

# Welcome pack



HELPING PEOPLE MAKE A HOME

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## Welcome to Leeds Federated



We're really pleased you've chosen to start a tenancy with us, and we hope you enjoy your new home. This **welcome pack** includes useful information to help you get the most out of your tenancy and learn more about what we do.

You'll also receive your **new tenancy agreement** which is a legal contract between you and us. You should keep your tenancy agreement in a safe place as it includes information about your rights, responsibilities and terms of your tenancy.



## A bit about us

The idea for Leeds Federated came about in 1974 when lots of small housing organisations in Leeds joined together. We officially registered as Leeds Federated in 1975 and have been **helping people make a home** ever since.

To help us achieve our purpose, we work by three main objectives:

- **Thrive**  
As our customer, we want you to **thrive** in your home – our aim is to provide good value housing, offering security and affordability.
- **Engage**  
We will **engage** with colleagues and other stakeholders to make our core purpose a reality in the places where you, and our other customers live.
- **Evolve**  
The organisation will **evolve** continuously, including through building more homes across the Leeds City Region and delivering our energy efficiency improvement programme.

We know your home is much more than bricks and mortar. **Home is about belonging, community and place** so we work in partnerships with the police, social services, the council and other services to look after your neighbourhood. [Learn more about how we're working to build stronger communities that offer what you need now, and into the future.](#)

## Paying your rent and service charges



Your rent and any service charges are **due on each Monday or the 1st of the month** (depending on whether you pay weekly or monthly).

### What is a service charge?

A service charge is an amount you pay towards the costs of us providing and maintaining services in communal areas of your home. This could include things like: cleaning, grounds maintenance and lift maintenance etc. [See here for more information of your rights and obligations on service charges.](#)

You can choose how you pay your rent and service charges from the following options. You will need your PRN (payment reference number) which will be on your rent card that you will receive in the post:

- Direct debit**  
 Setting up a direct debit means your rent and service charges will be paid automatically on a regular basis so **you don't have to worry about missing a payment**. To set up a direct debit call us on 0113 386 1200.
- Credit/debit card**  
 You can pay your rent and service charges with a credit or debit card via [My Account on our website](#) or by calling us on 0113 386 1200. You can even set up a recurring card payment which means **you don't have to worry about missing a payment**.
- Payment card**  
 You can pay your rent and service charges at Post Offices and local shops who are part of the PayPoint scheme. **You will need a Leeds Federated payment card** which includes your name and tenancy reference number. To request your card call us on 0113 386 1200.
- Over the phone**  
 To pay your rent and service charges by phone, call our automated line on 0113 386 1000 and select Option 1.
- Allpay app**  
 The allpay app is a FREE mobile app that you can use to pay your rent and service charges. You'll need to download the allpay app from the [Apple App Store](#) or [Google play](#) to get started.

You can view your rent account any time by logging into [MyAccount on our website](#). If you pay your rent on time, your rent statement will never show arrears. If you're in arrears you'll be asked to increase your current payments.

### What happens if I can't pay my rent?

It's important that you let us know as soon as possible if you have difficulties paying your rent or service charges on a regular basis so we can offer the right support. You can call us on **0113 386 1000** or email [moneymatters@lfha.co.uk](mailto:moneymatters@lfha.co.uk).

## Getting support with money matters



If you're facing financial difficulties, such as problems paying your rent, service charges or other debts, contact us straightaway. Our Money Matters Service is **free**, **confidential**, and **impartial** and is on hand to assist with all aspects of **welfare benefits, money and debt advice**.

You can call us on **0113 386 1000**, email us at [moneymatters@ifha.co.uk](mailto:moneymatters@ifha.co.uk), visit the [Money Matters page on our website](#) or [read our flyer for more information](#).

## Looking after your home



We know sometimes things can go wrong in your home and we want to help where we can. Your **tenancy agreement** includes information about your responsibilities as a customer and our responsibilities as a landlord.

It's important that you tell us about any repairs your home might need when you first notice an issue. **Our repairs service is open 24 hours and you can contact us by calling 0113 386 1000 and selecting option 2.**

We have different timescales for completing repairs:

- **Emergency**  
We'll make emergency repairs safe within 4hrs
- **Non-Emergency**  
We aim to complete non-emergency repairs within an average of 8 days

[We offer a range of appointment times throughout the day](#) – it's really important that you keep your appointments or let us know if you're no longer available.

If you're worried about damp, mould or condensation [visit our website to find out how we can help resolve the issues, along with tips to help you reduce condensation](#).



### **Avoid scams by reporting repairs directly to us**

Doorstep callers or solicitors can put pressure on customers to report repairs to them so they can raise a legal claim against us and make a profit – these companies are sometimes called 'claims farmers'. They may promise you a big payout but you'll rarely see the money and could end up in debt. **If there's something wrong in your home - tell us by phoning 0113 386 1000.**

## Looking after your communal areas

If you pay a service charge and have a communal area where you live, we're responsible for maintaining that area. The duties we cover are listed below.

