

Leaseholders Guide



Providing Quality Homes & Neighbourhoods



If you need any help communicating with us or understanding any of our documents, please contact us on 01909 534520.

Mandarin

如果您在与我们沟通或理解我们的任何文件时需要帮助，我们可安排“语言热线”（Language Line 公司）的口译人员或笔译人员来帮助您。请拨打这个电话 - 01909 534520 与我们联系，说明您使用的语言和电话号码。

Urdu

اگر آپ کو ہمارے ساتھ بات کرنے میں یا ہماری فراہم کردہ کسی دستاویز کو سمجھنے میں مدد کی ضرورت ہو تو ہم آپ کی مدد کے لئے لنگویج لائن کے ایک افسر پر سفر (مترجم) یا ترجمہ کرنے والے کا اہتمام کر سکتے ہیں۔
برائے مہربانی ہم پر رابطہ کر کے اپنی زبان اور اپنا تلفیون نمبر بتائیں۔
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Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਜਾਂ ਸਾਡੇ ਕਿਸੇ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੇ ਲਈ ਅਸੀਂ ਇੱਕ ਲੈਂਗਵੇਜ਼ ਲਾਈਨ ਇੰਟਰਪ੍ਰੇਟਰ (ਦੁਭਾਸ਼ੀਏ) ਜਾਂ ਟ੍ਰਾਂਸਲੇਟਰ (ਅਨੁਵਾਦਕ) ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।
ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ - 01909 534520 - ਉੱਪਰ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਅਤੇ ਟੇਲੀਫੋਨ ਨੰਬਰ ਦੱਸੋ।

Polish

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Proszę się z nami skontaktować pod numerem telefonu – 01909 534520
podając język rozmowy i numer telefonu.

We can arrange for a copy of this document in large print, audiotape, Braille or for a Language Line interpreter or translator to help you.

Our contact details:



01909 534520



SMS Text phone 07786 200833



e-mail: customer.services@a1housing.co.uk

The Leaseholder's Guide

This guide has been produced to give you information about being a Leaseholder with Bassetlaw District Council. A1 Housing Bassetlaw Limited acts as the managing agent for Bassetlaw District Council, which means that we will deal with all your day-to-day issues. We hope that it will be a useful guide and will answer any questions you might have.

In order to keep this guide up to date we may send you extra pages on areas such as new laws or changes to our services. Please add these pages to your guide when you receive them.

Bassetlaw District Council and A1 Housing aim to improve the services we provide and would be please to receive any comments you have regarding this guide, or on any of the services we provide for Leaseholders.

If you have any questions that the guide does not cover, please contact us – contact details can be found in section 12 of the guide.

Equal Opportunities Policy

As Managing Agents for the landlord we are committed to Equality and Diversity. We will strive to make sure that everyone has equal opportunity to access our services and employment. We will make reasonable adjustments to remove barriers to ensure inclusion, access and acceptance. We are proactive in working towards eliminating unlawful discrimination and harassment.

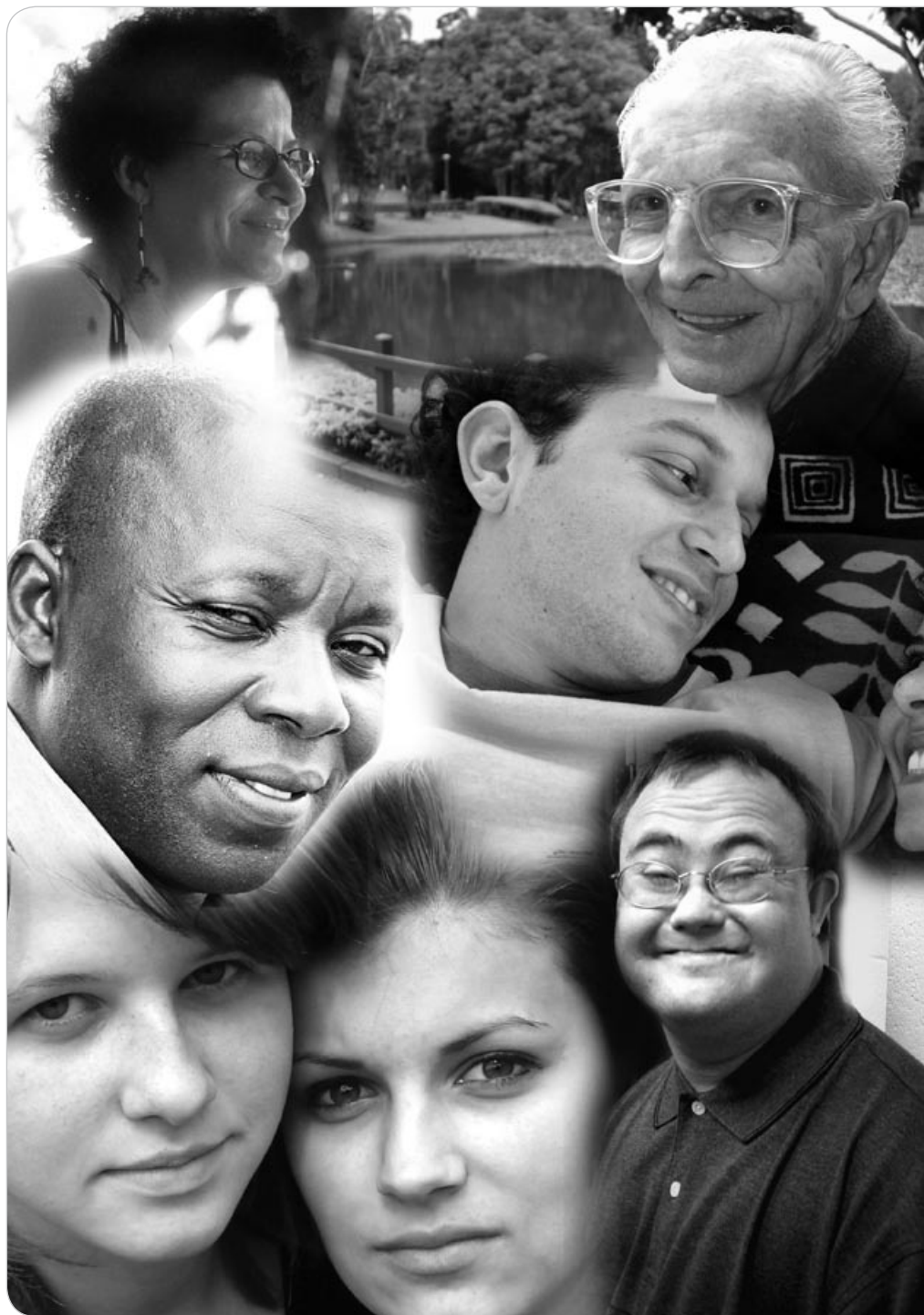
For more information on our Equality and Diversity commitment, please go to www.a1housing.co.uk/Equality-and-Diversity.aspx

