



**Yorkshire  
Housing**



# Welcome home

Your handy guide about our services  
and living in one of our homes



**Thanks for  
choosing one  
of our homes,  
we hope you'll  
be very happy  
here...**

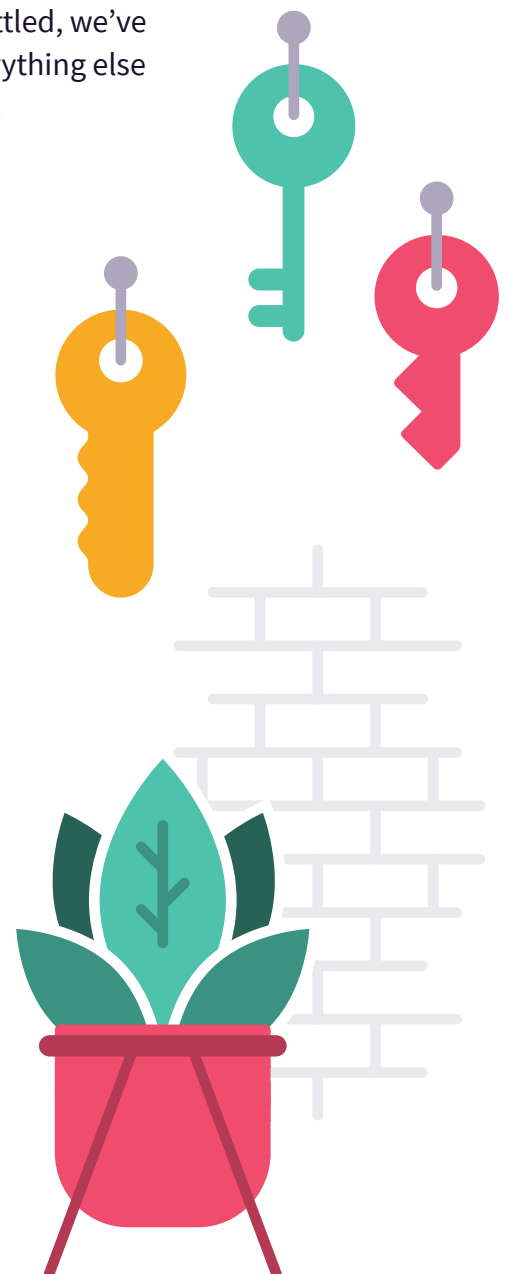


# Welcome home

Moving home can be overwhelming, so we've pulled together some information you might find useful about our services and living in a Yorkshire Housing home.

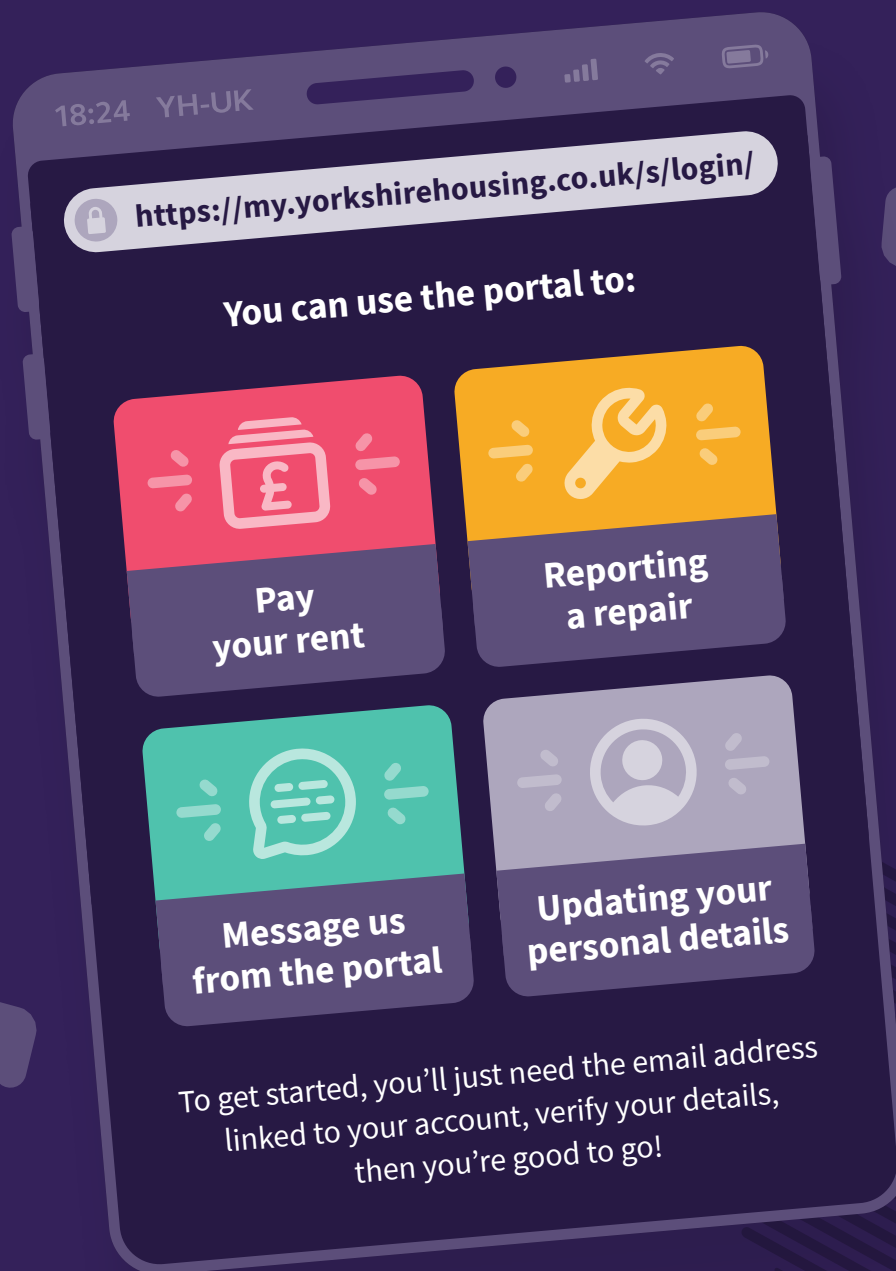
We know there's a lot to think about, but lucky for you we've done this a few times, so we know what the score is. While you're getting settled, we've created a checklist of things you'll need to think about. And everything else you need to know you can find in the rest of this pack, including:

