

Service Standards

Understanding your tenancy agreement

This pack of Service Standards covers everything you need to know about your tenancy agreement. We know there is a lot of information in the tenancy agreement, so inside this pack, you'll find:

- Clear explanations of each service we provide
- A breakdown of what we expect from you and what you can expect from us
- Direct links to our policies
- Our commitment to your satisfaction, expressed through our Tenant Satisfaction Measures: 'How are we doing?'

You can tell us exactly how we are doing at www.kirklees.gov.uk/tell-us



Introduction

As your landlord, it is important that we foster a positive relationship with tenants, built on trust and confidence. Both we, as your landlord, and you, as a tenant, have roles to play in maintaining this relationship.

Our tenancy agreement sets out what you can expect from us as a landlord and what we expect from you as a tenant.

This document provides clarity on the range of services we provide. The service standards are based on our tenancy agreement, and you will find links to connected policies and procedures. There are also links to the relevant areas of tenant satisfaction, using the Regulator for Social Housing's Tenant Satisfaction Measures (TSMs), and an opportunity for you to give feedback on how we are performing as your landlord.

Contents

Moving in...

 Repairs and maintenance	3
 Access	5
 Getting involved	6

Living in...

 Using the property	7
 Anti-social behaviour (ASB)	9
 Flats, maisonettes and shared areas	10
 Animals	11
 Vehicles	12
 Damp, mould and condensation	13

Moving out...

 Right of review and role of the courts	15
 Leaving – ending your tenancy	16

**How are
we doing?**

www.kirklees.gov.uk/tell-us



Repairs and maintenance

We must keep the inside and outside of your home in good repair.



Our Repairs and Maintenance Policy can be found online at www.kirklees.gov.uk/beta/council-housing/policies-and-procedures.aspx



Our role

We are responsible for repairing the structure and the outside of your home and also for any systems that supply heating, water (baths, sinks and toilets), gas and electricity within your home.

We will repair all entrances, halls, stairways, lifts, rubbish chutes, lighting and other common parts of all blocks of flats and maisonettes. We will regularly paint the outside of your home and shared areas.

When you order a repair, we will keep in touch with you throughout the repairs process.

All council officers or contractors visiting your home for repairs or housing matters will carry identity cards. Always ask to see these before letting someone in.

During repairs, we will try to cause minimal damage to your decorations. If we cause damage (not your fault), you may be entitled to a redecorating allowance.

We will ensure all rubbish, building materials, and equipment are removed from your home after completing the repairs.

We prioritise ensuring elements of your home, like bathrooms and kitchens, meet 'the Decent Homes Standard' (www.gov.uk/government/publications/a-decent-home-definition-and-guidance), focusing on those with the most urgent needs first.

Awaab's Law came into force for the social rented sector from 27 October 2025. From this point social landlords have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes. You can find out more about this in the government's 'Guidance for tenants in social housing'. www.gov.uk/government/publications/awaabs-law-guidance-for-tenants-in-social-housing

Under Section 96 of the Housing Act 1985, we will pay compensation for certain repairs if we do not do them within a specific time,

depending on certain conditions. Your Housing Management Officer can give you more details.

Your role

Take good care of your home and report any repairs we are responsible for as soon as you notice them. Keep in touch with us throughout your repair.

If you are unable to make an appointment, let us know and we can rearrange the visit. You must allow access to our staff and contractors to inspect your home or carry out work if we have given you 24 hours' notice in writing, or in an emergency.

You are responsible for decorating the inside of your home and must not alter your home without our written permission.

Under Section 97 of the Housing Act 1985, you have a right to carry out your own alterations or improvements, but you must get permission, in writing, from us. You may also get compensation for this work when you end your tenancy. Introductory tenants do not have this right. You get this right if you become a secure tenant.



How will you know if we are doing a good job?

We measure...

- ★ Tenant satisfaction with repairs.
- ★ Satisfaction with the time taken to complete most recent repair.
- ★ Tenant satisfaction that the home is well maintained.
- ★ Tenant satisfaction that the home is safe.
- ★ An agreement that the landlord treats tenants fairly and with respect.
- ★ The satisfaction that the landlord keeps tenants informed about things that matter to them.
- ★ Repairs completed within a target time.
- ★ Homes that do not meet Decent Homes Standard.
- ★ Gas, fire, asbestos, water and lift checks.



