



Leaseholders Handbook

This Handbook contains important information for anyone who has bought, or is thinking of buying a Wakefield and District Housing Leasehold Property

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Second Edition**

delivering promises, improving lives

Our commitment

We are committed to providing fair opportunity to access information.
If you would like information in another language or format, please ask us.

Tigrinya

ናትና ፖሊሲ ንኩሉ ሓደ ዓይነት ሓበሬታ ዝረኽቡሉ መንገዲ ኢና መብጽዓ ኣተና።
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Amharic

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Farsi

ما متعهد هستیم به سیاست دسترسی برابر به اطلاعات
اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفا از ما درخواست کنید

French

Nous nous engageons à une politique d'accès égal aux informations.
Si vous souhaitez des informations dans une autre langue ou sous un autre format,
veuillez nous le demander.

Kurdish

ئیمه به ئه‌رکی خو‌مانی ده‌زانی که سیاسه‌تی ده‌سراگه‌یشتنی یه‌کسان به‌ زانیاری بو‌هه‌موان جیبه‌جی بکه‌ین
ئه‌گه‌ر زانیاریت به‌ زمانیکی که یا به‌ فۆرمیکی که ده‌وی تکایه‌ داوامان لی بکه‌

Polish

Wyznajemy zasadę równości w dostępie do informacji.
Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub
w innym formacie prosimy dać nam znać.

Urdu

معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

CD



Braille



In large type

Abc

Any other format



Call 0845 8 507 507 or email communications@wdh.co.uk
(calls to OneCALL may be recorded for training purposes)

Wakefield and District Housing Leaseholders Handbook

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Section 1 – Wakefield and District Housing

Introduction

This Handbook has been produced to serve as a guide for leaseholders and gives you information about the services provided by Wakefield and District Housing (WDH) and what WDH expects of you as a leaseholder.

The information in this Handbook does not replace your lease, but offers you general guidance. It is not meant to give a full interpretation of the lease or the law. If you encounter any difficulties, or should disputes arise, you should always refer to your lease agreement. Your lease details all your legal rights and responsibilities for your individual property, which you agreed to at the time the purchase of your home was completed. If you do have any problems or there is something you do not understand, you should seek independent legal advice or contact the Leasehold Advisory Service (LEASE).



About Us

WDH is a registered social landlord regulated by the Housing Corporation. We are managed through a management board, which is made up of equal numbers of independent, tenant and council appointed members. Local people can get involved in a number of ways including the five Local Management Committees (LMCs). Information is available at your local Service Access Points (SAPs).

We own and manage over 30,000 properties for families, older people, single people and vulnerable people. Our homes are a mix of houses, bungalows, maisonettes and flats, some of which are high rise blocks. We also manage over 50 Independent Living Schemes for older and vulnerable people. We provide a range of specialist services to meet the needs of vulnerable people. Currently there are over 370 leasehold properties.

Our OneCALL service is available 24 hours a day, seven days a week. It currently receives over 17,000 calls a month relating to repairs, anti social behaviour, rent, service charge and general enquiries. To help us improve our service and for training purposes, calls to and from OneCALL may be recorded.

Our Vision to 2020



Our Vision is to create confident communities throughout the district and beyond. People in confident communities feel safe where they live, trust the services they receive and are confident about their future prosperity and opportunities.

To achieve our Vision we have a challenging mission statement to inspire, transform and promote excellence. We will inspire our tenants and residents, employees, partners and the housing sector to transform the communities we serve. To do this we are committed to delivering an excellent service in all aspects of our work.

We strive to be creative, inclusive and work with integrity. Working to these values helps us deliver excellence and become an employer of choice.

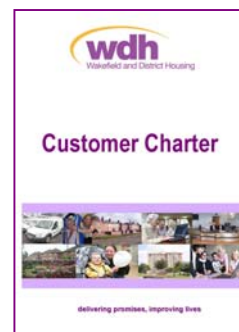
Our strategic objectives are to:

- Be a landlord of choice by putting the customer first.
- Adopt best practice in good governance to be a well managed business.
- Be a positive force through leadership and influence to develop the potential of our people.
- Be a partner of choice to create better places to live.

Customer Care

Our Customer Charter sets out the standards you can expect from us. We will review it each year and set challenging targets to improve the standard of the service we provide.

We will keep to the advertised opening times at all our SAPs and offer a 24 hour phone service through OneCALL. Knowledgeable employees will answer the phone promptly and will always be polite. We will offer services to everyone who asks and always look for ways of meeting our customers' needs.



We have friendly, helpful employees who receive regular training, are smartly dressed in uniform and display a name badge.

We provide accurate leaflets and audio visual information on all the services we offer at our reception points. The leaflets can also be accessed through our website, www.wdh.co.uk. We aim to reduce waiting times as far as possible by making appointments and will clearly advertise your opportunity to arrange a private interview.

We will work closely with other agencies to make sure our services are effective and meet customers needs.

We will treat you politely and with respect. We will treat all the information you give us in the strictest confidence. We will not contact any person or agency about you without your permission, except in an emergency.

We will regularly monitor how satisfied our customers are with the things we do. At our SAPs, or through OneCALL, we might ask you questions from time to time about how you rate our service. We appreciate your opinions and the feedback you provide about our services will help us to:

- Improve and develop our services.
- Improve our response standards.
- Review services so that we know if we are delivering the services you want and meeting your priorities.
- Gather more information about our customers and their needs.
- Target training where it is needed.

Equality and Diversity Statement

We believe that all customers and employees have the right to the same high standards of service.

We treat everyone fairly and equally and aim to make sure that no one is illegally or unfairly discriminated against because of their gender, sexuality, marital status, race, culture, colour, ethnic origin, nationality, religious belief, age, disability, caring responsibilities, appearance, HIV status, unrelated criminal activities or any other matter.

We are committed to equal opportunities and promoting positive attitudes. We will promote equal opportunities for customers, employees, other organisations and anyone else our employees have contact with:

- You should have the same access to our services as everybody else, no matter how you choose to access them.
- When using our services, you should feel valued and be treated with respect. Competent and well trained employees will deal with your enquiry fairly, effectively and efficiently.
- If you contact us with an enquiry that we cannot deal with, our employees will help you to contact the appropriate agency or organisation.

Annual Report

Every year we produce an Annual Report, which reflects on our activities for the previous financial year and sets out our targets for the coming 12 months.

Through the Annual Report we answer to you. It tells you how we have spent the money from rent, grants, service charges and other sources to improve your home and the local community.



Keeping You Up To Date About Housing

We use a number of ways to keep you up to date about housing and how any changes may affect you and your home. For example, you receive a letter from us every year to tell you about any changes to your service charges. If you have given us your email address, we may also contact you online.

In our SAPs there is a range of current publications, which tell you how to use our services and what we expect from you as our leaseholders.

All our residents receive a regular newsletter and there is a specific section relating to leaseholder issues and updates. It explains what is going on in our organisation and asks for your opinions about our services and products.

Our news and publications are available on our website www.wdh.co.uk. You can also use the website to contact us and tell us how we can improve the services we provide to you.

OneCALL on 0845 8 507 507, is our one stop contact centre, which you can call for information about housing services.

Also, our employees have a thorough knowledge about housing and are always available to talk to you.

Section 2 – Your Lease Agreement

What is a lease?

The lease is a legal contract, which sets out the terms and conditions of your agreement between you (the Leaseholder) and WDH (the Freeholder).

When you bought your flat, you bought the right to live in your property for up to 125 years. Long leasehold is simply a long tenancy that you can sell on.

It gives you and your successors the right of possession of your property for a long period (as specified in your lease) as long as you keep to the terms and conditions of the lease.



Your lease will have a plan attached showing your property and the building in which it is situated, together with any garden or outbuilding, which may be included in the sale. It will also identify any communal areas that you may be entitled to use within the estate.

The lease is an important legal document and should be kept in a safe place.

What is a Leaseholder and a Freeholder?

Leaseholder – As a leaseholder you own the right to live in your home for a fixed number of years, up to a maximum of 125. If you should sell your home, the purchaser will buy the remaining years of the lease.

You own everything within the four walls of your flat including the floorboards and plaster to walls and ceilings. You will be responsible for repairs to items within your home, which are for your use and benefit only.

You will be required under the terms of your lease, to pay a service charge to cover the cost of communal repairs and services provided.

WDH is still your landlord and owns the outside of your flat, the remainder of the block and the common parts / areas surrounding the block, such as the gardens.

Freeholder – Your landlord. WDH is the freeholder and owns the building*, which you live in and the estate in which it stands. As the freeholder, WDH will be responsible for all repairs connected with the structure of the building, the exterior and interior communal areas, communal fixtures and fittings and service installations.

*Except for Kirkgate Apartments

Section 125 Notice

When you purchase your lease from WDH under the Right to Acquire or Preserved Right to Buy rules, you will receive an important document called a Section 125 Notice, which will:

- Describe the property, which you have a Preserved Right to Buy or Acquire.
- Tell you the price the landlord thinks you should pay.
- Give you an estimate of the service charges, specific major repairs or improvement costs you may have to pay during the first five years after you buy your lease for your flat.
- Describe any structural defects the landlord knows about.
- Contain the terms and conditions that your landlord thinks should be attached to the sale.

The Section 125 Notice is not a binding document but is intended to help new leaseholders budget for the costs they are likely to incur by becoming a leaseholder. This document only applies to the tenant who is changing their tenure not to anyone who purchases the lease within the five year notice period.

Your rights and responsibilities

You have responsibilities and rights as a leaseholder, as do WDH as your landlord. The lease sets out the rights and responsibilities of both parties, which are summarised below. In addition, you have rights given to you by law, known as Statutory Rights.

As a leaseholder you have the right to:

- Enjoy 'quiet enjoyment' of your home. This means to live peacefully without unnecessary interference from your neighbours or WDH as long as you keep to the terms and conditions of your lease.
- Expect WDH to deal with any noise, nuisance, annoyance and disturbances by neighbours. In the first instance you should speak to them, they may not be aware that they are causing any problems.
- Expect your landlord, WDH, to repair and maintain the block of flats and manage any shared areas.
- Use forecourts and shared areas around the block of flats - and to enjoy the use of shared gardens (but excludes the cultivation of them).
- Go onto the surrounding property owned by WDH in order to carry out your responsibilities, such as repairs.
- Decorate the inside of your home. However, if you wish to make any alterations or major improvements you must apply for permission from WDH. In some cases you may also need planning or building approval.