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# Your customer portal

More choice and control over your home,  
whenever and wherever you need it.



# Your moving in checklist:

-  Register with your **gas and electric supplier**. We'll have given you the supplier name at sign up so you know who to register with.
-  Arrange for your **gas to be uncapped** by calling us on 0345 366 4404 and pressing #1 for repairs.
-  Register for **Council Tax**. You'll need to contact your local authority for this, they'll register you and send you a Council Tax bill.
-  Register with **Yorkshire Water**. Head over to the Yorkshire Water website to let them know you're moving and they'll sort out the rest for you.
-  Decide if you want **home contents insurance**. There's information on our website about social housing contents insurance which would cover you if something happens to your home like a flood, fire or burglary.
-  **Get your TV Licence**. You'll need a TV Licence if you're planning to watch or record live TV, or if you're going to use BBC iPlayer on demand.
-  Sort out some **garden bins** for your home, if you need them. You'll need to contact your local authority to do this, and they'll also tell you when your collection day will be too.
-  Set up **broadband** in your home, if you want it. If you're planning to use internet you'll need to find a provider with a package you're happy with. There's lots of deals available so make sure you shop around to find one that suits you.

And if you need to get in touch with us for any reason, you can message us straight from the customer portal using Ask a question or call our customer experience centre which is open 8am – 6pm Monday – Friday (24/7 for emergencies) on **0345 366 4404**.

## Prefer to do things the digital way?

You can find all this information on the Your Home page of our website.



# How to pay your rent

There's lots of ways you can pay your rent, just pick the one that suits you the best.

## The different ways you can pay your rent:



**Direct Debit...** The easiest way to pay so you don't have to think about it! You can have a direct debit set up to pay your rent directly from your bank account weekly, fortnightly, every four weeks or monthly. Call us on 0345 366 4404 to set up your direct debit.



**Pay rent online instantly...** The allpay website makes it easy to pay your rent online whenever it's convenient for you. Once you register, it remembers your details so future payments are quick. There's also an allpay app you can download so you can pay your bills using your smart phone.



**Customer portal...** Log in to pay your rent instantly, check your balance, and view or download your rent statements and receipts.



**By phone via allpay automated phone line...** Give us a call on 0345 366 4404 and select 'option 2 - make a payment' and then 'option 1' for the allpay automated telephone payment line. Please have your debit/credit card ready and your payment reference number. Good to know, this payment service is available 24/7.



**By phone...** Call us on 0345 366 4404 to pay by debit or credit card, and please have your card ready.



**Paypoint...** You can pay at your local Paypoint or Payzone shop by cash or debit card, all you need is a payment card from us. Always keep your receipt as proof of payment.



**Help paying your rent...** If you're having trouble keeping up with payments, please contact us straight away. We can help in a number of ways such as giving advice on how to manage your money, and helping you to apply for benefits and grants you might be entitled to.

