

SERVICE STANDARD:

Homeownership



This standard explains the level of service should expect from us when you are a homeowner/leaseholder of Your Housing Group (YHG). As a homeowner, your property is managed in accordance with the terms of your lease.

WE ARE COMMITTED TO PROVIDING YOU WITH AN EXCELLENT SERVICE AND THIS STANDARD WILL EXPLAIN:

- How we deal with enquiries relating to sales, lease, rent and service charge;
- How we will consult with you over major works or long-term agreements; and
- How we deal with enquiries relating to improvements and alterations to your home.

- Ensure all Right to Buy and Right to Acquire sale enquires and transactions are completed within statutory timescales. If you require more information about these timescales they can be found at www.gov.uk; and
- If we are unable to respond to you within our set timescales, we'll tell you why and when you can expect a full response.

Please call the Commercial Transaction Team on 01925 592610 for all enquiries.

SALES ENQUIRIES

We will:

- On request, provide you with information on the sales process for your property within 10 working days e.g. shared ownership, staircasing (purchasing further shares in your property), assignments (re-sales) or other leasehold assignments;
- Aim to respond fully to conveyancing enquiries and sales requests from solicitors within 20 working days e.g. leasehold questionnaires;
- Aim to complete on all staircasing sales within 90 days from solicitors' instructions (staircasing is the industry term used to describe the process of a shared owner increasing the financial stake in the property i.e. buying an additional 25% of the property, increasing their share from 50% ownership, to 75% ownership);

LEASE ENQUIRIES

We will, on request:

- Advise you, in your chosen method of contact, if and how you can extend your lease. Where this is possible we will provide you with a written overview of the process within 10 working days;
- Advise you of the process for varying the terms of your lease within 10 working days; and
- Provide you with an electronic copy (via email) of your lease agreement, subject to an administration charge of £20.

RENT AND SERVICE CHARGES

We will:

- Provide you with accurate and timely information about your rent, service charge and other charges. **This includes:**
 - A review of your rent and service charge (if applicable) in accordance with your lease. This is usually completed on an annual basis, by means of a rent and service charge review letter;
 - Issuing a copy of your budgeted service charge, annually;
 - Providing you with a copy of the actual service charge expenditure, within six months of the end of every service charge year;
 - Issuing you with a statement of rights and obligations with every demand for payment;
 - Carry out consultations whenever we plan to deliver major works, or enter into qualifying long-term agreements for services, for which you are required to contribute to in your annual service charge;
 - Major Works* – Works which may exceed £250 per leaseholder e.g. communal roof repairs, window replacement etc; and
 - Qualifying long term agreements* - An agreement for services which may exceed £100 per leaseholder per annum e.g. buildings insurance, communal services such as cleaning and grounds maintenance.
- Provide you with an annual buildings insurance summary of cover (where we are responsible to provide this under the terms of your lease) which will be included with the annual service charge accounts.

* These are known as Section 20 consultations. We will review all comments we receive during the consultations, providing you with a written reply within 21 days.

IMPROVEMENTS AND ALTERATIONS

If you wish to make any improvements or alterations to your home, you must first obtain permission from YHG, in writing. Your request must include detailed information about the works you propose to undertake and who will be completing the works, including any drawings / specifications where possible.

We will:

- Provide a response, in writing, within 10 working days;
- Not unreasonably withhold consent. However, we may require further information from you before we can grant permission for your improvement/alteration request; and
- Advise you if we will require access to your home to complete an inspection either prior to the works and/or once they have been completed.

Please call the Commercial Transaction Team on 01925 592610.

HOW WILL WE MEASURE THIS?

- By monitoring leaseholder satisfaction levels
- Through Key Performance Indicators (KPIs) and Reporting, which are:
 - The number of Right to Acquire and Right to Buy applications and completions;
 - The number of Section 20 consultations;
 - The average completion time for shared ownership staircasing completions; and
 - The number of improvements and alterations requests received and the response times.
- Through Your Feedback, our compliments and complaints service.