Access

We will occasionally require access to your home to carry out repairs and checks to make sure your home is well-maintained and safe for you and your family. We will always treat you and your home with care and respect.



Our role

We will ensure that your home is well-maintained and safe to live in. We will work with you to conduct repairs and checks at a suitable time.

If there is an emergency and we need to get into your home immediately, we have the right to force entry without giving notice, e.g. water/gas leak or an electrical fault that may put people in danger or cause further property damage. If possible, we will always try and contact you or your relatives before we force entry.

We will work with you on an individual basis to understand your specific circumstances, including information about any communication needs, disabilities, or vulnerabilities. Services will be delivered in a way that considers and respects your individual needs, in line with our Vulnerable Tenant Policy.

Your role

You must allow access to our council housing staff and contractors to inspect your home or carry out work if we have given you 24 hours' notice in writing, or in an emergency. It's important that you let us know if you have any support needs or communication preferences, and that you keep us up to date with these.

We must service your gas appliances yearly and check electrics every five years. You could put your life and the lives of others at risk if you do not provide access to your home to carry out this work.

If we need you to leave your home temporarily so that we can do work safely, you must leave for as long as necessary so we can do the work.

How will you know if we are doing a good job?

We measure...

- ★ Tenant satisfaction with repairs.
- ★ Satisfaction with the time taken to complete most recent repair.
- ★ Tenant satisfaction that the home is well maintained.
- ★ Tenant satisfaction that the home is safe.
- ★ An agreement that the landlord treats tenants fairly and with respect.
- ★ The satisfaction that the landlord keeps tenants informed about things that matter to them.
- ★ Repairs completed within a target time.
- ★ Homes that do not meet Decent Homes Standard.
- ★ Gas, fire, asbestos, water and lift checks.



Getting involved

Involving tenants and leaseholders in decisions that affect them is central to what we do as a landlord.



Our role

We will keep you up to date with changes to our services.

We do not have to consult you individually about changes in the rent or service charge, but we will tell you in writing at least four weeks before we make any changes.

We will offer you several ways to get involved. This is explained in more detail in our Tenant Voice Strategy.

We will involve you and local tenants and resident associations in local housing plans. For example, we will consult you about modernising or improving your home or area.

We will carry out a tenant satisfaction survey (Tenant Satisfaction Measures) every year and share the results with you. More information on Tenant Satisfaction Measures can be found on the Regulator for Social Housing's website.

Under Sections 102 and 103 of the Housing Act 1985, we may change the terms of your tenancy agreement. Apart from changes in rent or service charges, we will always consult you before we make any changes.

Your role

We ask you to join in any engagement or consultation activities we invite you to participate in.

Please give your feedback by completing any surveys we send you. These help us to improve our services.

How will you know if we are doing a good job?

We measure...

- ★ An agreement that the landlord treats tenants fairly and with respect.
- ★ The satisfaction that the landlord keeps tenants informed about things that matter to them.
- ★ The satisfaction that the landlord listens to tenants' views and acts upon them.
- ★ The satisfaction that the landlord makes a positive contribution to neighbourhoods.



Using the property

It is important that you look after your home to keep it comfortable, safe and that your behaviour does not disturb others. Helping to care for your garden and shared communal areas helps to ensure your estate is a nice place to live and gives your community a sense of pride.



Our role

We will routinely check fire-fighting equipment, fire alarms, smoke detectors, security systems or similar safety or security devices to ensure they operate correctly.

We will carry out Fire Risk Assessments in all blocks with a shared communal space and complete any follow-up actions within target times.

We will engage and consult with you on Building Safety matters. If you have a vulnerability that may increase the impact of a fire on you, we will carry out a Person Centred Fire Risk Assessment with you and work with you to reduce fire risk.

If you allow your garden to become overgrown, we will contact you and ask you to take action to resolve this within a specific timeframe – if there is a reason you are unable to maintain your garden, we will work with you to find a solution.