# How to report a repair

If you find something isn't working as it should in your home, reporting it to us is easy.

The quickest and easiest way to report a non-urgent repair is by using our online customer portal. Login to your account, report what needs fixing, and we'll get back to you with a plan to get it sorted. But if you'd rather speak to someone, you can always reach us by phone. Our customer experience centre is open from 8am to 6pm, Monday to Friday (24/7 for emergencies) on 0345 366 4404.

We split repairs into emergency and routine, but there are some that you'll need to do yourself like:

- Bleeding radiators
- Changing a toilet seat
- Replacing lost keys
- Getting access to your home if you're locked out
- Tightening hinges on doors and cupboards
- Containing leaks and preventing water damage.

There are some handy how-to videos on our website if you're stuck, find them on our 'Report a repair' page.

If you do need to contact us for any reason, please call our customer experience centre which is open from 8am to 6pm, Monday to Friday (24/7 for emergencies) on **0345 366 4404**.

In this guide we provide you with a quick overview of what we do and what you might need. And there's always help on our website if you want more information [www.yorkshirehousing.co.uk](http://www.yorkshirehousing.co.uk)



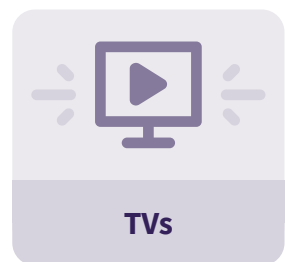
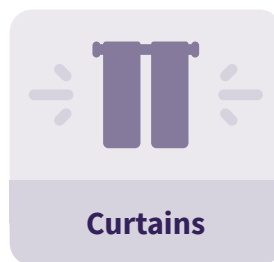
Making it  
possible  
to have a  
place you're  
**proud to**  
call **home**



# Home contents insurance

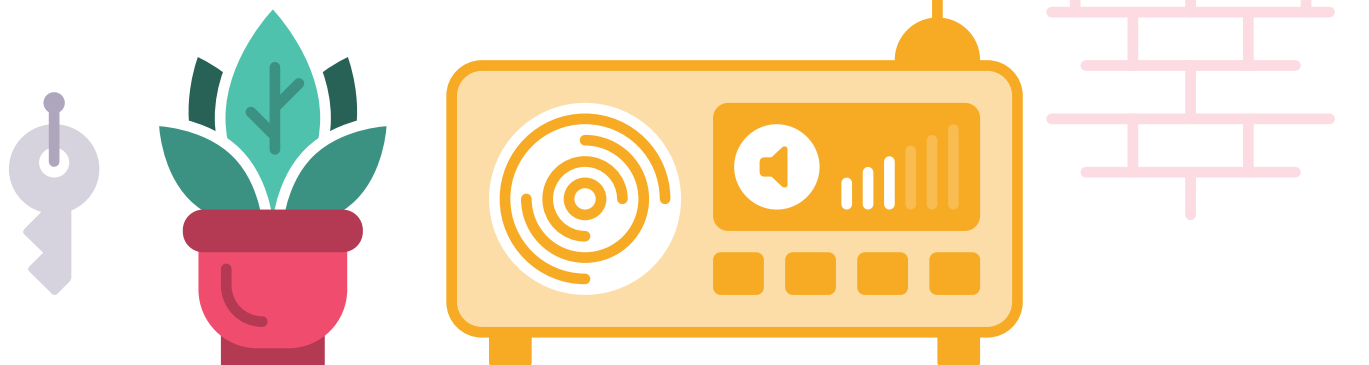
According to [confused.com](https://www.confused.com), the average UK household has **£48,000** worth of things, and there are some things that just can't be replaced.

There can be confusion about who pays for the cost of any damaged or lost items, with some people thinking it's down to the landlord, however this isn't the case. Home contents insurance covers you if anything happens, and will help you get back on your feet so you can replace the things you need like:



Your policy can also cover you for accidental damages to fixtures and fittings and things that would be chargeable repairs from us giving you peace of mind.

To help you decide whether home contents insurance is right for you, we've teamed up with Thistle Tenant Risks and Great Lakes Insurance UK Ltd., who've got an insurance scheme specifically for social housing customers. There's more information on our website about this and whether it's right for you.



# Health and safety

Asbestos is a material which was used for its fire resistant and insulation qualities in the construction of buildings up until 1999.

Many homes built before this date contain materials such as textured coatings (Artex) and floor tiles which can contain small amounts of asbestos.



Asbestos is dangerous if inhaled and can cause a number of harmful diseases, however most asbestos products are only a risk to health if they're damaged or disturbed.



To keep safe, avoid damaging any materials in your home that contain asbestos and, if you're concerned about a material, treat it as though it contains asbestos until told otherwise.