### Indoor communal areas

Our cleaning contractors are responsible for making sure indoor communal areas are clean and tidy, duties include:

- **Litter picking** the main entrance to your communal area
- **Dusting** or wiping all surfaces fortnightly
- **Vacuuming** floor areas weekly (including hard floors) and **mopping** hard floors weekly

We also employ a Fire Tester to make sure your communal areas are as safe as they can be. Our Fire Tester visits communal areas on a weekly basis.

You can find out more about [your responsibility for keeping communal areas safe by reading our flyer](#) which also includes information about **fire doors in flats**. Your Tenancy Agreement tells you about your responsibilities – [see here for an example Tenancy Agreement](#).

### Outdoor communal areas

Our [Community Spaces team](#) looks after your outdoor communal areas and makes sure they're maintained to a good standard and are safe places for you to enjoy.

Duties include:

- **Litter picking**  
This includes the responsible removal of any environmental waste, such as dirty needles.
- **Lawn mowing**  
This is carried out fortnightly during the growing season (usually around March-October). We mulch the cut grass as this lowers our carbon footprint.
- **Hedge cutting**  
This is carried out to ensure that pathways are kept safe and clear.



We pride ourselves on delivering a '**Value for Money**' service to our customers. If you feel that we've not met our commitments, please contact one of our Service Managers in the first instance.

You can email us at [ServiceManagers@lfha.co.uk](mailto:ServiceManagers@lfha.co.uk) or call **0113 386 1000** and ask to speak to a Service Manager.

## Being a good neighbour



Your **tenancy agreement** includes useful information about what it means to be a good neighbour. As a customer, you're not only responsible for the behaviour of people living in your home, but visitors too.

You should let us know if you're having issues with your neighbours or see any other anti-social behaviour in your local area so we can take action and help to improve things. You can call us on **0113 386 1000** or email [hello@leedsfed.com](mailto:hello@leedsfed.com).

[Take a look at our directory for more information about anti-social behaviour](#) and [learn more about being a good neighbour in our leaflet](#).

## Getting involved



There are lots of ways to **have your say** and **get involved in our work** – this could be in person, online or through forms, surveys and emails.

Each quarter, our research partner, **MEL**, contacts 150 customers to find out how satisfied they are with our service. The responses feed into [our Tenant Satisfaction Measures](#) and show what we're doing well and where we can improve. If

**MEL** contacts you, please do take part in their survey – your feedback is invaluable.

We also have an online platform called '[YourVoice](#)' which is **free** to join and allows you to take part in projects and consultations to help shape our services. Through 'YourVoice' you can complete polls and surveys, ask us questions, tell us about your experiences, chat with other customers and register for events.

You can put in as much or as little time as you like, whenever and wherever you want. To talk to us about getting involved call us on **0113 386 1000** or email us at [customer.engagement@lfha.co.uk](mailto:customer.engagement@lfha.co.uk). You can also [find out more on our website](#) or [register for 'YourVoice'](#).

## Keeping your information safe



When we set up your tenancy, you shared personal information with us, such as your name and address. We're committed to keeping your information safe and are required to meet [General Data Protection Regulation \(GDPR\)](#). [Learn more about how we keep your information safe](#).

We're also required to share some of your information with the Department for Levelling Up, Housing & Communities (DLUHC) through our returns for research and statistical purposes. [Find out more about the information we share and how it's processed and stored by the DLUHC in their privacy notice](#).

## Getting in touch

We have lots of ways for you to get in touch with us:

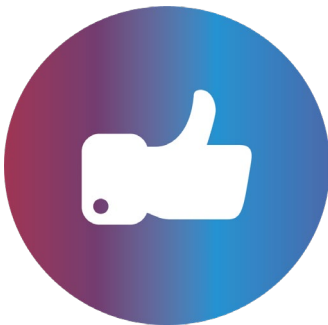
- **Phone**  
0113 386 1000
- **Email**  
[hello@leedsfed.com](mailto:hello@leedsfed.com)
- **Write**  
The Tannery, 91 Kirkstall Road, Leeds, LS3 1HS  
(This address is for correspondence only)
- **MyAccount**  
You can use MyAccount to pay your rent, report anti-social behaviour, make a complaint, request someone contact you, give feedback/suggestions about how we can improve MyAccount, update your own (or your households) details.



### Social media

- [Facebook](#)
- [LinkedIn](#)
- [X/Twitter](#)

## Putting things right



If you're not happy with the service you've received from us, we want you to let us know so we can put things right. [Find out more about how to make a complaint and how long the process takes in our leaflet](#), or get in touch with us using any of the contact details above.

You can also [read more about the lessons we've learned from dealing with complaints and how we've used those lessons to change our business practices on our website](#).

## Found a link that doesn't work?

If you find a link that doesn't work in this Welcome Pack, let us know using our contact details in the 'getting in touch' section above.

**You can also contact us if you need a printed copy of this Welcome Pack.**