

BOB BOTTRILL LEASEHOLDER REPRESENTATIVE

Bob Bottrill was elected as the West North West Homes Leaseholder representative at the July 09 Forum. Bob presently attends the WNWhL Leaseholder Service Improvement Group meetings and the Leaseholder Surgeries, whenever possible. Where he represents WNWhL leaseholders. Bob has a full time job and is also a trade union representative at one of the largest supermarkets in the Yorkshire region. Bob is a very active member of our resident involvement group. You can contact Bob either by email at bobbottrill@gmail.co.uk, or you can write to him
c/o Leasehold Section
West North West Homes Leeds
Westfield Chambers
Lower Wortley Road
Wortley
Leeds
LS12 4PX

COMMUNAL REPAIRS

Over the last few weeks Leaseholders have received what is known as their ACTUALS. These are the invoices for all the repair work that has been carried out in the communal areas where you live. As with all leases, all leaseholders are proportionally responsible for the over-all cost of any repair work needed to be done to their communal area. WNWhL will only carry out repairs if they are needed so we need the co-operation of all our customers to report any repair or damage to our properties. If you identify a repair or damage you can report this using the following methods ringing 0800 915 1113 or reporting it to one of our offices.

WNWhL Safer Estates Team,

You can report Anti Social Behaviour out of office hours confidential telephone number
Call or Text **07891273625**

LET US HAVE YOUR VIEWS

West North West Homes Leeds, are committed to encouraging customer involvement. We announced at the Leaseholder Forum held on the 10th October 2009, that we would like to produce a Newsletter twice a year, this would publicise items and issues of interest to leaseholders.

This would also be a perfect opportunity for Leaseholders to send in their views and opinions and have them published in the newsletter. This could be anything ranging from stories of local interest to issues that relate to all leaseholders. We would value your opinion on the publishing of this newsletter; for example do you think this would be of interest to leaseholders, what you would like to see published.

LEASEHOLDER HANDBOOK

Have you read your WNWhL handbook, do you feel it gives you the right information as a leaseholder, is there anything that you feel should be covered in the Leaseholder Handbook. WNWhL would appreciate your cooperation in completing the questionnaire attached to this Newsletter.

Leaseholder Involvement.

WNWhL values customer Involvement at any level. If you have some time to spare why not get involved in one of our many groups. You can contact me direct on **0113 2477475** for information.

FREE Training Programme

To help leaseholders get involved with WNWhL we can provide free training where you can learn about WNWhL services and develop the skills you need to engage with us. Training recommences in February 2010. For details ring Lee Wright on **0113 2477110**

WNWhL CARETAKING AND THE ENVIRONMENTAL DEPARTMENT

WNWhL have a dedicated team of staff that make up our residential and environmental caretaking teams.

We presently operate several categories of caretakers.

Residential caretakers, these are the caretakers that help us manage the blocks of flats and are based there on a daily basis,. Many of these staff have several duties they are responsible for carrying out on a daily basis.

Mobile caretakers; these caretakers are as it states mobile.

They travel from one site to another, carrying out specific duties at individual blocks of flats.

Environmental caretakers; these teams are also vehicle based. They are regularly seen dealing with environmental issues such as; the clearing of over grown land, assisting the WNWhL voids teams with garden clearance, dealing with low category tree referrals and shrubbery problems, clearing out the Multi Storey flats storage rooms of unwanted furniture, etc.

Multi Story Cleaning

WNWhL are presently updating the notice boards with the schedule of cleaning, where applicable in all Multi Story Blocks. This was itemized at the Leaseholder Forum in October.

Leaseholder Compliments and Complaints

If you have any compliments or complaints you can write to Melvyn Prior at the address opposite.

Gas Servicing

Information Request. If you have had your annual gas appliances serviced this year could we ask that you forward a copy of your **CP12**. to

The Repairs and Planned Maintenance Manager

West North West Homes Leeds

Progress House

99 Bradford Road

Pudsey

LS28 6AT

Your cooperation is appreciated.

USEFUL NUMBERS AND CONTACTS,

West North West Homes Leeds

Leasehold Section

Westfield Chambers

Lower Wortley Road

Leeds

LS12 4PX

To report repairs to communal areas or to contact any service provided by WNWhL telephone the contact centre on **0800 915 1113**

Or you can call in to any of our Neighbourhood Housing Offices.

Melvyn Prior – WNWhL Leasehold Officer,
Telephone **0113 2477475**

Bob Bottrill – Leaseholder Representative,
Email bobbottrill@gmail.co.uk

Leeds City Council Home Ownership Team

Telephone **0113 2476401**

0113 3957100

0113 2475670

Buildings Insurance:

For advice on the cover provided or if you need to make a claim under the buildings insurance policy in relation to your home, Telephone **0113 2476401**

Financial Advice

For advice on Housing Benefit or Council Tax Telephone **0113 2477427**

Citizens Advice Bureau

Tele **0870 120 2450**

Council Tax

Telephone **0113 3984730**

Anti Social Behaviour

Telephone **0113 3984701**

Environmental Health

Telephone **0845 124 0113**