



SERVICE CHARTER



South Lakes Housing Leaseholder Service Charter

Our staff are committed to providing excellent standards of customer care to leaseholders at all times.

We promise:

- We will treat all customers fairly, regardless of gender, physical ability, ethnicity, religious beliefs and sexuality
- We will be friendly, polite and helpful
- You will not have to wait more than 5 minutes to see a member of staff if you have an appointment
- If you do not have an appointment, you will be seen within 10 minutes if the person you need to speak to is available
- We will always wear a clear name badge when we are talking to you and we will also carry identification
- If you want us to, we will visit you at home
- We will answer the telephone politely, helpfully and with our names within 5 rings of a call being passed through to us
- We will answer letters politely, helpfully and in plain English within a maximum of 10 working days
- We will listen to you. You have a right to be consulted and kept informed of matters that affect you
- We will remove offensive graffiti within 2 days and other graffiti within 7 days of being notified
- If you experience anti-social behaviour we will respond to incidents involving threats or actual violence within one working day and minor problems with a maximum of 10 working days
- We will issue you with an estimated invoice for ground rent and leasehold service charges in April of every year
- We will issue you with an annual statement of service charges in the following March and advise you of any additional charges to be paid
- We will provide instalment facilities to allow payment of service charge invoices over 10 months
- We will provide you with details of programmes of planned works and improvements to your estate and arrange for contractors to contact you to discuss carrying out works to your home at a reasonable cost

(Service Charter continued)

- We will arrange for our gas contractor to provide gas servicing to you at a competitive price
- We will involve leaseholders in setting leasehold service standards
- We will hold regular Leaseholder Club meetings, Leaseholder Forums and surgeries
- We will provide support to recognised Residents Associations
- We will provide a responsive repairs service to leaseholders for all repairs. This will include a 24 hour, 365 day emergency call out service for emergency repairs