



Who are West North  
West Homes?



**west  
north  
west**  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • ཁོ་ལྷན་ཁྲིམས་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شینۆازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەری ناوچەکەتەوه (نییبەرهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپرابی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

Urdu / اردو

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر بڈ ہاؤسنگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

West North West Homes is an Arms Length Management Organisation (ALMO). We manage over 21,000 properties on behalf of Leeds City Council in west and north west Leeds. We have eight local neighbourhood housing offices.

The areas we cover include Armley, Horsforth, Bramley, Kirkstall, Pudsey, Otley, Wortley and Little London.

## Who are we?

West North West Homes is led by a chief executive and a senior management team who head up four directorates, or departments; these are:

- **Customer Services** who are responsible for tenancy and estate management, sheltered and supported housing
- **Business Improvement** who are responsible for area regeneration, community and tenant engagement, service improvement and marketing
- **Property Investment** who are responsible for repairs, housing improvement, land and asset management and major regeneration works
- **Finance and Corporate Services** who are responsible for human resources, information and communication technology, governance, financial accounts and administration.

There are currently about 350 staff working together across these departments to deliver services to you.

# How we make decisions

Although owned by Leeds City Council, we are a separate company set up to manage and improve the housing stock and lives of our customers. We are managed by a board of directors made up of tenants, local councillors and independent members from the local community. The Board, or one of two sub committees, meet every month to make decisions on how we spend our funds, what services we deliver and in what direction the business grows.

We are committed to involving customers in our decision making processes. In addition to the above there are four area panels. These panels meet six times a year and make decisions on how services are delivered locally in the community.

You are also able to attend the board meetings although you should let us know first if you wish to attend. Minutes are taken at these meetings and are available on our website.

# How are we funded?

Every year we receive funding from Leeds City Council's Housing Revenue Account. The amount we receive depends on how many properties we manage and how well we perform. We also try to access new sources of funding from other agencies such as the government and private institutions; and maximise our resources by working in partnership with other organisations and local authority departments.

Every two years we are inspected by the Audit Commission who assess how well we are performing and meeting the needs of our customers.



# Useful Contact Phone List

West North West homes Leeds (WNWhL)

General enquiries.....**0800 915 1113**

Leeds City Council General Enquiries...**0113 2224444**

Minicom...**0113 2224410**

WNWhL Anti Social Behaviour Team (out of hours)

.....**07891 273625**

Anti-social Behaviour Unit.....**0113 2224402**

Leeds Benefits Service.....**0113 2224404**

Blue Badge Scheme (Disabled Parking Badges)

.....**0113 2224444**

Car Parking Permits .....**0113 3950050**

Care Ring Alarm .....**0113 2243485**

Council Tax .....**0113 2224404**

Environmental Contact Centre (including

refuse collection) .....**0113 2224406**

Environmental Health .....**0113 2224406**

Freecycle website .....[www.uk.freecycle.org](http://www.uk.freecycle.org)

Grass Cutting .....**0113 2224407**

Highways Service Helpline .....**0113 2224407**

LeedsCard .....**0113 2243636**

Noise Nuisance .....**0113 2224406**

Noise Nuisance Out of hours .....**0113 2425841**

Parks and Countryside .....**0113 3957400**

Right To Buy Section.....**0113 2476041/42**

Social Services:

Adult Social Care.....**0113 2224401**

Children and Young People Social Care ..**0113 2224403**

Emergencies (outside office hours) .....**0113 2409536**

Minicom.....**0845 127 1113**

Citizens Advice Bureau .....	<b>0844 4774 788</b>
National Debtline .....	<b>0808 808 4000</b>
Consumer Credit Counselling Services .....	<b>0800 138 1111</b>
Leeds City Credit Union .....	<b>0113 2145252</b>
Leeds Housing Options.....	<b>0113 2224412</b>
Police Helpdesk.....	<b>0845 606 0606</b>
Crimestoppers.....	<b>0800 555 111</b>
Stop Hate UK .....	<b>0800 138 1625</b>
Safer Leeds Drug Team.....	<b>0113 3950839</b>
St Jude's Furniture Store.....	<b>0113 2450800</b>
Leeds and Moortown Furniture Store ...	<b>0113 2739727</b>
Leeds Women's Aid.....	<b>0113 2460401</b>
Sahara Black Women's Refuge.....	<b>0113 2458489</b>
Age Concern.....	<b>0113 3893003</b>
Leeds Crisis Centre .....	<b>0113 2755898</b>
The Samaritans.....	<b>0113 2456789</b>
Childline.....	<b>0800 1111</b>
Connexions.....	<b>080 800 132 19</b>
Gas Emergency .....	<b>0800 111 999</b>
Electricity Supply Emergency.....	<b>0800 375 675</b>
Yorkshire Water Customer Services .....	<b>0845 124 2424</b>
Fuelsavers .....	<b>0113 3957159</b>

## If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*  
or Minicom: 0845 127 1113

\*standard charges apply when calling from a mobile



Email us on:  
[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)  
[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:  
Neighbourhood Housing  
Offices or One Stop Centres



Write to us at:  
Westfield Chambers, Lower  
Wortley Road, Leeds LS12 4PX



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