

Leaseholder and Home Ownership Service Standards



WPH



If you need this leaflet in large print, Braille,
audio or a different language call 0151 606 3000

Leaseholder and Home Ownership Service Standards

Leaseholder Service Standards

We will:



Respect and protect your rights as a leaseholder and will expect you to respect our rights as landlord and managing agent.



Provide an efficient housing and leasehold management service.



Treat you fairly, equally, with respect, courtesy and consideration.



Do all we can to deal with nuisance problems caused by neighbours in your block and will expect you not to cause nuisance or annoyance to others.



Offer you a home visit upon request if for any reason you are unable to visit any of our offices.

When you have bought your flat, we will:

- ✓ Provide all new leaseholders within five working days of receiving official notification of sale a welcome pack containing useful and relevant information.
- ✓ Continue to insure the structure of the building against destruction or damage by fire, lightning, explosion, earthquake and other reasonable risks. (Please note you will continue to be responsible for insuring the contents of your home).
- ✓ Continue to maintain the appearance, structure and outside of your building, its communal areas and services such as communal lighting and door entry systems. (You will now be responsible for all repairs inside your home).
- ✓ Where we are responsible for doing so, continue to maintain common garden areas and paths that you use in common with other residents and maintain the boundaries of these, such as walls and fences.

Your Service Charge, we will:

- ✓ Provide you with an estimated service charge in March of each year with a leaflet to explain how the charges have been calculated.
- ✓ Issue you with your ground rent demand by the end of February.
- ✓ Provide an actual service charge statement by the end of September each year.
- ✓ Provide quarterly statements along with the quarterly invoices. If no invoice is due a statement will still be provided.
- ✓ Assess service charges in a fair and transparent manner.
- ✓ Consult you fully prior to carrying out any major repairs or improvements to the block you live in within statutory timescales
- ✓ Offer you the option of paying for your major works by instalments or in certain circumstances by offering a loan.
- ✓ Offer you a variety of convenient payment options including direct debit, standing order, BACS, by post or in cash. (Payments by swipe card, internet and telephone are currently under investigation by the finance team).
- ✓ Recover the full cost of the services provided to leaseholders whilst ensuring that no profit is made in delivering the services. The Leaseholder Service Charges Policy also includes the management fee as a proportion of the total direct costs for the provision of the services provided to all leaseholders.

Leasehold Services, we will:

- ✓ Offer an appointment to all potential leaseholders to discuss the implications of owning a lease at Section 125 Offer Notice stage.
- ✓ Offer leaseholders help and advice regarding any issues that may affect them.
- ✓ Correspond with solicitors and legal advisors within five working days regarding any flat sales that take place to aid smooth transfer of ownership.
- ✓ Provide a newsletter twice a year to all our leaseholders.
- ✓ Issue a Leaseholder Satisfaction Survey to all our leaseholders periodically and report the results and findings in the leaseholder newsletter. The results of the survey will be used to improve the services we offer to you.
- ✓ Issue our leaseholders with an updated leaseholder hand book every two years.
- ✓ Offer you a private interview room if your enquiry is confidential or of a sensitive nature when you call into our offices or you need to make a private telephone call to another organisation in connection with your lease or service charge.

What we expect from you. You can help us by:

- ✓ Treating your home, surroundings and our staff with respect.
- ✓ Reading your lease carefully to make sure you understand what your obligations and responsibilities are.
- ✓ Keeping us informed of any changes in your contact details.
- ✓ Contacting us as soon as possible if you have problems paying your service charge – we may be able to help.
- ✓ Telling us if you decide to sell your lease to someone else, or if you decide to rent your flat to another person (subletting).
- ✓ Reporting any repairs which we are responsible for as quickly as possible.
- ✓ Consulting with us before you make any alterations to the structure of your flat.
- ✓ Ensuring your gas installation is serviced annually by a qualified CORGI registered gas engineer, that a gas safety certificate is issued and a copy forwarded to WPH.

Home Ownership Service Standards

Application to buy your home. We will:

- ✓ Acknowledge, in writing, your Preserved Right to Buy/Right to Acquire application within five days.
- ✓ Write to you within four weeks to tell you if you have the right to buy your home.

- ✓ If you can buy your home, tell you the price within a further eight weeks. If your home is a flat, we will tell you within 12 weeks.
- ✓ Do all we can to complete your purchase as quickly and smoothly as possible.
- ✓ Tell you the name of the member of staff responsible for dealing with your application. They will provide information and support you as much as possible throughout the purchase process.
- ✓ If you ask, tell you what is happening with your application.
- ✓ On completion of the sale send you a satisfaction survey, so you can tell us what we do well or not so well.

If you would like to discuss your application with us in person and you are unable to come and see us, we will visit you at home.

Communication. We will:

- ✓ Aim to respond quickly and clearly and try to avoid unnecessary delays.
- ✓ Give reasons for decisions taken
- ✓ Where possible meet with resident groups to discuss issues relating to them.
- ✓ Always welcome your views and comments about improving our service.
- ✓ Know how important good communication is. If you have a query and cannot find the answer on our website or in any correspondence, please contact us and we will do our best to help.

Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