If in doubt, or if you're planning to do some DIY in your home, please call us on **0345 366 4404**.

It's important you **don't remove or disturb** any asbestos materials yourself.



# Health and safety

Legionnaires' disease is a potentially fatal form of pneumonia which is caused by the legionella bacteria.

Legionella are bacteria that can be found in artificial water systems such as storage tanks, pipework, taps and showers. The bacteria are usually associated with larger water systems, but they can also thrive in smaller water supply systems used in homes and other residential accommodation.



Legionella can survive in low temperatures and can multiply in temperatures between 20°C and 45°C. However, legionella is killed in high temperatures of 60°C and above.



If you have a water outlet, particularly a shower that's rarely turned on, we'd advise that you let it run for a few minutes every week. Make sure you hold the shower head facing down before doing so to prevent inhaling the spray though.



If you've been away from your home for more than two weeks, we'd also suggest that you run your taps and showers before using them. If you're experiencing regular water temperatures which are hotter or colder than expected, please get in touch with us.

We have control measures in place to make sure that any risk of legionella in your home is reduced. Some of this work can be carried out by our trained colleagues and others will be carried out by contractors, and everything's recorded.

We also inspect all our homes before they're offered to customers and any legionella risks that are identified will be treated.



# Environment

## Saving water in your home is a simple way for you to play your part in helping the environment.

Using less water in our homes means that we have to take less water from our rivers, reservoirs and ground water sources, and spend valuable energy treating it to make it safe to drink.

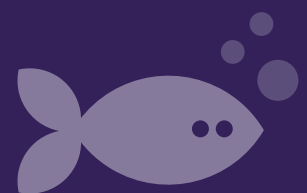
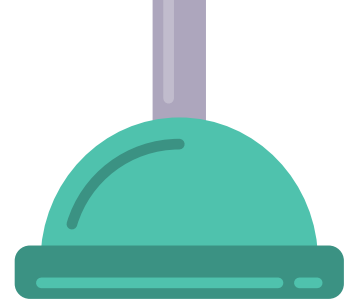
Yorkshire Water has come up with lots of ideas on how to save water in your home and garden. If you're interested in finding out more, head over to their website: [www.yorkshirewater.com](http://www.yorkshirewater.com)

If you have a water meter at your home, you'll only have to pay for the amount of water you actually use rather than paying a fixed amount. On average, customers with water meters save 5-10% on their water bill after having the meter installed, but not all households will save money. If you're interested in having a water meter fitted, get in touch with your water company who will install one free of charge. When you've got one sorted, let us know so we can make a note of it on your account.

You might be surprised how much water dripping taps and water leaks can waste, so it's best to get it repaired as quickly as possible. Reporting it to us is easy, either use the online portal on our website or call our customer experience centre on **0345 366 4404** and we'll book it in for you.

If you're a keen gardener or like to keep your car clean, having a water butt to collect rain water is an easy way to save water for these jobs. And the plants love it too!

**Did you know...** a toilet flush saver can save up to three litres of water every time you flush your toilet? They don't work with all types of toilets though so check what type of flush your toilet has first. If it has a dual flush it might stop it from flushing properly.



# Environment

Reducing the amount of rubbish we throw away, reusing what we can and recycling as much as possible are things that we can all do to help the environment.

**There's lots of reasons why we should recycle:**



## **It conserves resources...**

New raw materials don't need to be extracted as old products can be reused to make new products.



## **It saves energy...**

Even with the amount of energy needed to recycle materials, it still saves energy in comparison to what's needed to mine, quarry, transport and process raw materials.



## **It helps protect the environment...**

It reduces the pollution from mining and quarrying and saves trees from being cut down. It also reduces greenhouse gas emissions, which helps to tackle climate change.



## **It reduces landfill...**

Did you know there are over 1,500 landfill sites in the UK, and many of them will soon be full to capacity?

To find out what recycling facilities are available from your home and in your local area, visit the Recycle Now website [www.recyclenow.com](http://www.recyclenow.com) and simply enter your postcode.

**Speak to your local council to find out when your recycling bins are emptied**



# Enhanced tenancy services

Our enhanced tenancy services can help at every stage of your journey, including getting into work or building your confidence.

From finding training courses or voluntary roles to putting together your CV and preparing for interviews. They can also help you start up your own business, grow your existing business or develop your skills. And, you can even volunteer with us here, within one of Yorkshire Housing's very own community spaces!

To find out how our tenancy coaches can help you, head to our website.



