

# 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

# What is a lease?

Your lease is a legal contract between you and Gentoo. It's a legal document that sets out the legal 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 or reserve 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 buildings 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.

### 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.

### Selling your flat or apartment

You have the right to sell your lease to anyone you wish. Please check your lease or contact a solicitor for details about how to do this.

## 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 or renewing windows. Minor internal works such as decorating or replacing kitchen units do not require our permission. You can contact us at anytime for advice on what works require permission.

## 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. We can undertake this work for you for a small cost if required.

## Major works

You also have a legal right to be consulted on any major repairs and contracts which you will pay a share of. 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 communal areas 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.

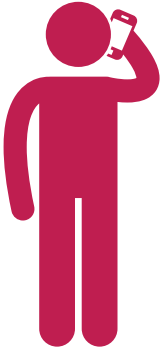


## Your feedback

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:

1



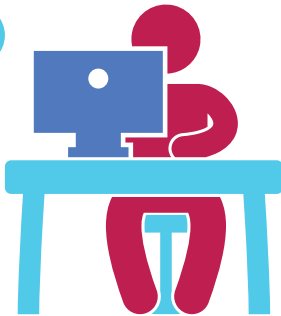
Calling us on  
**0191 525 5000**

2



Visiting any local area office,  
where staff are available to help

3



Logging onto the  
Gentoo website at



**gentoogroup.com**

or by emailing



**leaseholdmanagement  
@gentoogroup.com**

4



Writing to us at:  
**Leasehold 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)

 08000 556 688

### National Debtline:

 0808 808 4000


## Anti-Social Behaviour

**Emergency:** 999


**Non-emergencies:** 101

## Council services

### Sunderland Council

 0191 520 5555

### Durham Council

 0300 127 7070

## Other useful contacts

### Northumbrian Water

 0800 393 084

### Gas Emergencies


 0800 111 999

## Service charge queries/ disputes

### The Residential Property Tribunal Service

#### First-tier Tribunal


 0845 600 3178 or

 0161 237 9491

 [rpnorthern@hmcts.gsi.gov.uk](mailto:rpnorthern@hmcts.gsi.gov.uk)

 [justice.gov.uk](http://justice.gov.uk)

### Housing Ombudsman Service

 0300 111 3000

 [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

 [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)

### The Leasehold Advisory Service Leasehold Advisory Service (LEASE)

 020 7832 2500

 [info@lease-advice.org.uk](mailto:info@lease-advice.org.uk)

 [lease-advice.org.uk](http://lease-advice.org.uk)