



Ongo Homes

Leasehold Management Policy

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Contents

		Page
1.	Our policy is...	2
2.	It applies to...	2
3.	Because we want to...	2
4.	We will...	2-6
5.	Making sure we do what we say...	6
6.	Other things to bear in mind...	6-7
7.	We'll look at this again...	7
8.	Jargon buster	7-8

1. Our policy is...

- 1.1 Ongo Homes (OH) holds the freehold to approximately 280 properties that have been sold to tenants on a leasehold basis. OH provides management to these properties and some maintenance services.
- 1.2 OH also holds the freehold to several commercial leasehold properties and short term lease agreements held with external organisations.
- 1.3 The management and maintenance services include ensuring full compliance with statutory legislation, regulation and the terms of each lease. This includes maintaining in good repair and structural integrity, the main components of each buildings structure as defined in each lease.
- 1.4 This Leasehold Management Policy sets out a framework for an efficient, customer-focussed service which offers value for money. This service will comply with the law and with standards of good practice as they apply to the management of leasehold properties.

2. It applies to...

- 2.1 This policy applies to residential long-leaseholders and those who hold short term lease agreements for a residential property.

3. Because we want to...

- 3.1 The aims of this policy are to ensure:
 - Lessor and lessee compliance with the terms of each individual lease;
 - Lessor and lessee compliance with legal and regulatory requirements with regard to management of leasehold stock;
 - Clarity of Ongo Homes' and leaseholders obligations for maintenance of the structural integrity of the flat, building and adjoining structures; and
 - Staff and customers are aware of each of our rights and responsibilities.

4. We will...

4.1 Day to Day Leasehold Management

- 4.1.1 Leasehold law, its accompanying regulations and codes of practice are complex and subject to frequent change. We will therefore engage legal advisers with the appropriate expertise to ensure that we comply fully with the legislation and are able to advise leaseholders accordingly.
- 4.1.2 We will comply with all relevant legislation and the terms of individual leases, whilst recognising that legislation takes precedence over individual leases.

- 4.1.3 We will provide leaseholders with all relevant and necessary information in a format accessible to them.
- 4.1.4 We will make reasonable management and administration charges in accordance with the provisions of leases. We aim to recoup actual costs wherever possible and will give leaseholders information on what the costs cover. A list of potential administration charges will be available.
- 4.1.5 We will aim to provide leaseholders with value for money from all of our services. Leaseholders will be informed that they have the right to appeal using our complaints procedure if they are unhappy with the 'reasonableness' of any works or charges. If a complaint is received, leaseholders will also be informed that they have the right to apply to the First Tier Tribunal if they are unhappy with our response.

4.2 **Service Charges**

- 4.2.1 We will prepare timely and accurate information about the cost of services for which service charges are due.
- 4.2.2 We will make a copy of the annual accounts for management services available to leaseholders within six months of the end of the accounting period.
- 4.2.3 Leaseholders will be provided with an estimate of the following financial year charges in accordance with the requirements of their individual lease and the agreed service standards.
- 4.2.4 Service charges will be set to reflect actual costs associated with the property and its area as far as possible.
- 4.2.5 Where a surplus has been paid over a particular financial year, we will carry it forward to the following year's accounts. Where there is a deficit, we will add it to the following year's service charge.
- 4.2.6 We will deduct 5% off the total for **major works bills** if they are paid **in full** within 28 days of the date of the bill.

4.3 **Structural Insurance**

- 4.3.1 Under the terms of every lease OH is responsible for insuring the structure of the building, including each leasehold property, for its full reinstatement value.

4.3.2 OH is required to rebuild or reinstate the property in case of destruction or damage by fire, storm, flood or any other cause against the risk of which it is normal practice to insure.

4.3.3 Leaseholders, occupiers or visitors must not do anything that would make the buildings insurance invalid, or would make the insurance company charge more for the insurance. Contents insurance is not included within leaseholder service charges. Each leaseholder is responsible for taking out their own contents insurance.

4.3.4 OH will periodically review its building insurance policies to ensure adequate cover and value for money.

4.3.5 Leaseholders must notify OH of any event that may require a claim to be made against the insurance policy as soon as possible. OH will advise the leaseholder on next steps in accordance with current and relevant practices.

4.3.6 Leaseholders will notify the Police as soon as possible in the event of theft or malicious damage.

4.4 **Ground Rent**

4.4.1 All leaseholders are required to pay ground rent in accordance with the terms of their lease.

4.4.2 This will be served where required in the prescribed form as set out in Section 166 of the Commonhold & Leasehold Reform Act 2002.

4.5 **Collective Enfranchisement (Residential Long-Leaseholders Only)**

4.5.1 In certain circumstances, leaseholders have the right to join together and buy the freehold of the block of flats they live in. This process is known as collective enfranchisement.

4.5.2 The qualifying conditions that must be met to proceed with the process are:

- There must be at least two flats in the building;
- At least two thirds of the flats must be leasehold properties;
- More than 75% of the total floor area of the building must be residential.

4.5.3 In most cases where the qualifying conditions are met, the leasehold customers will form a company to act as Purchaser, and will make application to OH, as landlord, of their request to purchase the freehold of the building.

