

'Transforming Homes, Lives and Neighbourhoods'



Leaseholder's Handbook



www.trentanddove.org

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Welcome to Trent & Dove Housing

Introduction

This handbook is provided to those who hold a lease with Trent & Dove Housing and aims to outline the rights and responsibilities of you as a leaseholder, and those of Trent & Dove Housing. You may have purchased your property under the Right to Buy scheme or have a part share in your home under the Shared Ownership scheme.

Trent & Dove Housing

Who are we?

Trent & Dove Housing Limited is a Registered Social Landlord, being a not-for-profit organisation administered by a voluntary board. The company's principle activities are the development and management of social housing following the large scale voluntary transfer of 5,604 dwellings from East Staffordshire Borough Council in March 2001.

Alongside our principle activities we also offer a FirstCall TwentyFour-Seven service, Sheltered Housing (Retirement) schemes and work actively with specialist partners, to provide Specific Needs Support for our more vulnerable residents.

Our mission

“Transforming Homes, Lives and Neighbourhoods”

We will achieve this by:

- ☞ *making our neighbourhoods better places to live*
- ☞ *putting our customers at the heart of decision making and giving them greater choice*
- ☞ *valuing and developing our employees and Board*
- ☞ *being fair to all through integrity, mutual trust and honesty*
- ☞ *striving for excellence and value for money in everything we do*

Chief Executive, Trent & Dove Housing

Commitment to customer care

We are committed to providing an effective and efficient service to all of our leaseholders and we will continually strive to improve how we deliver this.

If you write to us we aim to reply within 10 working days. If we cannot provide you with a full response we will acknowledge your letter, tell you who is dealing with the issue and when you can expect a full reply.

If you visit us we will ensure as far as possible that you are left waiting for no more than 5 minutes before a member of staff sees you. All visitors to our office will be given the opportunity to be seen in a private interview room by the most appropriate member of staff.

If we call to see you at home we will aim to arrive 5 minutes before the appointment time. We will provide you with the full name and job title of the member of staff visiting, and also ensure that the person visiting you has identification.

We will endeavour to keep appointments and advise customers if they have to be cancelled.

.....

In return we ask that our staff should be treated with courtesy and respect. If staff are physically or verbally assaulted by a member of the public whilst at work, Trent & Dove will seek to prosecute the perpetrators.

Our customer care code requires the following behaviour of all of our staff:

- be tidily dressed and wear any designated uniform
- where name badges during working periods
- carry and display proof of identity
- introduce themselves to customers
- give their name to customers when requested
- treat customers with courtesy and respect
- identify the problem and look for positive solutions
- take responsibility for the problem
- treat the homes of customers with respect
- be friendly, welcoming and helpful
- deal with customers promptly
- show patience, understanding and sensitivity in dealing with customers problems
- adopt a non-judgmental approach to customers
- use clear language and not jargon
- behave in a proper and professional manner at all times
- comply with the Company's equality and diversity policy

Our service promises to leaseholders

Communication

We promise to:

- keep all our letters and communications with you clear, concise and simple to understand
- return your telephone calls promptly, either on the same working day or at a mutually convenient time
- give you 24 hours' notice of the cancellation, if for any reason we cannot keep an appointment
- be courteous and polite in all our dealings with customers.

Information

We promise to:

- make information available in Braille, large print, on tape and in translation for those who need it
- give you access to information we have about you in our records. You are entitled to have incorrect or unnecessary information removed from the file. (You have rights under the Data Protection Act with regard to information held about you)
- issue account statements twice times a year (additional account statements can also be requested at any other time)
- supply you with a copy of the Housing Corporation's Service Charter which specifies the standards that you can expect from Trent & Dove Housing.

