

As a leaseholder you will have bought your home under the Right to Buy or Right to Acquire schemes, through staircasing or on the open market, and will own 100% of the leasehold of the property, without owning the freehold. You will have signed a lease or some form of agreement setting out the rights and responsibilities between you and Bromford, as the landlord.

Our neighbourhoods and communities team will provide you, the leaseholder, with support and assistance on a range of enquiries including improvement work and selling your property. Our income team will provide support on service charges and ground rent payments.

We aim to give excellent services that focus on you.

For all leaseholders

We will:

- ensure that adequate buildings insurance is in place
- follow all relevant law and best practice in leasehold management
- be visible in your neighbourhood and maintain and repair any communal grounds that we are responsible for, and the structure of apartments
- provide a [Homeowners Hub](#) on our website where you can find more information about our services to leaseholders
- ensure our teams are knowledgeable to deliver a professional and friendly service to you
- make it easy for you to contact us at your convenience, using your online portal, telephone, email, text and website
- acknowledge your queries within ten working days

Paying your service charges

We will:

- make sure your service charge invoices are clear and accurate
- give you a choice of ways to pay your service charges on time
- make it easy for you to check your service charges at any time through your customer portal
- send you an estimated service charge statement every year in accordance with your lease, usually in either April or October
- send you an actual service charge statement for the previous financial year in accordance with your lease, when the service charge accounts have been reconciled
- consult with you regarding new works or services at your block, building or estate where you're expected to contribute more than £100 per year for services or more than £250 for works, in accordance with our statutory obligations (section 20 consultation) - [lease advice](#)
- signpost you to money advice if you fall into difficulties paying service charges

If you don't pay or don't agree repayment terms, we may take legal action against you in line with your lease agreement.

Your home

We will:

- respond to your written permission request to make alterations to your home, once we have received full details of your plans
- consider requests to extend the term of your lease
- be transparent regarding fees which may be applicable for our services
- keep you up to date with any changes to the estate services we provide
- consult with you on planned and future works to be undertaken to your block, building or estate
- give opportunities for you to become involved with our service in ways that suit you - [see our Customer Engagement Plan 2024-2027](#)

To help us keep these standards we ask you to:

- keep to the conditions of your lease
- pay the ground rent, service charges (including building insurance) and the costs of shared, planned repairs and major works
- take out adequate home contents insurance
- inform us of subletting and alternative billing details to help keep our contact records up to date
- request permission to conduct alterations to your property if required to do so by your lease
- carry out regular servicing of gas appliances in your home by a qualified professional
- allow us access to your property after giving you notice to repair an adjoining property or communal areas
- maintain a good relationship with your neighbourhood coach
- report any anti-social behaviour
- be respectful and polite to our colleagues as we will always do our best to help
- engage in consultation activities to enable your observations to be carefully considered

How we'll review this standard

We will carry out regular sample checks to ensure that:

- estimated and actual service charge statements are accurate and issued at the right times
- we have given you proper notice of payments towards works to be completed

We will also:

- regularly report how we are doing to our Homeowner Virtual Panel who are our customers and help us to scrutinise our services
- we use feedback from surveys, compliments, complaints and general comments to improve our service

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

**How to
contact us**



Visit our website for
the latest information
at bromford.co.uk



Call us on
0330 1234 034



Contact your neighbourhood coach
bromford.co.uk/neighbourhoodcoach