Contents

Section	Page No.
1	About This Booklet 8
2	A1 Housing's Leaseholders' Charter 9
3.	Rights And Responsibilities 10 About Your Lease Your Rights As A Leaseholder Your Responsibilities As A Leaseholder Our Rights As Managing Agents Of The Landlord Our Responsibilities As Managing Agents Of The Landlord
4	Buying, Selling (And Losing) A Leasehold Flat 16 Buying A Leasehold Flat Selling Your Lease, Or Leaving It In Your Will Losing Your Home By Forfeiture Or Repossession Buying The Freehold Of Your Block (Enfranchisement) Sub-Letting Your Home
5.	Repairs And Maintenance 23 Who Is Responsible For Repairs? How To Report A Repair Which Is Our Responsibility Making Sure Get A Good Service Repairs To Your Own Flat Doing Your Own Alterations Grants You Get For Improvements

6	Management Of Your Block	30
	Living In A Flat	
	Shared Areas And Services	
	You And Your Neighbours	
	Noise – How We Can Help	
	Harassment	
	Racial Harassment	
	Vandalism And Graffiti	
	The Councils' Anti-Social Behaviour Team	
	Pets	
	Gardens	
	Satellite Dishes	
	Car Parking	
	Condensation	
	Insurance	
7	Service Charges	39
	Why Do I Have To Pay Service Charges?	
	How Your Charges Are Made Up	
	The First Five Years	
	Your Right To Be Consulted	
	How Will We Consult You	
	Your Service Charge Bill	
	If You Have Problems Paying Your Service Charges	
	What If I Don't Agree With My Charges?	
	What Happens If I Don't Pay My Charges?	
8	Claiming Benefits	52
	Claiming Income Support	
	Council Tax Benefit	
	Council Tax Reductions And Discounts	

9	Joining Tenants And Residents Association	56
	What Is A Tenants Or Residents Association?	
	Why Form An Association?	
	Getting Started	
	What If I Do Not Want To Join An Association?	
10	Complaints And Compliments	58
	How Do I Make A Complaint Or Give A Compliment?	
	If You Need To Complain	
	Unhappy With Our Reply	
11	Leaseholder Service Standard	60
12	Useful Contacts	61
	Contact details for A1 Housing offices, Bassetlaw District Council and other Agencies referred to in this guide can be found in this section.	



1. About This Booklet

Who is it for?

This booklet is for:

- Leaseholders in Bassetlaw District Council's block of flats
- Council tenants who are thinking of buying the leasehold of their flat
- Anyone who is thinking of buying a flat from a leaseholder.

What is it for?

- It is to explain your rights and responsibilities as a leaseholder, and the Council's/A1 Housing's rights and responsibilities as the landlord of your block.
- It gives help and advice about being a leaseholder in a shared block of flats, and tells you about the service you are entitled to.
- It explains about service charges, why you have them, and how we can help if you have problems paying them.

2. A1 Housing's Leaseholders' Charter

- We will act at all times as a reasonable and responsible managing agents of the landlord.
- We will respect and protect your rights as a leaseholder and will expect you to respect the rights and responsibilities of the landlord.
- We will keep the building in good condition to protect our investments and yours.
- We will try to deal with nuisance problems caused by neighbours in your block and will expect you not to cause nuisance to others.

3. Rights And Responsibilities

About Your Lease

- The lease is a contract between you and the Council. It gives you and your successors the right of possession of your flat for a long period (up to 125 years) provided you keep to the terms of the lease.
- The lease document sets out the terms and conditions. You should ask a solicitor to look at it before you buy or sign the lease.
- The lease is a legal document. Keep it in a safe place. We can give you a copy if you lose it*, but you should always have your own copy.
(*A charge may be made)

The Law

There are several Laws and Acts of Parliament protecting your rights as a leasehold tenant. If you are not sure of your rights, a solicitor can advise you or you can contact the Citizens Advice Bureau (see section 12). The main Acts of Parliament covering leasehold tenancies are:

- Housing Act 1985
- Landlord and Tenants Acts 1985 and 1987
- Housing and Planning Act 1986
- Leasehold Reform, Housing and Urban Development Act 1993
- Housing Act 1996
- Commonhold and Leasehold Reform Act 2002
- Land Registration Act 2002

Useful information on the law relating to Leasehold is also available on the following website: www.lease-advice.co.uk

Your Rights As A Leaseholder

Repairs and Maintenance

You have a right to ask your landlord/A1 Housing to keep the 'common/shared parts' of your block in a fit state of repair. You also have the right to be consulted about major repairs for which you will have to pay a share.

Consultation

You have the right to be consulted about proposed works and service contracts depending on the cost to each leaseholder. See section 7 for more details.

Making Alterations

You have the right to make alterations to the inside of your flat, as long as you do not remove structural walls or cause damage to the outside or shared parts of the building. (For major alterations you must ask our permission beforehand and you may need planning permission and building regulations approval).

Management

You have the right to expect your landlord/ A1 Housing to deal with problems in your block, such as neighbour nuisance, dirt and rubbish, and so on.

‘Quiet enjoyment’

Under the law you have the right to the ‘quiet enjoyment’ of your home. This means you have the right to live peacefully in your flat without interference from your neighbours or the landlord, as long as you keep to the conditions of your lease.

Selling your flat

You have the right to sell your lease to anyone you want to. You can also leave it to someone in your Will or give it as a gift. (You should ask a solicitor to help you do these to make sure everything is done legally). You must tell us when you sell your flat.

Lodgers and Sub-tenants

You have the right to take in lodgers or rent your flat (sub-let) to anyone you want to. You do not have to ask our permission, but you should let us know your contact address

Your Responsibilities As A Leaseholder

The responsibilities of Ownership

As a leaseholder, you effectively become a ‘shareholder’ in the block you live in. This means you have a responsibility to pay your share of the costs of managing and maintaining your block. Your landlord (the Council through A1 Housing) has a legal duty to charge you your share of the costs, and you have a legal duty to pay them.

Living with your Neighbours

Living in a flat can be difficult. You may have people above or below you, and you may have to share landings and other areas. You have a right to the 'quiet enjoyment' of your flat, and your neighbours have the same right. A1 Housing will try to deal with people who cause a nuisance to you, but equally you must not cause a nuisance to them. Tenants and Leaseholders who cause serious harassment to their neighbours can lose their home.

Service Charges

You must pay your share of the costs of managing and maintaining your block. This is a legal duty set out in the terms of your lease. If you do not pay your share, you are breaking your lease agreement and we could apply to a leasehold tribunal and then to the courts to have your lease 'forfeited'. In these circumstances, you could lose your home.

We will always be fair about service charges. We will explain how they are calculated, and you can challenge any charges you do not agree with.

Major Alterations

You must not do anything, which is likely to damage the structure of the building or cause damage to shared services (such as plumbing to the roof tank, electricity or sewage). If you want to carry out any work, which may affect the rest of the building, you must get our permission in writing. You may also need planning permission and building regulations approval.

Our Rights As Managing Agent Of The Landlord

Management and Maintenance

We have the delegated right from the landlord to make decisions about:

- The management of your block
- Repairs to and maintenance of the structure and shared areas of the block
- Improvements to the block including Decent Homes* work.
 - * Decent homes work includes making a dwelling or block of flats warm and weather proof

We will consult you about changes in management and about major repairs and improvements. Your comments and views will be taken into account before we make the final decision.