Consultation

As part of our policy, we want to obtain customers' views on how services are being managed. There are different ways in which we will do this:

- we will ask you, on your own or with other customers, about any proposed changes in management which are likely to affect you
- all new leaseholders will receive a handbook within 12 weeks of their lease commencing
- invite all new leaseholders, within 28 days following sale or assignment, for an appointment to discuss your rights and responsibilities and our obligations towards you
- for blocks of flats, Housing Officers will contact 'scheme ambassadors', people who are prepared to be a contact for Trent & Dove, or visit a scheme at least once per month
- at least twice a year we will invite you to attend a specific meeting for leaseholders
- we will ask for your views on our services whenever we can. This will be done through, consultation meetings, surveys, cyclical and planned maintenance surveys.

Account charges

- We are committed to making all charges as transparent as possible. This means we will provide full information about what it costs to provide services and promote efficiency so that residents get value for money. We aim to deliver all services to the highest standards.
- We will put expensive services out to tender or ensure that we are receiving competitive rates.
- We will consult you fully before we enter into contracts where the cost of the works to the service charge payer exceed £250 or when a long term contract is entered into which will cost the service charge payer more than £100 per year. We will comply with the requirements laid down in the Commonhold and Leasehold Reform Act 2002.
- If you overpay on your account, we will pay you back within 28 days of you telling us in writing. If we need to look into the matter first, we will write to you within 28 days, explaining what we are doing.
- Your service charges will be a fair share of what it costs, or is estimated to cost, to provide services each year.
- Your service charge account will be reconciled annually. A supporting reconciliation statement will be sent to Right to Buy leaseholders explaining any debit balance owed or credit owing to you.

Monitoring

We will regularly check how well we perform to ensure that we live up to the promises we make in our Service Charter. This will be done using a variety of methods such as customer surveys, focus groups, 'mystery shopper' techniques and scheme visits. We will publish any figures that show how we perform.

Our Performance Monitoring Team will review our services and we will act upon their recommendations wherever it is appropriate.

Feedback from our customers to help us improve our service is encouraged.

Anti-social behaviour, neighbour nuisance and harassment

Trent & Dove Housing is committed to tackling all forms of anti-social behaviour whether it is nuisance caused by music, domestic arguments, car repairs, dogs or other behaviour which renders it impossible for someone to experience quiet enjoyment within their home or the wider community.

The Company will seek to deal appropriately with anti-social behaviour that occurs within or in the locality of the company's properties.

There are provisions in the lease designed to prevent certain kinds of anti-social behaviour. You may be able to enforce these in certain circumstances and we may be able to help. If so we may require you to contribute to or cover the costs of doing so.

More information on how to deal with anti-social behaviour is available in a leaflet from your local office.

Equality & diversity

Trent & Dove Housing is committed to providing high quality service to all our customers regardless of their ethnic origin, gender or disability.

In order to achieve our aims we will provide services that are relevant to peoples needs and that respect their cultural and social identities.

Trent & Dove Housing will:

- ensure that our services are accessible to all
- provide sufficient information about our key services and arrange for them to be made available in translation and/or in another medium when required
- listen to our customers and involve them in the development of services that recognises and values diversity
- consult with different communities and individuals to ensure that we provide services that are responsive and reflect the diversity of need
- work with other agencies and community organisations to promote racial equality and eliminate racial disadvantage and racial harassment
- create an environment that recognises and respects diversity in all aspects of race, religion, gender, sexuality and age
- recognise that both customers and employees have an important role in ensuring that Trent & Dove Housing meets these aims.

Compensation

We will provide compensation if we fail to reach the standards set out in the Service Charter and cause you serious inconvenience as a result.

Confidentiality

We will treat all information given by or held about our customers with the highest level of confidentiality that ensures access is strictly limited to staff and agencies where there is an essential need to know.

Your lease

What is a leaseholder?

A leaseholder is someone who owns a lease. The lease gives you a right to live in your home for a certain period of time this is set out in your lease. As a leaseholder you buy the right to live in your home, you do not own the land surrounding it or the structure of the building that your home is in.

Trent & Dove Housing retains the freehold of the land and building and is your landlord.

What is the Lease?

