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Questions



Leeds & Yorkshire
HOUSING ASSOCIATION

Questions

Who is responsible for insurance?

We only insure your home, including permanent fixtures and fittings, against structural damage. We do not insure any of your belongings, and we will not be responsible if these belongings are lost or damaged.

As a result, we would strongly advise you to consider insuring the contents of your home and all your personal belongings against fire, theft, accidental damage and flooding. There will be a list of insurance companies in the Yellow Pages, or you could contact an insurance broker. Insurance companies will give you information on the cover they can offer you. It is worth phoning around and comparing prices.

Our sign-up pack includes information about one insurance scheme that we believe offers good value for all the areas where we have property. We recommend that you compare their quote with other insurance companies.

If you need more copies of this leaflet, please call our Neighbourhood Co-ordinator on 0113 278 3335 (extension 243).

Can I have a pet?

If you would like to have a pet in your home, you need our permission first. We will consider all requests and will only refuse permission if we have a very good reason to. If possible, please put your request in writing. You can also contact your housing officer.

When we make our decision, we will consider:

- how many pets you already have;
- whether the pet would be a risk to the health and safety of other residents;
- the likelihood of the pet causing nuisance or damage to your home or our estate; and
- what the best interests of the animal are.

If you do have pets, please keep the following in mind.

- Do not let your dog out on its own.
- Make sure your dog or cat is wearing a collar with your contact address attached.
- Don't let your dog foul shared areas. We will provide dog litter bins on our larger estates, so please clean up after your pet.

What is antisocial behaviour?

Antisocial behaviour can be defined as behaviour where you or someone visiting you has acted in a way that caused or was likely to cause serious harm, harassment, alarm or distress to other people.

Antisocial behaviour includes noise, racial harassment, damage to property, criminal behaviour, verbal abuse, intimidation and harassment, domestic violence and abuse, and drugs.

What if I am a victim of antisocial behaviour?

You can ask us for help and advice if you believe you are a victim of antisocial behaviour. You should contact the police if the person responsible is breaking the law or if you feel unsafe (or both).



You should make any complaint about antisocial behaviour to your housing officer. You can put this to us, in writing, but if you would like to speak to someone direct you can come into the office or phone your housing officer.

How quickly will you respond?

We will visit you within two working days and provide a plan of action within five working days.

Your housing officer will be your first point of contact and will deal with your case from start to finish. They will tell you what action we have taken and what action we plan to take, and when a case is closed.

If the antisocial behaviour is likely to affect your health and safety, or if it involves criminal activity, we will respond within 24 hours.

We will deal sensitively with your complaint. We will draw up a plan of action, first looking at ways of settling the problem by talking to everyone involved, if possible.

If your property has been damaged, we will arrange for emergency repairs and make sure you property is safe. We will remove any offensive graffiti within 24 hours of it being reported.

If we can't solve the problem ourselves, we may ask a mediation service for advice or refer the issue to another agency, including the police, social services or an antisocial behaviour unit of the local authority. We, or you, can also take out an injunction, where the court orders the person responsible for the antisocial behaviour to stop.

Before taking legal steps, we will consider all other ways to deal with the issue, including:

- visiting the person responsible;
- writing warning letters to the person responsible; and
- getting the person responsible to sign an acceptable behaviour contract.

Can I rent a garage?

