

## **Information Sheet 1: About being a leaseholder**

### **About being a leaseholder**

If you buy a flat or maisonette you become a leaseholder. This means that you, or anyone that you sell the leasehold to, have bought the right to live in your home for a fixed period of time. This is usually up to 125 years from the start date of the lease.

Herefordshire Housing is your landlord; we own the freehold interest in the land on which your home sits and the building within which your home is situated. As your landlord we are responsible for maintaining the 'bricks and mortar' or structural parts of the building, shared communal areas as well as any land surrounding your home which we own.

As a leaseholder, you effectively are a 'shareholder' in the building you live in. This means that you will have to pay a service charge to cover your share of any maintenance costs incurred. You may also have to pay a proportion of costs of major works and improvements to the building within which your home is situated.

Your lease is a legally binding contract between you and Herefordshire Housing. It sets out your rights and responsibilities, as a leaseholder, as well as the rights and responsibilities of Herefordshire Housing, as your landlord.

### **The service you can expect**

We have developed a set of Service Standards specifically for leaseholders, with direct input from our leasehold customers.

We aim to provide high quality, customer-focused management and maintenance services to leaseholders and will make fair and reasonable charges for such services, in accordance with the terms of its leases and as prescribed by legislation.

Our commitments are that:

- We will ensure that leaseholders are as satisfied with the services they receive from HHL as all other tenants
- We will always try to make reasonable agreement with you to repay any arrears, taking into account your income and essential expenditure.
- We will send you an actual bill for the previous year by 30<sup>th</sup> September every year
- We will respond to our 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 have a charge as part of the annual service charge

**Monitoring these Service Standards**

We will monitor our Leaseholder Service Standards using the following:

- Satisfaction Surveys
- Key Performance Monitoring
- Information derived from our databases

We will report the results of our performance monitoring against these standards annually to our Board and publish the results on our website [www.hhl.org.uk](http://www.hhl.org.uk)