

Leeds Federated has been delivering a limited number of services only during the recent pandemic and we thank you for your patience.

We are constantly reviewing the range of services we can deliver and in line with the latest Government guidance we are now planning to begin the delivery of some of the services that we had to previously suspend.

Repairs

We have been carrying out emergency repairs throughout but we will also now start to carry out non-urgent repairs over the coming months. If you have reported a repair since the 23rd March, there is no need to contact us as we will call you in due course to arrange an appointment.

If you wish to report a new repair please do so between 9am – 5pm Mon – Fri on **0113 3861000**, through your My Account app or via our website: www.lfha.co.uk.

At the moment, any new repairs that you report will be logged on our system and you will be contacted in due course to arrange an appointment.

Please understand there will be additional pressures as we start the repair service again and we will endeavour to answer your queries and complete your repairs in a timely manner.

Letting Homes

We had to stop letting homes but this will be starting again so if you are waiting for a new home, our staff will contact you as soon as it is ready. If you are experiencing other difficulties at home and need to speak to someone about it, please call us on **0113 3861200** and we will put you in touch with the right person.

Development and home sales

The development of our new build homes are starting again. If you are a customer in a new home which is in the defects period, if you have already reported a non-urgent defect to Leeds Federated, the Developer will contact you in due course, in the meantime Leeds Federated will monitor all logged calls to ensure they are progressed, but please bear in mind this could take some time due to work pressures.

Leeds Federated's affordable homes sales team are progressing properties for sale. We are also open for business for any current shared owner interested in staircasing, or for current customers interested in purchasing their property using Right to Acquire funding.

What to expect when our staff visit your home

Leeds Federated takes both our staff members and your safety seriously. Whilst our staff and contractors will be wearing appropriate PPE when visiting your home and maintaining social distance, we ask that you ventilate any rooms they will be entering prior to their visit. In addition to this we ask that social distancing is always maintained for everyone's protection. **We will contact you on the day of your appointment to check that you are still able to keep the appointment.**

We know that some customers may be facing financial hardship because they have lost their job or been furloughed. If you can't pay your rent or are struggling with your finances for whatever reason, please call us on **0113 386 1200** as we have staff who can help you.

Thanks