

Leasehold Service Standards

What is the leasehold service?

We:

- Manage all issues relating to leasehold properties:
- Issue service charge invoices each year and manage individual accounts:
- Consult customers on the work we plan to carry out
- Provide statistics and management information.

What can you expect from Yarlington Housing Group?

We think it is important to give our customers the kind of service we would want for ourselves. This straight forward way of looking at things influences our whole approach to the communities we serve.

We have produced Customer Service Standards for all customers receiving services from Yarlington Housing Group (see online at www.Yarlington.co.uk). This means the service you will receive will be:-

- Helpful, polite and respectful
- Professional
- Unbiased and confidential
- Tailored to your needs and accessible
- Open and responsive

When offering our service we will follow our equal opportunities policy to ensure it is provided fairly.

What can you expect from the leasehold service?

- We will keep the exterior of your building insured against fire, flood, lightning, explosion and any other reasonable risks. Contents insurance remains your responsibility.
- We will maintain the structure and communal arrears of your building.
- We will ensure that you are aware of your rights and responsibilities as a leaseholder.
- We will invoice you annually for service charges incurred in the previous year. Your invoice will provide you with a breakdown of the charges.
- We will consult you while we carry out any work on your building.
- We will give you reasonable notice if we need to get into your home to carry out any repairs. This will be seven days' notice unless we need to get into your home in an emergency.

We will hold a leaseholders' Focus Group at least twice a year to look at the service and review our Service Standards with users.

Leasehold Communication

- We will send you a welcome pack as soon as we are told that you have bought your home.
- We will send you our "Inside Outside" newsletter 3 times a year.
- We will provide services which exceed statutory requirements.

Putting things right

We will always try to provide the best services that we can. If however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Compliments, Complaints and Comments leaflet which gives you details about how to complain.

We record, monitor and learn from complaints so we can improve our services.