- Sell the lease on your home (for the remaining years) to anyone you want to, or leave it to someone in your will or give it to someone as a gift. If you have purchased your home under the Preserved Right to Buy or Right to Acquire scheme, you may need to repay some, or the entire discount you received.
- Take in lodgers or rent your home to someone else, if you want to. We request that you inform WDH to ensure that we hold accurate information regarding your property. This will make sure that when we need to send you important information you will receive it and not your lodger or tenant. You will also need to advise your mortgage lender if you do rent out your home.

As a leaseholder you have a responsibility to:

- Pay the ground rent and existing and future taxes on the property.
- Keep your property in good repair, decoration and condition, including servicing appliances and installations in line with current regulations.
- Maintain adequate **contents insurance** for your property.
- Pay the yearly service charges as a contribution to the maintenance and cleaning costs of communal areas and equipment in and around the building.
- Allow your landlord, WDH to access your flat in order to carry out any necessary works.
- Obtain permission from WDH prior to making any alterations to your flat.
- Allow your neighbours the same right to 'quiet enjoyment' of their home and not to cause a nuisance or annoyance or cause any damage to the landlord's or any neighbouring property.
- Not use the flat for any business purpose or trade.
- Not keep any animals or birds without obtaining written permission from WDH.
- Not erect or display any aerials / signs or notices outside the flat.
- Not assign part of the premises.
- Not do anything, which is likely to damage the structure of the building or damage any shared services.

Your statutory rights

In addition, as a leaseholder you have extra statutory rights, which give you the right to:

- Information about your landlord (WDH).
- Seek recognition for a residents association.
- Information about the service charges and the right to challenge them.
- Be consulted about any major works and long term agreements to carry out works to your flat and / or the block of flats.
- Information about the landlord's (WDH's) insurance.
- A management audit.
- Manage – Right to Manage (see additional information below).

More information about all these rights can be obtained from the booklet called, Residential Long Leaseholders - A Guide to your Rights and Responsibilities. This is available from the:

Department of Communities and Local Government
DCLG Publications
PO Box No 236, Wetherby LS23 7NB
Website: www.communities.gov.uk/housing

Right to manage the block of flats

You and the other leaseholders in the block may qualify to take over the management of the block of flats from WDH and run it yourself or appoint an agent to manage it on your behalf. This is known as the Right To Manage (RTM) and is a group right rather than an individual right. Certain conditions need to be fulfilled which are:

- The block must contain two or more flats.
- At least two thirds of the flats must be held on long leases (over 21 years).
- The group must set up a right to manage company.

The Right To Manage company must follow a set of procedures if it wishes to manage the block. More information can be obtained from www.communities.gov.uk/housing



Our rights and responsibilities

WDH has the right as the freeholder and your landlord to:

- Rebuild, restrict or develop any part of the block / estate or neighbouring land it believes necessary.
- Give at least 48 hours written notice before WDH can carry out any necessary works. In an emergency, such as a water leak, this rule will not apply and no notice needs to be given.
- Pay a fair proportion of repairing party walls to your flat and rebuild / reinstate the landlord's property as necessary, unless the damage is not considered to be attributable to fair wear and tear.

WDH is responsible to maintain and repair:

- The main structure, foundations, roof, guttering, communal drains and external pipe work.
- Any communal services and any related machinery or installations connected with those services.
- Communal areas, including passageways, staircases, halls, landings and any grounds within the estate, which are jointly used by the leaseholders.

WDH is responsible to provide:

- You with an annual statement relating to your service charges.
- Adequate building insurance cover (of which you will be required to pay your contribution).

Sell your flat to someone else

You have the right to sell your flat at any time after purchase. However, if you purchased your lease after the 18 January 2005, it is a requirement of Section 188 of the Housing Act 2004, that you make an offer of first refusal to WDH as your former landlord. If we do not serve an acceptance or rejection notice within eight weeks, you are then free to sell the property on the open market.

You must tell WDH of any change in ownership within one month of the date of the transfer of the lease. You should ask your solicitor to send WDH the appropriate 'Notice of Assignment' of the lease.

There is a fee to pay to WDH to register any transfer and to record the interest of any Bank or Building Society, which has granted a mortgage against the lease.

Repaying discounts

If you do sell your flat within either three or five years, depending when you bought it from WDH or Wakefield Council, then you will usually have to pay back some, or all, of the discount you received when you bought your flat. The exact terms regarding discount repayment liability can be found in your lease.

If you need any further information:

- Contact OneCALL on 0845 8 507 507 who will deal with your enquiry or transfer you to a member of the specialist team who can.
- Email your enquiry to leaseholders@wdh.co.uk
- Fill in a form online on our website at www.wdh.co.uk

Before you sell your lease you must ensure that all outstanding service charges, ground rent and any other monies due, are paid up to date.

Assign your lease to someone else

You can sell (assign) your lease to someone else; however, you cannot assign **part** of the premises. For more information relating to this, refer to your lease agreement.

In the case of any assignment, underlease, grant of probate or administration, assent, transfer, mortgage, charge, discharge or order of court WDH require notification in writing within 21 days. In the case of death the person dealing with the affairs of the deceased should let WDH have a copy of the death certificate and a name and address where all future service charge invoices should be sent.

Section 3 - Service Charges

What are service charges?

The rights of leaseholders and the duties of their landlords in relation to service charges are drawn together in the Landlord and Tenant Act 1985 and extended by the Landlord and Tenant Act 1987, the Leasehold Reform, Housing and Urban Development Act 1993, The Housing Act 1996 and the Commonhold and Leasehold Reform Act 2002.

The Landlord and Tenant Act of 1985 introduced a single code for service charges payable under leases, whether for flats or for houses, and applies to both the public and private sectors.

The definition of a service charge under section 18 of the Landlord and Tenant Act 1985 is defined as:

An amount payable by a relevant tenant of a dwelling as a part of, or in addition to, rent; which is payable, directly or indirectly, for services, repairs, maintenance, improvements or insurance or the landlord's cost of management; and the whole or part of which varies or may vary according to the relevant costs

Services charges are not limited to day to day services but include the recovery of costs for major works to the fabric of the building and communal areas of a block or estate.

The relevant costs can be either the actual costs or estimated costs (including overheads) currently being incurred or that have already been incurred, or which may in the future be incurred, by the landlord in connection with matters described in the definitions above.

What do service charges pay for?

Service charges vary depending on the building you live in and you should consult your lease agreement, but in general they may cover such things as:

- Caretaking and Cleaning.
- Communal Electricity.
- Lifts.
- Buildings Insurance.
- Repairs and Maintenance.
- Environmental Works.
- Management Fee.

WDH has an obligation to provide you the leaseholder with a full account of all costs incurred in providing services on an annual basis. This statement will be sent to you on or before 30 September each year.

You will be consulted if there are to be any major works to the building in which you live; see the section under Major Repairs and Improvements for more details.

How are service charges calculated?

The service charge is calculated so that every leaseholder only pays their share of the costs for management, maintenance and the provision of services. The overall service charges are divided in fair proportion in accordance with the statement in your lease.

General queries about service charges

When you receive your service charge invoice we will also include details of our information sessions, which will be held at various locations around the district. This will give you the opportunity to discuss in private any queries you may have relating to your statement. If you are unable to attend one of the information sessions you should:

- Contact OneCALL on 0845 8 507 507 who will deal with your enquiry or transfer you to a member of the specialist team who can.
- Email your enquiry to leaseholders@wdh.co.uk
- Fill in a form online on our website at www.wdh.co.uk

Collection of service charges

You will be sent an annual service charge invoice. The invoice will include all service and related charges for your individual flat, for a 12 month period effective from the 1 April of each year.

Payment methods

Ways To Pay Your Service Charges	
Direct Debit Available from Autumn 2007	<p>Paying by Direct Debit means your service charge is paid directly from your bank or building society account. Most banks and building societies will do this free of charge as long as there is enough money in your account to cover the payment.</p> <p>Direct Debit is very simple to set up. You can arrange it with us over the phone or fill in the form we can provide. We will then arrange for payment from your bank or building society. If you pay by Direct Debit we will send you a letter in March each year, informing you how much your new payments will be and the date they will be requested from your bank or building society.</p> <p>We will always tell you about changes to your service charges. If your bank or building society pays us the wrong amount, we will give you a refund. You can cancel the Direct Debit arrangements at any time, but you will have to make alternative arrangements to pay.</p> <p>If you want to pay by Direct Debit, contact OneCALL on 0845 8 507 507 for more details.</p>

<p>Debit or Credit Cards 24 hour payment facilities</p>	<p>You can pay your service charge over the phone, 24 hours a day, seven days a week. Simply call OneCALL on 0845 8 507 507 and have your Debit or Credit Card details to hand. There is no charge for this service.</p>
<p>Post Office Available from Autumn 2007</p>	<p>You can pay your service charge at a Post Office free of charge. You can pay by cash, Debit Card or by cheque, making your cheques payable to 'Post Office Ltd' and remember to take your leasehold card with you. Due to Data Protection laws no balance will be shown on your receipt when a payment is made at the Post Office.</p>
<p>PayZone Available from Autumn 2007</p>	<p>You can pay your service charge at a local convenience store that displays the 'PayZone' logo; many have extended opening hours. You can pay by cash or Debit Card free of charge. Remember to take your leasehold card with you. Due to Data Protection laws no balance will be shown on your receipt when a payment is made at a PayZone outlet.</p>
<p>Cheque Payment</p>	<p>Send payment by cheque, quoting your leasehold reference number to:</p> <p>Exchequer Services Wakefield and District Housing Merefield House, Whistler Drive, Castleford WF10 5HX</p> <p>Please do not put cash in the envelope.</p>
<p>Bank Standing Order</p>	<p>You can ask your bank or building society to make payments from your account direct to WDH. The twelve monthly instalments are due on the 15th of each month (standing order form is enclosed with your annual service charge invoice).</p> <p>This system is not as flexible as Direct Debit as you have to tell your bank or building society every time there is a change in the service charges you have to pay.</p>

Payment difficulties

If you have any problems paying your service charges, get in touch with WDH straight away. As a leaseholder you have a responsibility to pay your service charges. WDH cannot waive these costs but we will try and help you to plan how you will pay. You should:

- Contact OneCALL on 0845 8 507 507 who will deal with your enquiry or transfer you to a member of the specialist team who can.
- Email leaseholders@wdh.co.uk

Remember, if you do not make payments, you would be in breach of the terms and conditions of your lease agreement, which may put your home at risk.

