

Leasehold Services

We will:

- Send out the estimated Service Charges for the current financial year by the end of April each year
- Send out the actual service charges for the previous financial year by the end of September each year
- Give you details of repairs to your block and estate that were included in your actual service charge if you ask us for them
- Meet with leasehold representatives regularly at the Leasehold Forum
- Write about leaseholder issues in each edition of Hounslow Homes News
- Update the leaseholders' handbook yearly
- Make sure our insurance contractor gives you a high quality service
- If we want to carry out repairs and improvements to your block or estate and we think your contribution to the cost will be more than £250, we will carry out formal consultation with you as set out in landlord and tenant law

Write to the Home Ownership Unit:

Hounslow Homes, St Catherine's House,
2 Hanworth Road, Feltham TW13 5AB

Email: home.ownership@hounslowhomes.org.uk

Or call one of the following numbers:

For Right To Buy Matters

020 8583 3916/7/8

For Leasehold Matters

central area
020 8583 3417

east area
020 8583 4295

west area
020 8583 3966

If you require a copy of this leaflet in another language, large print or Braille, please call 020 8583 2299 or minicom on 020 8583 3122.

Translations

Haddii aanad fahmayn dokomantigan, waxaa kuu diyaar ah kaalmo lacag la'aan ah oo aad ka heli kartid Waaxda Turjumida. Telfoonku waa: 020 8583 2290

नेकर कुवाडूँ एव दसतावेज समझने में मुशकल आती है तो ट्रांसलेशन युनिट से मूळत मदद मिल सकती है। फोन नंबर है: 020 8583 2297

यदि आपको यह दस्तावेज समझने में मुशकल आती है तो ट्रांसलेशन युनिट से मुफ्त मदद मिल सकती है। फोन नंबर है: 020 8583 2520

اگر قادر به فهمیدن این سند نیستید، کمک به نحو مجانی از طرف بخش ترجمه فراهم می باشد. شماره تلفن 020 8583 2299 است.

જો તમને આ દસ્તાવેજ વાંચવામાં કે સમજવામાં મુશ્કેલી પડતી હોય તો, ટ્રાન્સલેશન યુનિટમાંથી મફત મદદ મળી શકે છે. ટેલિફોન નંબર છે: 020 8583 2294

اگر آپ کو پڑھنا یا سمجھنے میں کوئی مشکل ہے تو آپ کو ٹرانسلیشن یونٹ سے مفت مدد مل سکتی ہے۔ ٹرانسلیشن یونٹ کا نمبر ہے 020 8583 2299

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Home Ownership Service Standards



Hounslow Homes
Managing quality homes for Hounslow

Hounslow

Hounslow Homes' Home Ownership Unit is responsible for processing applications from tenants to buy their homes (Right to Buy) and managing those homes that are owned by residents (leasehold management).

We are open from 8.45am to 5pm, Monday to Friday and until 5.30pm on Thursday by appointment. We are committed to providing a high quality service.

We will:

- Be courteous and helpful at all times
- Always wear an ID badge
- Be available to see you at St Catherine's House any time during our opening times
- See you within 15 minutes of attending the reception desk, on a first come, first served basis, if you don't have an appointment. We will also arrange set appointments if you ask us to
- Visit vulnerable customers at home if you ask us to
- Try to answer your telephone call within 5 rings. When we answer we will give you our name and the name of the section we work in
- Aim to reply to all letters and e-mails within 10 working days. If we cannot do this, we will let you know we have heard from you within 5 working days
- Reply to your written complaints within 10 working days
- Have a range of information about our services and other useful home ownership and leasehold information available at St. Catherine's House reception area
- Carry out a satisfaction survey every 3 years to find out how you think we are doing
- Listen to what you tell us and use your feedback to help us give you a better service

Right to Buy

We will keep to the legal time-limits for sending you notices, using the schedule set out below:

1. When you ask us for an application form, we will send one out to you within 2 working days
2. We will let you know whether or not you have the Right to Buy your property by sending you a notice within four weeks of receiving your application form
3. If you have the right to buy your home, we will send you an offer notice, which tells you the price you will have to pay and the terms and conditions of sale. If you are buying a house, you will receive this notice within 8 weeks of the notice mentioned in (2) above. If you are buying a flat, you will receive it within 12 weeks.