

Leaseholder Housing Management Policy 2022



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- Broad principles for service delivery
 - Support good practice and compliance with legislation
 - Support a robust approach to maximise income recovery



Key Policy Themes

- Lease agreement & rights and obligations
- Information & consultation - S20 major works
- Insurance
- Improvements, Alterations & Repairs
- Subletting
- Lease extensions



Service Charges

- Key principles of charging
- Reserve fund provision
- Major works charges
- Repayment options and hardship support



Service Charge Recovery

- Key aims of recovery
- Provision of advice and support
- Payment options
- Legal action



Performance & Review

- Collection and recovery of income
- Benchmarking for service quality
- Review and improve