WE’RE AIMING TO COVER:-

• The Lease
• Important Terminology
• Policies & Procedures
• Leaseholder’s Rights
• Section 20
• Insurance
• Customer Service/Communication
THE LEASE

• Most important document
• Occasionally difficult to read
• Tells us what we need to know
• If it's not in the lease – It's not going to happen
THE LEASE

• Calculation of Rent
• Ground Rent Payable
• “Who does What”
• When consent is required
• Service Charge provisions
• Ownership
• Leaseholder’s Rights & Responsibilities
• Landlord’s Rights and Responsibilities
TERMINOLOGY

• Tenant
• Resident
• Home Owner
• Shared Owner
• Customer
• Leaseholder
• Client
• Freeholder
TERMINEOLOGY

• Lease
• Tenancy
• Freehold
• Shared Ownership Lease
LEASEHOLD VS FREEHOLD

• Leasehold
  • Shared Owners are leaseholders.
  • It’s a long tenancy which you pay for up front!

• Freehold
  • Own the property outright – including the land
  • No obligations on Landlord for the property
POLICIES & PROCEDURES

• Who writes them?

• Are there separate ones for Leasehold?
LEASEHOLDER’S RIGHTS

• Consulted on spend & billed within 18 months
• Billed in the correct manner
• Inspect block accounts
• Appoint a Manager or Manage the block themselves
• Buy the freehold
• Manage the block
• Extend their lease
• Withhold charges or refer to FTT for determination of reasonableness
SECTION 20
SECTION 20

KEEP CALM AND CONSULT
SECTION 20

When to consult:

• Qualifying work over £250 per leaseholder

• Qualifying Long Term Agreements costing over £100 per leaseholder per year

• Qualifying Work under Qualifying Long Term Agreement over £250 per leaseholder
SECTION 20

• Schedule 1 – Qualifying Long Term Agreement – no OJEU

• Schedule 2 – Qualifying Long Term Agreement – OJEU

• Schedule 3 – Qualifying works to be carried out under a QLTA

• Schedule 4 – Part 1 – Qualifying work – OJEU
  Part 2 – Qualifying works – No OJEU
SECTION 20

Schedule 3

• Required for qualifying work to be completed by a partnering contractor
• 1 stage – no right to nominate
• Notice of proposals – 30 days
SECTION 20

Schedule 4 Part 2

• Required for qualifying work to be completed by a non-partnering contractor
• Residents right to nominate a contractor

3 part notice: -
• Pre tender – Notice of Intention – 30 days
• Tender Stage – Notice of Proposals – 30 days
• Award of Contract – Notification of Award (not always required) within 21 days of awarding contract.
SECTION 20
SECTION 20

• Make safe & consult

• Apply for FTT Dispensation

• Do the works and apply retrospectively for dispensation
INSURANCE

• What can you claim for?
• When do you claim?
• What’s the Excess?
• Is it different for leaseholders?
• Who makes the claim?
Customer Service/Communication

Expected services: -

• Inspections
• Contract Management
• Accounts handling
• Income Recovery
• Insurance
• Legal consultation and Compliance
Customer Service/Communication

What do we offer: -

• Newsletters – leasehold only?
• Residents meetings (free of charge?)
• Publicised Inspections
• Free information
• Consultation FAQs
THE 3 C’s

• C
  onsider

• C
  omp municate

• C
  onsult
THANK YOU

Claire Bean –
Head of Leasehold Management

Claire Manton
Home Ownership Team Leader