

Leasehold Management Policy

1.0 Introduction and scope

- 1.1 This document covers our Policy on Leasehold Management and how we meet our responsibilities to leaseholders under the terms of their leases. It outlines our commitment to providing leaseholders with a high quality service in the management and maintenance of the communal areas and main fabric of the building they occupy.
- 1.2 Our Leasehold Management functions cover the following types of properties:
- Properties formally acquired under the Right to Buy, the Preserved Right to Buy and the Right to Acquire Legislation. ('property type 1')
 - New build and renovated apartments which are made available for rent and sale on the open market. ('property type 2')
- 1.3 Leaseholders buy the rights to live in a property for a fixed period of time. They do not own the external structure of the building or communal areas, these remain under the ownership of the landlord.
- 1.4 The leaseholder pays Gentoo a ground rent and an annual service charge which covers the cost of providing management and maintenance services. A contribution towards future major works and improvements will also be payable where there is provision within the lease, this is known as a sinking fund.
- 1.5 This policy and procedure will ensure effective co-ordination of our Leasehold Management functions in line with the Group's overarching Vision and Values.
- 1.6 The scope of this policy covers:

Gentoo Group	X
Gentoo Homes	
Gentoo Developments Ltd	
Gentoo Genie	

It applies to:

General Needs rented properties	
Supported housing	
Sheltered housing	
Leasehold/shared ownership	X
Rent to Buy properties	
Market rented properties (domestic)	
Temporary accommodation	
Stock owned but not managed by the Group	
Communal Areas, including those relating to Leasehold/Shared Ownership properties	X
Commercial Property (offices, depots etc)	
Stock managed by Gentoo on behalf of a third party	
Garages and outbuildings	
Remote plant (district heating, electrical pumps etc)	
Curtilage	

2.0 Links to organisational goals

2.1 Our Vision and Values set the direction and culture of the Group. They ensure that the business is aligned around the desire to create sustainable homes and communities and to improve the lives of our customers. The Vision and Values ensure that all of our people understand Gentoo's ethos and are clear about what is expected of them and the contribution they can make.

Vision:

Great Homes - Strong Communities - Inspired People
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Values:

Do the right thing

Make a difference

Work together

Keep learning
Give all you've got

2.2 This Policy operates within our Vision and Values and links to the Customer Complaints Policy, Fire Safety Policy and Repairs and Maintenance Policy.

3.0 Regulation and legislation

3.1 This Policy helps to fulfil the following legislation:

- Commonhold and Leasehold Reform Act 2002
- Law of Property Act 1925
- The Housing Act 1996
- The Leasehold Reform, Housing & Urban Development Act 1993
- The Landlord & Tenants Act 1985 & 1987

3.2 We cover all statutory requirements in line with Group policies including these seven key areas; gas safety, electrical safety, lift safety, water safety, solid fuel safety, asbestos safety and fire safety.

3.3 This Policy has been cross referenced with good practice.

4.0 Our Policy statement

4.1 We will deliver a Leasehold Management service which will not only meet its responsibilities to leaseholders under the terms of their leases, but will provide an excellent quality of service which:

- Understands who our customers are and values their diversity.
- Succeeds in achieving customer satisfaction.
- Is flexible and responsive to changing needs.

4.2 Leaseholders will have access to a comprehensive and responsive Leasehold Management service. They will be provided with clear and understandable customer information on the quality, cost and performance of the service they

receive and will be fully consulted to ensure the effective development of future leaseholder services.

4.3 We are committed to the principles of diversity and inclusion throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds.
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers.
- Ensure that all sections of the community in which we work have equal access to our services.

Our Leasehold Management Policy will ensure that customers will be treated as individuals and with fairness and respect. An Equality Assessment has been completed with regard to this Policy.

5.0 Roles and responsibilities

5.1

Roles	Responsibilities
Executive Director of Property	Is accountable for ensuring effective implementation of this Policy
Residential Manager	Is responsible for adequate resourcing and having effective processes in place to implement this Policy
Residential Manager	Is responsible for ensuring that this Policy is adhered to and that all staff are appropriately trained
All Residential Management staff	Should be trained in relation to this Policy and act accordingly

6.0 Monitoring and review

- 6.1 This Leasehold Management Policy will be reviewed a maximum of every 3 years, or in line with business need.
- 6.2 The accountability for this Policy lies with the Executive Director of Property and responsibility for this Policy lies with the Residential Manager.
- 6.3 This policy may be subject to an audit in line with the internal audit plan.
- 6.4 This Policy is a grade 3 and changes will need the approval of the Executive Director of Property.
- 6.5 The KPIs for this service are reported through the appropriate governance structure.
- 6.6 On a minimum annual basis a report will be taken to Board showing a summary of performance within the key service areas.

7.0 Policy outcomes

- 7.1 Our Leasehold Management Policy aims to achieve the following outcomes:
 - Meet the responsibilities of leaseholders under the terms of their leases, and to provide them with excellent quality management and maintenance services.
 - Treat our leaseholders, as highly valued customers.
 - Raise awareness of the Leasehold Management services across the Group and provide clear guidance to promote understanding between customers and staff.
 - Provide up to date information in customer friendly publications.

- Service charges should be comparable with the rest of the leasehold sector and provide value for money.
- Leaseholders will feel empowered, offered more choice and given the opportunity to shape the services we provide.
- Ensure that leaseholders uphold the covenants in their leases, ensuring that neighbourhoods are safe and enjoyable places to live.
- Collect all monies due from leaseholders under the terms of their lease, and offer support, advice and information to anyone having difficulty in making payments.
- Provide a fully transparent and sustainable service.

8.0 Records

- 8.1 Records concerning residential management including customer details, copies of leases, repair records and correspondence are kept in the appropriate file or system. Examples of the systems used include Orchard IT system, open accounts plus electronic and paper files.
- 8.2 Maintenance and inspection records are held electronically and are available in the relevant building as a hard copy.