If you disagree with the service charges

When you receive your service charge invoice we will also include details of our information sessions, which will be held at various locations around the district. This will give you the opportunity to discuss in private any queries you may have relating to your statement. If you are unable to attend one of the information sessions you should:

- Contact OneCALL on 0845 8 507 507 who will deal with your enquiry or transfer you to a member of the specialist team who can.
- Email your enquiry to leaseholders@wdh.co.uk
- Fill in a form online on our website at www.wdh.co.uk

If you are not satisfied with the outcome, you should submit your objections in writing, identifying which service charges or service standards you do not agree with and your reasons why, to the:

Assistant Director - Finance
Wakefield and District Housing
Merefield House, Whistler Drive, Castleford WF10 5HX

If you still remain unhappy with the outcome and you still feel they have been charged unfairly you can apply to the independent Leasehold Valuation Tribunal to hear your case (the tribunal make a charge for this service). The national helpline number and website can be found in the 'Useful Contacts' section of this Handbook.

Insurance

Building Insurance

Your service charge includes your contribution towards insuring the building, which you live in, shared areas and underground services. This insurance covers damage to the structure of the building, such as fire or flooding, but it would **not** cover any claims for the contents of your flat; it is your responsibility to take out adequate contents insurance for this purpose. WDH also provides public liability cover for external common parts.

As with any insurance there are certain conditions, which apply. You must take:

- Reasonable precautions to avoid loss, damage or injury that may result in a claim.
- General care of your flat.
- Inform WDH if there are any changes in your circumstances, which might increase the risk of a loss under the policy.

WDH hold the insurance documents and will ensure that the cover does not lapse. If you wish to see a copy of the policy document, you should:

- Contact OneCALL on 0845 8 507 507.
- Email your request to leaseholders@wdh.co.uk
- Fill in a form online on our website at www.wdh.co.uk

Contents Insurance

It is your responsibility to arrange adequate contents insurance to cover the replacement of such things as furniture, belongings and decorations. WDH have negotiated a discounted rate for contents insurance for our tenants and this benefit has been extended to you as a leaseholder.

If you would like further details, pick up a booklet from your local SAP, or download a copy from our website at www.wdh.co.uk. Alternatively, you should make your own arrangements with an insurance company of your choice.

Section 4 - Repairs and Maintenance

Who is responsible for organising and paying for repairs?

In principle WDH is responsible for the structure of the building, communal areas, systems and installations. As the leaseholder (LH*) you are responsible for everything within your home, which is for your use and benefit. You should refer to your lease agreement for the rights and responsibilities for your individual property. However, the following information will give you a general summary of who is responsible for organising and paying for repairs and maintenance.

Repairs and Maintenance - Summary of Responsibilities			
Description of repair	WDH	LH*	Exceptions
External and communal			
External structure, foundation, brickwork.	✓		
External doors (communal).	✓		But excluding your own individual external doors.
External window frames, sills and fittings.	✓		But excluding glass.
Damp course proofing.	✓		
Roofing, chimneys, guttering and down pipes.	✓		Excludes chimney sweeping where applicable.
Communal drainage and water supply pipes.	✓		Except pipe work within your flat.
Rain and soil pipes.	✓		
Communal hallways, stairs, lifts and balconies.	✓		
Communal lifts and lighting in lifts.	✓		
Communal bin areas.	✓		
Communal drying areas.	✓		
Communal TV aerials and communal satellite antenna.	✓		
Paths, steps, fences, gates and garden areas.	✓		
Lighting to communal hallways and stairs.	✓		
External lighting to the building.	✓		
Door entry systems and closed circuit television.	✓		

Description of repair	WDH	LH*	Exceptions
Fire precautions, alarms and extinguishers.	✓		
External decorations (communal).	✓		
Internal within your flat			
Internal walls, ceilings and floors.		✓	Except common areas, or joists which are shared between two or more homes.
Floor boards and coverings.		✓	
Glass in windows and doors.		✓	But excluding external window frames.
Internal decorations.		✓	
Kitchen fixtures, fittings, units and worktops.		✓	
Bathroom fixtures, fittings, sanitary ware.		✓	
Electric showers.		✓	
Cookers, fires and fire surrounds.		✓	
Tiling.		✓	
Internal doors (including front doors to individual flats), locks, / fittings, door furniture and frames.		✓	
Smoke alarms.		✓	Unless communal.
Frames, architraves and skirting boards.		✓	
Wiring and circuitry.		✓	Unless communal.
Light fittings, fixtures, sockets, bulbs and fuses.		✓	Unless communal.
Heaters and appliances.		✓	
Central heating systems.		✓	Unless communal.
Water tanks.		✓	Unless communal.

How to report a repair WDH is responsible for

It is important to report repairs to us as soon as you are aware of them. We can then arrange the repairs to be carried out limiting the amount of damage or deterioration to your home. This is particularly important for issues, which may cause personal injury to you, your family or your neighbours for things like lighting on communal staircases, loose paving stones and potholes on land owned by us.

To report a repair:

- Telephone OneCALL on 0845 8 507 507; 24 hours a day, seven days a week.
- Visit us at any WDH office or SAP.
- Email **non urgent repairs only** to onecall@wdh.co.uk
- Write to us at:

OneCALL
Wakefield and District Housing
Merefield House, Whistler Drive, Castleford WF10 5HX

When you have requested a repair you will:

- Be given an appointment if we need to go inside your home to enable us to carry out the repair.
- Be notified if the repair requires specialist technical advice, and told within ten working days who will be calling to see you and when.
- Be sent a letter confirming the work we have ordered for you, and when the work will be done.

From the information you give us we will prioritise work into the following response time categories:

- **Category A** -Very urgent, work completed within 24 hours.
- **Category B** -Urgent, work completed within five working days.
- **Category C** -Non urgent, work completed within 20 working days.

Note: If the repair you report is deemed by WDH to be an emergency, we will endeavour to respond within four hours.

Most repairs that WDH is responsible for under your lease agreement will be to the exterior of the building you live in or to the communal areas. However, if an appointment has been made to access your home in order to carry out a repair, it is expected that you will keep the appointment or inform us that you will be unavailable if your plans change.

If you are out when we call to carry out the repair we will leave a calling card for you to complete and return letting us know when you will be at home.

Carrying out your own repairs and servicing

You are responsible for repairs in your own flat. This includes your individual external doors and the glass in your windows. You should make your own arrangements to get someone to do the repairs for you.

If you, or someone you have employed, are carrying out repairs inside your flat you must make sure that no damage is done to the communal areas or to the structure of the building. You are liable for any damage caused to the building owned by WDH and you will have to pay to have it put right.

You do not have the authority to carry out repairs in communal areas, such as landings, hallways, stairways or any other shared area. Also, you would not be covered by our insurance if you had an accident or caused damage. Work of this nature must only be carried out by WDH. If you, your visitors or members of your household cause damage to the building or communal areas you will have to pay for the repairs.

Paying to use the WDH Repair Service

WDH can arrange for you to use our repair service for emergency or urgent work. However, you would be responsible for all of the costs associated with such works.

You can access the service by contacting OneCALL on 0845 8 507 507. The Advisor will tell you how much the callout costs will be. This will vary depending on the time and day you call for assistance. Payment will be taken at the time of the call using your credit or debit card.

For more information email leaseholders@wdh.co.uk, call into your local SAP or ring OneCALL on 0845 8 507 507.

Gas Servicing

If you have a gas appliance installed in your property, whether it is for a gas fire or a full gas central heating system (not communal) you are responsible to ensure that this is fully serviced in accordance with gas safety regulations and a registered CORGI engineer carries out the work. WDH may request evidence that this work has been carried out.

Faulty gas appliances, which are not regularly maintained can become dangerous and can give off carbon monoxide known as CO. This gas cannot be seen, tasted, or smelt, but it can kill. There are approximately 30 deaths a year as a result of carbon monoxide poisoning from gas appliances. For your own safety it is advisable that you do not sleep in a room containing a gas appliance.

Ensuring this work is carried out reduces danger to life, limb and property from gas leaks and danger of explosion, carbon monoxide poisoning, and damage resulting from water leaks from associated pipework. It will also increase the efficiency of the appliance and help reduce running costs.

WDH can arrange for a gas service to be carried out in your home at a competitive rate by one of our CORGI engineers. If you would like more information contact OneCALL, call into your local SAP or email leaseholders@wdh.co.uk.

WDH recommends the use of carbon monoxide detectors where they are installed, tested and serviced in accordance with the manufacturer's recommendations.

Carrying out your own improvements

As a leaseholder you have the right to improve your home, but some improvements and alterations will require permission from WDH. The following information will give you a general summary of what improvements / alterations require written consent.

Summary Guide to Improvements and Alterations			
Description of improvement / alteration	Permission required		Comments
	Yes	No	
Installing a new kitchen.		✓	No, if there are no alterations to existing pipe work and circuitry.
Installing a new bathroom.		✓	No, if there are no alterations to existing pipe work and circuitry.
Internal redecoration.		✓	
Changing carpets and floor coverings.		✓	
Replacing window frames.	✓		
Replacing glass in windows.		✓	No, if a like for like replacement
Alterations to the structure or layout of the flat.	✓		
Removing walls or chimney breasts.	✓		
Alterations to form new or existing doorways and frames (but excludes fittings and door furniture).	✓		
Creating new doorways.	✓		
Addition or changes to the heating system.	✓		
Addition or changes to the electrical system.	✓		
Addition or changes to existing pipe work.	✓		Including requests to install individual water meters.
Decoration to the outside of your home.	✓		
Aerials or satellite antenna receivers.	✓		
Building extensions.	✓		
Replacement of your front door.	✓		
Loft conversions.	✓		

To obtain our permission you should complete an application form, which is available from any SAP or can be downloaded from our website on www.wdh.co.uk, detailing the work you wish to carry out. WDH will not unreasonably refuse permission unless there is good reason. If we do refuse, we will explain the reasons why.

If permission is granted by WDH, you may also need to check if you require any planning or building control approval before any work can be arranged and carried out.

Some alterations may change the plans on your lease. If this is the case you may require a Licence to Alter for alterations for the internal parts of your flat or a Consent to Alter for any extension for the external parts for which a fee may be charged.

You are breaking the terms of your lease if you do work without permission and this could affect the selling of your lease, if you cannot prove you have received written permission from WDH. If the alterations are significant, you may also need the permission of the Bank or Building Society that has lent you the money to buy your home.