Reports of noise nuisance will be investigated and dealt with appropriately (See ASB section)

Your role

Keeping you safe

To keep your home safe, you must not allow any fire-fighting equipment, fire alarms, smoke detectors, security systems or similar safety or security devices we have put in to be interfered with or removed at any time. You must not allow any fire or security door to be propped open.

You must not keep any moped, motorbike, similar vehicle, or machine inside your home. You must not store bottled gas, petrol, paraffin or other flammable or explosive substances in your home or on any land nearby. You must not use bottled gas or paraffin heaters if you live in a block of flats, bed-sits or maisonettes with three or more storeys.

Maintaining your home

You must keep your home clean and tidy and make sure the decoration inside your home is in good condition. You must not apply any material to any surface, wall or ceiling in your home which is difficult to remove (for example, a textured wall finish) or highly flammable (for example, polystyrene tiles) unless you get our permission in writing.

You must make sure that you keep any outbuilding, yard or garden clean and free from rubbish. You should not let waste or other materials build up, which may cause a fire or attract pests.

Maintain and look after the garden and keep trees, bushes, hedges or grass at a reasonable size or height.

Make sure that you keep your home and outbuildings secure from intruders.

Using your home

You must use your home as your only or principal (main) home and use it in a responsible way. You must not assign (or sign over) your tenancy without our written permission.

You must only use the property to live in, not for any business or other purpose, unless we have given you permission in writing.

Under Section 93 of the Housing Act 1985, you have a right to take in lodgers, but you must not allow your home to become overcrowded. Penalties can be imposed on tenants if space standards are exceeded. Please note: This does not apply when overcrowding occurs because of family growth. You also have a right to sublet part of your home, but you must first get our permission in writing. You must not sublet your



entire home. **Introductory tenants do not have this right. You get this right if you become a secure tenant.**

You must not allow any of the boundaries of the property or any land that is let with it to be changed. You must not put any structure (shed, garage, greenhouse or something similar) on any land that is let with your home without our permission, in writing. You must remove any structure at the end of the tenancy unless we agree, in writing, that it can stay.

Being a good neighbour

After 10pm and up to 7am the following morning, you must make sure that no one entering or leaving your home makes a noise that might disturb the neighbours. Between these times, you must make sure that you do not use any musical or audio equipment, TV, washing machine, power tool or other domestic appliance in a way that might disturb the neighbours.

If any part of your home is above the ground floor, you must make sure that nothing is thrown, dropped or allowed to fall from any window, balcony or any part of the outside of the building.

How will you know if we are doing a good job?

We measure...

- ★ The satisfaction that the home is safe.
- ★ The satisfaction that the landlord listens to tenant views and acts upon them.
- ★ An agreement that the landlord treats tenants fairly and with respect.
- ★ The satisfaction that the landlord keeps communal areas clean and well maintained.
- ★ The satisfaction that the landlord makes a positive contribution to the neighbourhood.
- ★ The satisfaction with the landlord's approach to handling anti-social behaviour.



Anti-social behaviour and nuisance

You and your neighbours have the right to quiet enjoyment of your home.



Our Anti-Social Behaviour (ASB) Policy, Incorporating Hate Crime and Noise Nuisance, can be found at www.kirklees.gov.uk/beta/council-housing/policies-and-procedures/pdf/homes-and-neighbourhoods-anti-social-behaviour-policy.pdf



Our role

If you are a victim of anti-social behaviour or a hate incident, we will investigate your complaint and take whatever action we think is appropriate to resolve the problem.

We may take legal action to evict tenants and their families who behave in an anti-social way.

We may also take other legal action to prevent anti-social behaviour.

Your role

You should ensure that you do not annoy your neighbours by making a lot of noise, especially at night or early in the morning. Avoid having your TV on loud, noisy parties, banging and shouting.

You, the people you live with, and your visitors, should respect your neighbours through what you say and how you behave. You must not behave in a violent or aggressive way. Examples of actions likely to cause nuisance include:

- loud music, slamming doors and arguing
- dogs barking and fouling
- drunkenness and drug abuse
- dumping rubbish, vandalism and graffiti.

How will you know if we are doing a good job?

We measure...

- ★ Tenant satisfaction with the landlord's approach to handling anti-social behaviour.
- ★ Number of Anti-Social Behaviour (ASB) cases relative to the size of the landlord.