The lease which is signed prior to you purchasing your home is a legally binding contract between you and Trent & Dove Housing. It gives you and your successors the right of possession of your property for a long period, provided you keep within the terms of the lease. It details your rights and responsibilities and explains how and on what basis you can assign your lease.

Types of lease

Right to Buy lease – granted for a term of 125 years

Shared ownership lease – granted for a term of 99 years

Your lease will grant you and the subsequent owners the right to reside at the property subject to the terms and conditions as set out in the lease. The term of the lease is from the initial purchase from Trent & Dove Housing. It does not restart when there is a change of ownership.

Your obligations

Under the terms of your lease you will generally have the following responsibilities:

Right to Buy

- to pay the yearly ground rent and service charges on time
- not to make any alterations or additions to the interior or exterior of the property or erect any new buildings without the landlords' prior written consent
- to give written notice to Trent & Dove Housing of any change of ownership
- to keep the interior of your flat in good condition and repair
- to allow access to Trent & Dove Housing to check the condition of the property, carry out repairs and make improvements as required
- to only use the property as a private residence and not for any business
- not to do anything that will cause a nuisance or annoyance to others

Shared Ownership

- to pay the rent which is reviewed annually in accordance with the rent review provisions in your lease
- to pay the service charges
- to keep the interior of your property in good condition and repair
- not to make major alterations or additions to the interior or exterior of the property or erect any new buildings without the landlords' prior written consent
- to allow access to Trent & Dove Housing to check the condition of the property
- the subletting of shared ownership properties is allowed; however you should seek the permission of Trent & Dove Housing and your mortgage company before you allow someone else to move into the property
- not to do anything which may cause a nuisance or annoyance to others
- not assign your lease without the landlord's prior written consent. If you wish to sell your property by assigning your existing share of the property your lease may provide that:
 - (a) you give us written notice of your intention to sell. Your lease may give us a right to nominate a buyer
 - (b) you may be required to pay the valuation fee as a valuation may be required to establish the market share of the property.

Our obligations

Right to Buy and Shared ownership

Your lease will usually provide that we:

- repair and maintain the structure of the building and any communal areas
- deliver the services as set out in the lease and recharge as appropriate
- recharge a reasonable share of the costs of repairing and maintaining the structure of the building and the communal areas
- keep the building insured against the usual insured risks.

Breach of terms

What happens if you breach any of the terms?

Your lease states that if you breach any of the terms contained in it, Trent & Dove Housing have the right to forfeit the lease and take back the property. This is only in extreme cases and a number of measures, including notice to the lender, would be taken before this right of forfeiture can be exercised.

What happens if we breach any of the terms?

If Trent & Dove Housing fail to carry out any of the duties as outlined in the lease, you should first try to resolve them directly with us.

There are various statutory provisions available which may enable you to take Trent & Dove Housing to court or to a Leasehold Valuation Tribunal to enforce your rights. Further information can be obtained from the Leasehold Advisory Service. Contact details can be found on page 37.

Rent

Right to Buy

If you have purchased your property through Right to Buy you will no longer have to make any rent payments. You will be required to pay a service charge. This is detailed in the next section.

Shared Ownership

As a shared owner you pay a rent to Trent & Dove Housing which reflects the proportion of the equity that you own. The rent is subject to annual increases that are linked to the Retail Price Index, which will be detailed in your lease. In all cases you will be given one months notice of any increase.

How to pay your rent?

Your rent is due monthly in advance by Direct Debit.

Staircasing

Shared Ownership

Under the lease you will have the right to increase your share in the property leading to buying it outright. This process is known as “staircasing”. If you are staircasing you must:

- notify us in writing stating the additional share you wish to buy
- pay the valuation fee as a valuation is required to establish the value of the share you wish to buy
- decide within the time limit specified in your lease whether you want to:
 - (a) buy a further share
 - (b) buy your home outright

The staircasing provisions can vary - you should check your lease to establish the exact requirements.

Some leases have restricted staircasing which will mean that you cannot buy outright.

Remortgaging and further advances

If you wish to remortgage or take a further advance on your property, you must obtain Trent & Dove Housing’s approval in writing.