## Leeds City Credit Union

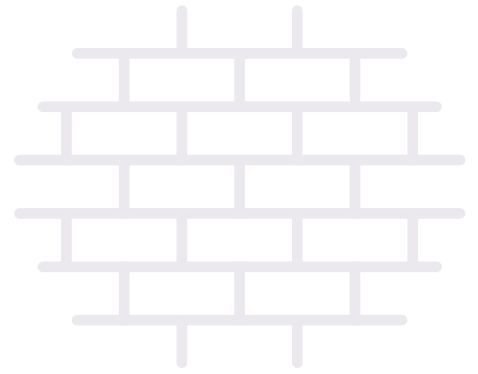
We're working with Leeds City Credit Union which allows you to access affordable loans, with fair interest rates and savings plans. A Credit Union is a financial co-operative set up to give you and members access to affordable loans and savings products.

If you're interested in making an application membership or for more information, please contact Leeds City Credit Union.

[www.leedscitycreditunion.co.uk](http://www.leedscitycreditunion.co.uk)



# Adaptations to your home



If you have a disability or are finding it difficult to get into and around your home, we may be able to help by carrying out minor adaptations.



We can add fixtures and fittings to help make your home more suitable, such as extra grab rails or hand rails, different tap handles or extra lighting. The right changes can make a big difference, and might be just the thing that's needed to help you carry on living safely and securely in your home.



For more information, please call our customer experience centre on **0345 366 4404** or visit our website.



# Tackling antisocial behaviour

We believe that everyone has the right to enjoy their home, free from nuisance or antisocial behaviour.

We know the distress that this type of behaviour can cause to individuals and neighbourhoods, and we take reports of antisocial behaviour very seriously.

## What is antisocial behaviour?

Antisocial behaviour has been defined as 'any behaviour that causes nuisance or annoyance to someone'. Some examples include:

- ✓ Noise (for example loud music, shouting and arguing, dogs barking)
- ✓ Using or threatening to use violence
- ✓ Verbal abuse
- ✓ Any form of harassment, including harassment due to age, race, gender, sexual orientation, disability, religion or belief
- ✓ Domestic violence
- ✓ Using a home for criminal or illegal purposes
- ✓ Uncontrolled animals
- ✓ Criminal damage and vandalism, including graffiti
- ✓ Intimidating behaviour
- ✓ Alcohol or drug abuse
- ✓ Throwing missiles
- ✓ Abandoned vehicles
- ✓ Fly-tipping and untidy gardens
- ✓ Misuse of public/communal areas.



# Tackling antisocial behaviour

## How can I report an incident?

You can report antisocial behaviour by logging into the customer portal and logging a case, or calling our customer experience centre on **0345 366 4404**.

## Your responsibilities

You're responsible for your behaviour, the behaviour of your children, anyone else living in your home and anyone visiting you.

## How to deal with antisocial behaviour?

If possible, it's always best to try to sort out the problem yourself. Try talking to your neighbour and discuss your concerns with them in a reasonable and polite manner. Most neighbours will respond to a reasonable request and it's better to approach them first and try to work things out between you.

If this approach doesn't work, or you feel unable or are frightened to talk to your neighbour, let us know and we'll help you.

## What will happen when I make a complaint?

We aim to respond to reports of antisocial behaviour quickly and confidentially. If you're reporting a serious incident, we'll arrange to talk to you within 24 hours. Otherwise, we'll talk to you within five working days, and it's up to you where we talk.

Everything we talk about will be confidential and won't be discussed with anyone else without your permission. We'll ask you what's been happening, and we'll need to know the dates and times of incidents and who was involved.



# Tackling antisocial behaviour



## What happens next?

It all depends on the type of incident you're reporting and what action you want us to take.

### This can include:

- visiting or writing to the person you are complaining about
- visiting other neighbours or witnesses to get their views
- asking you and your neighbours to keep a written record of problems
- gathering other evidence
- involving other agencies, for example the police, local environmental health department or local antisocial behaviour teams. And we'll prepare a case file to help with possible legal action in the future.

Your Place Manager will agree a plan of action with you. We'll keep you informed of the progress we make and any decisions along the way. And we'll always do our best to deal with incidents in a positive way so that you don't experience further problems.



## What action can you take?

There are a number of steps we can take, but what we do depends on how bad the antisocial behaviour is and how much evidence we have.

### Examples of what we can do include:

- giving the perpetrator an informal warning
- interviewing the perpetrator and giving them a formal warning
- offering mediation services to help those involved come to an agreement
- using an acceptable behaviour contract or a good neighbour agreement
- looking at legal remedies such as injunctions, which is a court order to stop the behaviour
- working with partner agencies such as the local council; or the police or local antisocial behaviour teams
- taking action to evict the perpetrator.