- 4.5.4 The law is very prescriptive in the procedures that must be followed once an initial Notice is received.
- 4.5.5 Valuation of a freehold is very complex, and we will take professional advice in every case where an application is made for collective enfranchisement.
- 4.6 Right To Manage (Residential Long-Leaseholders Only)**
- 4.6.1 Where a group of leaseholders meet the qualifying criteria for enfranchisement, but do not wish to purchase the freehold, they have the entitlement to set up their own management company and to exercise their Right To Manage.
- 4.6.2 The Right empowers leaseholders to take responsibility for the management of their block but the landlord, OH, retains the ownership of the freehold. We would also retain the right to become a member of the management company.
- 4.7 Subletting**
- 4.7.1 Individual leases generally contain clauses on sub-letting. Such clauses may prohibit subletting, or they may permit sub-letting with or without our consent.
- 4.7.2 Where there is discretion under the terms of the lease, consent to sub-letting will not be unreasonably withheld. Whilst we have no obligation to do so, we may in special circumstances, be prepared to consider permission to sub-let, even where the lease prohibits sub-letting. This decision would be taken by the Leasehold & Building Services Manager and would take into account issues such as affordability and vulnerability.
- 4.8 Property Improvements**
- 4.8.1 There will be times when customers wish to make improvements or alterations to their leasehold property. However, the terms of each lease impose onerous responsibility on leaseholders who wish to modify or improve their homes.
- 4.8.2 We will not unreasonably refuse permission for a customer to carry out alterations or improvements, providing the work is undertaken in accordance with the terms and conditions set out in the individual lease. We have a supporting procedure in place to manage the granting of permissions in compliance with legislation.
- 4.8.3 All requests for improvements must be submitted in writing to OH including full details of the proposed works.

4.8.4 If any works are undertaken without permission being granted by OH then this will be considered a breach of the lease.

4.9 Breach of Lease

4.9.1 All leaseholders have a responsibility to comply with the terms of their lease.

4.9.2 Appropriate action will be taken whenever we become aware that a leaseholder is acting in breach of the terms of their lease. Such breaches may include:

- Improper use;
- Failure to maintain, or damage to, premises;
- Refusal of access to our officers;
- Harassment or neighbour nuisance;
- Unpaid ground rent or service charges.

4.9.3 In all such cases, we will first serve notice on the leaseholder requiring them to remedy the breach. If the breach continues, further action will be taken, which may include seeking an injunction, or as a last resort, taking action against the leaseholder for the forfeiture of their lease.

4.10 Administration Charges

4.10.1 An administration charge is any money OH demands from a leaseholder for providing approvals under the lease, for the provision of information or documents or for dealing with a failure by the leaseholder to pay ground rent or service charges or in connection with a breach of lease.

4.10.2 Any administration charge demanded by OH must be reasonable and be accompanied by a summary of the leaseholder's rights and obligations in respect of administration charges.

4.11 Other Management Issues

4.11.1 Separate policies cover leasehold management issues in relation to service charge arrears and statutory consultation.

5. Making sure we do what we say...

5.1 The Head of Customer and Support Services is responsible for monitoring the service and ensuring that it complies with the requirements of this policy.

5.2 The Home Ownership Manager is responsible for ensuring that this policy is implemented.

- 5.3 Dissatisfaction with services is analysed with leaseholders, more specifically with the Leasehold Forum, and service improvements identified.
- 5.4 In relation to residential long-leaseholders, performance will be monitored against service standards, benchmarking exercises and leaseholders advised of the outcomes on a yearly basis. We will conduct a customer satisfaction survey by telephone with long-leaseholders annually.

6. Other things to bear in mind...

6.1 This policy also links to our:

- Anti-Social Behaviour Policy
- Equality and Diversity Policy
- Leasehold Service Charge Arrears Recovery Procedure
- Neighbourhood Management Policy
- Rent Setting and Service Charge Policy
- Section 20 Policy and Procedure
- Commercial Property Lettings Policy

6.2 The main pieces of legislation and regulation relevant to this policy include:

- [Commonhold & Leasehold Reform Act, 2002](#)
- [Housing Act 1985](#)
- [Leasehold Reform Housing and Urban Development Act 1993](#)
- [Section 20, Landlord & Tenant Act, 1985](#)

7. We'll look at this again...

7.1 This policy will be reviewed every three years unless there are any substantial changes or any deficiencies are found to necessitate an earlier review.

8. What we mean...

Reference	Explanation
Lessee	The person who leases land or property from OH.
Lessor	One that lets property under a lease - i.e. OH.
Long-leaseholder	Most owner-occupiers have long leases , typically for 99 or 125 years when first granted.
First Tier Tribunal (Property Chamber)	Body that can help to resolve leaseholder disputes without the need to go to court.
Full re-instatement value	To cover the full cost of rebuilding, rather than the market value.
Reasonableness	Which the law decides is reasonable.
Administration charges	A charge for completing the work of a particular

	process – i.e. Solicitors enquiry.
Subletting	Where a leaseholder rents out their property and ceases to occupy the property.