Financial help towards repairs / energy efficiency

You may be able to apply for an interest free loan for essential repairs, or be able to apply for a grant under one of the Government's Energy Efficiency Schemes.

To find out more about grants and schemes you may be eligible to apply for, contact Wakefield Council, on 01924 306090 and ask for the Private Sector Housing Office who will be able to advise you further, or visit their website on www.wakefield.gov.uk.

Section 5 - Major Repairs and Improvements

Major repairs and improvements programme

The WDH £700 million district wide improvement programme is well underway and we anticipate we will complete improvements to over 4,000 properties each year in order to finish the capital investment programme to the 'Wakefield Standard'. The standard we have set is much higher than the Government requirement to meet the basic 'Decent Homes Standard'.

WDH has prepared an improvement programme to upgrade its homes to the Wakefield Standard to include work to windows, kitchens, heating, bathrooms, doors, thermal insulation, roofs, electrical systems, security, gardens, adaptations, fences, footpaths and boundary walls, environmental improvements, improvements to sheltered schemes and other external works.



Deciding what needs doing

A stock condition survey will be undertaken by WDH surveyors to determine what works are required to each property. You will be notified separately as to which of the proposed works is intended to be undertaken to the building you live in and any works which directly affect your flat.

Additional works

In addition to the works identified as above, we will be carrying out extra internal works to tenanted flats such as replacing kitchens and bathrooms. We will write to you to give you the opportunity to buy into the improvement works we are undertaking and the approximate costs involved. Any expressions of interest will be forwarded to the 'Constructor Partner' who can then provide a detailed breakdown of costs for the work you specify, which will be at the same cost price as that charged to WDH. It has to be recognised that any of these works would be by agreement, strictly between you the leaseholder and the 'Constructor Partner'.

When will major works be carried out?

Major works will only be undertaken to blocks of flats if they are:

- Necessary for proper maintenance, improvement or modernisation.
- To maintain and preserve structural integrity and mains services.
- To comply with statutory requirements.
- Of an urgent nature to ensure the safety and well being of the building or its occupants.
- Considered to be reasonable.

Consultation

The Commonhold and Leasehold Reform Act 2002 introduced new requirements for the consultation of leaseholders.

WDH will consult with leaseholders and seek your views before it carries out any works where the costs exceed £250 for any individual leaseholder, or over £100 in any one year if we enter into a qualifying long term agreement for the provision of services. WDH will always tell you why it considers works or agreements to be necessary.

You will receive a:

- First Notice letter from WDH at least 12 months before works are programmed to commence to your property to confirm the notice of intention to enter into a qualifying long term agreement. This letter will explain the reasons why the works are required and will give you the opportunity to make written observations about the proposals. This letter will also confirm who WDH have appointed Constructor Partners to carry out the works.
- Second Notice letter giving 'Notice of Landlords' proposals. This will invite you to view the proposal for carrying out the works and to make any written observations.
- Third Notice letter (final) confirming the detail costs for the scope of works being undertaken. The contribution of costs will then be divided in fair proportion in accordance with the statement in the lease.

Tendering and contracts

WDH is keen to ensure that the procurement of all goods, services and works is conducted with openness, probity and accountability, and that it obtains value for money and the required level of quality and performance in all contracts that are let.

Tenders and contracts for work may be issued in accordance with WDH Financial Regulations and Contract Procedure Rules, Housing Corporation requirements and relevant legislation including, where necessary, European Union public procurement legislation.

WDH will ensure that contractors adhere to its policy on Equality and Diversity by making it a condition for the award of work or contracts that they comply with equal opportunities legislation and eliminate all forms of discrimination.

Help with the cost of major works

You can apply to WDH to pay for the works in ten equal monthly instalments, interest free.

We are currently looking to develop other ways for residents to access our services. One such scheme is through a form of Equity Release, which will allow you to free up some of the cash tied up in your property to pay for home improvements. Details of the scheme will be available by Autumn 2007.

Section 6 - Estate Management

Living in your home

Everyone is entitled to live in their home quietly and peacefully. Being considerate to your neighbours is even more important when you live in a flat, as you have shared walls, floors and corridors. You must not cause a nuisance or disturb your neighbours. You must also make sure that anyone living with you or visiting your home behaves responsibly.

As a good neighbour please be considerate by:

- Keeping the volume of televisions, radios and stereos as low as possible, especially at night and early in a morning.
- Using washing machines, vacuum cleaners and other noisy domestic equipment during the day and not at unsociable hours.
- Trying to avoid installing fridges, freezers and stereo speakers against walls that divide you and your neighbour.
- Carrying out do it yourself work to your home during reasonable hours.
- Giving us contact details of anyone who has a key to your home, so that we can make contact if your burglar or car alarm goes off while you are away from home.
- Parking vehicles responsibly and respecting your neighbour's parking and access needs.
- Not parking commercial vehicles, caravans, motor-homes, trailers and boats without our prior permission.
- Returning your refuse bin back to its normal storage area when it has been emptied.
- Being a responsible pet owner. If you own a dog make sure it does not bark or whine for long periods of time. Please arrange for your dog not to be left alone if you are away from home for a long time.
- Controlling your children when they are playing outside your property.
- Door entry systems in blocks of flats are there to help you control who comes into the building. For security reasons, do not let anyone into the block who you don't know and make sure that the door is always closed behind you.

If you have a balcony, you must:

- Keep it clean and tidy.
- Keep it free of anything that could be a danger to you, anyone who lives with you or your neighbours.
- Not light fires, including barbeques on it.
- Not feed birds or other animals from or on it.
- Not throw any items from your balcony.
- Not allow any animals to foul it.

Caretaker services for multi storey flats

Caretakers

Resident caretakers live in one of the blocks of flats that they look after; this may be a different block to your own. They are a point of contact for any enquiries you may have about WDH services and are normally on duty Monday to Friday from 8.30 am to 12 noon and 1 pm to 4 pm, but these times may vary locally. Details of how you can contact your caretaker are displayed on the notice board situated in the main entrance to your block. If you are unable to contact your caretaker please telephone OneCALL on 0845 8 507 507. Please remember that when caretakers are off duty they need time to themselves and should not be disturbed unless there is an emergency. When your caretaker is on holiday, or is ill, a relief caretaker will cover your block. Please note that we may not be able to provide a full caretaking service at these times.

What your caretaker does

Your caretaker looks after the maintenance and cleanliness of your block of flats including shared areas and equipment, and will give advice on how door entry systems work, use of communal facilities, disposal of bulky rubbish as well as information on the local community.

Your caretaker is a good neighbour and is there to help in an emergency, if they are available. You can provide your caretaker with the details of who to contact should you have an emergency. The information will be treated in the strictest confidence.

Everyone living in your block of flats has a duty to ensure the security, maintenance and cleanliness of the block. If you see anyone causing damage or misusing any shared facility including rubbish chutes, lifts, corridors or any spillages in shared areas you should report it to the caretaker. If not available contact OneCALL on 0845 8 507 507 or to the Emergency Services, where appropriate.

Caretakers' main tasks

- Cleaning shared areas such as staircases, corridors and lifts.
- Checking shared lighting and replacing bulbs.
- Reporting any repairs needed to shared areas or lifts.
- Management of waste disposal equipment and facilities.
- Making sure the building is safe and secure as far as is reasonably possible.
- Ensuring compliance with health and safety regulations.
- Liaising with residents and WDH employees to ensure specific local issues are addressed.

Your caretaker will, along with other tasks, also control access to the roof and lift machinery, check fire equipment and signage, monitor grounds maintenance and window cleaning standards, litter pick round your block and supervise a cleaner where appropriate.

The costs of employing a caretaker are included in the service charge.

Grounds maintenance

If your home has communal areas of land with landscaping, grassed areas, flower beds, bushes, hedges or trees, they will need work carrying out on them at regular but differing intervals. This work is called grounds maintenance. WDH is responsible for arranging and managing a Service Level Agreement (a contract for work) for this type of work to be carried out according to an agreed programme and detailed specification. The cost of this service is included in the service charge.

Emergencies and fire safety

Your caretaker is there to help and advise in an emergency if they are in the building and will contact any friends or relatives for you if you want.

To prevent emergencies:

- Turn off all taps and electrical appliances before leaving your flat.
- If you are going away on holiday, turn off the water stopcock.

If a fire breaks out in your flat:

- Do not try to put the fire out unless you can do it safely.
- Get out of the property as soon as possible and close the front door.
- Set off the fire alarm to alert everyone in the building.
- Use the stairs, not the lift, to leave the block.
- Do not go out onto your private balcony unless it is an escape route.

If there is a fire elsewhere in the building:

- Exit the building if it is safe to do.
- If not, close all doors and windows and stay in your flat.
- To prevent smoke getting into your flat, keep doors closed and use wet towels or sheets to block any gaps.
- If smoke does get into your flat, leave the flat and close the door behind you if it is safe to do so (otherwise, stay in your flat, use the methods described above and move closer to the window and try and attract someone's attention).
- If you have to leave your flat because of smoke, be aware that the corridors are likely to be smoky, (if so, crawl along the floor where it is easier to breathe, as smoke rises).
- If you are in immediate danger and your flat is not too high from the ground, drop cushions, bedding and so on onto the ground below your window to break your fall. If you can, get out feet first and lower yourself to the full length of your arms before dropping.

Do not interfere with smoke alarms - they can help save lives and give you precious minutes in which to escape.

If you would like to arrange a fire safety check on your home, or want advice in the case of fire, West Yorkshire Fire Service can be contacted on a 24 hour freephone number, 0800 587 4536. The local fire station will contact you within one week of your call to arrange a visit to your property.

Water Hygiene

Legionella bacteria are common and can be found naturally in environmental water sources such as rivers, lakes and reservoirs.

Legionellosis (including Legionnaires Disease) is normally contracted by inhaling legionella bacteria, either in tiny droplets of water (aerosols) - these can be produced by showers - or in droplet nuclei (the particles left after water has evaporated). The legionella bacteria are inhaled deep into the lungs and can cause chest infections, but in the older or very young it can also be fatal.

Domestic properties are at low risk and if you follow these simple procedures, it will drastically reduce the risk from legionella bacteria within your home.