Service Charges

We have a legal duty to collect from leaseholders their share of the costs of managing and maintaining their block. If we did not do this, council tenants would be unfairly paying for your share in their rents and that would be breaking financial regulations.

These charges include:

- Ground rent
- Management costs
- Repairs to and maintenance of common/shared areas
- Improvements to the block.

Right to entry in Emergencies

We do not have a right to enter your property, unless you have given us permission or in the event of an emergency, where there is danger to other residents in the block. We can only enter your property if a police officer is present at the time. An example would be a major roof leak or if damage were being caused to other properties in the block due to a leak from your plumbing.

Our Responsibilities As Managing Agents For The Landlord

Repairs

We are responsible for keeping the structure and common/ shared areas of the block in good repair.

Consultation

We are responsible for carrying out formal consultation with Leaseholders in certain circumstances. See section 7 for more details.

The following sections of this guide tell you in more detail about the services you are entitled to, and your rights and responsibilities as a Leaseholder.

4. Buying, Selling (And Losing) A Leasehold Flat

Buying A Leasehold Flat (If You Are Thinking Of Becoming A Leaseholder)

There are two ways you can buy the lease of a council flat:

- Under the 'Right to Buy' if you are a council tenant and you are already living in the flat (there are certain conditions you have to meet)
- By buying the lease from the present leaseholder (if the flat has already been bought under the Right to Buy and is being sold again).

In both cases you should get a solicitor to act for you, or at least someone who is qualified to protect your interests in buying the lease. It is important that you know what, if any, service charges are owing on the property so that you can make sure they are dealt with before the sale. You may have to pay some charges owed by the previous leaseholder (unless you are the first leaseholder) if they are not cleared before the sale.

If you buy the lease from the previous leaseholder you must tell us straight away. As landlord we have the right to know who is responsible for the flat.

You have the right to mortgage your flat to a mortgage lender.

Selling Your Lease Or Leaving It In Your Will

You have the right to sell your lease but you must tell the Council's legal service within one month after the sale, and you must ensure the transfer is properly and legally carried out. You can also give it to someone or leave it to someone in your Will.

Your solicitor should check details of all ground rent, service charges and insurance policies, so that these can be taken into account when the transfer is completed. The Council charges a fee to register a transfer and to record the interest of the bank or building society that has granted a mortgage against the lease.

If you sell your lease, or leave it to someone, you must make sure that it is done legally to protect your interests and the interests of the person you are selling or leaving it to. Unless there is a proper legal document to show that someone else is now the leaseholder, you will still be liable in law for any charges for the property.

If you die, and you have not left the lease to anyone in your Will, your executors will have to decide what to do with the lease. Any service charges still unpaid will be charged against your estate. If you have anyone you would like to leave your flat to, such as your partner or children, you should seriously consider making a will (no matter what age you are).

Losing Your Home By Forfeiture Or Repossession

There are some circumstances when the Council or your mortgage lender could apply to the Courts for possession of your home:

Forfeiture

Forfeiture is where the Council/A1 Housing applies to the court to end your lease because you have broken the lease conditions. This could happen if:

- You do not pay your service charges
- You cause nuisance and harassment to your neighbours.

If the court decides that you have seriously broken the terms of your lease it may end the lease and give us possession of your flat. You would lose your home and would not usually get any payment or compensation.

Forfeiture is a drastic action. As a responsible landlord, we only use it when we have to, to protect the interests of the Council, its tenants and other leaseholders. With overdue service charges, we will always try to help people who have genuine financial problems. Before applying for forfeiture for unpaid service charges we would have to satisfy the Leasehold Valuation Tribunal* that the charges were reasonable and the leaseholder had made no attempt to pay them.

*Leasehold Valuation Tribunal is an independent body which make decisions on any leasehold disputes.

Repossession by a Mortgage Lender

If you have taken out a mortgage to buy your lease, your mortgage lender has a 'legal charge' on your home. This means they can apply to the courts for repossession if you do not pay your mortgage. If the court grants them possession, they have the right to evict you, sell your lease and take what you owe them out of the proceeds. They must give you anything, which is left over, unless someone else (such as

the Council as your landlord) also has a legal charge on the property for money, which is owed to them.

If you have problems paying your mortgage or service charges ask someone for help. Do not leave it until you are about to be evicted. We will always try to make arrangement over service charges, and mortgage lenders will always discuss terms for making mortgage payments.

Buying The Freehold Of Your Block (Enfranchisement)

If at least two-thirds of the residents in your block are leaseholders, you can apply jointly to buy the freehold of your block and manage it yourselves. This is called 'enfranchisement'. If you and your neighbours qualify under enfranchisement rules we cannot refuse to sell you the freehold. Generally, we are in favour of enfranchisement and the Council's Legal Services staff will be happy to give you the details.

However, there are some things you should consider:

- You would own your flat in 'common hold' with your neighbours and you would need to form a management committee for the block.
- As the Council would no longer be your landlord, you would all be jointly responsible for the maintenance and management costs for your block.
- You would no longer be able to call on the Council's housing service if you had any problems with your neighbours.

However, if you get on well with your neighbours, you would have more say in the way your block is managed and the money that is spent on it.

If the block still had at least one rented council flat, we would be represented on your management committee. You would charge us for our share of the management and maintenance costs.

Remember that you can only apply for enfranchisement if at least two-thirds of the flats in your block are leasehold. If you are interested, you should discuss it with your neighbours and then contact the Council's Legal Services (see section 12).

Sub-letting Your Home

Lodgers

A lodger is someone who shares your home, like a member of your family does. You have the right to take in lodgers and you do not have to ask our permission, but you must let us know. It is important that when taking in lodgers you do not become overcrowded.

Sub-Tenants

A sub-tenant is someone who rents your flat when you are not living there.

Please note the following in relation to sub-letting your property:

- You should obtain the consent of your bank or building society if it is a condition of your mortgage
- You should give us a contact address for yourself or your managing agent in case of emergencies or problems caused

by defects within the flat (e.g. cistern overflows) or the behavior of residents

- You should let us know who is living in your flat for security reasons. We need confirmation that they have your agreement to be there
- You are responsible for your tenant. It is therefore important that your tenancy agreement includes the same rules and regulations that apply to you as a lessee. We will contact you or your managing agent if there are any problems that arise from their behaviour.
- The obligations and covenants within your lease will still apply to you whilst you are not living in your property. If there is a breach of the conditions of the lease we will take action against you not your tenant.
- You remain responsible for the payment of service charges and ground rent. You must therefore notify the Sundry Debtors Unit of the address to send invoices (see section 12). If payments are not made, we will take proceedings against you and not your tenant.
- You must tell us that you are sub-letting to ensure that any (building) insurance claim you make is covered
- You should seek advice from your home contents insurers. If you do not you may find that you cannot make a claim
- If the property is left unoccupied for any length of time you must inform the Housing Management Officer
- You will also be responsible for the landlord's duties arising under the Gas Safety (Installation and Use) Regulations 1998. This means that you are legally responsible for making sure your gas appliances, pipe-work and flues are safe and well maintained. You should arrange for an annual gas safety check to be carried out by a CORGI registered gas engineer and ensure that your tenant is given a copy of the annual gas safety check record (CP12). Failure to meet

these requirements can lead to criminal prosecution resulting in a large fine or possibly even imprisonment.

