

## Leasehold Management Service Standard



Better homes  
Better care  
Better communities  
Better lives

We will manage and deal with all issues relating to owning leasehold properties in line with the law and provide you with advice about the leasehold management process.

### How we will work to achieve the standard:

- We will Issue you with a Leaseholder Handbook when you become a leaseholder.
- We will ensure you are consulted about any new long-term agreement planned to last longer than 12 months. We always consult our leaseholders more than we have to by law about any major work likely to cost you over £250.
- We will send all leaseholders (in the building) a Section 20 Notice to provide details of the works and an estimate of the cost. You will receive this at least 30 days before the work is due to start. You have the right to send us your comments in writing and we will reply within 21 days.
- We will ask you for your views through satisfaction questionnaires.
- We will Issue your estimated annual service charge in March each year.
- We will Issue your actual service charge (for the previous financial year), within six months of the end of the financial year. An explanation will be provided concerning any increases.
- We will provide you with a breakdown of your day-to-day repairs (on request), if we have charged you for this in your actual account.
- We will send you the invoice (for your estimated cost of the work) soon after our contractor starts on site. At the same time we will let you know the ways to pay your invoice and we will enclose a summary of your legal rights regarding your invoice.
- We will provide you with flexible ways of paying your annual service charge account and major works bill.
- We publish regular information regarding leasehold matters in our Newsletter which we publish twice a year.
- Keep you informed of our performance, also take on board comments you make through the annual Leaseholders' Forum in order to improve our service.