

APPENDIX

New processes and improvements introduced by Leasehold Officer:

Major Works procedure	Leasehold Officer now co-ordinates and sends all letters to provide single point of contact and ensure compliance with legislation.
Permissions procedure	More rigorous checks are completed to ensure that any permission provided aligns with the lease.
Service Charge procedure	More information is provided to Leaseholders when they are billed for their service charges to improve customer service and follow good practice.
Subletting	Record keeping has been changed to ensure that the Council has full and accurate records regarding properties that are sublet and this is kept up to date.
Insurance	The Leasehold Officer has improved the information provided in accordance with good practice and encourage Leaseholders to raise any queries.
Lease extensions	It is good practice for Landlords to provide information regarding lease extensions. The Leasehold Officer has produced information regarding this and encourages Leaseholders to raise any queries.
Leaseholder Guide	Leasehold Officer has produced a new guide in consultation with Legal and will review regularly to ensure that information provided remains up to date.
Review of repairs	Leasehold Officer has introduced a programme to regular check repairs so that issues can be raised in a timely manner rather than wait until service charge invoices are raised annually.
Use of Capita Open Housing	Leaseholder and service charge information is now held in the Capita Open Housing system.
Leaseholder Surgeries	Introduced to address issues and provide pro-active support to Leaseholders, especially those who have recently purchased.
Communications	Quarterly newsletter has been introduced for Leaseholders. Copies are available by post and e-mail.

Improvements to be made in 2019:

Changes to Ground Rent billing	Currently charged on the anniversary of the lease, this will be charged with annual Service Charges.
Review and Standardise leases	Historically many different leases have been used. A record of which lease each leasehold has needs to be developed and maintained and also consider standardising all leases.