Please note also:

- Lodgers and sub-tenants do not have the same rights as you. So, if your mortgage lender or landlord repossessed your flat, they could be evicted.
- If you let someone else rent all or part of your home, you become their landlord and you could be creating a tenancy and give the occupier Tenants Rights etc, which could be difficult for you to end. You could have considerable difficulty making them leave if you wanted your flat back. You could also have problems selling your lease if you have a 'sitting tenant'.
- Before you agree to rent your flat to someone else, you should look into it thoroughly. Ask Citizens Advice Bureau or a Solicitor what you should do to make sure you are legally protected.

Energy Performance Certificates

- If you sub-lease (rent out) your home, as the landlord you are responsible for providing and paying for an Energy Performance Certificate (E.P.C.). This will show the energy rating of your property on a scale from A (very efficient) to G (very inefficient), and will also contain recommendations on how the energy efficiency of your property can be improved.
- Local Trading Standards Officers have the powers to enforce the regulations. Fines for the failure to produce an EPC can range between £500 and £5,000 depending on the property's rateable value and an EPC will still be required.
- To arrange an E.P.C. survey you can contact your local estate agent and for further information go to www.communities.co.uk Energy Performance Certificates.

5. Repairs And Maintenance

Who Is Responsible For Repairs?

We are responsible for keeping the common or shared parts of your block in good repair. This means we will look after the structure of the building and the landings and hallways (including lighting, controlled door-entry systems etc).

Repairs We Are Responsible For Include:

Structure

- Roofs, drains, gutters and pipes to the outside of your home
- Outside entrance doors (but not the front doors of individual flats)
- Window frames and sills
- Outside paint work
- Paths and steps
- Boundary fences (except where you or a neighbouring owner are stated to be responsible for them)
- Stairs and landings
- Garages, outbuildings, and drying areas

Installations, fixtures and fittings

- Shared water pipes, water tanks, gas pipes and electrical wiring
- Light fittings in shared areas
- Controlled door-entry systems
- Decoration in shared areas

Repairs You Are Responsible For:

- All repairs to the inside of your flat, including your front door and all fixtures and fittings
- Any damage to common/shared parts and services caused by you, members of your household or your visitors.

How To Report A Repair, Which Is Our Responsibility

There are several ways you can report a repair, which is our responsibility. The quickest and easiest way is to call our Contact Centre on freephone: 0800 590542 between 8am and 8pm - Monday to Friday

We will ask you for:

- Your name and address
- As much details as you can give about the problems and the repair that is needed.

Emergencies only can be reported after 8pm Monday to Friday or anytime during the weekend or bank holidays using the same number (0800 590542).

You can also report a repair by:

- Writing to the Contact Centre at A1 Housing Bassetlaw Ltd, Hundred Acre Lane, Worksop, Notts. S81 0TS
- Asking a Housing Management Officer to pass on your request
- Emailing details of the repair together with your name and address to: housing.repairs@a1housing.co.uk

When will the job be done?

We will give all repairs a priority rating depending on the information given and our assessment on how urgent the repair is in accordance with the Housing Repairs Policy. We will tell you which priority your repair falls within and the target date for completion.

Emergency – This priority is for remedial repair work, which if left unattended may put you or other residents at risk. We will complete such repairs within 4 hours of the repair being reported. Examples include:

- Flood
- No electricity to the block (except for power cuts)
- Faulty door entry system – residents unable to enter the building.

Paying For The Repair

Once a repair has been carried out you will receive an invoice for your share of the costs. If the cost of the repair is less than £250 per leaseholder we would not normally carry out a consultation process as this type of repair is classed as 'minor'. However, before carrying out major repairs you have the right to be consulted – please see section 7 for more details.

Making Sure You Get A Good Service

Don't forget that the cost of repairs will normally be shared between you, the Council/A1 Housing and other leaseholders in your block. It is important that we get value for money from the Repairs service. If the job is not done properly, or it is not done within the time given, please let us know by contacting our Contact Centre.

Repairs To Your Own Flat

You are responsible for repairs to the inside of your flat, including your front door and the glass in your windows. You should make your own arrangements to get someone to do the repairs for you.

If you, or someone you have employed, are carrying out repairs inside your flat you must make sure that no damage is done to shared services or the structure of the block. You will be liable for any damage caused to the landlord's property and you will have to pay to have it put right. If you have any doubt about work you intend to carry out, contact an A1 Housing Management Officer who will decide if a visit is needed to inspect the flat. You must not continue with the work if he/she tells you not to.

You must not do repairs on landings, stairways and other shared areas, as these are not your property. You would not be covered by our insurance if you had an accident or caused damage. If you, your visitors or members of your household cause damage to shared areas you will have to pay for the repairs.

Always report repairs in shared areas to our Contact Centre on 0800 590542

Doing Your Own Alterations

As a leaseholder you have the right to improve your home, but for some improvements you will need written permission from A1 Housing. This is because, as landlord, we have an investment in the block and a responsibility to other tenants. We will not refuse permission unless we have a good reason. You may also need to get planning permission and building consent before starting work.

We do not need to know about minor works such as decorating, but we do need to know about any alterations, which affect walls, windows, doorframes, plumbing, and electrical services.

The outside window frames belong to the landlord. You must not replace your windows or frames unless we have given you permission in writing.

What sort of alterations do I need permission for?

- Any additions or change to the structure or services in your home, including fixtures and fittings such as heating and kitchen units.
- Aerials and satellite dishes
- Outside decoration

How do I get permission?

Write to the Housing Management Officer at the Worksop or Retford Offices (see section 12). You will need to say exactly what you want to do and include a drawing or plan.

A building surveyor may need to visit your home to see what you intend to do, before we can make a decision.

We will give you an answer within seven days of receiving your request or one month if we need to contact you for more information. If we refuse permission we will tell you why. You then have the right to appeal.

To appeal you will need to write to the Principal Housing Manager (see section 12).

If we refuse permission it will be for a good reason. If you go ahead with work after we have refused permission you will be breaking your lease, which could lead to Court action.

The permission we give you to go ahead is not the same as planning permission. You are responsible for getting any necessary planning permission or building regulations approval from the Council. We will normally make it a condition that you do this when we give you permission for the work.

If you do something without permission we have the right to put things back as they were and charge you for it.

Grants You Can Get For Improvements

You may be able to get financial help from the Council towards the cost of home improvement work. Usually this is for people who are on a low income.

For more information please contact Bassetlaw District Council, Housing Grants, (see section 12).

6. MANAGEMENT OF YOUR BLOCK

Living In A Flat

If you live in a flat or maisonette, it is important to bear in mind that what you do affects your neighbours. So please remember:

- Not to make too much noise, especially at night or early in the morning
- To help keep the shared areas clean and tidy
- To take special care to keep pets under control
- To be a good neighbour. Remember that under your lease agreement you have a duty not to cause a nuisance or annoyance to your neighbours. You are also responsible for making sure that your family and visitors to your home do not cause a nuisance or annoyance.