Service charges

What is a service charge?

A service charge is a payment that you make towards the costs of providing and maintaining services for the estate you live on. The cost of providing these services is split fairly between all properties on the estate whether privately owned or rented. In some cases service charges are applied when a repair has been carried out that is specifically for your area or property.

The services that you receive will vary depending on where you live but may include:

ground rent - this is £10 per annum as set by legislation

communal cleaning – cleaning of communal hallways and stairs

decoration – painting of communal hallways as well as painting the exterior of the structure such as drainpipes and fascia boards

door entry system – maintenance of the communal door entry system which serves the block

grounds maintenance – maintaining any common areas of land, including cutting the grass, pruning shrubbery and weed killing on communal paths and drying areas

communal electricity – lighting to the communal stairs and hallways

repairs & maintenance – general repairs and maintenance to communal areas

management charge – to cover the administration of:

- keeping financial accounts
- processing invoice and service charge payments
- office overheads
- dealing with your queries

How do I pay the charges?

Right to Buy leaseholders - an invoice will be issued in April and October. Payment is due within 14 days of the invoice date. You may wish to set up a standing order and pay an agreed amount each month. For further details contact the Finance department.

Shared ownership leaseholders – the charge will be put on your account and is due for payment monthly in advance.

What if I disagree with the charges?

We will always try to work out your charges fairly and accurately. If you disagree with any of the charges please contact the Property Sales Officer who will review your account to ensure the charges are correct.

Account statements – Right to Buy leaseholders only

We will send you a service charge statement twice a year in April and October. Your statement will show all invoices, credits and adjustments made to your account over the preceding 6 month period.

Depreciation

Depreciation is the method of recovering the cost of large items of expenditure that have been incurred.

Sinking funds

A sinking fund is a contribution towards large items of expenditure that will be incurred in the future. They are set up to avoid the necessity for large sums to be collected from you in the year of replacement. Sinking funds paid by leaseholders are held 'in trust' and the money used for the purpose specified in your lease.

Administration Charges

Administration charges are made for undertaking particular additional tasks such as providing copy leases, copy service charge invoices and building insurance policies. Details of these charges can be obtained from the Property Sales Officer.

Payments

There are a number of ways that you can pay your service charge:

in person at our offices - you can pay by cash, credit/debit card or by cheque, at our Trinity Square or Uttoxeter offices. Please remember to bring your invoice so that your payment may be processed correctly.

by post - you can post your cheque to our head office but please include the remittance slip provided at the bottom of your invoice. **Please do not send cash through the post.**

by phone – you can pay over the phone using your credit/debit card. If you wish to use this facility please call 01283 528538.

standing order - we can supply you with a mandate so that you can make payments directly from your bank account; this is particularly useful if you wish to pay your service charges by monthly installments.

direct debit - available for shared ownership leaseholders only. The Direct Debit mandate is completed at the point of sign-up and covers both your rent and service charge.

Problems paying?

If you have problems paying these charges it is important that you contact the Finance department. We will deal with all situations sympathetically and seek to agree ways of resolving any problems.

You may be able to obtain help if you are a leaseholder through the Department of Social Security with regard to interest payments on any mortgage held. It is important to note that the assistance is for interest payments only and are only available 9 months after defaulting on mortgage payments.

If you are a shared owner you may be entitled to Housing Benefit to assist you in paying your rent and service charge.

If you continue to fail to clear any outstanding debt we will be forced to take firm action. This may involve contacting your lender, if you have a mortgage, to inform them of any debt and request that the outstanding amount be added to your mortgage. If you are a Right to Buy leaseholder we may pursue the debt through civil debt actions or seek to commence proceedings for forfeiture of the lease, which could result in you losing your home.

Repairs & Improvements

Responsibility for repairs

As a shared owner or Right to Buy leaseholder you have certain responsibilities under the terms of your lease to repair and redecorate your property. A summary of responsibilities is listed on pages 25 and 26. Your individual lease contains more detailed information.

