

# Leaseholder Information Booklet

This information booklet provides details about the lease on your home.



It will give you information about:

- What your lease means
- Your rights and responsibilities, as well as ours
- Repairs and maintenance that might be necessary
- How to contact us

**gentoo**

# What is a lease?

Your lease is a legal contract between you and Gentoo. It's a document that sets out the relationship between you as a leaseholder and us as your landlord.

The lease gives you the right of possession of your flat or apartment for a period of between 99 and 150 years from the original purchase date, providing you keep to the terms of it.

Your lease document sets out the terms and conditions of your lease.

## Service charge

As part of your lease agreement, you will usually pay a monthly service charge to us. The service charge is detailed in your lease and is made up of the following categories:

- Services (cleaning, grounds maintenance etc)
- Utilities (communal electricity and water etc)
- Major works (communal decoration etc)
- Repairs (communal, day-to-day)
- Maintenance (fire alarms, emergency lighting and lifts etc)
- Sinking fund
- Audit
- Buildings insurance
- Management

How your service charge is calculated is explained in your lease and within your Annual Statement.

## **Insurance**

Your service charge also includes building insurance. Please note that this does not cover your contents. You will need to arrange this separately.

If you require confirmation of your building insurance cover, please contact us.

## **Your rights and responsibilities**

### **The law**

There are a number of Acts of Parliament and laws protecting your rights as a leaseholder. If you need help or are unsure about your rights, a solicitor can advise you. You can also contact the Citizens Advice Bureau or Leasehold Advisory Service (LEASE).

### **Management**

As your landlord, we will take action if there are any problems within your neighbourhood or your building, including noise or nuisance. If you are experiencing any problems, or have any concerns then please get in touch with us.

### **The Right to Manage**

You have the right to take over the management of the building together with other owners. Please contact us and we will provide you with all the relevant information.

## **Making alterations**

You cannot make any significant alterations to the inside or outside of your flat or apartment without our written consent. We class significant alterations as items such as removing walls and renewing windows. Minor internal works such as decorating or replacing kitchen units do not require our permission. You can contact us at any time for advice on what works require permission. There is a fee payable of £61.50 (inc VAT) for giving permission.

## **Major works**

You also have a legal right to be consulted on any major repairs and contracts which you will pay a share of where your charge is greater than £250. Major works are carried out under our programmed maintenance or improvement schemes and are planned elements of maintenance, repair, upgrade or renewal.

We will only carry out major works to the structure, exterior and communal parts of the building and will give you advance notice of this.

## **Communal cleaning**

Your service charge also covers the regular cleaning of the communal area within your building and we will provide you with details of any cleaning schedules.

## **Grounds maintenance**

Your service charge also covers the maintenance of the grounds around your building.

## **Repairs and maintenance**

As part of your lease, you have the right to ask us to keep the structure, exterior and communal parts of the building, and services, in a fit state of repair.

## **Your responsibilities**

As a leaseholder, you have the responsibility of maintaining the inside of your home.

It is also your responsibility to repair and maintain gas boilers, cookers, hobs or other gas appliances within your flat or apartment. All appliances should be inspected annually by a Gas Safe registered engineer. If you do not do this, you run the risk of carbon monoxide poisoning or a gas explosion.

We therefore recommend that you arrange for the inspection in order to protect the property, building and safety of you and other residents in the building.

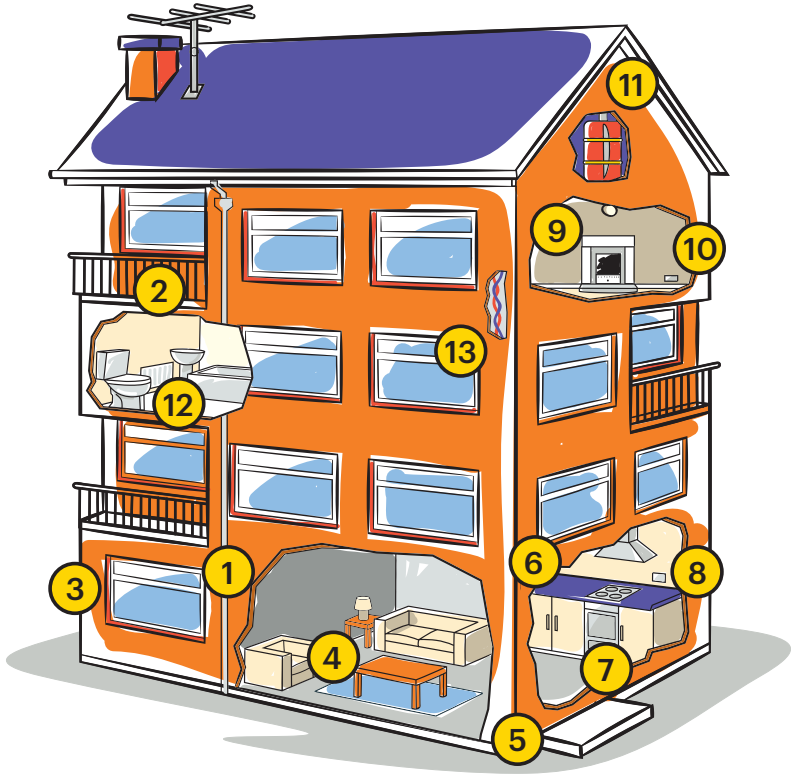
For leaseholders with more recent leases, Gentoo has the right to enter the property and carry out the service if the certificate is not provided. The leaseholder will pay all the costs in doing this.