Shared Areas And Services

We are responsible for maintaining the common/shared areas in your block, but everyone living in the block has a duty to keep them clean and use them properly. Remember that you pay a share of the cost of maintaining shared areas so if you see someone causing damage to or misusing stairways, landings, parking areas, drying areas, security doors and other shared facilities please tell a Housing Management Officer at once. If you can get evidence of who caused the damage we can charge them for it so that none of the cost will fall on you in your service charges.

- If you live in a flat or maisonette in a block that has one or two storeys, you and your neighbour are jointly responsible for keeping the shared areas clean and tidy.
- If you have shared grounds and drying areas around your block, we will maintain these during the year. This includes grassed areas, borders, paths, trees and drying areas.

If a repair needs doing to one of the shared areas in your block, tell our Contact Centre. Do not assume that someone else will do it. If the lights are out on the stairs, please report this immediately.

You And Your Neighbours

As a leaseholder with A1 Housing you have the right to enjoy your home in peace and quiet, and your neighbours have the same right.

If you cause a nuisance or annoy your neighbours you are breaking the terms and conditions of your lease agreement. You may also be breaking the law.

If you have a problem with your neighbours the first thing you should do is talk to them. They may not realise that they are causing you a problem – so try and talk the problem through.

Noise – How We Can Help

If you cannot sort out your problem by talking to your neighbour then you should talk to an A1 Housing Management Officer. They will be able to tell you about your rights and explain what we can and cannot do to help.

In most cases a Housing Management Officer will talk to your neighbour about the problem. They can also send a written warning if the Housing Management Officer feels it is needed and will help the situation.

If the situation is serious you will need to keep a diary recording the nuisance. In nuisance cases we need these types of records as evidence if we are to go to court. We will always try to take action where there is good evidence of a serious nuisance, and a council tenant or leaseholder is the victim (or the cause) of the nuisance. However, there is little we can do if you don't collect this evidence.

Legal action is used as a last resort as it could mean that the person causing the nuisance is evicted from their home. You may need to go to court to give evidence if the case went that far.

You could also take legal action yourself by asking the County Court to grant an Injunction to stop the noise, if you can prove your health, comfort and convenience have been upset. To do this you would need to see a solicitor. As a first step you could talk to the Citizens Advice Bureau.

Legal action in nuisance cases can be long and difficult, so always try to speak to your neighbour first to reach a friendly agreement. But remember, you don't have to put up with inconsiderate behaviour so tell a Housing Management Officer if it doesn't stop.

Harassment

If you or anyone living in your home is suffering from harassment from a neighbour tell a Housing Management Officer. We will try to help you. You may need to collect evidence in the same way as we described for noise nuisance above. If you are the victim of harassment, please contact A1

Housing's Customer Care Services. In cases considered to be serious we will ensure a Housing Management Officer speaks to you within 24 hours of receiving the complaint

You must also make sure that neither you, your family nor any visitor to your home causes harassment to your neighbours.

Harassment includes:

- Violence or threats of violence
- Abusive or insulting words or behaviour
- Damage or threats of damage to property
- Any actions which interfere with a neighbour's peace, comfort or convenience

Race and Hate Incidents

Racial or hate incidents are serious offences. If you, your family or any visitor to your home, threaten, abuse or insult your neighbours for example in a racist way you risk prosecution by the Police. In serious cases you could lose your home.

We will help any council tenant or leaseholder that is the victim of a race or hate incident. If you are the victim of a race or hate incident, please contact A1 Housing's Customer Care Services. We will ensure a Housing Management Officer speaks to you within 24 hours of receiving the complaint. We can also offer a range of other support to help deal with the problem. You should also report it to the police.

Vandalism And Graffiti

We need your help to stop vandalism and damage. You should report any incident to a Housing Management Officer (we will treat all reports confidentially) and to the police.

Vandalism is a crime. It costs money to repair damage and remove graffiti. It also makes your estate or your road a less pleasant place to live for everyone.

THE COUNCIL'S ANTI-SOCIAL BEHAVIOUR TEAM

A1 Housing work in Partnership with the Council's Anti Social Behaviour Team and other agencies, including the Police, to deter and prevent any kind of anti-social behaviour. Our intention is to deal firmly but fairly with any forms of anti-social behaviour and to encourage people to come forward as witnesses in order to combat this kind of behaviour.

Details of our approach to anti-social behaviour and how we can help to resolve problems can be found in our leaflet 'Nuisance & Anti-Social Behaviour'. Please contact any of our offices for a copy (see section 12).

Pets

If you have a pet, you must make sure that it is kept under control and does not cause a nuisance or annoy neighbours. This is a condition of your lease. If your pet does cause a nuisance, we will ask you to control its behaviour or if this does not solve the problem, to find a new home for your pet.

If you are thinking of getting a pet you should think carefully whether it is suitable for living in a flat and get permission from a Housing Management Officer.

If you are having problems with dogs (your own or someone else's) you can ask the Council's dog warden to help (see section 12).

Gardens

If your flat has a garden you are responsible for keeping it tidy. You should not allow rubbish to build up as it may cause a health hazard and encourage mice and other pests. A1 Housing can take legal action if necessary to rectify the problem.

Satellite Dishes

If you want to fit a satellite dish on the outside of your flat you must get permission from a Housing Management Officer in writing. We will not normally refuse as long as it is installed properly. You may also need planning permission.

Car Parking

Many blocks of flats have shared parking areas. Some flats and maisonettes have their own driveway to park on.

Parking in shared areas is on a 'first come – first serve' basis. No one has their own parking space. Please consider others when you park:

- Do not cause an obstruction; you could prevent emergency vehicles from getting through.
- Do not park on the footpath it is against the law.
- Do not park in your garden unless you have a hard standing and a dropped kerb.
- Do not park lorries and trucks on residential streets and especially in shared parking areas.

You can do minor repairs to your own vehicle in a shared parking area, at the roadside or in your garage, as long as you do not disturb your neighbours. You should not do major repairs to your own vehicle or do repairs for other people, whether for money or not.

Sensible use of shared parking areas help you and your neighbours – tell a Housing Management Officer if someone is causing a nuisance in your parking area.

Condensation

Condensation can be a problem in flats if you do not have proper ventilation. This can be unpleasant to live with and can damage plaster, decorations and window frames in your home. Condensation often causes black mould, which can spoil walls and ceilings, clothes, curtains and carpets.

Condensation happens when moist air meets a cold surface, such as a window or a cold wall. Double-glazing and cavity wall insulation help to reduce the problem by keeping inside surfaces warmer, but you may still get condensation if the air in your home is too moist. The moisture in your flat comes from everyday things such as cooking, washing, hot baths and drying clothes indoors.

To limit condensation:

- Try to make sure that there is enough constant heat in your home so there are no cold surfaces for moisture to settle on.
- Try to make sure that there is some ventilation in each room by opening windows or by turning on extractor fans if you have them.
- When cooking, put lids on saucepans, close the kitchen door and open a window or turn on an extractor fan.
- Try to dry clothes outside if possible. If it has to be done indoors, keep a window open and, if you are using a tumble dryer, make sure it is vented to the outside.
- When running a bath, run the cold water before the hot to reduce the amount of steam, and keep the bathroom door closed. Afterwards, keep the window open and leave an extractor fan running until the walls and windows are dry. Don't let the moisture escape into other rooms.
- Paraffin and liquid gas heaters give off water vapour as they burn and make condensation worse. Paraffin heaters can also be dangerous. Avoid using them.

