

Leaseholder Induction Pack





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WHAT IT MEANS TO BE A LEASEHOLDER

A leaseholder is someone who buys the right to reside in a flat or maisonette for a fixed period, usually 125 years. The freeholder still owns the block in which you live and is responsible for maintaining the structure and exterior. You will be responsible for paying your share of the costs of this work.



WHO IS WHO?

South Lakeland District Council (the landlord) have appointed South Lakes Housing (the managing agent) to maintain Council properties throughout South Lakeland. The following are their contact details:

The landlord:

South Lakeland District Council
South Lakeland House
Lowther Street
Kendal
Cumbria
LA9 4DQ

Telephone: 0845 050 4434

The housing stock is managed by:

South Lakes Housing
Little Aynam Housing
Little Aynam
Kendal
Cumbria
LA9 7AH

Telephone: 0845 057 0080
Fax: 01539 717716





LEASEHOLDER OBLIGATIONS

You are responsible for maintaining the interior parts of your flat.

You are responsible for paying your service charge which will be your contribution towards covering the cost of:

- Maintenance and cleaning exterior of the building and common parts
- Management costs

You are responsible for payment of the building insurance for your flat.

You are responsible for behaving in a considerate manner towards your neighbours.

You are responsible for complying with the terms of the lease including:

- Payment of ground rent
- Allowing authorised access for technical staff for the Landlord (South Lakeland District Council) or Managing Agent (South Lakes Housing) to inspect the state of repair of the flat (reasonable notice of any visits will be given)
- Not altering the premises without Landlords Managing Agent consent (for example you need the Landlord or Managing Agents consent to make any alterations to fixtures and fittings such as baths and kitchen units)
- Contribution to the service charge for services provided by the Landlord or Managing Agent





INSURANCE

Many tenants and leaseholders believe that the South Lakeland District Council automatically insures their furniture, belongings and decoration against fire, theft, vandalism or water damage such as burst pipes. This is not the case.

We strongly advise that all tenants and leaseholders take out contents insurance for their home

You can take out contents insurance with any insurance company. We work with Royal and Sun Alliance plc who have set up a scheme especially for our customers. Subject to acceptance, this scheme gives you peace of mind for as little as £3.02 per month.

You will find further information regarding contents insurance in the Leaseholder Guide issued to all new leaseholders.

Building insurance is required to cover the cost of re-building your home in the event of damage caused by certain unexpected events.

For example, in the case of a fire, South Lakeland District Council (the Landlord) will insure the block that your flat is in and you will be invoiced for your contribution towards the total cost.





SLH

- Whole roof structure including roof space and chimney
- Chimney
- Gutters
- Rainwater pipes
- Soakaways and drains
- Walls of the building including foundations
- Soil pipes
- Foul drains
- Inspection chambers, covers, waste pipes and so on
- Windows and external door frames (but not glazing or furniture)
- Shared and outside doors
- Outside painting
- Access steps
- Gates
- Paths
- Lift and door entry system
- Shared TV aerials
- Balconies
- Re-decoration and maintenance of common parts of the building (stairs and passages)

Leaseholder

- Your own entrance door and door furniture (letterbox, handle and so on)
- All glazing to windows and doors
- Plasterwork and internal decoration
- The TV aerial and fittings
- The space / water heaters and meters
- The electric circuits, meter and fittings (serving your own dwelling)
- All plumbing pipework
- Fittings and sanitary ware inside the flat other than shared pipes and drains
- All services includes water, gas, electricity and the phone (if any) from point of entry into the flat
- The servicing of all gas / solid fuel heating appliances with your flat and sweeping of any flues servicing these appliances
- Boundary hedges or fences
- Reporting shared repairs
- Floor boards
- Smoke alarms within your own home



Please note: You should be aware that as a leaseholder, you will be recharged for your share of the cost of carrying out these works





GAS SERVICING

South Lakes Housing tenants currently have their gas appliances serviced every 12 months by a professional engineer ensuring the safety themselves and their family free of charge.

If you become a leaseholder, it is your responsibility to arrange for your gas appliances to be checked every 12 months.



The gas servicing programme is also available to leaseholders at a contract price negotiated between South Lakes Housing and H & B Services, our current gas-servicing contractor.

For further information on this service, please contact Trevor Woodward on 01539 717262.

"A serviced appliance
can ***save you money***
by using ***less*** gas and it
will operate efficiently..."





HOW TO GET INVOLVED

There are several ways to get involved with South Lakes Housing and to have the opportunity to influence the decisions we make. They are as follows:

Leaseholder Service Improvement Group (LESIG)

LESIG meetings are held quarterly in Kendal. LESIG is a consultative group formed to discuss and review policies and information associated with leaseholder management and to give views to SLDC and to SLH's Board of Directors. LESIG makes decisions on policies and strategy, agrees standards of service delivery and monitors performance.

The times, meeting dates and locations can be found on our website (www.southlakeshousing.co.uk) and in the South Lakes Housing newsletter.

Leaseholder Forum

All leaseholders are automatically a member of the Leaseholder Forum. This means that you will automatically receive minutes of Leaseholder Club meetings, and be able to put forward suggestions for topics to be discussed at meetings.

Readers Panel

This panel has been established to ensure that our publications are easy to read and understand

Editorial Team

This team produces the Newsletter and looks at other publications and the website

Village / Estate Voices

Tenant/Leaseholders who represent an area or village

Mystery Shoppers

Tenants/Leaseholders who test whether we are delivering a quality service



Service Improvement Groups

These groups of tenants and leaseholders regularly meet to voice their views on their 'pet' subject, for instance repairs

Focus Groups

These meetings are held now and again to let South Lakes Housing know what tenants and leaseholders think about a particular aspect of their service

Estate Walkabouts

This is where members of staff and tenants check estates around the district. Keep an eye out for the programme and contact us if you would like to join in



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