

Leasehold Service Promises

Developed and agreed in partnership with our customers

We will:

- Provide an annual itemised service charge bill in a clear appropriate format.
- Consult with the leaseholder prior to major works /refurbishments and any area that may have a financial impact on the leasehold service.
- Listen to and respond to all enquiries fairly, consistently and confidentially.
- Offer an appointment to all potential/new leaseholders to discuss the implications of owning a lease.
- Provide a clear comprehensive and informative welcome pack and handbook to all new/potential leaseholders.

These service promises can be produced in key community languages, large print, Braille, or on audio tape.

Please contact the Customer Service Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.