

New Charter Housing Trust Service Standards – Leaseholders

STANDARD	MEASURE	DESCRIPTION	HOW AND WHEN PERFORMANCE AGAINST TARGETS WILL BE MONITORED AND REPORTED																		
<p>WE WILL PROVIDE SERVICE CHARGE ESTIMATES ANNUALLY</p>	<p>To be provided in April of each year</p>	<p>This is a list of all the services provided to the block and/or the estate with a cost to the leaseholder for the cost of provision of each of those services. This will be accompanied by the invoice for the coming year</p> <p>Good performance means the estimate arrives on time which is no later than mid April.</p> <p>Poor performance means the estimate is late and potentially causes service charge arrears to accrue</p>	<p>A table detailing when estimates can be expected is contained within the leasehold handbook on page 26.</p> <p>Dates actually posted out will be recorded and reported to the Leaseholder Forum on an annual basis at the September meeting</p> <table border="1" data-bbox="1294 592 2152 948"> <tr> <td data-bbox="1294 592 1424 767">April</td> <td data-bbox="1424 592 1583 767">May</td> <td data-bbox="1583 592 1738 767">June</td> <td data-bbox="1738 592 1859 767">July</td> <td data-bbox="1859 592 1995 767">August</td> <td data-bbox="1995 592 2152 767">September</td> </tr> <tr> <td data-bbox="1294 767 1424 948">Posted 6th April 2011</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="1294 948 1424 1003">October</td> <td data-bbox="1424 948 1583 1003">November</td> <td data-bbox="1583 948 1738 1003">December</td> <td data-bbox="1738 948 1859 1003">January</td> <td data-bbox="1859 948 1995 1003">February</td> <td data-bbox="1995 948 2152 1003">March</td> </tr> </table>	April	May	June	July	August	September	Posted 6 th April 2011						October	November	December	January	February	March
April	May	June	July	August	September																
Posted 6 th April 2011																					
October	November	December	January	February	March																
<p>WE WILL PROVIDE SERVICE CHARGE STATEMENTS ANNUALLY</p>	<p>To be provided in September of each year</p>	<p>The statement provides details of amounts paid to the service charge account, items charged for works to the property and/or estate.</p> <p>The statement will also include deposits to the Sinking Fund and deductions for works carried out. The details contained in the statement relate to the previous</p>	<p>A table detailing when statements can be expected is contained within the leasehold handbook on page 26</p> <p>Dates actually posted out will be recorded and reported to the Leaseholder Forum on an annual basis at the March meeting</p>																		

		<p>financial year ending 31st March</p> <p>Good performance means the statement arrives on time which is no later than the end of September. Poor performance means the statement is late</p>	April	May	June	July	August	September Currently being produced
			October Target date 3rd October 2011	November	December	January	February	March
<p>WE WILL PROVIDE INFORMATION OF WHAT HAPPENS WHEN YOU GET INTO ARREARS</p>	<p>The Leasehold Handbook contains details of how service charge arrears will be recovered.</p>	<p>The handbook reminds leaseholders to get in touch if they are struggling to make payments.</p> <p>Details are contained in various section of the handbook as detailed below:</p> <ul style="list-style-type: none"> • Rights & Responsibilities page 15 • How to pay page 26 <p>Arrears of service charges can lead to forfeiture of the lease. This can only happen with the permission of the Leasehold Valuation Tribunal.</p> <p>Good performance means engaging early with a person who falls into arrears.</p> <p>Poor performance means the account becomes seriously out of control</p>	<p>The handbook will be reviewed every 2 years by the Leaseholder Forum.</p> <p>The handbook is supplied to all leaseholders at each review and is available upon request. An electronic version available on the New Charter website.</p> <p>Customer comments will be considered when reviewing information available</p>					

<p>WE WILL PROVIDE TIMELY SUPPORT TO HELP YOU MANAGE YOUR MONEY</p>	<p>Referral to a Welfare Benefit Advisor will be made within 5 days of request</p> <p>Referral to a Debt Advisor will be made within 5 days of request</p> <p>A welfare benefit check will be carried out at the sign up stage of a tenancy</p> <p>In the event of an emergency, assistance will be given within 24 hours of the request</p> <p>Advisors will contact the customer within 2 days of receiving the referral</p>	<p>Services that New Charter provide to help customers manage money. This does not include services provided by other agencies.</p> <p>A referral is a written request from an officer or the customer asking for assistance.</p> <p>Contact by the Advisor means an acknowledgment of the case and a likely timescale when the customer will be dealt with. An emergency is determined when a customer is likely to lose their home in the next 5 days</p> <p>Good performance means a swift response to the customer.</p> <p>Poor performance means having to wait too long</p>	<p>Performance will be reported at each Revenues Service Review Group.</p> <p>This will include number of referrals received in the previous 6 months and numbers seen within target period.</p>
<p>WE WILL PROVIDE DETAILS OF HOW SERVICE CHARGES ARE SET</p>	<p>The Leasehold Handbook contains details how service charge are calculated</p>	<p>The handbook will provide information on the way the service charges are calculated. This will not be specific to the property the customer lives in.</p>	<p>The handbook will be reviewed every 2 years by the Leaseholder Forum.</p> <p>The handbook is supplied to all leaseholders at each review and is available upon request. An electronic version available on the New Charter website.</p>

