

SERVICE STANDARDS

Home Ownership

We are committed to providing you with an excellent service. This standard explains the level of service you should expect from us if you are a leaseholder of the City of London Corporation. As a leaseholder, your home is managed in accordance with the term of your lease, and housing management policies.

This standard explains:

- How we deal with enquiries about your lease or property
- How we will respond to sales-related enquiries
- How we consult with you about major works or long-term agreements
- How we handle enquiries about alterations to your home

Lease enquiries

We will:

- Provide advice on your lease extension options
- Provide a copy of your lease if you have misplaced yours (a fee applies)
- Be transparent about our administrative fees for lease-related transactions

Advice and Information

We will:

- Assist you with any lease-related enquiries you may have in line with our customer service standards
- Have a clear policy on how we manage leasehold services

Sales enquiries

We will:

- On request, provide you with information on the sales process for your property within 10 working days
- Aim to respond fully to conveyancing enquiries and sales requests from solicitors within 10 working days e.g. leasehold questionnaires
- Ensure all Right to Buy enquires and transactions are completed within statutory timescales. If you require more information about these timescales, they can be found at www.gov.uk/right-to-buy-buying-your-council-home
- If we are unable to respond to you within our set timescales, we'll tell you why and when you can expect a full response

- Provide you with information on your rights and obligations as a leaseholder
- Publish a Leaseholders' Handbook to provide you with essential information

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Service charges and ground rent

We will:

- Provide you with accurate and timely information about your service charge and any other charges
- Issue a copy of your budgeted (estimated) service charge in June
- Provide you with a copy of the actual service charge expenditure in September
- Issue you with a statement of rights and obligations with every demand for payment
- Provide you with an annual summary of cover for the buildings insurance we arrange on your behalf

Major Works and qualifying long term agreements

We will:

- Carry out consultation whenever we plan to carry out major works, if the cost may exceed £250 for any leaseholder
- Consult you if we plan to enter into any qualifying long-term agreement (QLTA) if the cost may exceed £100 for any leaseholder
- Consult you in good time and give adequate time for you to respond, or raise queries
- Consider all responses to these consultations and provide a written reply within 21 days

Improvements and alterations

If you wish to make any improvements or alterations to your home, you must first obtain permission from us in writing. Your request must include detailed information about the works you propose to undertake and who will be completing the works, including any drawings / specifications where possible.

We will:

- Provide a response, in writing, within 20 working days
- Not unreasonably withhold consent. However, we may require further information from you before we can grant permission for your improvement/alteration request
- Advise you if we will require access to your home to complete an inspection either prior to the works and/or once they have been completed.

Useful contact details

Home Ownership Team

@ home.ownership@cityoflondon.gov.uk

☎ 020 7332 3013

✉ Home Ownership Team,
Barbican Estate Office, 3 Lauderdale
Place, London EC2Y 8EN

How we will monitor this standard

- By monitoring leasehold satisfaction levels through surveys
- Through key performance indicators
- Through your feedback, including complaints and compliments