Insurance

Who insures your home?

Your service charges include an amount for insuring the building, which includes the outer walls, the roof, common/shared areas and underground services. This means that Bassetlaw District Council's insurance covers damage to the structure of the building caused by fire, flood etc.

The Council's Insurance does not cover the contents of your flat (such as your furniture and personal belongings). To cover these you should arrange your own home contents insurance.

You have a right to a copy of the Council's Building Insurance Policy if required. Please contact the Council's Finance Unit to request a copy.

What if I do not have home contents insurance?

If you do not have home contents insurance you are taking a big risk. You need to consider the following:

- If you had a fire, flood or a break in, at your home could you afford to replace your furniture, clothing and belongings?
- If you live in an upstairs flat or maisonette and your bath overflowed and flooded your downstairs neighbour's property, you would be responsible for the damage, but could you afford to pay?

What will it cost?

Home contents insurance need not be expensive, and most companies will let you pay in monthly/quarterly instalments. There are many insurance companies and many banks and building societies also sell insurance. Costs will vary so it pays to shop around for a good deal.

It is better to be safe than sorry. Make sure you are properly insured and keep to the conditions of the Insurance Policy.

7. SERVICE CHARGES

Why Do I Have To Pay Service Charges?

When you bought your lease, in effect you become a 'shareholder' in the building your flat is in. This means that you have a responsibility to pay your share of the costs of maintaining and managing the building.

If you owned a freehold property you would have to pay all the costs of running your home, including repairs and maintenance. As a leaseholder you share those costs with your landlord and other leaseholders. If you have not owned a home or leased a flat before it is important that you are aware of the cost of running it as it can be more expensive than you might think.

As a landlord we have a legal duty to maintain the building and charge you your share of the cost. The costs are shared equally among all the flats in the block (unless a specific cost belongs to one flat or to only a part of a block). For example, if there are 10 flats in your block and 7 of them are rented to council tenants and the other 3 are leaseholders, each leaseholder will pay a tenth of the cost and we will pay seven-tenths for our tenants. (The rent that council tenants pay covers the cost of repairs to council homes).

As a social landlord, we have to maintain our blocks of flats to a good standard. This means that we have to spend money on keeping them in a good state of repair, because we have a duty to our tenants to provide them with good homes. If we did not spend this money the flats would deteriorate and your flat would be worth less if you wanted to sell the lease. It would also become less pleasant to live in.

If we did not keep the blocks of flats in good repair we would not be doing our duty to our tenants, or to you as a leaseholder, and the investment in your home would suffer.

How Your Service Charges Are Made Up

Your service charges are made up mainly of the following costs:

- Ground rent (this is set at £10 a year under the Housing Act 1985).
- Repairs and maintenance to your block (for example, new controlled door entry system, refurbishing stairs and landings).
- Grounds maintenance for shared garden areas within your block.
- Management charge (our cost in managing leasehold flats).
- Building insurance.
- Staircase lighting and cleaning
- Window cleaning

These costs will be listed on your service charges invoice. Normally you will get one invoice every year, but if any repairs have been carried out you will receive an invoice when the works have been completed.

Costs are shared as follows:

- Costs that apply to the whole block (such as repairs, improvements and building cleaning) are shared equally between all council and leasehold flats in the block
- In some cases, costs apply to part of the block and are shared between the people who live in part of a block
- Costs that apply only to one flat (such as a special improvement or a charge for damage) are just charged to that flat
- Management costs are charged to all leaseholders
- Insurance costs are shared equally between all council and leasehold flats

We go to a lot of trouble to make sure that you are only charged for costs, which belong to the block you live in. You do not have to pay for anyone else's home. As we deal with many repair and maintenance jobs in council properties each year this is a very complicated job but are part of our management responsibilities.

The First Five Years

If you buy a council flat as a secure tenant under the Right to Buy we have to tell you how much services charges are likely to be in the first five years. We can only do this by considering what repair or improvement works are likely to have to be done to your block in this time and estimating how much it is likely to cost.

Once we have estimated your repair and improvement costs for the first five years, we cannot charge you more than this (except for an allowance for inflation). If we find we have over-estimated, we will only charge you what it actually costs. This is called the five year 'protection period'.

This five-year protection period applies to repairs and improvements from the date the first buyer buys the lease. If you sell the lease within this time the next buyer is entitled to what is left of the five-year protection period. We do not give a new five-year period each time the lease is sold on.

Your Right To Be Consulted

Consultation on Major Works and Long-term Agreements

New regulations came into force on 31 October 2003 revising the legal consultation requirements for council leaseholders. By law, we must now consult you before carrying out work above a certain value and before we enter into a long-term agreement for providing services.

We must consult you about the following:

Qualifying works

This is work and improvements on a building or any other premises where any leaseholder would have to pay more than £250. We will give you information about the work and costs, and our reasons for doing the work, using a procedure set out in a section 20 notice.

Qualifying long-term agreements

This is an agreement we enter into, or which is entered into on our behalf, for more than 12 months and where the cost in any one year would mean that any leaseholder would have to pay more than £100.

Examples of possible qualifying long-term agreements include agreements affecting the building generally for example, maintenance contracts for lifts or door entry systems, building cleaning, grounds maintenance and insurance.

We do not have to consult you about some long-term agreements, including:

- Employment contracts
- Management agreements made by the council and a tenant
- Management organisation (TMO) or an arm's-length management organisation (ALMO)
- An agreement for a term of more than 12 months which was entered into before 31 October 2003

How We Will Consult You

There are usually two stages to the consultation process, which requires us to issue Notices to all leaseholders in the block.

Stage1 - Notice of Intention - which will include the following information:

- A description of the works or the address and opening hours of where the description may be inspected

- The reason for considering it necessary to carry out the works
- An invitation to nominate an alternative contractor for the Council to request an estimate from (see note below)
- The name and address where any written observations about the works can be sent
- The date by which any comments or observations must be received, which will be 30 days from the date of the Notice.

Please note: This provision does not apply to contracts, which are subject to European Union procurement rules. These are contracts whose overall value is in excess of a prescribed threshold and where public notice of the works and/or services must be given in the Official Journal of the European Communities, (see below, Qualifying Long-Term Arrangements – Major Works)

Stage 2 - Notice of Proposals (Estimates)

After consultation on the intended works has been completed, you will receive a second notice giving details of the proposed contractors and the estimated cost of the works. You will have 30 days in which to make any comments or observations about the estimates.

We will issue a further Notice only where the contract is not awarded to either the contractor nominated by the leaseholders or to the lowest bidder, giving reasons for entering into that contract.

Qualifying Long-Term Agreements – Major Works

A one-stage consultation process will apply to major works carried out under the long-term partnering arrangement we have entered into with our two partner building contractors, Connaught Partnership Ltd and Bullock Construction Ltd, for the delivery of the Council's Decent Homes Programme.