# Tackling antisocial behaviour

## What can I do to help?

To help us build a case we'll need to keep in regular contact with you so that you can tell us about new incidents. It's also important that you keep a diary to record further incidents, or that you download an app to keep a record of what's happening. This will be a vital piece of evidence if we decide to take legal action. If legal proceedings are taken, you may have to make a statement and, in some circumstances, go to a court hearing.

## What if I don't want to make a statement or give evidence?

We'll always respect your wishes but if we have no other evidence, we may not be able to take any further action. If you're prepared to keep records and make statements, we'll support you throughout the process. We can provide extra security to your home, let the police know about your situation, provide emotional support and advice throughout the legal process.

## Can anyone else help me?

If you think your neighbour is involved in crime, you should contact the police. You should also contact the police if you're threatened or experience a hate crime. If you don't want to speak to them directly, you can give them information anonymously by telephoning Crimestoppers on **0800 555 111**.

Your local environmental health service may be able to help you if you have a problem with unreasonable noise such as loud music, dogs barking constantly or air pollution from bonfires or burning rubbish. You'll be able to find their number online.

## Our promise - Customer Service Standards

We aim to provide an excellent standard of service. This is what you can expect from us.

### We will:

- Respond quickly and effectively to reports of antisocial behaviour.
- Work with our communities to prevent antisocial behaviour.
- Make sure that those involved with or affected by antisocial behaviour receive appropriate support and guidance.

# Ways you can save money on your energy

## Gas and electricity

When you move into your home, you'll need to contact your gas and electricity supplier(s) to make sure you're on the best tariff. If you have storage heaters, you'll probably have been on an Economy 7 tariff for your electricity so you'll need to switch to a standard tariff.

## Changing supplier

There can be quite a big difference between the cheapest and most expensive gas and electricity supplier, so it's worth shopping around to find the best tariff.

If you're on the internet you could use an online comparison site to compare the different prices like **www.uswitch.com** or free phone **0800 6888 244**.

When switching, there's a few things to think about:

- Are there any hidden charges?
- Do the prices quoted include VAT?
- Are you eligible for any special offers, incentives or discounts?

## Dual fuel discounts

It's usually cheaper to use the same supplier for gas and electricity. This is called 'dual fuel'.

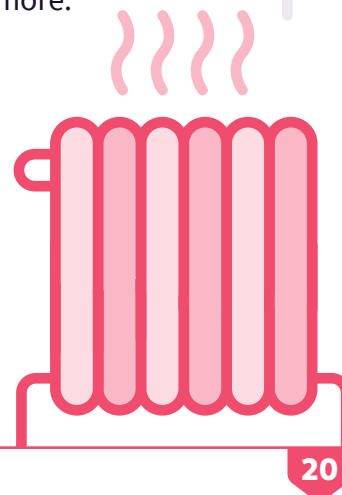
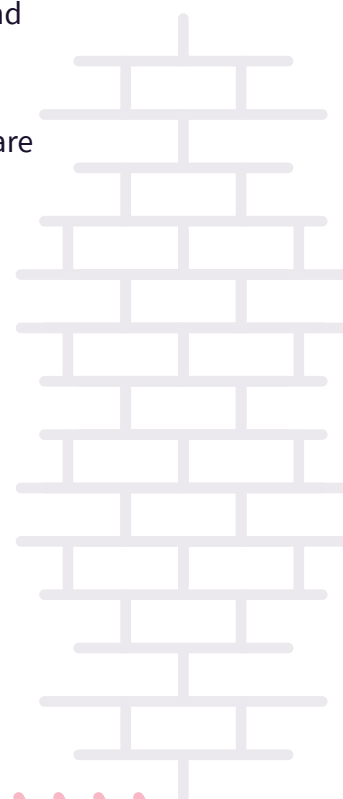
## Direct debit

Savings can be made simply by changing the way you pay your bill. If you pay your bills when you receive them in the post, you could save £50-60 a year by paying by direct debit. Paying online could save you even more.

## Energy saving advice service

If you're worried about your energy usage, there's home energy efficiency advice at [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) which has easy to understand advice on how to save energy. You can also phone the Energy Saving Advice Service on **0300 123 1234**. Their trained expert advisors will give quick and clear information on the basic steps to save money on heating bills.