## **Our responsibilities**

Gentoo Group will repair and maintain the structure, exterior and communal parts of your building. You are responsible for the inside of your flat and for services which are to your flat only.

The houses on the following pages detail which repairs each has responsibility for:

# Inside Flat



	Gentoo Group
	Leaseholder

## 1 Internal walls

- Pointing
- Damp proofing
- Faulty wall tiles
- Brickwork cracking
- Surfaces including plaster
- Plasterboards/Tiling
- Decoration

## 2 Bathroom fittings and sanitary ware

- Sink or bath leaking or blocked
- Faulty taps, or plug
- Toilet blocked or leaking
- Shower problems

### 3 Floors and ceilings

- Faulty timbers, joints or beams
- Concrete sub floor deterioration
- Other supporting floor structure problems
- Surfaces including floor boards, plaster, plasterboards, decoration, carpets, tiles and laminate flooring

### 4 Light fittings, sockets, bulbs and fuses

- Broken or faulty item

### 5 Internal doors all repairs and decoration to all items

- Broken and faulty item

### 6 Fires and cookers

- Faulty appliances

### 7 Kitchen fixtures and fittings

- Sink leaking or blocked
- Faulty taps, plug or drainer
- Washing machine problems

### 8 Communal fire and smoke alarms and extractor fans

- Faulty or broken communal parts only
- Faulty or broken parts which serve flat exclusively

### 9 Gas appliances

- Gas boilers
- Gas fires
- Gas water heaters
- Any other form of gas appliance

These should be serviced by a Gas Safe registered engineer

### 10 Skirting boards, sills, architraves, stairs and fire surrounds

- Repairs or decoration

### 11 Communal water tank and pumps

- Leaking or blocked communal supply
- Leaking or blocked supply which serves flat exclusively

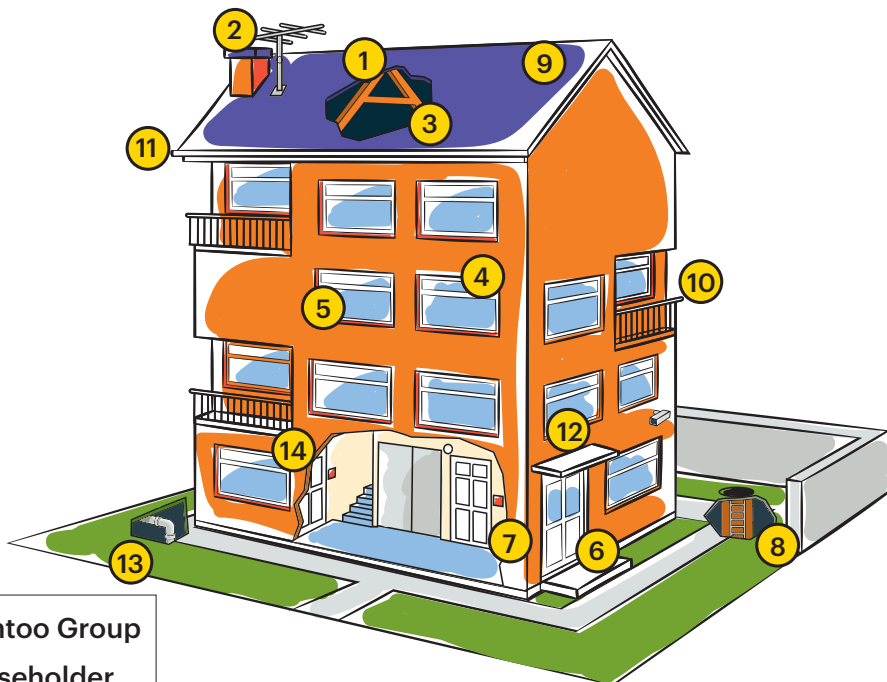
### 12 Communal or district central heating system

