

leaseholder

BULLETIN

Leaseholder Forum Update

The Forum is a friendly and relaxed event where we meet to discuss services and issues that affect all leaseholders and we work together to improve the services we provide.

So far we have worked on:

- **Leaseholder Management Policy:** This is now finalised and is now going to our Board of Management for approval. A copy of this will soon be available to download from our website on www.hhl.org.uk or you can ring us to request a copy to be posted to you on **(01432) 384000**.

- **Leaseholder Handbook:** We have been discussing how we will produce a handbook that will be a useful guide to your leasehold. If you would like to be involved in helping us to shape the handbook, please call **(01432) 384010** or email involvement@hhl.org.uk.
- **Service Standards:** We consulted the Forum about service standards for Leaseholders at the last meeting in November. See the article over leaf for more details about this.
- **Gas Servicing and Safety Checks for leaseholders:** The Forum members are working with us to help

us set up a brand new service to offer an Annual Gas Safety Check and Service to leaseholders at a reasonable cost. Our Property Services Team is working on this at the moment and we will be able to give you an update in the next Bulletin.

- **Information Leaflet about Enfranchisement:** Enfranchisement is where leaseholders occupy a minimum of two-thirds of a block and they wish to acquire the freehold of the building. The Forum wanted to have an information leaflet about Enfranchisement, which is mentioned within the Leasehold Management Policy. Our Legal Team is working on producing a draft leaflet about this and will be presenting it to the Forum in January.

And at the next meeting...

The Forum asked us about our Asset Management Strategy and Major Improvements, so we have invited the Asset & Partnering Team to come along to the next meeting on 15th

January to talk about this. The meeting will be held at our office in Legion Way, Hereford from 6.30pm to 8.30pm. Contact us on **(01432) 384010** to find out more.



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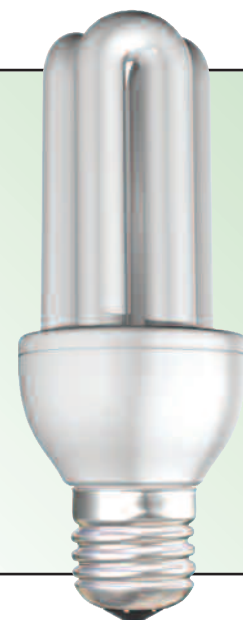
Your FREE energy efficient Light bulbs!

We have one pack of energy efficient light bulbs for each leasehold property. You can collect your light bulbs from our **Head Office** (Legion Way), **City Centre Office** (84-86 Widemarsh Street) or **South Wye Office** (Jubilee Court, Newton Farm).

Just fill in your name and address below and hand this voucher in when you collect the light bulbs.

Name:.....

Address:



Service Standards

We worked with members of the Forum to develop a set of standards that layout what you can expect from us as a leaseholder.

The top five things the Forum gave us are:

- We will ensure that customer care standards for leaseholders match those received by tenants in all respects.
- We will always try to make a reasonable arrangement with you to repay any arrears you accrue, taking into account your

income and your essential expenditure.

- We will send you an actual bill for the previous year by 1st October every year.
- We will respond to your emergency repairs within 2 hours and make safe within 24 hours, urgent repairs within 3 working days and routine repairs within 20 working days, where it is our responsibility to do so.
- We will offer to carry out a gas safety check to all leasehold properties and charge you for this within your annual service charges.

These service standards will be worked into the service we provide to you and will be incorporated within a leaflet and / or the handbook, a copy of which will be provided to you.

Don't forget, this is YOUR bulletin!

If you have anything you would like to see in your Leaseholder Bulletin or if you have any articles or stories you would like to contribute, we would love to hear from you. Simply contact us on **(01432) 384011** or email involvement@hhl.org.uk

Also available in large print, Braille & CD.

Polish Jeżeli życzyście sobie Państwo otrzymać niniejsze informacje w tłumaczeniu, prosimy o wskazanie tego telefonicznie pod 01432 384011.

Russian Если вы хотите перевести эту информацию, то звоните по телефону: 01432 384011.

Portuguese Se quiser que esta informação seja traduzida, por favor telefone para 01432 384011.

Minicom users please call: (01432) 378 487

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