How do I report a repair that is not my responsibility?

If you need to report a repair that does not come within your responsibility please contact our customer services team on 01283 528528, Monday to Friday, 9am to 5pm. The out-of-hours contact is 0800 169 5538.

How long will it take for the repair to be done?

Repairs are given a priority from 1-5 dependent on their urgency. A priority 1 repair will be dealt with within 24 hours whereas we have 31 days to carry out a priority 5 repair. A customer services officer will be able to tell you what priority the repair has been given.

What if it is an emergency?

If you need to report an emergency repair please contact the customer services team or the out-of-hours number listed above. They will ensure that the work is ordered and carried out as soon as possible.

Gas Safety – Right to Buy leaseholders only

Trent & Dove Housing will carry out a safety check to your gas appliances, including boilers and flues annually. Our contractor will arrange this directly with you. It is important that you allow access for this service as a dangerous appliance in your property could affect others in your block. We are not responsible for any repairs or remedial works required to your gas installation or appliances.

We have no legal obligation to carry out these safety checks. This work is carried out purely in the interests of your and our tenants' safety.

If you live in a house...

You are responsible for all repairs to your home including entrance doors, accidental or deliberate breakage of windowpanes and for the internal redecoration of your home.

Our responsibility

Ensure that the property is adequately insured until you have 100% ownership of the property

To carry out any repairs & maintenance to any communal paths, roads & grounds

To repair & renew boundary walls, fences, hedges & access roads and paths serving the property subject to a service charge

Your responsibility

Contribute towards the costs of repairs to communal paths, roads and grounds serving the property

Any new structures of fixtures & fittings that you have replaced with the written consent of Trent & Dove Housing

Carry out any works that are required by any local or national authority

Maintain the internal decorative condition of the property

Maintain the gardens to the property including any boundary walls and fences that have been assigned to you

If you live in a flat...

We are only responsible for the repair and maintenance of the exterior of the building including window frames, communal lighting and communal redecoration.

<i>Our responsibility</i>	<i>Your responsibility</i>
Anything to do with the structure and communal areas of the building	Internal decoration of your own flat
All communal areas both internal & external	Internal floorboards and floorcoverings
All communal fixtures & fittings including rainwater pipes, gutters & fascia boards	Internal fixtures and fittings which include, internal pipes, taps, sinks and sanitary fittings
The provision of a communal tv aerial, electricity supply, cleaning service & domestic refuse chute	The maintenance of any heating system which serves your own property including annual servicing and any repairs
The repair & maintenance of any shared pathways, boundary walls and car parking areas, as well as communal gardens and grassed areas.	Fences & boundary walls that have been sold to you with the lease to the flat
The provision of an adequate buildings insurance policy	Fuses, light fittings and other electrical or gas fittings and appliances
Outside Drainage	Any additions to the original structure that you have made with our consent including conservatories, porches and sheds
	The freezing or bursting of internal pipes
	Internal wall coverings as well as internal doors, tiles, skirting boards

Alterations to the property

You may wish to carry out your own alterations and improvements to your property for example replacement of windows and external doors, construction of external porches and the construction of additional outbuildings.

Before you make any alterations or improvements that will affect the structure of the building, or any shared services you must first obtain written consent from Trent & Dove Housing. Without this permission you may be required to put the property back to its original condition at your own expense. Retrospective consent may be granted but there is a charge for this.

If you are in any doubt as to whether you need written consent please do not hesitate to contact the Property Sales Officer.

Please note: the work may also be subject to Local Authority Planning and Building Regulations.

Improvements & Planned Maintenance

We will carry out items of maintenance such as window replacement and communal floor covering upgrades according to our planned maintenance programme.

Where the contribution to work is going to exceed £250 per property then you have the legal right to be consulted before the work commences. This is in accordance with Section 151 of the Commonhold & Leasehold Reform Act 2002. This consultation follows prescribed stages.

