



Leaseholders

Our leaseholders will have bought their home under the Right to Buy Scheme or on the open market, and signed a lease setting out the rights and responsibilities between them and Solihull Council, the landlord.

SCH manages the leaseholders' service on behalf of Solihull Council. Our leasehold team will give advice and assistance on a range of leaseholder enquiries, including, services charges, payments and improvement work. We aim to give excellent services that focus on you as a leaseholder.

What we will do

We will:

- Provide information on our website about our services to leaseholders.
- Offer free advice, when you become a leaseholder, to help you understand your rights and responsibilities, including service charges and tips on how to get the most out of your lease.
- Ensure our team is knowledgeable and highly-trained to deliver a friendly and professional service to you.
- Make it easy for you to contact us at your convenience, using My SCH Account, telephone, email, text, website and Type talk.
- Respond to your enquiries within 10 working days.



Paying your Service charges

We will:

- Make sure your service charge invoices are clear and accurate.
- Give you a choice of ways to pay your service charges on time. These are listed on our website.
- Make it easy for you to check your charges at any time through our self-service customer portal MY SCH Account.
- Send you an estimated service charge statement every year as well as a summary of your rights and responsibilities each April.
- Send you an actual service charge statement for the previous financial year each October.
- Send you a service charge and ground rent invoice four times a year (April, July, October and January).
- Give you at least 30 days' notice (showing estimated costs of the work) if we need to carry out any large repairs we expect you to pay more than £250 towards.
- Give you notice of any new long term agreements (longer than 12 months) where we expect you to contribute more than £100 towards services.
- Offer support and money advice if you fall into difficulties paying your service charges.
- If you don't pay or don't agree repayment terms, we may take legal action against you in line with your lease agreement.

Your Home

We will:

- Give an opportunity for you to agree terms with the same company we trust to deliver our gas servicing programme, so you can meet your gas safety responsibilities.
- Respond to your written permission request to make alterations to your home within 10 working days of receiving full details of your plans.
- Keep you up to date and consult you on major issues that affect your lease.
- Give opportunities for you to become involved with our service in a ways that suit you. See our Service Standard on Resident Engagement.

To help us keep these standards we ask you to:

- Keep to the conditions of your lease.
- Become a Leaseholder Advocate to help us deliver great services to you.
- Pay the ground rent, service charges (including building insurance) and the costs of shared, planned repairs and major works.
- Inform us of subletting and alternative billing details to help keep our contact records up to date.
- Request permission to conduct alterations to your property.
- Carry out regular servicing of gas appliances in your home by a qualified professional.
- Be respectful and polite to our staff, we will always do our best to help.

How we will keep a check on our Service Standards

We will carry out regular sample checks to ensure that:

- Estimated and actual service charge statements are accurate and issued at the right times.
- We have given you proper notice of payments towards works to be completed.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.

How we will update you on how we are doing

- In our Annual Report we will tell you how we are performing.
- Our target for 2020/21 is to collect 99% of Leaseholder Service Charges due to us.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will provide updates on our Service Standards in our annual report and quarterly newsletter.

We will review our Service Standards

When we:

- Review our KPIs as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.