



Leaseholders

service standard 2008-09

We aim to provide a specialist, high quality service for leaseholders that recognises their different needs to tenants.

To achieve this we will:

- Give you an information pack that explains your lease, your rights and responsibilities
- Make sure your service charge bill is accurate and fair, and is sent to you in September each year
- Give you a dedicated contact number to query service charges and respond within five working days of any request
- Offer you a range of ways to pay your service charge bills
- Produce four leaseholder newsletters a year and an annual report for leaseholders
- Consult you over all issues that affect your lease, offer you a range of ways to become involved in shaping service improvements and encourage you to play an active part
- Meet with the Leaseholder Forum every two months to discuss our services
- Ask your opinion of the service and tell you how we will use the information you give us to improve services
- Let you know how we have performed each year.