1. A Notice of intention will be issued to describe proposed works and to invite comments. Should you wish to comment on the proposed works or nominate your own contractor, you need to respond within 30 days.
2. We will provide you with a Contract statement detailing the lowest two estimates. The remainder will be available for inspection. Observations are required within 30 days. Any comments that you make will be taken into consideration. You cannot refuse your permission for the works to go ahead as we have a legally binding duty under the terms of the lease to repair and maintain the building.
3. A Notice of reason will be sent once the contractors have been appointed informing you of the commencement date.

Where work is of an urgent nature and cannot be delayed it will be carried out without consultation. Examples of these circumstances are water bursts or roof repairs.

Building insurance

Trent & Dove Housing insure the building where you live. This is because we still retain ownership of the structure and remain responsible for the upkeep, repair and maintenance of the building. The cost of the building insurance is included on your service charge invoices.

Trent & Dove Housing insures the building against all the normal insurance perils which include fire, lightening, explosion, thunderbolt, riot, civil commotion, malicious damage, storm damage, subsidence heave and landslip. In the event of a claim, a £50 excess is payable. Full details of what is included can be obtained by contacting the Finance department. The building insurance policy is renewed annually.

Please note that the building insurance policy only covers the structure and communal parts of the structure and not the contents of your home.

Getting involved

Trent & Dove Housing is committed to resident involvement. Your views on our services and changes that affect you and the community you live in are all extremely important to the company. To help you influence the way your home is managed we provide opportunities for you to get involved in our decision-making processes.

Customer panel

We have set up a panel of residents initially to look at aspects of the service we deliver and provide constructive feedback on service delivery and ideas for improvement.

Telephone, postal survey and e-mail

We have established a poll of over 200 members, who are prepared to answer up to 3 surveys per year either by telephone, postal survey or e-mail. The surveys only take up a few minutes of your time and are relevant to the services delivered to you.

Residents Associations

The Residents Associations are open to all members of the communities they represent. They provide a link between the residents and Trent & Dove Housing as well as looking at the wider field of what is happening in our local communities. All residents have equal access to information and advice and are given encouragement to become involved in and manage projects that will increase the sustainability of their communities.

Federation of Residents Association

Issues from the local residents associations meetings will be brought to the Federation. The Federation will have an annual budget subject to review for funding of community based and environmental projects which are bid for and voted on by all members.

Working groups

These groups offer the opportunity to those who do not want an ongoing involvement but have a particular interest in a particular aspect of the work we do. The groups are project based, see the project through to conclusion, then meet to review the outcome.

Leaseholder forums

We recognise that the issues for leaseholders can be different to tenants. We have therefore agreed to hold two leasehold forum meetings each year to which all leaseholders will be invited to discuss specific issues of importance.

Forums are usually held in March and September and are held at different locations enabling all leaseholders' access to the service. The agenda of these meetings is intended to cover current issues. There is also an opportunity to arrange one to one meetings to discuss specific issues which cannot be covered within the scope of the forums.

Alternatively, you can make use of our customer feedback system through the Comments, Compliments and Complaints procedure.

Compliments & complaints

If you think a particular service is doing well, or a member of our staff has provided an excellent service, please tell us. You can make comments about any aspect of our services, or suggestions that you think may improve the service we provide.

If things go wrong.....

We recognise that even in the best run organisations there are occasions when things can go wrong and you may be unhappy about something we have done or failed to do.

We wish to learn from our customers' complaints and welcome them as a valuable form of feedback about our services. We define a complaint as a criticism of behaviour or action or lack of action. Through our comments, compliments and complaints system, the information gained will be used to help drive forward continuous improvements to our company's services to meet your needs.

All complaints will be treated confidentially and your privacy will be protected.

If having exhausted the company's staged procedure for dealing with complaints, you still feel that there are unresolved issues, you can contact the Independent Housing Ombudsman. The telephone number can be found in 'Useful Contacts'.

Useful contacts

Below is a list of numbers you may find helpful when sorting out things to do with your home. The area at the bottom has been left blank so that you can add any numbers of your own that you wish to keep handy.