- Communal or district heating system only
- Faulty radiators
- Items which serves flat exclusively and not linked to communal system

### 13 Communal cables, wires and supply lines

- Communal supply faulty or off
- Supply which serves flat exclusively faulty or off

# Outside Flat/Apartment



Orange square	Gentoo Group
Grey square	Leaseholder

## 1 Chimney stacks

- Pointing
- Brickwork cracking

## 2 Communal TV aerial

- Reception poor or off
- Systems which serve flat exclusively

## 3 Roofs

- Leaks
- Tiles loose
- Fell damage
- Storm damage

## 4 Windows

- Leases purchased on or before 22/5/89
- Repairs and decoration to window frames

- Repairs to locks, handles and hinges

Leases purchased on or after 23/5/89

- Repairs and decoration to window frames
- Repairs to locks, handles and hinges

Where the building is above 5 stories high and the works cannot be carried out safely from the inside of the flat/apartment, Gentoo will offer to carry out the works and recharge the leaseholder where possible and practical.



## 5 Glass in windows

- Cracked glass
- Replace glass
- Make safe and secure glass

## 6 External doors

(including front doors of flats leading into communal areas)

Lease purchased on or before 22/5/89

- Repairs and decoration to doors and door frames
- Faulty locks, handles and hinges
- Repairs to doorbells, knockers and hinges

Lease purchased on or after 23/5/89

- Repairs and decoration to doors and door frames
- Faulty locks, handles and hinges
- Repairs to doorbells, knockers and hinges

## 7 Glass in external doors

(including front doors of flats leading into communal areas)

- Cracked glass
- Replace glass
- Make safe and secure glass

## 8 Sewers, drains, water pipes, manhole covers

Items serving multiple properties

- Leaks
- Blockages
- Bursts
- Missing or broken covers

Items which serve the flat exclusively

- Leaks
- Blockages
- Bursts
- Missing or broken covers

## 9 Loft

- Repairs to roof structures
- Replacing insulation

## 10 Balconies

- Deterioration of structure or parts, external finish or framework
- Floor surfaces including tiling