Flats, maisonettes and shared areas

If you live in a flat or maisonette, you should be aware of some extra responsibilities.



Our Safety in Communal Areas Policy sets what items you are allowed to keep in shared communal spaces. Our officers will work with you to keep shared communal areas clean, tidy and safe. This can be found online at www.kirklees.gov.uk/beta/council-housing/policies-and-procedures/pdf/homes-and-neighbourhoods-safety-communal-areas-policy.pdf



Our role

We will routinely inspect communal areas to make sure they are clean, tidy, in a good state of repair and safe.

We will provide a communal cleaning service for high-rise, six-storey buildings and retirement living schemes. If you live in a low-rise building with a shared communal area and residents are not cleaning this space, we will consult you on introducing a cleaning service.

If your block is in a two-weekly cleaning cycle, we will leave a feedback survey for you to complete. Your feedback will help us to improve the service.

Your role

Keep communal areas clean and free of obstructions in line with our Safety in Communal Areas Policy.

You must share responsibility with your neighbours for cleaning any shared corridors, stairs, landings or entrance halls.

If you live in a flat, bed-sit or maisonette, you must only allow people to enter or leave your home through the doors and make sure they use any door-entry system or security system properly. You must not prop fire doors and security doors open.

If there are rubbish chutes in flats, bed-sit or maisonette buildings, you must only use them for small amounts of rubbish. You should put large rubbish items in a suitable plastic sack or container in the special area provided.

If there are shared parking facilities for residents and visitors, you must not park any untaxed or unroadworthy vehicle, lorry or large commercial vehicle, caravan,

boat or trailer in any parking space unless you have our permission in writing. You do not have the right to use one particular parking space unless you have a special arrangement with us.

Please do not smoke in lifts or in other enclosed shared areas where there are no-smoking signs.

How will you know if we are doing a good job?

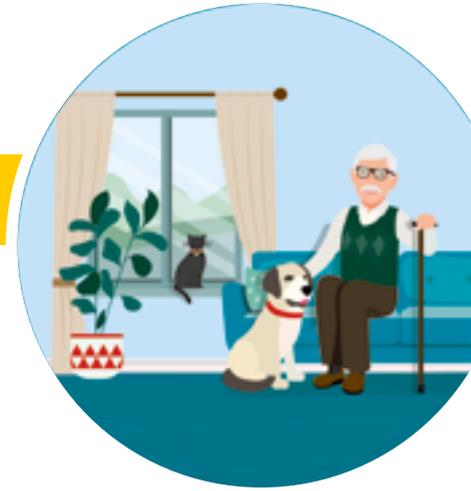
We measure...

- ★ The satisfaction that the home is safe.
- ★ The satisfaction that the landlord keeps communal areas clean and well maintained.
- ★ The satisfaction that the landlord makes a positive contribution to the neighbourhood.



Animals

We understand the benefits that pets bring to tenants' lives. We ask tenants to take responsibility for their pets to ensure they do not cause a nuisance to neighbours.



Further information can be found in our Pets Policy which can be found online at www.kirklees.gov.uk/beta/council-housing/policies-and-procedures/pdf/homes-and-neighbourhoods-pet-policy.pdf

The policy details how many animals you can keep based on the accommodation type.



Our role

We will review application requests for permission within our agreed timescales.

We will take action against tenants who do not take responsibility for their pets, especially those deemed dangerous.

Your role

You should ensure that no animal you keep or bring to your home causes any nuisance or annoys or frightens anyone.

You should take reasonable steps to prevent your pet from causing a nuisance or annoying or frightening anyone. This includes providing suitable fencing.

If you want to keep a cat or a dog in a maisonette, flat or bed-sit that does not have its own direct, separate entrance to the outside, you will need our permission, in writing.

You cannot keep any animal, bird, insect or reptile at your home after it has caused any nuisance or annoyed or frightened anyone, unless you have our permission, in writing.

You cannot keep more than two animals at your home without our written permission.

You must not keep a lot of birds if they are likely to cause any nuisance to your neighbours.

How will you know if we are doing a good job?

We measure...

- ★ The satisfaction that the landlord keeps communal areas clean and well maintained.
- ★ The satisfaction that the landlord makes a positive contribution to the neighbourhood.