Citizens Advice Bureau	01283 510993
East Staffordshire Borough Council	01283 508000
The Housing Corporation	0845 230 7000
The National Housing Federation	0207 278 6571
Independent Housing Ombudsman	0845 7125973

My Numbers

_____	_____
_____	_____
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_____	_____
_____	_____
_____	_____
_____	_____

Contact us

You may contact us either in person, by phone, or in writing.

Head Office:	Trent & Dove Housing Trinity Square Horninglow Street Burton upon Trent Staffordshire DE14 1BL Tel: 01283 528528 Fax: 01283 528698
Uttoxeter Office:	11 Bradley Street Uttoxeter Staffordshire ST14 7QA Tel: 01889 561870 Fax: 01889 566094
Opening hours:	Monday to Friday Reception: 9.00am to 5.00pm Cash Office: 9.00am to 4.00pm

Who to speak to

<i>for advice about:</i>	<i>contact:</i>	<i>area covered:</i>
<p>your lease service charges your rights and responsibilities staircasing improvements & alterations to your property</p>	<p>Property Sales Officer</p> <p>01283 528541</p>	<p>all areas</p>
<p>general estate management, including: reports about nuisance and antisocial behaviour</p>	<p>Housing Officer</p> <p>01283 528632 01283 528656 01283 528663/4/5 01889 561873</p>	<p>Burton area Horninglow Stapenhill & Winhill Uttoxeter town & rural</p>
<p>service performance standards</p>	<p>Performance Manager</p> <p>01283 528630</p>	<p>all areas</p>
<p>shared ownership management</p>	<p>Shared Ownership & Marketing Officer</p> <p>01283 528587</p>	<p>all areas</p>
<p>payment arrangements for: service charges shared ownership rents insurance claims & information</p>	<p>Finance Office</p> <p>01283 528538/9</p>	<p>all areas</p>
<p>repairs</p>	<p>Maintenance Officers</p> <p>01283 528591 01283 528578 01889 561875</p>	<p>Burton area Stapenhill & Winhill Uttoxeter town & rural</p>
<p>gas safety & servicing</p>	<p>Project Manager Gas</p> <p>01283 528592</p>	<p>all areas</p>
<p>cyclical & planned maintenance</p>	<p>Project Manager Cyclical & Planned</p> <p>01283 528565</p>	<p>all areas</p>

Specialist advice

Leasehold issues can sometimes be complicated and require specialist advice. There are a number of organisations, which may be able to give you the specialist advice required:

Citizens Advice Bureau

Union Street, Burton upon Trent, Staffordshire.

01283 510993

www.citizensadvice.org.uk

Provides a wide variety of advice and explains your rights and responsibilities. Collects evidence of CAB clients problems and uses this to campaign for changes in policies and services.

Department for Communities and Local Government

Eland House, Bressenden Place, London. SW1E 5DU

020 7944 4400

www.communities.gov.uk

Publish a range of booklets with information on a variety of housing matters.

The Royal Institute of Chartered Surveyors

RICS Contact Centre, Surveyor Court, Westwood Way,
Coventry, Warwickshire. CV4 8JE

0870 333 1600

Give comprehensive advice on property matters including leasehold issues. Promotes best practice, represents consumers interests and provides impartial advice to society, government and global organisations.

LEASE – The Leasehold Advisory Service

31 Worship Street, London. EC2A 2DX

020 7374 5380

www.lease-advice.org

Provides free advice on the law affecting residential long Leasehold and Commonhold properties. LEASE publish a wide range of free advice notes.

Leasehold Valuation Tribunals (LVTs)

Residential Property Tribunal Service

2nd Floor, East Wing, Ladywood House, 45-46 Stephenson Street, Birmingham. B2 4DH

0845 600 3178

The Residential Property Tribunal Service is the public body that can decide many rent and leasehold disputes. They provide a fair, unbiased service.

If you would like information in another language or format, please ask us.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

Urdu

Jeżeli chciałby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Polish

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید

Farsi

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه

Kurdish