## 11 Gutters, rainwater, pipes and soil pipes

- Leaks
- Blockages
- Refixing items

## 12 Canopies

- Leaks through fault or tile covering
- Repairs to the structure or support

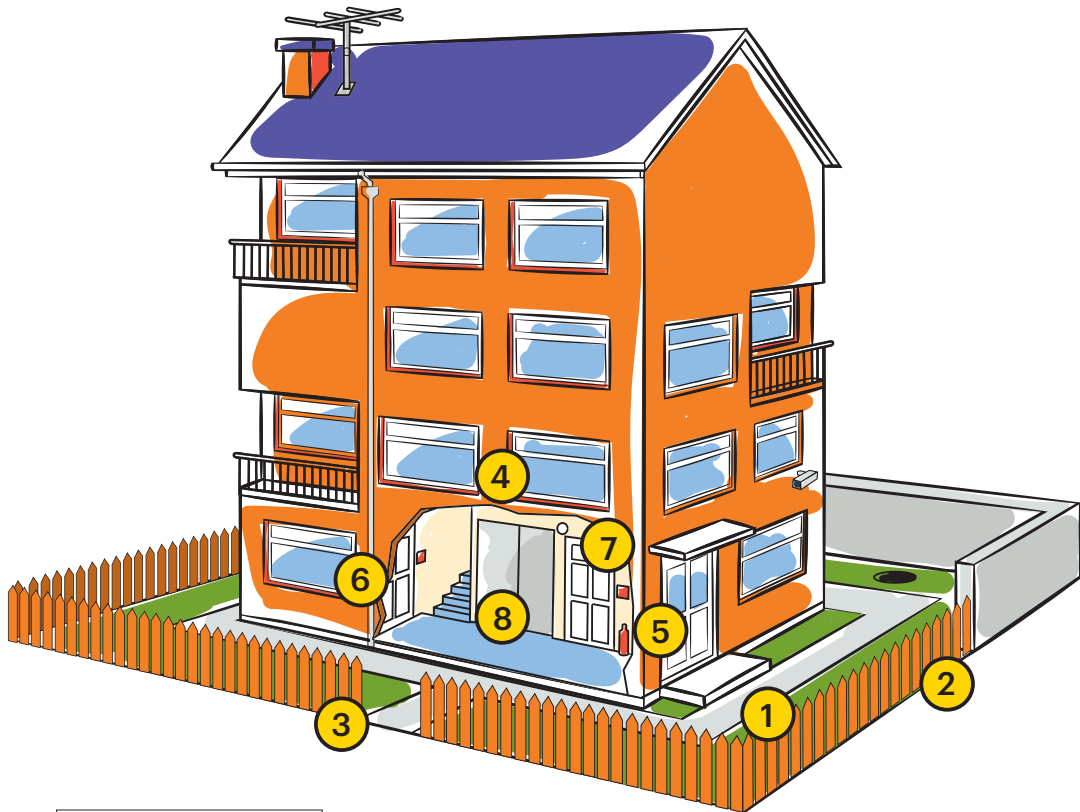
## 13 Foundations



- Subsistence
- Rising damp

## 14 Woodwork

- Repairs or decoration to fascia, barge or other boards

# Communal Areas



	Gentoo Group
	Leaseholder

## 1 Communal gardens

Where area is NOT coloured on the plan in the lease

- Keep clean and tidy

Where area is coloured on the plan in the lease

- Keep maintained and tidy

## 2 External walls, fences and gates\*

Where NOT marked T on the plan in the lease

- Painting or repairs to brickwork
- Repair or decoration to fencing or gates
- Make safe

Where marked T on the plan in the lease

- Painting or repairs to brickwork
- Repair or decoration to fencing or gates
- Make safe

### **3 Shared forecourts, pathways, roadways and other common parts**

- Cracked and lifting pavement
- Keep clean and tidy

### **4 Passages, landings, Staircases and other common parts**

- Decoration
- Lighting or sockets, faulty on or off
- Broken or cracked flooring
- Stair treads missing or lifting
- Repairs to skirting boards

### **5 Communal external and internal doors and windows**

- Decoration and repairs to window frames, doors and door frames
- Replace broken glass
- Repairs to locks, handles and door closures
- Repairs to door bells knockers and numbers

### **6 Communal fire alarms, fire equipment smoke alarms, extractor fans, door entry, and CCTV systems**

- Broken or faulty
- Servicing

### **7 Post boxes**

- Replacement keys/locks
- Repairs to box

### **8 Lifts and machinery**

- Lift broken or faulty
- Servicing
- Statutory inspections
- Lights off

# **Your feedback**

We welcome your views about how we are delivering our services. If you'd like to make a comment, compliment or complaint, you can do so in a number of ways.

## **You can contact us by:**

- Calling us on 0191 525 2759
- Visiting any local area office, where staff are available to help
- Logging onto the Gentoo website at [gentoogroup.com](http://gentoogroup.com) or by emailing [residentialmanagement@gentoogroup.com](mailto:residentialmanagement@gentoogroup.com)
- Writing to us at: Residential Management, Athenaeum Buildings, 27 Fawcett Street, Sunderland, SR1 1RE

# **Useful numbers**

## **Money advice**

Money and debt advice Gentoo Group  
(Money Matters Team) 0300 123 2004

## **Department of Work & Pensions**

(Income Support) 0845 608 8545  
National Debt line 0808 808 4000

## **Anti-social behaviour**

Emergency: 999  
Non – emergencies: 101

## **Council services**

Sunderland Council 0191 520 5555  
Durham Council 0300 261 000  
North Tyneside Council 0345 2000 101

# **Service charge queries/disputes**

## **The Residential Property Tribunal Service**

0845 600 3178 or 0161 237 9491  
[www.gov.uk/courts-tribunals](http://www.gov.uk/courts-tribunals)

**Search for: First-tier Tribunal** (Property chamber)

## **Housing Ombudsman Service**

0300 111 3000  
[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## **Leasehold Advisory Service (LEASE)**

020 7832 2500 [www.lease-advice.org](http://www.lease-advice.org)

# **Other useful contacts**

**Northumbrian Water** 0845 604 7468

**Gas Emergencies** 0800 111 999





T: 0191 525 2759

E: [residentialmanagement@gentoogroup.com](mailto:residentialmanagement@gentoogroup.com)

[www.gentoogroup.com](http://www.gentoogroup.com)

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