



Your Homes
Newcastle



Leasehold

Service standards



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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.

<p>বাংলায় Bengali</p>	<p>এই তথ্য হল আমরা কিভাবে একটি সোসাল বিহাভিয়ার (অসামাজিক কার্যকলাপ) দমন করি সে সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই মাধ্যমে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩</p>
<p>普通话 / 国语 Chinese Simplified</p>	<p>这是有关我们如何处理反社会行为的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。</p>
<p>廣東話 / 粵語 Chinese Traditional</p>	<p>這是關於我們如何處理反社會行為的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。</p>
<p>فارسی Farsi</p>	<p>این اطلاعات در مورد چگونگی برخورد ما با رفتارهای ضداجتماعی است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.</p>
<p>Français French</p>	<p>Ces informations concernent la manière de réagir face aux comportements antisociaux. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.</p>
<p>کوردی سۆرانی Kurdish</p>	<p>ئەم زانیاریانە سەبارەت بە چۆنیتێ بەگژداجووونی هەلسوکەوتە ناکۆمەلابەتێهکاندا یە. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیگەر بە زماڕە تەلفۆنی 0191 278 8633 پێوەندی بکەن.</p>
<p>Português Portuguese</p>	<p>Esta informação refere-se à forma como lidamos com comportamentos anti-sociais. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.</p>
<p>русском Russian</p>	<p>Информация о том, как мы справляемся с антиобщественным поведением. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.</p>
<p>Español Spanish</p>	<p>É sta es información sobre cómo combatimos comportamientos antisociales. Si necesita esta información en español o en otro idioma llame al 0191 278 8633.</p>

Leasehold team: what we do

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.



Our core values

We have a set of core values that apply to all of our services. We have agreed these with you (our customers), our board and our staff. They are as follows:

Accountability – acting openly and taking responsibility

Integrity – acting fairly and honestly

Passion – working positively with enthusiasm

Respect – treating everyone with care and professionalism

Forward-thinking – actively looking for improvements and solutions

These values are central to how we provide our services.

Why we have service standards

Core values are about the way we behave and how we provide our services. As well as these values, we have developed a set of service standards which tell you the level of service you can expect to receive from us.

We review our service standards at least every two years and we involve you in this. We also report on how we have performed against the standards every three months to the YHN Performance Committee. The committee is responsible for monitoring our services, and includes tenants, councillors and independent members. If we are not achieving any service standard, we will put an action plan in place to improve our performance. We also report on how we have performed against the standards in Homes & People, our newsletter for all customers.

When offering our services we will treat everyone equally, no matter what their level of income or housing circumstances. We will be polite and make sure the service you receive is confidential and appropriate to any special needs you may have.

Our service standards

These are the standards we monitor regularly. If any of these standards are not being met we will develop a plan to improve performance.

- We will send you an estimated invoice for the year ahead by 31st March each year, and an actual bill for the previous year by 30th September each year.
- We will send you a Leasehold newsletter twice a year.
- We will invite you to a Leasehold event once a year.
- We will consult with you a minimum of 30 days before we carry out any major work to your home (legal requirement).
- We will consult with you at least 30 days before we make any major changes to services you receive which involve long term partner agreements (legal requirement).

Local offers

A number of services also have local offers. Local offers are our key commitments for improving the service. They are developed in partnership with customers and reviewed every year. Local offers may be extended to other services but currently there are none for the Leasehold service.

What else you can expect from our service

Service standards show how we are performing. However, we also do more to help our customers such as:

- We will send you a welcome pack as soon as we know that you have bought your home.
- 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 maintain the structure and outside of your building as it is written in your lease terms.
- We will tell you about your responsibility to pay for all the services we provide.
- We will consult with you on any major repairs or improvements we plan to carry out 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 unless in an emergency.

Putting things right

We will always try to provide the best services that we can. However, if 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 Complaints and Compliments 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



Leasehold team
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Your Homes Newcastle
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Newcastle upon Tyne
NE7 7LX



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**CUSTOMER
SERVICE
EXCELLENCE**



Your Homes Newcastle Limited. Registered in England and
Wales Registration Number 5076256
Registered Office: Newcastle Civic Centre, Barras Bridge,
Newcastle upon Tyne, NE1 8PR.
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