- Store the hot water at between 50 and 60 degrees centigrade.
- If your home is empty for over a week, for example when you have been on holiday, then you should turn on your water heater and, when up to temperature, run the hot water for ten minutes, this will turn over the water in the storage tank (this does not apply to your home if you have a combination boiler).
- Place any showerheads under water and turn on for at least two minutes before using the shower.
- Clean any shower heads and hoses every three months.
- Avoid stagnation within the water systems; open garden hose taps weekly; ensure all taps are used weekly for at least two minutes

WDH will ensure as part of its modernisation process that no water systems in its properties provide the environment or conditions for the bacteria to thrive.

Asbestos

What is asbestos?

Asbestos, a naturally occurring mineral, is found in most homes in different forms and was used to provide heat resistance or rigidity to materials. Asbestos products are only dangerous when they are damaged, worn or worked on with power tools, as fibres can be released into the air.

Asbestos safety

If WDH allocates a property, which it knows contains asbestos, WDH will ensure that it is in a safe condition and not posing a risk to the occupiers.

If a repair is undertaken to your home that would require the disturbance of an asbestos product then the work will be carried out by trained employees or licensed contractors to ensure your safety.

As asbestos is used in many products in the home:

- Do not carry out any work to your home, however small, without first asking permission from your local SAP.
- Do not sand, drill or work on asbestos containing materials with power tools.
- Do not break up any asbestos containing materials
- Do not attempt to remove any asbestos containing materials yourself

Remember – asbestos fibres are only dangerous if they become airborne and are then breathed in.

For more information you can pick up a copy of our leaflet 'Asbestos Safety – A Householder's Guide' from your local SAP or from our website at www.wdh.co.uk.

Preventing Crime

Many burglaries can be prevented. They are often spur of the moment, where a burglar may see an open window or other easy point of entry and takes a chance.

Preventing Crime – Handy Tips	
1	When you go out lock the door and close the windows – even if you are only going out for a short time.
2	Never leave a spare key in a hiding place like under a doormat or inside the letterbox – a thief will look here first.
3	Remember to remove keys from locked windows and keep them out of sight in a safe place.
4	Visible burglar alarms and carefully directed security lighting can put burglars off.
5	Keep all valuables out of sight.
6	Leave a light on inside the house when you are away from home to create the impression that someone is in. Choose well-used rooms such as the living room or bedroom.
7	If possible, use timer switches for lights and radios if you are away from home for longer periods.
8	Be alert to strangers loitering in residential streets. If you see anyone acting suspiciously then contact the Police.
9	Garages and garden sheds can be full of expensive tools, which are ideal for breaking into the rest of the house, therefore, never leave them unlocked.
10	Lock ladders inside your garage or shed to stop a thief using them to reach upstairs windows. If you do not have room to do this, chain or padlock them horizontally to a sturdy bracket on an outside wall.
If you need any further advice about home security, or that of your family members, you can contact the Local Crime Reduction Officer on the Police non emergency number for the Wakefield District on 0845 6060606.	

Callers At The Door

Unfortunately, some people who knock at your door, may not be who they say they are. Some criminals will impersonate others to carry out crimes, preying on vulnerable people throughout our community.

These 'bogus callers' can be quite convincing and will try and talk their way into your home.

Callers At The Door – Handy Tips	
1	Before you open the door check to see who it is by looking through your front window or by using a door viewer if you have one.
2	Only open the door when you have put the chain or door bar restrictor on.
3	Always make sure that visitors are who they say they are.
4	All WDH employees and officers from the Police, Gas, Electricity and Water companies wear identification badges. Please ensure you ask to see this before letting people into your home.
5	If you are in any doubt at all suggest that the caller should come back later. You can then check their story by telephoning the organisation or company they claim to represent.
6	Check any phone number they give you in your own telephone directory. Do not rely on the number on their card.
7	Always lock the back door before opening the front door.
8	Let the police and your neighbours know if you have had a suspicious caller at the door.
9	Emergency situations can arise so do not leave the door chain or door bar restrictor on all the time. This may cause a delay. Only put these items on before answering the door.

Preventing Identity Theft

Identity theft, sometimes called Identity fraud, is the name given to a type of crime where someone wrongfully obtains and uses another person's personal information in some fraud or deception, usually for financial gain.

Today, much of life depends on the use of information that can be misused by people who are not authorised to have this data. Information such as Social Security numbers, credit card details and banking passwords are now vital parts of everyday life and yet relatively easy to use for fraud if they fall into the wrong hands.

Preventing Identity Theft – Handy Tips	
1	Shred mail and other paperwork that contains personal information, including junk mail, before throwing it away. Small shredders can be purchased for home use at relatively low prices.
2	Do not carry unnecessary information with you such as Social Security cards.
3	Check your bank and credit card statements. Look at any unusual activity, such as withdrawals. Also be aware if you stop getting statements or bills that you always previously received. This may indicate that someone has managed to have your records changed to a different address.
4	Do not give out personal information without good reason.
5	Cancel any lost or stolen credit or debit cards immediately. Keep a note of the emergency numbers you should call.
6	If your passport or driving licence has been lost or stolen, contact immediately the organisation that issued it.
7	Keep your personal information secure when using your card over the phone, on the internet or in shops by making sure that other people cannot overhear or see your personal details.
8	Personal documents should be kept in a safe place, preferably in a lockable drawer or cabinet at home. You should consider storing valuable financial documents with your bank.
If you would like more information on Identity Theft visit the Home Office website at www.identitytheft.org.uk	

Energy Efficiency In The Home

Here are some simple energy saving measures, which can be applied to what you do everyday. They will not only reduce energy consumption, but also save you money.

Top Ten Energy Saving Tips	
1	Wherever possible, dry your clothes outside. Drying them on a radiator lowers the room temperature, making your boiler work harder, costing you more to heat your home. It also increases condensation.
2	Turning your central heating thermostat down by 1°C could save you up to 10% on your energy bills.
3	Shop around for your gas and electricity, you may find that there are cheaper suppliers out there.
4	When boiling vegetables use just enough water to keep them covered and always put lids on your pans.
5	Draw your curtains at dusk and tuck them behind the radiator to stop heat escaping and reduce draughts.
6	Don't waste water by overfilling a bath, taking a shower is even better – you will use less than half the water used when taking a bath.
7	Check the immersion heater or thermostat settings to ensure that the water temperature is not too high. For most of us 60°C is ideal. Turning the temperature down is not only safer but you could save money too.
8	Keep windows and internal doors closed to stop heat escaping from the room.
9	Used rolled up blankets or sausage-shaped cushions to keep out draughts under doors and on windowsills.
10	If you have cheaper off peak electricity try running your washing machine during these off peak times.
For specific advice please call the Energy Hotline on 01977 724431 or email energy@wdh.co.uk	

Running a business from home

You must not use your flat or the building you live in (including any garage or garden) for any trade or business activity.

Parking and vehicle repair

Most blocks of flats have shared parking areas and the use of this is on a first come first served basis.

Please give consideration to your neighbours, their safety and the appearance of your estate when parking your vehicle. You must only park in authorised places.

Always ensure that you do not:

- Cause an obstruction - you could prevent emergency vehicles getting through.
- Block access to driveways or park on grassed areas.
- Park on the footpath, this is against the law.
- Park in your garden unless you have a hard standing and a dropped kerb.
- Park lorries and trucks on residential streets and especially in shared parking areas.
- Keep motorbikes in communal / shared areas.

You can carry out minor repairs to your own vehicle, or that belonging to a member of your household, but you should not do any major repairs to any vehicle or receive any type of payment for doing so.

Mobility vehicles should only be parked in authorised areas agreed with WDH and communal facilities must not be used for recharging purposes.



Abandoned vehicles can cause major problems to residents. We work closely with Wakefield Council's Cleansing Services Department and Neighbourhood Action to make sure that these vehicles are dealt with quickly.

If you think a vehicle is abandoned, please report the details to Neighbourhood Action on 0845 8 506 506.

Gardens

If your lease includes a garden, you are responsible for keeping it neat and tidy (including hedges). You should not allow rubbish to build up as it may cause a health or safety hazard and encourage mice and other pests.

You should contact your local SAP for permission if you wish to:

- Erect any structure.
- Cut down any trees or hedges.
- Plant any trees.

Vandalism and graffiti

Vandalism is a crime and costs money to repair damage and remove graffiti.

You, or anyone visiting your home or living with you, must not damage, deface or put graffiti on any of WDH's properties or any other property or building.



To ensure that your home remains a pleasant place to live, WDH needs your help to stop vandalism and graffiti. You should report any incidents to OneCALL on 0845 8 507 507 or to the police.

Nuisance

If your neighbour is being too noisy, or is causing a nuisance, talking to them is often the best way to solve the problem. Most people are reasonable if spoken to in person and they can sometimes be unaware that they are causing a nuisance.

Before approaching your neighbour:

- Think about what you want to say.
- Be clear about what the problem is and how it affects you.
- Do not stray from the main issue.
- Try and choose a good moment for you and your neighbour.
- Stay calm and friendly; getting angry or being aggressive is not going to help.
- Try not to shout, even if your neighbour does.
- Try not to interrupt the other person when they are talking.

If the problem is not solved in this way and the nuisance continues, please report the matter to OneCALL on 0845 8 507 507 or your local SAP.

Anti social Behaviour

We firmly believe that everyone should be able to enjoy their homes and neighbourhood free from harassment and other types of anti social behaviour. We are responsible for making sure that all tenants and residents, including family members, lodgers and visitors, follow lease agreements and tenancy conditions so that all residents enjoy their homes without the fear of anti social behaviour.

You and anyone visiting your home or living with you must keep shared areas clean and tidy and free from obstruction.

We will not tolerate anti social behaviour. We will work with WMDC and West Yorkshire Police to effectively deal with those responsible, and will enforce lease agreements and tenancy conditions where necessary.

Harassment

WDH considers harassment to be any unwanted behaviour directed at a person or a group of people that is offensive or that causes anxiety, alarm or distress. It is behaviour meant to interfere with someone's peace and comfort and which hurts, intimidates, humiliates or ridicules them or undermines their confidence.

Harassment may include any of the following:

- Abusive or insulting behaviour.
- Violence and threats of violence.
- Vandalism to property.
- Repeated and unfounded complaints against an individual or group of people.

- Activities and actions intended to put someone off from living in a particular property.
- Abusive phone calls, text messaging or emails.
- Putting offensive materials near or in a victim's home.

If the incident is serious and involves criminal activity, violence or threats you should contact the police immediately.