This means that Leaseholder will still be asked for their comments or observations regarding the proposed works. But, you will not have the opportunity to nominate an alternative contractor.

Your Observations or Comments

If you wish to make any comments or observations as part of the consultation process, please make sure we receive them within the period given in the notice. Your comments will be considered before awarding the contract or commencing the works.

As a leaseholder you will be required to pay your share of the cost of the work. This is why law sets down the consultation process - to ensure you have the opportunity to have your say before any works commence. Please take this opportunity to have your say.

There is also a consultation process for tenants of the block and we actively encourage all tenants and leaseholders to get involved in the consultation process.

A1 Housing has produced a separate guide for Leaseholders on the Consultation process, which gives further details about the procedure, what you can expect from us and your rights.

Your Service Charge Bill

How you get your bill

Every year we will send you an invoice for your share of the costs. We will ensure this bill is sent to you within 18 months of the costs being incurred. We will also ask for some charges to be paid in advance, for example, ground rent and Insurance.

Paying your bill

There are two options for paying your bill:

- You can pay the full amount within 30 days
- You can ask to pay by monthly instalments on Direct Debit. You need to contact Sundry Debtors Unit who sent you the bill to arrange this (see section 12).

You also have a choice of ways to pay:

- By cash, cheque, credit card or debit card over the counter at the Council offices (Queens Buildings, Worksop or 17b The Square, Retford)
- By cheque via post
- By an annual Direct Debit payment

Your Statement

You will receive a quarterly statement of your service charge account. Please check this carefully, it will show the charges we have made and the payments received from you. If you have any queries, please contact the Sundry Debtors Unit (contact details will be on your statement).

If You Have Problems Paying Your Service Charges

If you find you cannot pay your service charges bill straight away don't ignore it! You could end up losing your home if you don't pay it. Please contact the Sundry Debtors Unit or a Housing Management officer straight away if you are having difficulties paying your bill.

Loans

You may have a right to a loan from the Council to assist you in paying some or all of your service charges for major repairs during the first 10 years of the lease.

You may also be able to apply for a Discretionary Loan from the Council, depending on your circumstances. There are two types of loans available; those repayable on a monthly basis and those that are repayable when the property is sold or transferred to another person. To qualify for a loan, repayable on monthly instalments you would have to satisfy each of the following points:

1. You own and live in the flat.
2. You have been refused a loan by at least two High Street lenders (eg Banks or Building Societies).

3. There is enough equity in the value of you flat after taking into account any mortgage or loans you have.
4. You can meet the monthly repayments of a loan from the Council.

If you cannot meet the repayments you may be able to apply for a loan which is repayable when the property is sold or transferred.

Please contact a Housing Management Officer for more information on loans.

Benefits

You should also see if you are entitled to any benefits.

Leaseholders cannot get Housing Benefit but may be entitled to Council Tax Benefit or Income Support. Contact the Citizens Advice Bureau or the Benefit Agency for further advice on benefits. Also, see section 8 in this handbook on 'Claiming Benefits'.

What If I Don't Agree With My Charges?

We will always try to work out your charges properly and fairly, but if you think we have made a mistake or charged you for something you have not had please do the following:

- First of all contact A1 Housing's Corporate Services straight away who will look at your account again and make sure it states the correct amount.
- If you still think you are being charged unfairly, you will be able to apply to the independent Leasehold Valuation Tribunal

Leasehold Valuation Tribunal

Leaseholders Valuation Tribunals have been set up to provide a quicker and simpler alternative to court proceedings. Either you or the landlord (us) can apply to the tribunal to settle a dispute over service charges. The tribunal will decide:

- If the cost of the services we are charging for is reasonable
- If the work being charged for is of a reasonable standard

You cannot appeal to the Leasehold Valuation Tribunal if:

- A court or tribunal has already made a judgement about your charges
- You have already agreed that the charges are correct

If you apply to the Leasehold Valuation Tribunal you must pay application and hearing fees, up to a maximum of £500. You can make an application jointly with other leaseholders in order to share the costs.

Once the tribunal has made a decision on whether you must pay all the service charges or that we must reduce them, we are both bound to accept it and abide by its decision.

If you want your service charges to be considered by a Leasehold Valuation Tribunal, tell us and we will give you information on how to go about it. Alternatively you can contact them direct or through the Leasehold Advisory Service (see section 12 for contact details).

Leasehold Advisory Service

The Leasehold Advisory Service is funded by the Government to provide free legal advice to leaseholders and landlords. (You can visit their website at www.lease-advice.org).

Mediation

The Leasehold Advisory Service also offers a mediation service; the LEASE Mediation Service provides a way to settle a dispute without the need to go to court or the Leasehold Valuation Tribunal.

Mediation allows you and A1 Housing to discuss the problem and work out a solution together, in an informal setting. Both parties meet with a LEASE mediator who helps them to clarify the issues, to communicate with each other and to reach an agreement.

Mediation is quick, cheap, informal and confidential.

However, please remember, if you think your charges are wrong, tell us first and we will try to sort it out.

What Happens If I Don't Pay My Charges?

Your lease is a legal contract between you and the Council. Under the lease you have to pay reasonable charges that the Council pays to manage and maintain your block.

If you refuse to pay your charges you are breaking your contract and we can go to court to ask to have your lease 'forfeited'. If the court decides that you have seriously broken the terms of your lease it may end the lease and give us possession of your flat. You would lose your home and would not usually get any payment or compensation.

If you have problems paying your charges we will always try to help. But if it becomes clear that you are making no effort to pay off your charges we can:

- First, apply to a Leasehold Valuation Tribunal for a decision that your charges are fair
- Then apply to the court to recover the money you owe

If you persistently fail to pay your service charges you are breaking the terms of your lease and we can apply to the court for your lease to be forfeited and repossess your home.

We hope that things never get to this stage, but it does happen and people do lose their homes.

8. CLAIMING BENEFITS

If you are on a low income, you may be entitled to a number of benefits, which can help you. As a leaseholder, you may be able to get help from:

- Income Support
- Council Tax Benefit
- Council Tax Discount (whether or not you are on a low income).

There are many benefits you can get, depending on your circumstance. Advice is available from various agencies including:

- The Council's Housing Benefits Office and Council Tax Office
- Benefits Agency
- Citizen's Advice Bureau

See section 12 for contact details.

If you have access to the internet there are various websites where you can also get advice on benefits, for example www.direct.gov.uk and www.entitledto.co.uk

Income Support

If you are on a low income you may be entitled to Income Support. This can help you with your household bills. It can also help pay some of your housing costs.

Income Support can help towards most of your service charges, including:

- Management fees
- Insurance
- Minor repairs
- Cleaning shared areas

Income Support does not pay for:

- Major repairs
- Improvement work/Decent Homes work
- Heating provided by the landlord

Council Tax Benefit

If you are on a low income you may be able to get help towards paying your Council Tax. Council Tax Benefit is paid whether or not you are in work and may be paid on top of other Social Security benefits. If you qualify for Council Tax Benefit it will be taken off your Council Tax bill as a rebate. This will not directly affect your service charge bills but it can save you money.