Shop around to find the best energy tariff



# Damp and mould advice

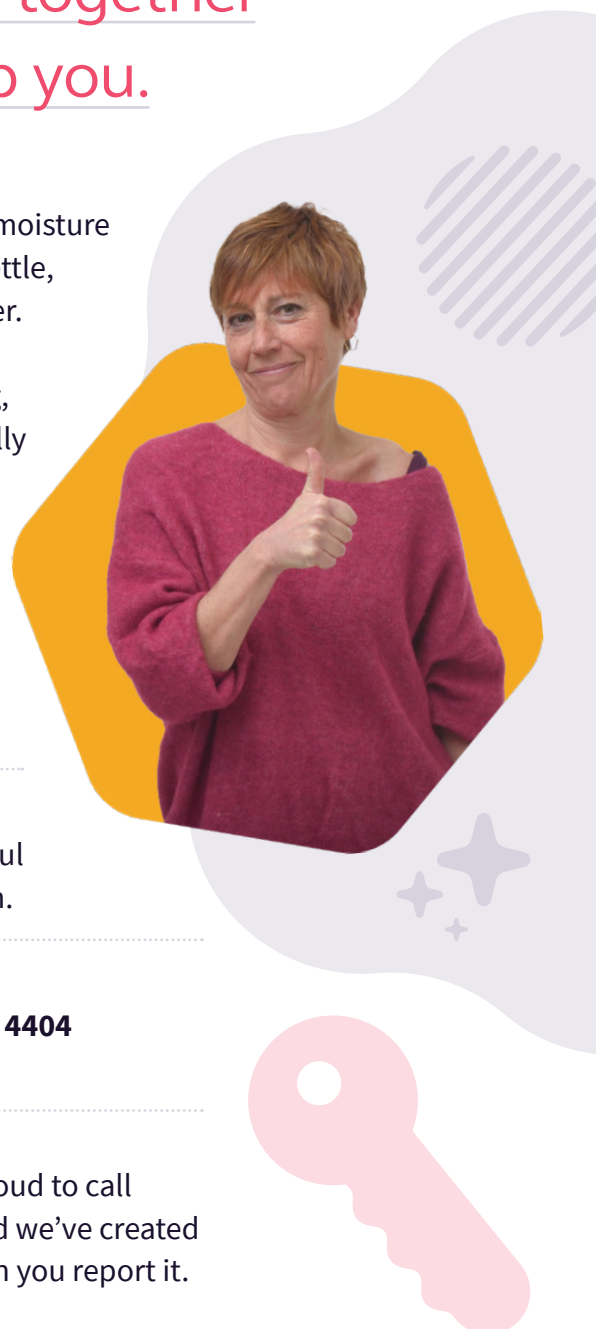
We know it's worrying if you've got damp, mould or condensation in your home, so we've put this information together so you know how we can help you.

## Why does damp or mould appear?

Damp and mould are usually caused when there's too much moisture in the air. From doing normal day-to-day stuff like boiling a kettle, cooking on the hob, drying clothes indoors or having a shower.

You might see condensation on your windows in the morning, or after you've had a bath, which is all pretty normal, especially during winter. But if that moisture builds up and can't get out, over time, it can cause damp and mould.

There's lots that can be done to prevent damp and mould from appearing in your home. And if it does become a problem, there's also lots we can do to help put things right.



### Leaflet

You can check out our **handy leaflet** for some useful information about damp, mould and condensation.



### Reporting damp and mould

If you notice a problem, please call us on **0345 366 4404** and report it straight away.

We want to make it possible for you to have a place you're proud to call home. We take your reports of damp and mould seriously and we've created our customer promise so you know what to expect of us when you report it.

# Making a complaint or giving a compliment

We want you to have a great experience with us, we always aim to get things right for you first time.

If sometimes this doesn't happen, it's really important that you let us know so we can put it right. If you are unhappy with one of our services you can make a complaint. When we deal with a complaint we will:

-  **Be fair and follow a fair process.**
-  **Put things right.**
-  **Learn from it.**

If we do get things right, it's nice to get that feedback too. You can also send in compliments which we pass on to the individual or team that it's about.

## How can I complain or give a compliment?

The easiest and quickest way is to get in touch with us directly and let us know the details of your complaint or compliment.



**Online:** via our website or the customer portal

**Phone:** 0345 366 4404

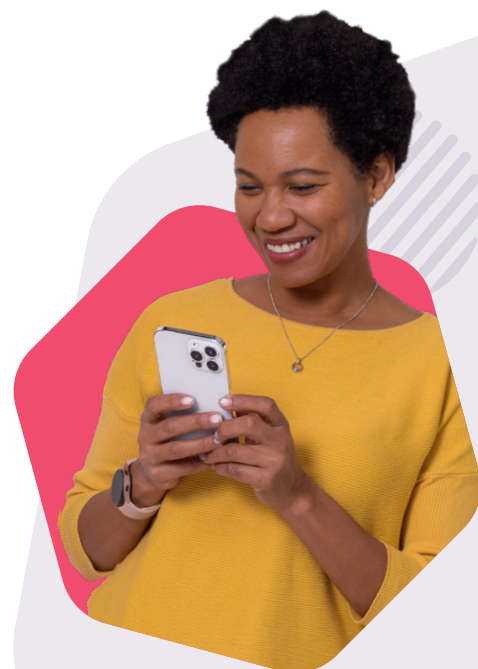
**In person:** speak to any Yorkshire Housing colleague

**Social media:** message us on Facebook (@yhousing)

**Post:** The Place, 2 Central Place, Leeds LS10 1FB



Make it clear in your social media post that you want to make a complaint. Send any information you wish to remain private, such as your name and address or contact number, by direct message on Facebook or X.