Please also contact OneCALL on 0845 8 507 507 or your local SAP to report all incidents and provide details of those who are responsible. One of our employees will contact you to discuss what action we can take to stop the harassment. We will also work closely with other agencies such as the Police and Victim Support to help you further.

Hate Crime

Hate crime describes how individuals or groups can be subjected to harassment, victimisation, intimidation or abuse because of their race, faith, religion, gender, sexuality or disability. Such harassment can take many forms including physical, verbal and emotional attack and can be aimed at a person or their property.

Harassment targeted at someone that is motivated by 'hate' is a serious crime and we will not accept it. If you believe you are a victim of hate crime, are witness to an incident or suspect this type of crime is being committed, please report the matter to the Police or contact your local SAP.

All our SAP offices are designated 'Hate Incident Reporting Centres' and offer support to victims and other people affected by hate crime.



WDH considers racial harassment to be threatening, violent or demonstrative act(s) - verbal, physical or emotional, aimed towards an individual or group because of their colour, race, nationality or religion and is **perceived** by the victim to be racially motivated.

Domestic Abuse

Domestic abuse is physical, emotional, psychological or sexual abuse experienced by people in a domestic relationship. This can affect you, your partner, your children, your partner's children or any other person living in your home.

If you need any help, advice or support you can contact the 'Safe @ home service' that works in partnership to promote zero tolerance to domestic abuse at:



Safe @ home service
Queens House, Queens Row,
Market Street, Wakefield WF1 1DF

Telephone: 0800 915 1561

Mediation service

WDH is able to offer mediation for residents who are in dispute. This will involve a trained volunteer, who is independent of WDH visiting each person to discuss the problems they are facing. They will listen to what people have to say but will not take sides in the dispute. They will try to help and find a permanent solution to the problem that is acceptable to both parties.

This is a voluntary process and can help resolve a wide range of neighbour disputes over issues such as car parking, boundary problems and noise nuisance.

Mediation is a process in which an impartial third party, the mediator, helps people in dispute work out an agreement. However, it is important to state that the people in dispute work out the agreement, **not** the mediator.

For further information on this service please contact your local SAP or the Wakefield District Mediation Service on 01924 520818.

Pets

You are not allowed to keep birds, dogs or any other animal in your flat, without written permission from your local SAP.

If you have received permission and own a pet you must ensure that it is kept under control and does not cause annoyance or nuisance to your neighbours.

Pests

WDH will be responsible for treating any pests, such as rats, mice, fleas, wasps, which are affecting communal or shared areas. You should report any incidents as soon as possible to your caretaker or ring OneCALL on 0845 8 507 507.

If you do have a problem with pests in your own flat, you will be responsible for their treatment and removal. WDH will provide a pest control service to individual flats, but a charge will be made for any work carried out.

You may be eligible to receive free treatments from Wakefield Council, Pest Control Section, if you are receiving benefits such as, Income Support, Pensioners Credit, Working Family Tax Credit (not Children's Tax Credit) or Housing Benefit.

Refuse

Wakefield Council's Waste Services will collect your rubbish on a particular day. You must put all household rubbish in the bins provided. If you have any bulky items you should dispose of them at one of the Civic Amenity Sites, or if you are unable to do so, contact Wakefield Council's Waste Services who will arrange for their removal. You are allowed two free collections per year (for additional collections a charge will be made).

Section 7 - Keeping you informed and listening to your views

Leaseholder Forum

WDH annually hosts a forum specifically for leaseholders. As a WDH leaseholder you will receive an invitation to attend. The forum acts as an information point for WDH to keep you informed on changes to WDH policy and how you can get involved. It also gives you the opportunity to raise your views and have your say in developments affecting you and your local community.

Newsletter

WDH will send out a newsletter to all its residents at least three times a year, keeping you informed about such things as current events, crime prevention, local initiatives and other general information.



General Consultation

WDH will keep you informed on any issues, which directly affect you and / or the block of flats you live in.

Leaseholder Survey

WDH will conduct an annual leaseholder survey, specifically designed to assess your customer satisfaction as a leaseholder. This will provide us with valuable feedback on the services we provide for you and identify areas of improvement as part of our continuous improvement process. It is our commitment to provide excellent services to all our leaseholders and we believe this is a valuable tool in developing future improvements.

Annual Report

To assist in keeping you informed, you will receive a copy of any annual reports published by WDH.

Service Charge – Information Sessions

To help with any queries arising directly from your service charge invoice we shall be including details of information sessions, held at various locations around the district, where you can discuss in private any issues or concerns you may have.

Section 8 - Resident Involvement

Why We Involve Tenants And Residents

WDH's Vision to 2020 is to 'create confident communities'. Our Resident Involvement Strategy 2006 – 2010, is our commitment to involve tenants and residents in shaping the services they receive. We aim to maximise opportunities for tenants and residents to become involved in the decision making process of WDH. We will seek to engage tenants and residents in ways in which they feel comfortable and which are most effective, with the key aim of increasing the numbers of tenants and residents we involve across all sectors of the community.

The Resident Involvement Strategy has been developed with tenants and residents, in partnership with Wakefield Tenants' and Residents' Federation (WTRF). They are keen to encourage and widen involvement within the Wakefield district, by looking at the best ways in which we can involve our tenants and residents.

The annual Resident Involvement Statement sets out our aims and objectives along with priorities for the year, and the Resident Involvement Monitoring and Review Group meet regularly to look at our key documents to ensure effective service delivery in resident involvement.



WDH is committed to involving tenants and residents in improving services, through widening the role they have in deciding how services should be developed and delivering the promises made to our tenants and residents. Engagement of our tenants and residents is vital to the success of the organisation.

Gaining views from tenants and residents is key to obtaining an understanding of their needs, aspirations and improving services. By involving tenants and residents at the level they choose, there are many benefits for WDH and tenants and residents including:

- Increasing customer satisfaction.
- Enhancing accountability by having diverse representation on the Board and LMCs.
- Ensuring that policies meet the needs of tenants and residents.
- Continuous improvement in service delivery.
- Ensuring that tenants and residents are involved in making decisions that affect them.
- Improving the community / environment and promoting sustainability.
- Having a role in decision making, which helps tenants and residents understand that some changes are gradual and cannot happen overnight.
- Taking ownership of the outcomes of involvement, for example, in community projects.
- Tenants and residents having a better understanding of policies.

WDH will work with WTRF and other partners to regularly review and change the range of opportunities to ensure that we are offering the right levels of involvement that are of benefit to both tenants and the organisation.

How You Can Get Involved

There is a wide range of ways you can be involved, depending on your circumstances and how much time you can give. This could be from simply filling in and returning a questionnaire from the comfort of your own home to serving as a member of the Board or a LMC. Our tenant compact document, 'Working Together The Pathway To Involvement', clearly sets out the ways in which you can be involved at a level you choose.

You can:

- Give your views through consumer panels and surveys.
- Become a member of the WDH Virtual Forum – an online email user group.
- Attend your local tenants association or community group.
- Set up a new tenants and residents association fully supported by WDH and WTRF.
- Attend an Area Housing Forum.
- Volunteer for a Focus Group.
- Attend a Challenge Day.
- Be part of a service review or monitoring group.
- Become a member of the Board or a LMC.

Wakefield and District Housing Board

The Board is legally responsible for all WDH activities. These include changes to the way that services are delivered, policy making and future spending. Tenants hold five out of 15 places on the Board, alongside five council nominees and five independent members, who have been chosen for their particular expertise and/or experience. Vacancies are advertised using a variety of media. Board members' terms of office are for up to three years.

Local Management Committees

Five LMCs have been set up, one for each of the management areas within WDH. LMCs will be responsible for implementing policies and decisions around local spending priorities. As with the Board, tenants make up one third of the representation on LMCs. Vacancies are advertised using a variety of media and LMC members serve for up to a three year term of office.

Support For Tenants and Residents

We also recognise that, to enable them to give up their time, our tenants and residents require some support depending on their personal circumstances. WDH provides this in a range of ways, including transport provision or payment of travel expenses, payment towards family care costs and provision of refreshments, consistent with the time and duration of the activity they are attending.

Training

WDH and WTRF provide training for tenants and residents so that they can gain the confidence, knowledge and skills to represent their communities more effectively. The topics covered include the following:

- A training plan for Tenant Board Members and LMC Members.
- Recognised Chartered Institute of Housing active learning.
- Book Keeping for Beginners.
- Public Speaking.
- Computers - Getting Started.
- Newsletters and Flyers.
- Know Your Rights - How to Complain.
- Committee Skills.
- One to one computer assistance for tenants associations.

If we cannot meet your training and development requirements, where appropriate, we will sign post you to other organisations in order to do so.

We welcome suggestions from tenants and residents about training opportunities in resident involvement, as the above list is not exhaustive.

Information

We will use WDH newsletters to make sure that every tenant and leaseholder receives information on how they can become involved, and is fully aware of issues and developments affecting the housing service.

We will help tenants' and residents' groups with typing, photocopying and producing newsletters so that they can keep residents in their areas informed.

We have a range of key documents including the Resident Involvement Strategy Statement and Tenant Compact which clearly set out how residents can become involved and these are available on our website at www.wdh.co.uk or by contacting the Engagement Team on 01977 724668.

Meetings

We will help tenants' and residents' groups to find appropriate places for meetings and provide relevant employees to attend given reasonable notice. Where possible, we will make sure that meeting places are suitable and accessible, and that they comply with the Disability Discrimination Act 1995.

Who Can I Talk To About Getting Involved?

We employ Tenant Involvement Officers at local and district levels. Each of the five management areas has a Tenant Involvement Officer who is responsible for helping tenants in their area to get involved. You can contact them by telephone, email, or an officer can call at your home or you can make an appointment to see them at your local SAP.

The Engagement Team is responsible for developing new policies and procedures, and monitoring how effectively we involve residents across the district. They also coordinate major events involving residents during the year. You can contact the team in the same way you can contact the officers.

Tenant Involvement Officers and the Engagement Team will:

- Provide specialist support to tenants who want to get involved.
- Make sure we consult you and involve you in any decision making (for example by encouraging you to come to events).
- Work with other organisations, to encourage residents to get involved.
- Refer tenants and leaseholders to WTRF for help in setting up tenants' and residents' associations and to make sure that they meet the necessary conditions.
- Give support to people in whatever way they want to be involved.
- Help to identify training opportunities.
- Help to identify funding opportunities for special projects.