		<p>Specific service charges are available in the lease agreement.</p> <p>Good performance means New Charter provides transparent information at the right time.</p> <p>Poor performance means not having the information available and accessible</p>	Customer comments will be considered when reviewing information available												
WE WILL SEND YOU A NOTICE TO PAY YOUR GROUND RENT ANNUALLY	<p>Notices will be sent to you one month before payment is due. The due date will be in line with your personal lease which is any of the following:</p> <ul style="list-style-type: none"> • January • October • December 	<p>The notice is served in a format that is dictated by the Government. The notice is called a Section 166. This will be sent with an invoice to be able to make payment.</p> <p>Good performance means to provide information at the right time. Poor performance means missing the target date which delays payment</p>	<p>A table detailing when ground rent notices can be expected is contained within the leasehold handbook on page 26.</p> <p>Dates actually posted out will be recorded and reported to the Leaseholder Forum on an annual basis at the September meeting</p> <table border="1"> <tr> <td>April</td> <td>May</td> <td>June</td> <td>July</td> <td>August</td> <td>September</td> </tr> <tr> <td>October</td> <td>November</td> <td>December</td> <td>January Issued 5thJanuary</td> <td>February</td> <td>March</td> </tr> </table>	April	May	June	July	August	September	October	November	December	January Issued 5 th January	February	March
April	May	June	July	August	September										
October	November	December	January Issued 5 th January	February	March										
WE WILL PROVIDE YOU WITH DETAILS OF A NAMED OFFICER TO TAKE YOUR	A Revenue Officer located in the Revenues Section is the person to contact	This is the contact person for any query that can be passed to the relevant officer for a resolution of the query.	The named officer will be identified at the Leasehold Forum and included in the minutes of meetings. Minutes will be sent within 2 weeks of the Forum taking place with an electronic version available on the website.												

<p>ENQUIRIES</p>	<p>for any enquiries. The telephone number is included on all documents</p>	<p>A named officer service was introduced at the request of the Forum</p> <p>Good performance means the leaseholder can access an officer at the first attempt. Poor performance means the leaseholder is passed from one person to the next</p>	<p>A survey will be carried out every 2 years to establish satisfaction levels with this approach.</p>
<p>WE WILL CONSULT WITH YOU IN RELATION TO MAJOR WORKS LIKELY TO BE CARRIED OUT AT YOUR HOME OR WHERE THERE IS A CHANGE TO THE SERVICE YOU RECEIVE</p>	<p>Consultation will begin at least 30 days prior to the works being advertised for tender</p>	<p>Consultation is required where major works are to be carried out to the block or estate where the cost to an individual leaseholder is greater than £250.</p> <p>Consultation is also required where a service charge element is greater than £100 when a contract to deliver that service is being considered.</p> <p>The process is part of the Commonhold & Leasehold Reform Act 2002.</p> <p>Good performance means the process is followed correctly and leaseholders are fully involved in the process.</p> <p>Poor performance occurs when</p>	<p>The handbook from page 29 onwards details the process that must be followed.</p> <p>Monitoring will be carried out as and when consultation is undertaken and satisfaction levels will be assessed following the completion of the process</p>

		leaseholders are left out of the process which is potentially costly to New Charter	
WE WILL HOLD A LEASEHOLD FORUM ONCE A YEAR	Forums will be held in September each year	<p>The Leaseholder Forum is a meeting of leaseholders and officers to discuss any issues that any party may need have and to share information with leaseholders in relation to any changes in legislation.</p> <p>Staff are available to pick up any personal issues at the end of the meeting</p> <p>Agendas and minutes are available on the New Charter website</p> <p>Good performance means the meeting taking place which addresses any issues that leaseholders have either during the meeting or by a follow up response.</p> <p>Poor performance means leaseholders leave meetings dissatisfied</p>	<p>Dates for the forum meetings will be available at least 6 months in advance and will be supplied on agendas. This will ensure monitoring can be achieved and give maximum notice to the leaseholder.</p> <p>Dates can be checked on the New Charter website</p> <p>Impact assessments will be carried out after the events to log issues discussed.</p>

Collection rate – 2010/2011 = 106%

Current collection for 2011/2012 = 56% (half year)