Vehicles

We know most of our estates were built when vehicle ownership was low. Increasing motor vehicle ownership and limited space on some of our estates means parking is often challenging and can result in neighbour disputes. This section focuses on responsible vehicle ownership.



Our role

We will review application requests for permission within our agreed timescales.

We will work with you and your neighbours to resolve parking disputes.

We will take action against irresponsible vehicle owners with support from other Council Services and West Yorkshire Police.

Your role

You must not park any motor vehicle in the open air at your home or on any housing land unless it is in a roadworthy condition and fully taxed, unless you have our permission in writing, or if it is an emergency.

You should not allow any motor vehicle to be repaired, serviced or worked on after 10pm until 7am the following morning at your home, on any housing land, or any road outside your home unless it is an emergency. The vehicle must be registered in your name or a member of your current household's name, unless you have our permission, in writing.

You should not park any motor vehicle in the open air at your home or on any housing land unless it is on an authorised paving area, specifically not grassed communal areas. You must not allow a vehicle to enter any land that is let with your home except across a proper crossing. If you want to create a parking area, you must contact us for permission first.

You must not allow any motor vehicle, trailer, caravan or other wheeled vehicle to obstruct any road, lane, path or access way or to block the route of emergency vehicles and service vehicles such as bin wagons.

You must get our permission, in writing, before you park a caravan, trailer, lorry or large commercial vehicle, boat or similar vehicle at your home or on land that the council owns or controls.

If you have any issues with how a neighbour parks their vehicle, we ask that you speak with your neighbour. If this fails, contact your Housing Management Officer, who can support you in reaching a solution. This could include the offer of mediation.

How will you know if we are doing a good job?

We measure...

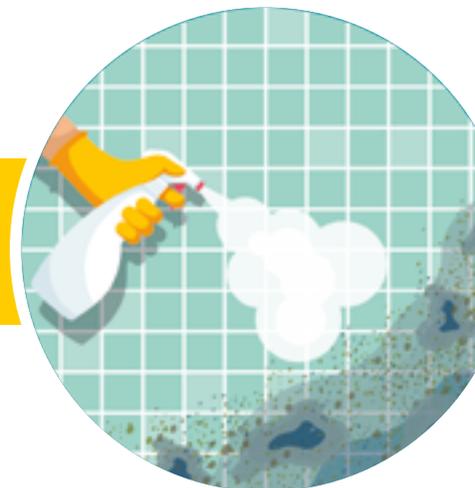
- ★ The satisfaction that the landlord keeps communal areas clean and well maintained.
- ★ The satisfaction that the landlord makes a positive contribution to the neighbourhood.



Damp, mould and condensation

Keeping our homes free from damp, mould, and condensation is important for your health and safety.

Our Damp, Mould and Condensation (DMC) Policy can be found online at www.kirklees.gov.uk/beta/council-housing/policies-and-procedures.aspx



Our role

Awaab's Law came into force for the social rented sector from 27 October 2025. From this point social landlords have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes. You can find out more about this in the government's 'Guidance for tenants in social housing'. <https://www.gov.uk/government/publications/awaabs-law-guidance-for-tenants-in-social-housing>

We will treat mould growth and respond to any repair defects causing damp and mould growth within standard response times.

For further information please see the repairs section.

Your role

It is important that you recognise damp, mould and condensation and understand how to report it.

Damp and mould

Damp can cause stains, marks and mould on walls, furniture and clothes. It can happen because of:

- leaking or cracked pipes
- faulty damp proofing
- rain leaks through the roof or window frames
- overflowing water from a bath.

Condensation

Condensation is caused by moisture in the air. It usually happens during cold weather and appears near windows, doors, or cold surfaces.

There is always moisture in the air, even if you can't see it. When the air gets colder, it cannot hold a lot of moisture, so droplets of water may appear near windows/doors, in the corner of rooms, behind cupboards or wardrobes, or on other cold surfaces and in places where there is little movement of air.

How to reduce condensation:

- Keep temperatures above 17° in living areas.
- Don't block air vents.
- Dry washing outside when possible.
- Use fans where installed, especially in the kitchen and bathroom.
- Keep trickle vents open and try to open windows for at least 10 minutes daily and report any that aren't working as a repair.
- Leave space between furniture and walls for airflow.