Second Adult Rebate

If you have to pay Council Tax and the only person living with you is on a low income or is ignored for Council Tax purposes, you may be able to get another type of Council Tax benefit call Second Adult Rebate. This is only if the other person living with you is not your partner or spouse or a joint owner. However, the rules are complicated so if you are unsure, phone our Council Tax Office.

If you put in a claim and qualify for Council Tax Benefit you will be paid either Council Tax Benefit or Second Adult Rebate, whichever is higher.

Council Tax Reductions And Discounts

As well as Council Tax Benefit there are certain 'reductions' and 'discounts' that may mean you pay less Council Tax. Any reductions or changes to the amount of Council Tax you pay should be shown on your bill. These may be:

Single Person Discount

If there is only one adult living in your flat your Council Tax may be reduced by 25%. There are some people who will not be counted when looking at the number of adults living in a home, so if you live with an adult who is 'discounted' for Council Tax purpose you should still get Single Person Discount.

Disability Reduction

You may get a reduction in the amount of Council Tax you have to pay if you, or someone who lives with you, are disabled and have either:

- A special adapted room
- A second toilet or bathroom added for the disabled person;
or
- Extra space in your home, or it has been adapted, because they are a wheelchair user.

9. Joining A Tenants' And Residents' Association

We want you to have a say in how the housing service is run. A good way of doing this is to join or set up a local tenants' or residents' association. By working together we can share ideas and make better decisions about the housing service. By joining a local association you can be involved in discussions with your neighbours (including council tenants freeholders and other leaseholders) about the services, which affect your area.

What Is A Tenants' and Residents' Association?

This is a group of local people who come together to put forward the views of tenants or residents in an area. An association raises issues with its members and works with the Council to solve local problems. The sort of issues that groups get involved in include:

- Estate management
- Cleaning of street and shared areas
- Environmental improvements
- Facilities for play and social activities
- Repairs
- Vandalism and crime prevention

Why Form an Association?

An organised group has a stronger voice than an individual person. We will always consult with recognised groups on important housing issues. This means that you have the chance to influence the decisions we make.

Locally, your association can help to increase community spirit and give everyone the chance to get to know each other. You can also provide information to people living in your area about what is going on, through regular newsletters and meetings.

Getting Started

Talk to some of your neighbours, listen to their views and get their support. Then contact a Tenants Participation Officer (see section 12). We will help you get your group underway. It may be hard work, and it could take some time, but it will be worth it in the end.

What if I do not want to join an Association?

If you do not want to set up or join an association, we will still consult you on matters that affect you as a leaseholder. This might be by sending you a letter, survey or newsletter, or by inviting you to one of our quarterly Leaseholder Forums. We will then take your views into account when we make the final decision.

10. Complaints And Compliments

Complaints

At A1 Housing we aim to provide our customers with the highest quality services. We recognise that we may not meet these standards at all times and we encourage you to let us know when we don't so that we can work with you to put things right.

How to make a Complaint

If you want to make a complaint there are a number of ways you can do this. The simplest way to sort out a problem is to discuss it with the staff concerned, either face to face or on the phone. Many problems can be quickly sorted out this way, without the need to go further. If you are not happy with the response the formal complaints procedure will help us deal efficiently and effectively with your complaint.

Making a Formal Complaint

You can make a formal complaint in a number of ways; either by letter, by phone, by e-mail or in person. Our contact details are:

The Customer Services Team
A1 Housing Bassetlaw Limited
Carlton Forest House, Hundred Acre Lane
Worksop S81 OTS

Tel: 01909 534520

E-mail: customer.services@a1housing.co.uk

We will aim to sort out complaints effectively and in accordance with our Complaints Procedure. For more information on how to make a complaint please see our leaflet, Complaints Procedure.

Compliments

As well as monitoring the complaints made against A1 we also monitor our compliments. We encourage feedback from our customers and like to hear if they have received a service that they feel was very good or if they feel that a member of the A1 Housing staff deserve a 'pat on the back' for the way they carry out their duties.

If you want to make a compliment you can contact the Customer Services team with the details of your compliment and, if necessary, who it is for and they will make sure it is logged and passed out to the relevant manager.

We aim to give the best service possible to you, our customers. It helps us to know if we are doing things well or if you feel something is wrong.

11. Leaseholder Service Standard

These are the standards you can expect from A1 Housing:

We will

- Respond to your concerns within 15 working days
- Send you an invoice for your contribution towards necessary repairs within 20 working days after the repair is completed
- Send you a quarterly service charges statement

For further information on A1 Housing Service Standards please see our booklet, Service Standards.

12. Useful Contacts

A1 Housing Bassetlaw Ltd

Carlton Forest House, Hundred Acre Lane, Worksop S81 0TS
Website: www.a1housing.co.uk

Contact Centre / Repairs (Freephone) 0800 590542

Corporate Services 01909 534543

Customer Care Services 01909 534520

Tenant Participation Officers 01909 533203 / 01909 533242

A1 Housing Bassetlaw Ltd

Housing Management Officers

Bassetlaw West

Queens Buildings, Potter Street, Worksop S80 2AH
Tel: 01909 533426

Bassetlaw East

17b The Square, Retford DN22 6DB
Tel: 01777 713202

Bassetlaw District Council

Queens Buildings, Potter Street, Worksop S80 2AH
Website: www.bassetlaw.gov.uk

Council Tax enquiries 01909 533258 / 533234

Environmental Health (Dog Warden) 01909 533219

Financial Services 01909 533454

Housing Benefits Office 01909 533710

Housing Grants 01909 533161
(West House, Hundred Acre Lane, Worksop S81 0TS)

Finance Unit (Building Insurance) 01909 533454

Legal Services 01909 533275

Sundry Debtors Unit 01909 533412 / 533465

Please note - Minicom Service is also available on:

Tel: 01777 713820 (Retford)

Tel: 01909 533214 (Worksop)

Other Useful Contacts

Benefits Agency 01909 537200

Citizens Advice Bureau – Worksop 01909 476049

Leasehold Advisory Service (LEASE)

Tel: 020 7374 5380

70-74 City Road,
London, EC1Y 2BJ
Email: info@lease-advice.org

Leasehold Valuation Tribunal

Tel: 0845 100 2615 / 0121 643 8336

Residential Property Tribunal Service
2nd Floor, East Wing,
Ladywood House,
45-46 Stephenson Street,
Birmingham B2 4DH

How to contact us

There are a number of ways you can contact us

By phone

- Head Office 01909 534484
- Area Office West 01909 533426
- Area Office East 01777 713202

On-line

Visit our website at www.a1housing.co.uk

You can also email us at customer.services@a1housing.co.uk

By visiting us

Head Office Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 0TS

Area Office East 17B The Square, Retford, Notts DN22 6DB


Area Office West Queens Buildings, Potter Street, Worksop, Notts S80 2AH

All of our offices are open Monday to Friday between 8.40am and 5pm

By writing to us

A1 Housing Bassetlaw Limited

Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 0TS

SMS text message 
07779 533533



Developed in partnership with tenants

Working in Partnership with
Bassetlaw District Council

