esta informação refere-se à Your Homes Newcastle, que é responsável pela gestão das habitações camarárias do Conselho Municipal de Newcastle. Se necessitar desta informação em português ou noutra língua, ligue para o 0191 278 8633.

## Spanish

- Esta información trata acerca de la asociación Your Homes Newcastle, cuya responsabilidad es la de gestionar hogares municipales en nombre del Newcastle City Council (Ayuntamiento de Newcastle). Si necesita esta información en <name of language> o en un idioma diferente, llame al teléfono 0191 278 8633.

## Russian

- Здесь содержится информация о компании Your Homes Newcastle, которая осуществляет управление муниципальным жильем от имени Муниципального совета города Ньюкасл. Если Вам необходим перевод этой информации на <русский> или другой язык, позвоните 0191 278 8633.

## What is the leasehold service?

We:

- manage all issues relating to owning leasehold properties;
- issue service charge invoices each year and manage individual accounts;
- consult customers on the work we plan to carry out;
- provide statistics and management information in line with the law; and
- deal with issues and provide advice about the leasehold management process.

## Why have service standards?

We have produced these service standards so that every tenant or possible service user is clear about the level of service they can expect to receive from us. We will review all service standards every two years and we will involve service users in this process. We will monitor all service standards and report the results to area boards every two months and in 'Homes + People', our newsletter for all tenants and service users.

We value our reputation as one of the best housing providers in the North East. We aim to deliver the best possible service as far as our resources allow us to. When we cannot meet your needs ourselves, we try to refer you to other sources of help.

This means that the service you receive will be:

- polite;
- fair and unbiased;
- confidential;
- efficient; and
- appropriate to any special need you may have.

When offering our services we will treat everyone equally no matter what their race, disability, sex, age, sexuality or religious beliefs.

## What can I expect from the service?

- We will keep the structure and outside of your building insured against fire, flood, lightning, explosion and any other reasonable risks. You will continue to be responsible for insuring your home contents.
- We will continue to maintain the structure and outside of your building.
- We will tell you about your responsibility to pay for all the services we provide.
- We will give you an invoice for your service charges every year. Your service charge invoice will explain the individual charges.
- We will consult you on any major repairs or improvements we plan to carry out on your building.
- We will consult you while we carry out any work on your building.
- We will give you reasonable notice if we need to get into your home to carry out any repairs. This will be seven days' notice unless we need to get into your home in an emergency.
- We will hold a leaseholders' forum every year, and regular meetings of a leaseholder steering group. The steering group is made up of leaseholders and our officers, and meets regularly to discuss issues that are important to leaseholders.

## Our service standards

- We will send you a welcome pack as soon as we are told that you have bought your home.
- We will send you a leasehold newsletter twice a year.
- We will invite you to a leaseholders' forum once a year.
- We will consult you at least 30 days before we carry out any major work to your home.

## Putting things right

We will always try to provide the best services that we can. If, however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Compliments, Complaints and Comments leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

## Contact details

Phone: 0191 278 7725  
Freephone: 0800 091 0082  
Fax: 0191 278 8777  
Minicom: 0191 278 7727  
E-mail: [leasehold@yhn.org.uk](mailto:leasehold@yhn.org.uk)  
Website: [www.yhn.org.uk](http://www.yhn.org.uk)



1465/LH/11.07

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November 2007