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| The Wrekin Housing Group | Leasehold Management Policy Number 2020/020 |
| Originator / Author : | Andy Johnson Head of Housing |
| Direct Lead: | David Wells Executive Director of Operational Services |
| Target Audience: | Employees of The Wrekin Housing Group |
| Version: | 2. 16 th June 2020 |
| Date of Final Ratification / Board Approval: | 16 th June 2020 |
| Name of Ratifying Committee / Board | Executive Management Group |
| Review Date: | March 2023 |
| Expiry Date: | June 2023 |
| Associated Policies / Procedures | Home Ownership Policy Service Charges Policy Repairs & Maintenance Policy Tenant Debt and Income Management Policy Anti-Social Behavior Policy Hate Crime and Harassment Policy Estate Management Policy Customer Service Policy Resident Involvement Policy |
| Reporting | Housing Management Monitoring Boards (Monthly) Income Management Board |
| Review / Update | Three year review cycle |
| Policy Location | Intranet The Wrekin Housing Group website |
| Policy Category | Housing Management |

1. Introduction

- 1.1 The Wrekin housing Group recognises its responsibilities as a freeholder and is committed to ensuring that all leaseholders are treated with courtesy and respect and receive standards of service comparable with those enjoyed by all other customers of the Group.

2. Scope

- 2.1 The primary aim of this policy is to layout The Wrekin Housing Group's approach to managing leaseholders. Ensuring we adhere to our responsibilities to leaseholders and relevant legislation whilst making leaseholders aware of their responsibilities to us the freeholder and other residents.

3. Policy Statement

- 3.1 The Wrekin Housing Group is committed to meeting its responsibilities to leaseholders under the terms of their lease and will comply with relevant legislation and regulatory guidance. The Group will endeavour to provide leaseholders with high quality services in the management and maintenance of their home.
- 3.2 The Group will fulfil its obligations under the terms of the lease and the requirements of the law relating to leasehold management. The Group will also continually work towards adopting best practice in the management of leasehold property.
- 3.3 The Group aims to ensure that leaseholders comply with the terms of their lease, in particular the payment of service charges, not causing or allowing (including sub tenants) to cause harassment, nuisance or other actions that are likely to affect the lives of other residents.
- 3.4 The Group believe that working in partnership with leaseholders is the best way of making sure that it delivers services that leaseholders want and value.

4. Roles and Responsibilities

- 4.1 The Group Chief Executive will be responsible for:
- Ensuring sufficient resources are provided for those working directly with the Groups leaseholders in both the fields of support and enforcement;
 - Ensuring the policy is applied consistently and aligns with the Groups vision and values;
 - Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

- 4.2 The Executive Director and Head of Housing will be responsible for:
- Ensuring the necessary level of focus is given to the delivery of proactive and reactive responses in regards to leasehold management;
 - Ensuring the sufficient allocation of resources are available to deliver the proactive and reactive responses;
 - Ensuring suitable monitoring and reporting mechanisms are in place.
- 4.3 The Tenant Services Manager and Leasehold Management Consultant will be responsible for:
- Reviewing the policy and making sure it recognises changes in statutory and legal requirements;
 - The policy being up to date and relevant in terms of best practice both within and outside of the sector;
 - Ensuring that there is appropriate training and guidance available to allow for the contents of the policy to be delivered on a day to day basis.
- 4.4 Area Managers and Leasehold Executive will be responsible for:
- Day to day monitoring of accounts to determine that all missed payments are managed in accordance with the policy;
 - Ensuring that the best practice promoted in the policy is delivered on a day to day basis;
 - The delivery of services and major works to leaseholders are consulted in line with legislation and good practice guidance.

5. Definitions

Freehold: The absolute ownership of property.

Leasehold: The right to occupy / use the property for a fixed number of years granted by a lease that sets out the rights and obligations of the leaseholder and the landlord.

Lessee: The person to whom a lease was originally granted and more commonly, the present leaseholder.

Lessor: The person who originally granted the lease and more commonly the present landlord.