

SERVICE STANDARDS

HOME OWNERSHIP

Summary of service

Aim of service, what the service does and does not provide

The home ownership team is responsible for managing administrative, financial and legal matters related to leaseholds, service charges and major works.

Leaseholder matters include consent for alterations, lease extensions/variations/enfranchisement, subletting, legal enforcement, buildings insurance and sales packs.

Management of leaseholder financial accounts includes issuing of service charges estimates, collecting final account and ground rent charges and follow up of arrears.

Home Ownership manages the “Right to Buy” process for council tenants that wish to purchase their home, including the right of first refusal for properties previously purchased.

The team also deals with statutory consultation, for example notices for qualifying service and major works contracts, billing of major works and payment agreements.

Service Standards “What we will do”

Leaseholder Services

We will issue your annual service charges estimate by the end of March or on demand

Leaseholders will receive the service charges estimate together with their building insurance certificate

We will issue your final account statement for the previous financial year by the end of September

We will issue a ground rent demand by the end of November

We will issue your annual account statement by the end of November

We will consult leaseholders on

- Service contracts that last more than 12 months where the individual contribution is estimated to be over £100
- Planned major works where the individual contribution is estimated to be over £250

We will provide information about how to pay service charges and offer various methods of payment

We will offer a discount for paying for major works in 30 days

We will let you know when you fall into arrears

We will issue any refunds within 28 days

We will provide detailed information on applied service charges and permit examination of actual accounts, upon your request

We will provide information about home ownership on our website

We will process lease extensions and enfranchisement according with legislation

We will write to you before initiating legal enforcement proceedings

We will help and support the Leaseholders Resident Association

We will facilitate resolution to challenging disputes between leaseholders and tenants in conjunction with Neighbourhood Housing

We will send out presale and re-mortgage packs within 10 working days to help you sell or re-mortgage your property

Right to Buy

We will send a printed right to buy application pack within 5 working days of the request and provide instant access to the form on the council website

We will acknowledge a right to buy application in 5 working days

We will inform you whether or not you have the right to buy within 4 weeks of receiving your application (or 8 weeks if you have lived in the borough less than 3 years) *

We will send you an offer of sale within a further 8 weeks for a house and 12 weeks for a flat *

*Exclusions apply

Tenant Responsibilities “What you will do”

Outline actions the tenant needs to do to activate the service, behavioural expectations etc.

- Residents must read their leasehold or tenancy agreement and keep to the terms and conditions
- Residents must pay their service charges by the 15th day of the calendar month
- Residents must let us know if they have difficulty paying service charges before falling into arrears
- Residents should let us know how they would like to pay for major works within 30 days of receiving the invoice
- Residents must ensure their personal information and contact details are kept up to date
- Residents must keep us informed of changes in personal circumstances
- Residents should keep their property in good repair and condition
- Residents with private gardens must keep them in good order and not allow overgrowth
- Residents must let us know if they are letting their property
- Landlords must ensure tenants are respectful of neighbours
- Residents must let us know if their property will be empty for more than 30 days for insurance purposes
- Residents must report insurance claims to the insurance company within 90 days