WTRF is an independent group, which is run by tenants and residents, for tenants and residents. The people who run the organisation understand most of the issues that are raised, as they have experienced or are experiencing them themselves. With their knowledge of, and involvement in, wider housing issues, they are ideally placed to offer independent support, advice and information to tenants and residents, either in groups or individually. WTRF also run a resource centre in Wakefield, where they offer information and advice ranging from 'drop in sessions' to recognised training courses tailored to meet tenants' and residents' needs.

You can contact them by telephone on 01924 291060 or, if you wish to write to them, the full address can be found in the 'Useful Addresses' section of this Handbook.

What Happens Next?

So that we can provide the improvements and services you are asking for, our Board and LMCs will consider the views given by tenants during all consultation when making their decisions. The views you give us are important. We will use them to find the best possible solutions towards improving tenants' homes and improving lives.

Section 9 - Other Information

OneCALL

We have developed the OneCALL service to provide a single telephone contact centre for help and advice on any housing problems, including reporting repairs or paying your service charge. The service is available 24 hours a day, seven days a week. It aims to solve most problems through a single telephone call on 0845 8 507 507 - 'one call, one solution'. OneCALL currently take over 17,000 calls a month relating to repairs, anti social behaviour, rent, service charges and general enquiries.

The OneCALL service works alongside Care Link, bringing together all 24 hour services. To help up improve our service and for training purposes, calls to and from OneCALL may be recorded.

Care Link

Care Link is an emergency community alarm service, which is available 24 hours a day, seven days a week. It provides peace of mind and support to older and vulnerable people throughout the Wakefield district so that they can live independently, safely and securely in their own homes. All our tenants who live in bungalows or ground floor flats set aside for older people are automatically connected to Care Link by an alarm system in the property.

However, the service is available to other older and vulnerable people who are not our tenants as long as there is a live modern style telephone socket and a modern 13 amp electrical socket in the property.

Specially trained operators are available 24 hours a day to offer advice and reassurance, and alert emergency services or contact friends and relatives. Over 13,000 customers currently use the service, including our sheltered housing schemes, which are monitored by Care Link when a Scheme Manager is not on duty.

The service also has officers who visit people in their own homes to:

- Connect alarms and show how they work.
- Offer advice and guidance on using pendants and other sensors such as fall detectors, flood detectors and smoke alarms.

There is a charge for the service depending on the level of service you need.

Care Link works with Wakefield Council Family Services, Education and Leisure Services, the Health Service, Police and the Fire Service. It plays a major role in supporting people who have just left hospital, and in helping to promote community safety. Alarms are also monitored for people working alone, school security and victims of domestic abuse.

It is also the first point of contact for lift breakdowns in our multi storey flats.

Care Link has been awarded Charter Mark accreditation on three occasions for Customer Service Excellence. To help us improve our service and for training purposes, calls to and from Care Link may be recorded.

For more information about Care Link, or to arrange a free demonstration, phone 01977 723957, or email us at hsg-carelink@wdh.co.uk.

Making complaints and comments

If you want to make a comment or complaint, you can in the first instance speak to a Customer Service Advisor at OneCALL, or email onecall@wdh.co.uk. If your enquiry cannot be resolved straight away, or you are unhappy with the outcome, you can write to, or telephone, the Customer Service Manager at your local SAP. Alternatively, you can complete a complaints form – ‘How to Complain’, available from your local SAP or online on our website www.wdh.co.uk.

We will do everything possible to get things right first time. In the event that this does not happen or you are unhappy with the service provided we will:

- Consider a range of options to resolve your complaint.
- Collect information on the complaints we receive so we can learn from them.
- Ensure that confidentiality is maintained at all times in line with the Data Protection Act 1998.

If you are not satisfied with the outcome of your complaint you can request that this is considered further. You can do this by contacting the Customer Relations Team on 01977 724662 or email customerrelations@wdh.co.uk.

Preventing fraud

WDH participates in the National Fraud Initiative (NFI). This is a national scheme, which the Housing Corporation, the Government body that regulates housing associations, is keen for us to take part in. It aims to reduce the opportunities for fraud against associations, thereby protecting the rent and service charges that are paid by their tenants and leaseholders.

The scheme centres on a process called ‘data matching’, which examines the payments and claims made to and by organisations such as housing associations and local authorities. We need to advise you that WDH will provide tenancy data for cross-referencing for fraud. The Audit Commission which is an independent public body responsible for ensuring public money is spent economically, efficiently and effectively, runs this scheme.

This process is properly controlled and complies with the requirements of the Data Protection Act. Details can be found within the Code of Data Matching Practice. Further details on the NFI and the Code of Practice can be found on the Audit Commission website at www.audit-commission.gov.uk/nfi.

If you have any questions or concerns relating to NFI contact OneCALL on 0845 8 507 507.

Smoke free environments

To protect the health and safety of WDH employees and reduce the risk arising from exposure to passive smoking, WDH operates a smoke free working environment.

As a leaseholder it is entirely your choice if you or a member of your household wishes to smoke in your own home. However, we would ask that you refrain from smoking, if requested, during the period when a WDH employee attends your property to carry out a repair or for any other WDH related business.

From the 1 July 2007 it will be against the law to smoke in virtually all enclosed and substantially enclosed public places and workplaces. To comply with the new legislation smoking will not be allowed in communal areas, including lifts and corridors or public area of our properties.

Claiming benefits

If you pay Council Tax, you may be eligible to claim Council Tax Benefit. The amount of any possible benefit will be calculated on your level of income and savings and is, therefore, dependant upon your own personal circumstances. Council Tax Benefit gives two types of help:

- Council Tax Benefit.
- Second Adult Rebate.

Council Tax Benefit

Council Tax Benefit is for householders on a low weekly income such as:

- A low wage.
- Social security benefits.

How much you get depends on:

- Your family size.
- Your weekly income.
- Your family savings.
- Other adults living in your home.
- The amount of your Council Tax bill.

Second Adult Rebate

If you do not get benefit in your own right, you may be able to get a Second Adult Rebate. Any amount of benefit will be based on the income of the second adult.

You may be able to claim rebate for them, if you have someone over 18 who is sharing your home and:

- Is not paying rent.
- Does not have to pay the Council Tax.
- Is not your spouse or partner.
- Has a low gross income.

Please note that you cannot be awarded both types of benefit. The local authority will calculate the two amounts and award the higher of the two.

For further information and advice contact Wakefield Housing and Council Tax Benefit Service (see Useful Contacts section).

Single Person Discount

If there is only one adult living in your flat your Council Tax bill will be reduced by 25%.

Mortgage payments

If you fall behind with the payments on your mortgage you could risk losing your home and becoming homeless.

If you have problems in making payments, you should contact your mortgage provider immediately. Remember, the earlier you ask for help, the better the chance of getting it sorted out. Do not ignore debt.

There are also several advice agencies listed in the 'Useful Contacts' section of the Handbook that may be able to help you.

Law relating to leasehold

The main Acts of Parliament covering Leasehold Tenancies are:

- Housing Act 1985.
- Housing Act 1996.
- Housing Act 2004.
- Landlord and Tenant Acts 1985 and 1987.
- Housing and Planning Act 1986.
- Leasehold Reform Act 1967.
- Leasehold Reform, Housing and Urban Development Act 1993.
- Commonhold and Leasehold Reform Act 2002.

Copies of these Acts are available through public libraries or from Her Majesty's Stationery Office (HMSO), www.hmso.gov.uk/legislation/uk or the Office of Public Sector Information (OPSI) www.opsi.gov.uk/acts

Section 10 - Useful Contacts

Useful addresses, telephone numbers and websites

Ways to Contact Us

You can contact us by phone, letter, fax, email, accessing our website and downloading information or application forms, or by completing on line a general enquiry, comments, compliment or complaints form, or by visiting your local SAP.

In our commitment to provide equal access to information we can provide:

- Information in different languages or formats including Braille.
- Face to face - interpretation and translation service. If you need to access this service call into your local SAP.
- Language Line - 24 hour telephone interpreting service, which provides immediate access to qualified interpreter in over 150 languages. If you need to access this service call into your local SAP.
- Induction Loop System - helps users of hearing aids or loop listener to hear sounds more clearly. All our SAPs are fitted with this facility as well as a number of other WDH offices, which have portable induction loops.
- RNID Typetalk – this 24 hour national telephone relay service for deaf, hard of hearing, deaf/blind and speech impaired people allows the use of a textphone to access any services that are available on standard telephone systems. To use this service, just dial 18001 (if you are a textphone user) before the usual telephone number and you will be connected to a highly trained RNID Typetalk operator who will provide a discreet and confidential service.

Main office address

Wakefield and District Housing
Merefield House, Whistler Drive, Castleford WF10 5HX

Main 24 hour / 365 days a year telephone number

OneCALL 0845 8 507 507

Main email addresses

leaseholders@wdh.co.uk - for all non emergency leasehold enquiries
onecall@wdh.co.uk - for non emergency repairs and enquiries

Website address

To visit our website log onto **www.wdh.co.uk**
There is a separate section specifically for leaseholders on
www.wdh.co.uk/leaseholders.asp

Bank details for making rent payments by telephone or internet banking

Bank account number: 78577306 Sort code: 55-70-23

Always quote the invoice reference number on your service charge details when making a payment

Care Link

For more details or to arrange a demonstration telephone 01977 723957 or email hsg-carelink2@wdh.co.uk

Advice and Information

Leasehold Valuation Tribunal (LVT)

The LVT forms part of the Residential Property Tribunal Service.

