

LEASEHOLDERS

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We are committed to providing an excellent service for all our Leaseholders. This includes giving you the opportunity to become involved in decision making and service improvement.

We deliver our Leaseholder Service together with Leeds City Council. Both we and Leeds City Council are responsible for different parts of the leasehold service.

What service can you expect from us?

We will:

- hold meetings with leaseholders twice a year, and have an 'e-forum' for our online leaseholders;
- employ an officer responsible for leaseholders, dealing with enquiries and acting as a link to Leeds City Council;
- write a dedicated column in the quarterly newsletter;
- carry out an annual satisfaction survey;
- seek leaseholder representation on our Board; and
- keep updated a specific page on our website especially for leaseholders.



Working with Leeds City Council we will:

- issue details of your estimated service charge and ground rent costs by 1 April each year;
- issue details of actual service charge and ground rent costs by 1 October each year;



- consult you before carrying out major repairs work (in line with the Common hold and Leasehold Reform Act 2002);
- do repairs to the same timescale as if you were a council tenant (see our Repairs leaflet);
- keep the structure and outside of your building insured against fire, flood, lightning, explosion and other reasonable risks (you are responsible for your own contents insurance);
- publicise the cleaning schedule for communal areas; and
- work with any other relevant organisation to make the area around your home a better place to live.

You can help us by:

- paying your service charge on time (if you disagree with any part of the service charge, you should continue to pay the amount due until the matter is resolved);
- not making any structural alterations without approval;

- telling us if you want to transfer the lease to another person;
- telling us if your contact details change; and
- reporting any communal repairs.

Useful reminders

We will only carry out repairs that we consider to be structural or which affect the outside of the property. You are responsible for things such as decorating or dripping taps.

The purchase of a flat or maisonette is a major investment. We advise anyone considering

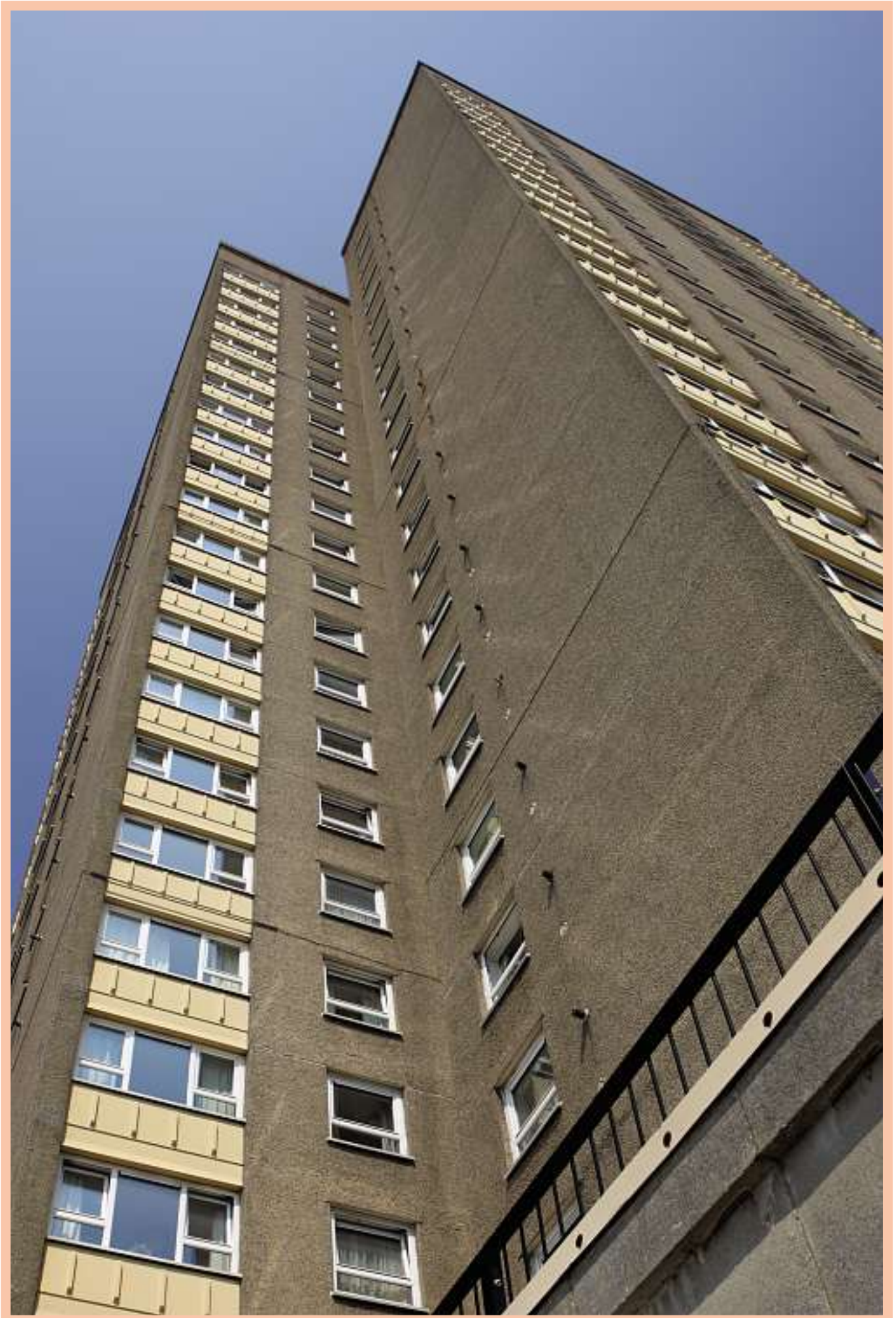
buying their flat or maisonette to take independent legal advice to explain the conditions of the lease and legal issues relating to leasehold ownership.

If you are a leaseholder, or are thinking about becoming one, further details are available in our Leaseholder Handbook available from our website.

Contact us:

0800 915 6660 for general enquiries and to order repairs or **0113 214 1930** to speak to our Leasehold Officer directly or email: **avhleeds.leaseholders@avhleeds.org.uk**





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نايا تو نه م زانيار ناميه بو شيوازيكي تر دهخوازيت؟ بو هس شيوازيكي تر، و لك پيتي گوره، كاسيت
يان سي دي دهنگ، برايمل بو نابينا يان و مرگيرابنت بو زمانتيكي تر، تكايه پهيودندي بكه به تلهفوني
0113 214 1774.

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل
(جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں
حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

Aire Valley Homes Leeds

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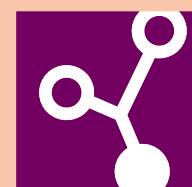
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website:

www.avhleeds.org.uk



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