

Leaseholders Service Standard	Monitoring	Reporting to leaseholders
Consult with you on any major repairs or improvement we plan to carry out to the building where you live and explain your payment options for any repairs or improvement.	Annual leaseholder satisfactory survey Leaseholder forums Service Improvement Group Telephone survey Mystery Shopping, Quality control checks	Service Improvement Group Leaseholder Forums Factsheet
Acknowledge receipt of an application for a waiver of covenant within your leasehold agreement with 10 days.	Quarterly	Service Improvement Group
Acknowledge your enquiries within 1 day and respond fully to them within 10 working days.	Monthly	Service Improvement Group Newsletters Customer Sounding Board
Acknowledge your complaints within 1 day and respond fully to them within 10 working days.	Monthly	Service Improvement Group Newsletters Customer Sounding Board
Hold at least 2 open forums for leaseholders each year and offer you a range of ways to become involved in shaping service improvements	6 monthly	Leaseholders Forums Multi-Storey Working Group Service Improvement Group
Hold a minimum of 2 Customer Sounding Boards per year.	6 monthly	Leaseholders Forums Service Improvement Group Multi-Storey Working Group Customer Sounding Board
We will visit you at your home on completion of becoming a Leaseholder, to give you a leaseholder Handbook which explains your lease, your rights and responsibilities.	Monthly. Annual leaseholder's satisfaction survey. Home Visit Form.	Service Improvement Group Leasehold Forums Customer Sounding Board Newsletter

We will provide an annual statement before the 1 st October of rechargeable costs which have been incurred, advising of any under or overpayment.	Annually Annual leaseholders satisfaction survey	Service Improvement Group Annual report to leaseholders(newsletter) Leaseholder Forums
We will provide leaseholders with a wide range of payment methods.	Quarterly/Annually	Service Improvement Group Annual report to leaseholders(newsletter)
To produce regular leaseholder newsletters.	Quarterly	Service Improvement Group Leaseholder Forums Customer Sounding Board Leaseholder Forum
Keep you informed on how we have performed each year on these services standards.	Quarterly	Service Improvement Group Leaseholder Forums Customer Sounding Board Newsletter
Contact you within 1 working day of your report on very serious cases of Anti Social Behaviour involving actual, or threats of violence; Contact you within 5 working days on all other ASB issues.	Quarterly	Service Improvement Group Leaseholder Forums Newsletters Customer Sounding Board
We will provide you with a service charge estimate 4 weeks in advance of the forthcoming financial year; and confirm the actual charges before the 1 st October”	Annually	Service Improvement Group Annual report to leaseholders(newsletter) Leaseholder Forums
If you have overpaid your service charge account we will provide you with a refund within 10 working days of the annual statement being issued	Annually	Service Improvement Group Annual report to leaseholders(newsletter) Leaseholder Forums