

# Leasehold Services

## Service Standard

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## Introduction

**The Lettings & Leasehold Team is committed to delivering a high-quality service to our customers. We also want to involve you in a meaningful way in order to continually improve what we do. These 'Service Standards' set out what you can expect from us.**

*Our objectives are:*

## New Leaseholders

- Provide you with a comprehensive 'welcome pack' when you become a leaseholder.

## Your annual service charges

- Issue your estimated annual service charge 30 days before the beginning of each financial year.
- Issue your actual service charge (for the previous financial year), within six months of the end of the financial year.
- Provide you with explanatory notes each year to explain your Estimated and Actual service charges
- Provide you with a breakdown of your day-to-day repairs (on request), if we have charged you for this in your actual account.

## Bills for major works

- 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.

- When the work is finished we will send you the final account as soon as possible
- We will send you a breakdown of the costs with the final account which will show how the actual costs compare with the original estimate.
- On request, we will arrange for you to inspect our accounts and the supporting documents when your final account is issued.
- We will provide you with a copy of the FENSA Certificate for any new windows and doors on request. We will let you know the guarantee period for work such as a new roof.
- We will not issue a separate invoice for any work less than £250. Instead it will be listed as part of the repairs in your annual actual service charge. This is to avoid you having to pay an additional charge for administration (a 'management fee').
- We are very committed to good customer care at every stage of the work. We expect our staff and contractors to meet high standards throughout.

## Payments options

- We will provide you with flexible ways of paying your annual service charge account. You can pay annually, every three months or through monthly instalments by direct debit or by standing order.
- We will provide you with a choice of payment options for paying your major works bill.
- If you need a loan from a bank or building society to pay your major works bill, we will offer you up to six weeks to arrange this.
- If you would like more information we will be glad to discuss the payment options with you on a one to one basis.
- If you are a low income family and have problems paying your invoice, we can make referrals to local financial advice charities.

## Methods of payment

- The most convenient way is by direct debit payments monthly direct from your bank account
- Payments can be made via Chorus Homes automated telephone payment service,

- On-line payments – we will accept BACS transfers if you contact us prior to doing so and we will provide you with the relevant reference numbers

More details are available on our website.

## Enquiries

- We will respond to your enquiry about any leasehold matter within 10 working days, in a way that is clear and easy to understand, whether you contact us by phone, letter or email.
- We will offer you a suitable appointment to see someone from the Lettings & Leasehold if you would like this. You will be seen at Chorus Homes main office – Brook House, Ouse Walk, Huntingdon, PE29 3QW.
- If you are unable to attend our offices due to any medical conditions, we will offer appointments at your property if it is within a 40 mile radius.
- We will provide a detailed statement of the transactions on your service charge account on request free of charge.
- Where a dispute cannot be resolved with the Lettings & Leasehold team we may agree to this being processed through Chorus Homes complaints procedure

## Signposting

- We will suggest where you can obtain help and advice from organisations outside of Chorus Homes, if we are unable to respond to your enquiry.

## Communication

- We will publish regular information regarding leasehold matters in the Chorus Homes In Tune leaflet.
- We will keep you informed of our performance, also take on board comments you make through the Residents Conference, in order to improve our service.

## Consultation

- We always consult our leaseholders more than we have to by law about any major work likely to cost them over £250.
- We will ensure you are consulted about any new long-term agreement planned to last longer than 12 months.
- We will write to you at the beginning of the financial year to give a description of the work that has been planned, which will include information on the payment options.
- We will let all residents living in the building know what is happening through newsletters
- Leasehold & Estate officers and wardens will be ready to attend any relevant resident meetings during the consultation period or arrange a home visit if you have a long- term illness or you are severely disabled.
- 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.
- After the work is finished we will write to you to confirm that the work has been completed and tell you who you should contact to report any faults during the 12- month defects liability period.

## Getting involved

- We consult with leaseholders on service delivery issues, new policies and any new long-term agreements through our Residents Conferences.
- It meets on a regular basis and is open to any leaseholder who would like to attend. Please or email [homeownership@chorushomesgroup.co.uk](mailto:homeownership@chorushomesgroup.co.uk) for more details.
- We will listen to your views and involve you in the decisions we make. We will tell you how we have changed our service as a result of the suggestions you have made

## Alterations to your property

- If you wish to make any alterations to your property that will affect the block or estate, you must first submit a permission request to Chorus Homes and there will be an administration charge for this.
- If you wish to install your own windows and doors after we have started a consultation to carry this house , you must first apply to us to do so. We will usually be able to allow this, provided you can arrange to have it done before our contractors start work on site. Please email [homeownership@chorushomesgroup.co.uk](mailto:homeownership@chorushomesgroup.co.uk)

## How to contact us

### In writing:

Customer Service Centre  
Chorus Homes Group  
Brook House  
Ouse Walk  
Huntingdon  
PE29 3QW

### Call us:

0345 2669 760

### Email:

[customerenquiry@chorushomesgroup.co.uk](mailto:customerenquiry@chorushomesgroup.co.uk)

### Website:

[www.chorushomesgroup.co.uk](http://www.chorushomesgroup.co.uk)



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