



# Leasehold



We are committed to delivering a high quality service to our leaseholders, managing our obligations in relation to your lease and responding to your enquiry about any leasehold matter promptly and efficiently



We will achieve this by:

- Providing you with a 'welcome pack' when you become a new leaseholder
- Keeping in good repair the structure and exterior of your home
- Providing the services listed within the lease
- Complying with all legislation regarding planned major works. This includes sending Section 20 consultation notices to inform you about works which will affect your property and where you will be expected to contribute more than £250 towards the works
- Ensuring you are notified and updated on any changes to the programme as the work progresses
- Making sure all information we send you is clear and easy to understand by writing in plain language, and avoiding the use of jargon and acronyms
- Issuing you with your estimated annual service charge in March each year
- Issuing you with your actual service charge (for the previous financial year), within six months of the end of the financial year
- Providing a detailed statement of the response repairs transactions on your service charge account when we send your annual statement and copies if you need them
- Providing you with flexible ways to pay your annual service charge, to include the option to pay every 3 months, or through monthly instalments by direct debit or by standing order
- Provide you with a choice of payment options for paying your major works bill
- Advising you on housing related matters that affect the enjoyment of your home
- Offering you an annual appointment with the dedicated Leasehold Services Officer if you require one
- Offering specific leaseholder consultation events when there are proposed major projects that could affect leaseholders



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## Contact us

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## Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email [enquiries.php@bcpcouncil.gov.uk](mailto:enquiries.php@bcpcouncil.gov.uk)

