

Service standards for leaseholders and shared owners

3



Introduction

We use service standards to monitor our performance and continually improve our services to meet your needs. This leaflet explains the level of service you can expect from us.

As well as the service standards we provide to all our residents, we provide some extra services specifically for leaseholders and shared owners.

(You can get more information on service standards in our leaflets 'What you can expect' and 'Customer care' by visiting www.gatewayhousing.org.uk or phoning 020 8709 4300.)

We will:

- provide an effective and efficient service that is available to all shared owners and leaseholders;
- make sure we provide the best value service we can;

- treat you fairly and with respect;
- respond to you within the timescales in 'What you can expect' and 'Customer care';
- give you information that is clear and in plain English;
- provide translations in other languages if you ask us;
- help you sell your home if you decide to move;
- provide an efficient housing management service;
- keep rent and service charge debt as low as possible;
- provide an efficient, responsive repairs and planned maintenance service (if this applies);
- maintain your scheme to a high standard;
- encourage you to get involved in the work we do;
- listen to your views; and
- give you a copy of our handbook for leaseholders and shared owners.

Customer services

You can phone our customer services team on 020 8709 4300. They will try to deal with your enquiry without putting you through to someone else. If they can't deal with your enquiry, they will try to put you through to someone who can. If we cannot provide a response straight away, we will explain why and give you a response within 10 working days. If we are not able to do this, we will let you know when we expect to be able to give you a full answer.

We ask you to:

- let us know if you need help to understand any information we send you;
- ask if you need help to fill in a form;
- tell us if you would like more information about any of our services;
- be reasonable about what enquiries you think are urgent and not urgent;
- be considerate when our staff are absent from work; and
- understand that sometimes we will not be able to give you an answer straight away.



Estate services

You can get more information in our leaflet 'Estate cleaning charter', which is available on our website at www.gatewayhousing.org.uk or by phoning 020 8709 4300.

We will:

- regularly inspect your scheme and deal with untidy gardens, rubbish, large dumped items and unsatisfactory cleaning to shared areas;
- keep shared areas and facilities safe, working with you to identify how we can improve your safety;
- deal with parking complaints within five working days (or sooner if there is a danger to others);
- take steps to remove abandoned vehicles on our land within 14 days;
- consider requests for improvements from you direct or through residents' groups.

We ask you to:

- report any maintenance needed to the shared areas of your scheme;
- let us know if you think a vehicle has been abandoned;
- park your vehicles responsibly and considerately, and ask your visitors to do the same;
- keep your garden, boundary hedges and fencing tidy (in line with your lease); and
- trim trees or hedges which are overgrowing into nearby properties or walkways.

Getting involved

We offer a range of ways for you to get involved in the work we do. You can get more information on this in our leaflet 'Getting involved at Gateway', which is available on our website at www.gatewayhousing.org.uk or by phoning 020 8709 4300.

Our Leaseholders' Forum is a group set up to represent our shared owners and leaseholders. The group discusses issues that are important to leaseholders.

Our commitment to the Leaseholders' Forum

We will do the following.

- Recognise the Leaseholders' Forum as the main group for consulting leaseholders and shared owners.
- Arrange forum meetings and provide funding. This includes hosting meetings, providing refreshments, writing and sending out papers and following up on points raised at the meetings. We will also provide a dedicated officer to deal with the Leaseholders' Forum and make sure that directors and managers go to meetings when asked to.

- Consult the forum and consider members' views on all matters that affect leaseholders, including (but not limited to):
 - service standards;
 - policies and procedures; and
 - the yearly draft budget before it is agreed each year.
- Hold a 'surgery' before every forum meeting so members can raise issues.
- Tell members about relevant issues and provide training, if needed.

We ask you to:

- let us know if you want to become more involved with our work;
- tell us how you think we can improve our services; and
- fill in satisfaction surveys and tell us your views on the services you receive.

If you would like to find out more, or become a member of the group, email the leaseholders' forum on leaseholders@gatewayhousing.org.uk. You can also use this email address to tell the leaseholders' forum about an issue.

Consultation

We will:

- consult you using meetings, letters and surveys if we want to change the services you receive;
- help you to set up residents' groups and provide support;
- offer a variety of ways for you to be involved in influencing the services we provide;
- tell you if there will be any significant changes to your service charge for major work; and
- consult you fully on all planned major work projects, in line with legal requirements.

We ask you to:

- tell us if you have issue in your area which you want us to investigate;
- let us know if you would like to set up a residents' group – we can give you support; and
- contact the Leaseholders' Forum if you have ideas about how to improve your area.

Improvements

Because you are a leaseholder or shared owner, we will not include your home in our improvement and investment programmes.

If improvements affect the shared areas, for example, the roof of your building, we will formally consult you and let you know how much you will be expected to pay towards the overall cost of the work.

We will:

- give you the opportunity to suggest another contractor to do the work;
- write to you before we start any improvement work;
- tell you what work we will be doing;
- let you know when we will start the work and what disruption you can expect; and
- give you the contractor's or our staff's contact details, in case you have any problems during or after the work.

Please give access to our staff and contractors if we need to carry out work in shared areas.

Financial information

We will:

- clearly explain your rent, service charge accounts and financial information;
- give you a choice of how to pay your rent and service charge;
- tell you how much we think your service charge will cost every year;



- send you a summary of your building insurance cover every year;
- offer you advice and support if you have difficulty paying your service charge or bill for major work; and
- consult you each year about increases in rent and service charges.

We ask you to:

- pay your rent and service charge on time (as set out in your lease); and
- let us know if you have any difficulties paying your rent and service charge. We can offer you support and advice before your debt gets too large to manage.

If you are unhappy with the services we provide, please let us know as soon as possible so that we can put things right.

Please phone our Customer Services Team on 020 8709 4300 who will try to deal with your problem.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



Awarded for excellence



INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8709 4409

Fax: 020 8709 4400

Textphone: 020 8981 3729

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.