The regional office is based at:

First Floor, 26 York Street, Manchester M1 4JB

Telephone: 0845 600 3178

Website: www.rpts.gov.uk/about_us/lvt.htm

Leasehold Advisory Service (LEASE)

31 Worship Street, London EC2A 2DX

Telephone: 020 7374 5380

Fax: 020 7374 5373

Email: info@lease-advice.org.uk

Website: www.lease-advice.org.uk

The Royal Institution of Chartered Surveyors Yorkshire and the Humber

15A Appleton Court, Calder Park, Wakefield WF2 7AR

Telephone: 01924 229300

Fax: 01924 229301

Citizens Advice (Wakefield District)

1st Floor, 27 King Street, Wakefield WF1 2SR

Telephone: 0870 121 2044

Website: www.wakefielddistrictcab.co.uk

The Springs Advice Centre

4/5 The Springs, Wakefield WF1 1PU

Telephone: 01924 302085

Disability Information Advice Line

Telephone: 01977 723933 or 723934

Website: www.dialuk.info/

Age Concern (Wakefield District)

7 Bank Street, Castleford WF10 1JD

Telephone: 01977 552114

Email: admin@acwd.org.uk

Benefits and Pensions

Department for Work and Pensions (DWP)

Telephone: 01924 433600

Website: www.dwp.gov.uk

Job Centre Plus (Working Age Benefits)

Phone: 01924 433600

Website: www.jobcentreplus.gov.uk/

Housing and Council Tax Benefits Service

Ground Floor, Civic Centre, Ferrybridge Road, Castleford WF10 4JH

Telephone: 0845 8 504 504

Fax: 01977 727515

The Pension Service (for aged 60+)

Telephone: 0845 6060265

Website: www.thepensionservice.gov.uk/

Consumer Advice

Trading Standards – West Yorkshire

Telephone: 08454 040506

Website: www.ts.wyjs.org.uk

Office of Fair Trading

Telephone: 08457 224499

Website: www.oft.gov.uk

Winter Warmth Advice Line

Telephone: 0800 085 7000

Debt

Consumer Credit Counselling Service (CCCS)

Telephone: 0800 1381111

Website: www.cccs.co.uk

National Debt Line (Free Debt Advice)

Telephone: 0808 808 4000

Website: www.nationaldebtline.co.uk/

Education and Training

Wakefield Council Education Department

Telephone: 01924 306090

Website: www.wakefield.gov.uk/education/default.htm

Employment

Job Centre Plus

Telephone: 01924 433600

Website: www.jobcentreplus.gov.uk/

New Deal

Telephone: 0845 606 2626

Website: www.newdeal.gov.uk

Equal Opportunities

Commission for Racial Equality

Telephone: 020 7939 0000

Website: www.cre.gov.uk

Equal Opportunities Commission

Telephone: 0845 601 5901

Website: www.eoc.org.uk

Disability Rights Commission

Telephone: 08457 622 633

Website: www.drc-gb.org

Family and Personal

Births, Deaths, Marriages

Telephone: 01924 302185

Probate (Wills) – Leeds District Registry

Telephone: 0113 386 3540

Website: www.courtservice.gov.uk/cms/wills.htm

National Family Mediation Service

Telephone: 01274 732768

Wakefield District Mediation Service

Telephone: 01924 520818

Victim Support Wakefield

Telephone: 01924 369107

Website: info@victimsupportwakefield.org.uk

Carers Wakefield and District

25 King Street, Wakefield WF1 2SR

Telephone: 01924 305544

Government

Communities and Local Government

Eland House, Bressenden Place, London SW1E 5DU

Telephone: 020 7944 4101

Email: leasehold.reform@communities.gov.uk

Website: www.communities.gov.uk

Wakefield Council

Telephone: 01924 306090

Website: www.wakefield.gov.uk/

Data Protection Office

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Health

NHS Direct (Health Advice)

Telephone: 0845 46 47

Website: www.nhsdirect.nhs.uk

Prescription and other NHS Charges

Telephone: 0191 2325371

Website: www.ppa.org.uk/ppa/hwhc.htm

British Dental Health Foundation

Telephone: 0845 063 1188

Website: www.dentalhealth.org.uk

Pontefract General Infirmary

Telephone: 0844 811 8110

Pinderfields General Hospital

Telephone: 0844 811 8110

Clayton Hospital

Telephone: 0844 811 8110

Fieldhead Hospital

Telephone: 01924 327000

Leeds General Infirmary

Telephone: 0113 2432799

St James University Hospital

Telephone: 0113 2433144

Housing

Housing Corporation – Leeds Registered Office

Telephone: 0845 230 7000

Website: www.housingcorp.gov.uk

Land Registry

Telephone: 020 7917 8888

Website: www.landreg.gov.uk

National Housing Federation – Leeds

Telephone: 0113 275 4030

Website: www.housing.org.uk

Wakefield and District Housing – 24 hour OneCALL

Telephone: 0845 8 507 507

(calls to OneCALL may be recorded for training purposes).

Shelter – England

Telephone: 0808 800 4444

Women's Aid

Telephone: 0808 2000 247

Website: www.womensaid.org.uk

Immigration / Refugees

Immigration Advisory Service – Leeds

Telephone: 0113 244 2460

Website: www.iasuk.org/

Law / Legal

Pontefract County Court

Horsefair House, Horsefair, Pontefract WF8 1RJ

Telephone: 01977 702357

Pontefract Magistrates Court

2 Front Street, Pontefract WF8 1BW

Telephone: 01977 691600

Wakefield County Court

Crown House, 127 Kirkgate, Wakefield WF1 1JW

Telephone: 01924 370268

Wakefield Magistrates Court

The Court House, Cliff Parade, Wakefield WF1 2TW

Telephone: 01924 231100

Website: www.hmcourts-service.gov.uk

Resident Involvement

WDH Engagement Team

Telephone: 01977 724668
Email: leaseholders@wdh.co.uk
Fax: 01977 724649

Contact Times:

Mon – Wed 8.30 am to 5.00 pm
Thursday 10.00 am to 5.00 pm
Friday 8.30 am to 4.30 pm

Wakefield Tenants' and Residents' Federation

The Old Doctors Surgery, Almshouse Lane, Wakefield WF1 1DS

Telephone: 01924 291060
Fax: 01924 365349
Email: wtrf@btconnect.com

Contact Times:

Monday to Friday: 9 am to 4.30 pm
(The building is available for use in the evenings and at weekends, if you make an appointment beforehand)

Transport / Travel

UK Passport Service

Telephone: 0870 521 0410
Website: www.ukps.gov.uk

UK Public Transport Information

Telephone: 0870 608 2608
Website: www.pti.org.uk/

National Rail Enquiries

Telephone: 0845 7 484950
Website: www.nationalrail.co.uk

Bus Timetables (National)

Website: www.ukbus.co.uk/

Arriva

Telephone: 0844 800 4411
Website: www.arriva.co.uk

West Yorkshire Metro

Telephone: 0113 2457676
Website: www.wymetro.com

Utilities

Gas Emergencies

Telephone: 0800 111 999

British Gas

Telephone: 0845 600 5122

Website: www.house.co.uk

Npower Yorkshire

Telephone: 0800 073 3000

Website: www.npower.com

Powergen

Telephone: 0800 404 5065

Website: www.powergen.co.uk

energy watch

Telephone: 0845 906 0708

Website: www.energywatch.org.uk

Yorkshire Water

Telephone: 08451 247 247

Website: www.yorkshirewater.com/

Wakefield Council Services

Wakefield Council

Town Hall, Wood Street, Wakefield WF1 2HQ

Telephone: 01924 306090

Website: www.wakefield.gov.uk

Council Tax

Telephone: 0845 8 504 504

Asylum Team

Telephone: 01924 304388

Safe @ home service (domestic abuse)

Telephone: 800 915 1561

Social Care Direct

Telephone: 0845 8 503 503

Dog Warden Service

Telephone: 0845 8 506 506

Neighbourhood Patrollers

Telephone: 0845 8 506 506

Waste Services (Refuse Collection, Wheelie Bins and Fly Tipping)

Telephone: 0845 8 506 506

Wakefield and District Housing – Service Access Points (SAPs)

Lupset, Ossett and Horbury (Area 1)

The area includes: Lupset, Flanshaw, Portobello, Thornes, Horbury, Ossett, Netherton and Middlestown

Repairs – telephone OneCALL on 0845 8 507 507

Email onecall@wdh.co.uk

Service Access Point	Telephone Number
Lupset 2-4 George-a-Green Road, Lupset, Wakefield WF2 8HN	01924 302056
Ossett Town Hall, Ossett WF5 8BE	01924 302995

Castleford, Airedale and Normanton (Area 2)

The area includes: Castleford, Airedale, Ferry Fryston, Normanton, Altofts and Kirkthorpe

Repairs – telephone OneCALL on 0845 8 507 507

Email onecall@wdh.co.uk

Service Access Point	Telephone Number
Castleford 23 Carlton Street, Castleford WF10 1BG	01977 727007
Airedale Stansfield Road, Airedale, Castleford WF10 3BY	01977 722152
Normanton 10 High Street Normanton WF6 2AB	01924 302492

Pontefract, Knottingley and Featherstone (Area 3)

The area includes: Pontefract, Darrington, Knottingley, Ferrybridge, Featherstone, Ackton, Streethouse and Sharlston

Repairs – telephone OneCALL on 0845 8 507 507

Email onecall@wdh.co.uk

Service Access Point	Telephone Number
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Knottingley The Close, Hill Top, Knottingley WF11 8EE (Relocating Summer 2007)	01977 722455
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Pontefract 1 Horsefair, Pontefract WF8 1PE	01977 727592
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Featherstone Wakefield Road, Featherstone, Pontefract WF7 5HU	01977 722868
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Hemsworth, South Elmsall and Crofton (Area 4)

The area includes: Hemsworth, Fitzwilliam, Kinsley, Havercroft, Ryhill, South Hiendley, Crofton, Winterset, Ackworth, Wragby, Nostell, South Kirkby, South Elmsall, North Elmsall, Upton, Thorpe Audlin and Badsworth

Repairs – telephone OneCALL on 0845 8 507 507

Email onecall@wdh.co.uk

Service Access Point	Telephone Number
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Hemsworth Westfield Road, Hemsworth, Pontefract WF9 4ND	01977 722369
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South Elmsall Exchange Street, South Elmsall, Pontefract WF9 2RD	01977 723236
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Wakefield South and Rural (Area 5)

The area includes: Wakefield City Centre, Eastmoor, Darnley, Peacock, Alverthorpe, Kirkhamgate, Wrenthorpe, Stanley, Outwood, Belle Vue, Sandal, Kettlethorpe, Crigglestone, Hall Green, Walton, Bretton and Notton

Repairs – telephone OneCALL on 0845 8 507 507

Email onecall@wdh.co.uk

Service Access Point	Telephone Number
Wakefield SAP 19-25 Wood Street, Wakefield WF1 2EL	01924 305740
Eastmoor SAP Stanley Street, Eastmoor, Wakefield WF1 4NB	01924 302600

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Personal Contacts

Name	_____
Organisation	_____
Address	_____

Postcode	_____
Telephone number	_____
Email	_____
Web address	_____

Name	_____
Organisation	_____
Address	_____

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Web address	_____

Personal Notes



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

Wakefield and District Housing
Merefield House, Whistler Drive, Castleford WF10 5HX
Telephone: 0845 8 507 507
www.wdh.co.uk

delivering promises, improving lives