Please report all cases of damp, mould and condensation to us and contact us if you have any concerns or need assistance.

Email: dmc@kirklees.gov.uk

Tel: 01484 414800

Website: kirklees.gov.uk/council-housing



How will you know if we are doing a good job?

We measure...

- ★ The satisfaction that the home is safe.
- ★ Tenant satisfaction with repairs.
- ★ Satisfaction with the time taken to complete most recent repair.
- ★ Tenant satisfaction that the home is well maintained.
- ★ Tenant satisfaction that the home is safe.
- ★ An agreement that the landlord treats tenants fairly and with respect.
- ★ The satisfaction that the landlord keeps tenants informed about things that matter to them.
- ★ Repairs completed within the target time.
- ★ Homes that do not meet Decent Homes Standard.



Right of review and the role of the courts

If you are in breach of your tenancy agreement, we may take legal action to repossess your home.



Our role

We will always seek to intervene early when there is a tenancy breach. This can include providing you with advice and support so that you can rectify the issue.

We will serve warning notices and letters before action so that your behaviour or that of household members impacts your tenancy.

We will inform you of your rights to review if you are an introductory tenant.

We will be clear with legal processes and the role of the courts.

Your role

Right of review

If notice is served on you for repossession of your home, you can ask for a review of the decision. A manager or managers will review without involvement in your case.

The role of the courts

If you are an introductory tenant who has successfully appealed against the decision to repossess, the application will proceed to Court. Provided that the Court is satisfied that the notice and review procedures have been followed correctly, possession must be granted to the landlord. Eviction from your home will follow.

If you are a secure tenant, the council must ask the Court for possession.

How will you know if we are doing a good job?

We measure...

- ★ An agreement that the landlord treats tenants fairly and with respect.
- ★ The satisfaction that the landlord keeps tenants informed about things that matter to them.



Leaving your home and ending the tenancy

Your tenancy agreement is a legal contract. Informing us that you would like to end your tenancy is important. We will work with you to ensure that your tenancy is ended correctly and you do not incur any financial penalties.



Our role

If you abandon/leave your home without telling us, we will assume you have given up your tenancy and take legal steps to take back the property by issuing you a 28-day notice to quit.

We will remove and dispose of any items you have left in the property. We may charge you for the disposal of items.

Succession of tenancies

If the tenancy is in joint names and one person dies, we will work with the surviving tenant to succeed the tenancy. This is called succession. Different rules apply depending on when the tenancy started, your Housing Officer will provide advice and support. If you are not entitled to succeed a tenancy, your Housing Officer will discuss your options.

Right to Buy and Right to Exchange

Secure tenants have the 'Right to Buy' their homes. Your Housing Management Officer can provide details or visit the Kirklees Council Website. Introductory tenants do not have this right.

Secure tenants also have a 'Right to Exchange' their home with another secure tenant. You must get our permission in writing before you move. Again, your Housing Management Officer will support you through this process. **Introductory tenants do not have this right.**

Your role

In writing, you must give four weeks' notice to end the tenancy. The notice must end on a Monday. You can also request to end your tenancy online by visiting www.kirklees.gov.uk

Leave your home in a good state of repair. If there is damage to your home or you have removed any items we own, you will have to pay for any repair or replacement.

We will ask to inspect your home before you leave. This is an opportunity for your Housing Management Officer to point out any repairs you may be charged for and for you to put these right before you leave, so you do not incur charges.

How will you know if we are doing a good job?

We measure...

- ★ Agreement that the landlord treats tenants fairly and with respect.
- ★ Satisfaction that the landlord keeps tenants informed about things that matter to them.





Homes & Neighbourhoods

How to contact us:

Most answers can be found on our website at www.kirklees.gov.uk/council-housing, or by accessing your My Kirklees Account at www.my.kirklees.gov.uk

If you've been online and still need some support, you can call the Customer Support and Information Team on **01484 414886** or email housing@kirklees.gov.uk

If emailing, please remember to give us your full name and address to make the process smoother.

Customer Support and Information Team:
01484 414886

Kirklees Switchboard:
01484 221000