# What happens if I make a complaint?

If you're unhappy with any of our services and make a complaint, we will try to put things right straight away.

## Stage 1 complaint

If we can't resolve it for you it becomes a stage 1 complaint. We will log and acknowledge your complaint within 5 working days and then aim to resolve your complaint within 10 working days.

1

## Stage 2 complaint

If you're unhappy with the result you can ask to move to stage 2 complaint and have your complaint reviewed. We will aim to do this within 20 working days.

2

## Housing Ombudsman

If you still don't feel we've put things right, you can take your complaint to the Housing Ombudsman. This is a service set up to look at complaints about Housing Associations. You can also contact the Housing Ombudsman at any time for advice.

## Contact the Housing Ombudsman directly by:

**Online form:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Phone:** 0300 111 3000

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Post:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ



# Get involved

If you want to have your say about our services and shape the future of Yorkshire Housing, our customer groups are a great place to have those conversations. There's lots of opportunities based on how involved you'd like to be too, the choice is yours!

## Introducing our customer groups:



**Your voice matters** – Tell us what you really think about us, good or bad! The group brings together customers of all ages and backgrounds, most of the time meeting online to share ideas and suggestions.



**Customer voice and review committee (CVRC)** – The CVRC are here to make sure the customer voice is heard loud and clear across all levels of the organisation. They meet monthly to talk about the stuff that matters, get involved in projects and review our services and processes.



**Complaints forum** – Want to make changes based on the complaints we get? The complaints forum meet once a month and tell us what's not working so we can make improvements for the future.



**Scrutiny pool** – Scrutiny is a great way to have a say in how we deliver our services. They check and challenge what we do, give us an action plan with next steps and hold us to account so we can improve our services.



**Homes and environment group** – Want to help us tackle climate change and be part of our journey to net zero? The group gets together four times a year to look at the progress we're making in our climate change strategy.

**Fancy getting involved?** There's more information about each group on the [get involved](#) page of our website, just fill out the form to apply and we'll get back to you.

# Fancy joining us?

If you want to join us in making it possible for people to have a place they're proud to call home, then maybe a career at Yorkshire Housing would be up your street?

Check out our careers page for our current vacancies, we have all sorts of roles available. If you don't spot something that matches your skills, you can sign up for job alerts too. Colleagues who are also our customers or have previously been our customers bring fantastic insights to their role which is oh-so valuable.

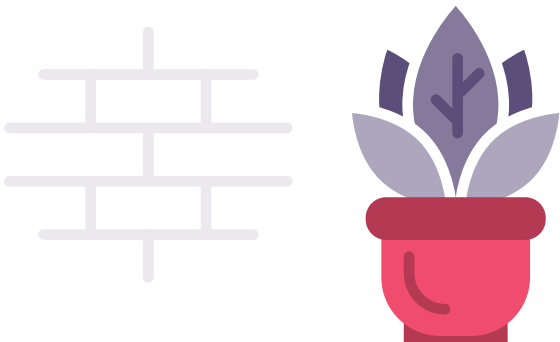
We also have volunteering opportunities, so if you want to gain some admin experience or give back as a coffee morning volunteer, gardener or befriender then get in touch.

## Get in touch

And finally, we hope you'll be very happy in your new home. We know there's lots to think about when you move so if you have any questions or problems, please call our customer experience centre which is open 8am – 6pm Monday – Friday (24/7 for emergencies) on **0345 366 4404**.

Hopefully this pack has made the process as smooth as possible for you. If we've impressed you with this process, we'd really appreciate it you left us a review on **Trustpilot**.

★ ★ ★  
Leave us a  
review us on  
Trustpilot!  
★ ★ ★





**Write to us:**

The Place  
2 Central Place  
Leeds  
LS10 1FB

**Telephone:** 0345 366 4404

**Email:** [enquiries@yorkshirehousing.co.uk](mailto:enquiries@yorkshirehousing.co.uk)

**[www.yorkshirehousing.co.uk](http://www.yorkshirehousing.co.uk)**