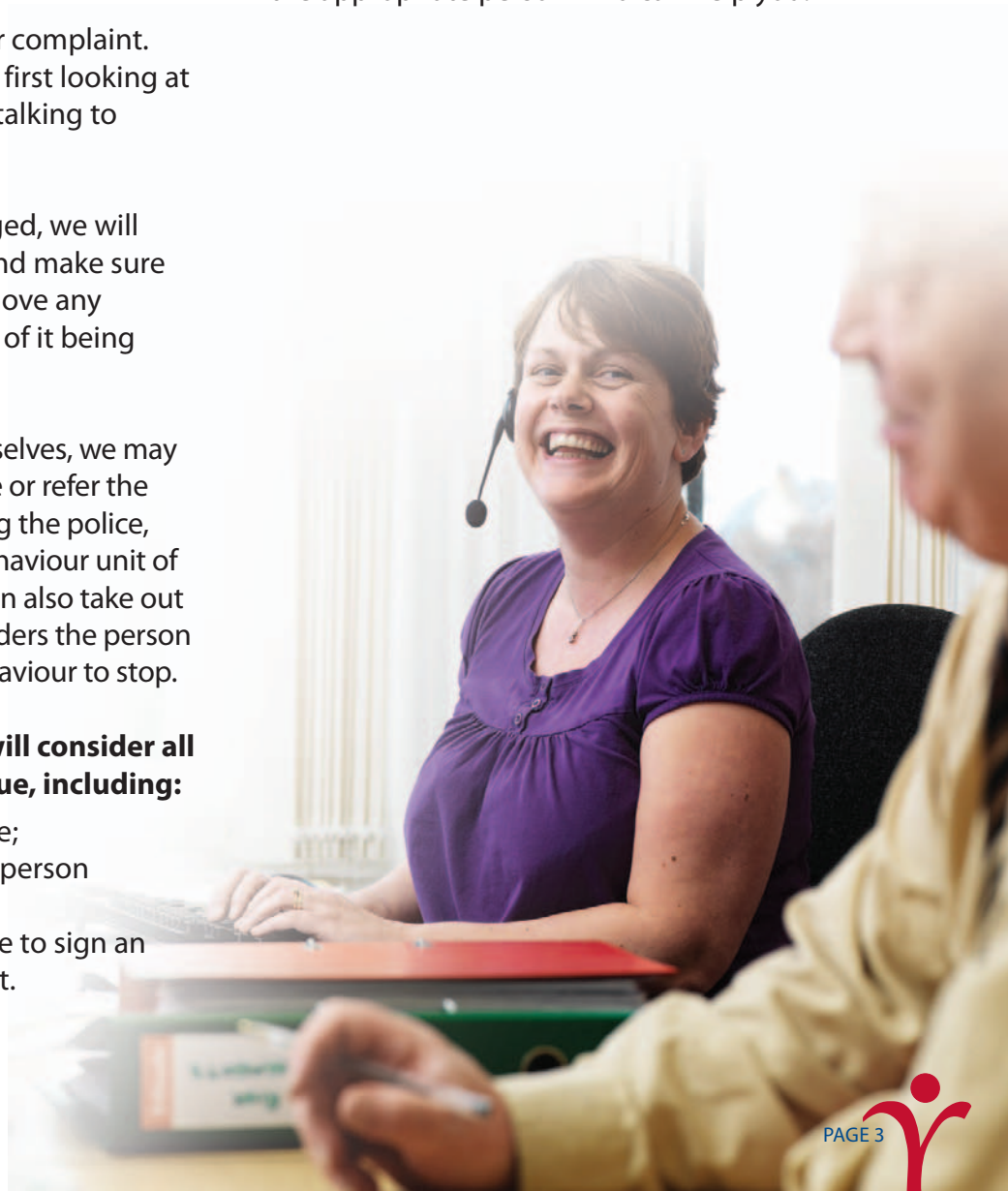
Yes, you can rent a garage if there is one available. We have garages on most of our larger sites and some of our smaller units.

Garages are on a 'first come, first served' basis. If you would like a garage or would like to know where they are based, please contact your housing officer.

If you have any more questions

If you have any questions that we have not covered in these information leaflets, or if you need more in-depth information, please contact our head office.

We train our staff to a high standard, and our Customer Services department will be pleased to answer any further questions, or direct you to the appropriate person who can help you.



If you would like this document in another language or format, or if you need the services of an interpreter, please contact us.

আপনি যদি এই দলিলটি অন্য আরেকটি ভাষায় বা আকারে পেতে চান অথবা একজন ইন্টারপ্রিটারের (দোভাষী) সাহায্য পেতে চান তাহলে দয়া করে 0113 278 3335 এই নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।
Bengali

اگر شما مایل هستید که این مدرک را به زبان یا شکل دیگری داشته باشید، یا نیاز به کمک یک مترجم دارید، لطفاً با ما با شماره ۰۱۱۳ ۲۷۸ ۳۳۳۵ تماس بگیرید.

Farsi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ (ਰੂਪ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੀਟਰ (ਦੁਭਾਸ਼ੀ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0113 278 3335 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

اگر آپ یہ دستاویز کسی دوسری زبان یا شکل میں چاہتے ہیں، یا آپ کو ایک ترجمان کی خدمات درکار ہیں، تو براہ مہربانی ہم سے اس نمبر: 0113 278 3335 پر ضرور رابطہ کریں۔

Urdu

如果您需要这份文件的其他语言版本或版式，如果您需要一名口译翻译，请一定和我们联系。联系电话：0113 278 3335.

Mandarin



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