



## Leaseholder Service Standard

**We will provide a high-quality service for leaseholders which recognises their needs are different to those of tenants**

### To achieve this, we will:

- **Provide you with accurate information about your responsibilities by:**
  - Giving you an information pack that explains your lease, your rights, and responsibilities
  - Ensuring your service charge bill is accurate and fair
  - Sending you a service charge bill either annually or six monthly, depending on the terms of your lease
  - Consulting you on any major work that we plan to undertake to the building that will cost you more than £250
  - Consulting you on any long-term agreements (more than 12 months) for work, supplies, or services that will cost you more than £100 per year
  - Providing a dedicated point of contact and number to query service charges and responding within ten working days of any request
  - Offering a range of ways to pay your service charge bills
- **Provide you with the opportunity to contribute to service improvements by:**
  - Encouraging leaseholders to play an active part in our service oversight and governance
  - Listening to and acting on feedback about the services we provide
  - Informing you how your views have helped influence our decisions
- **To keep you informed about how well we're doing, we will publish the following performance measure each year:**
  - % of leaseholders satisfied with the services they receive
  - % of leaseholders satisfied they are treated fairly and with respect