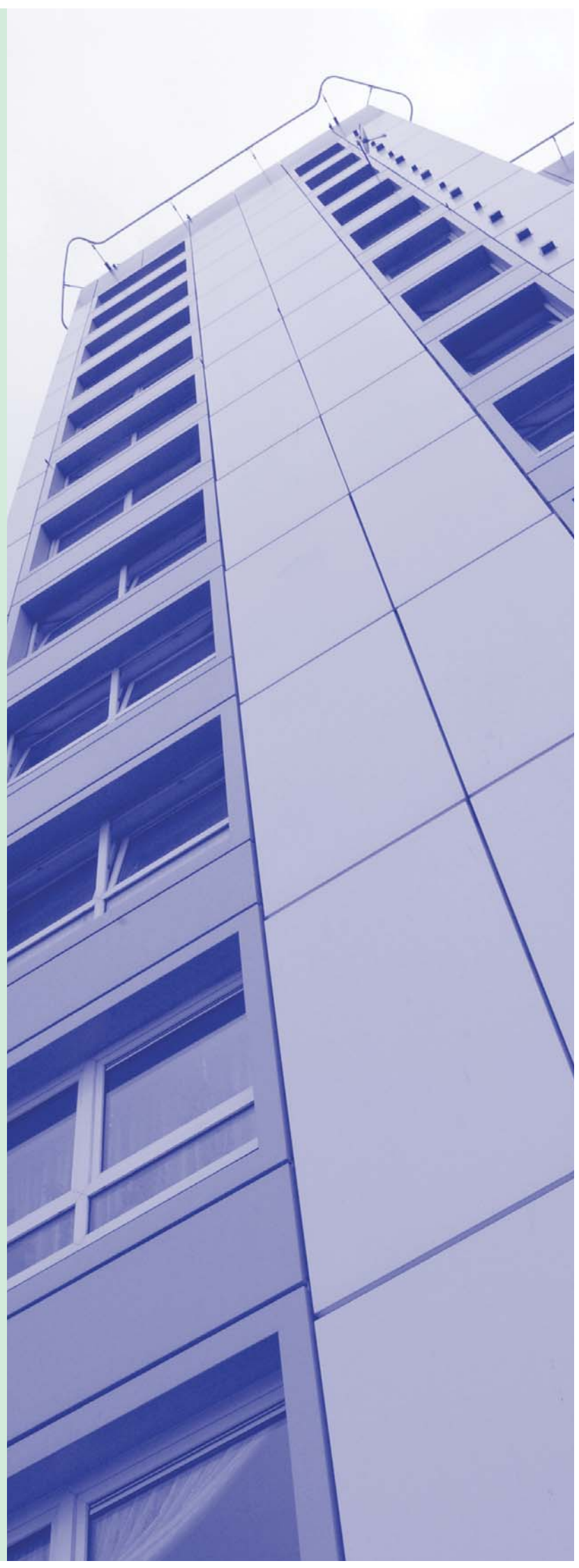


# LEASEHOLDER DISPUTE RESOLUTION SCHEME

An alternative to legal  
action



**Hounslow Homes' Leaseholder Dispute Resolution Scheme is a scheme we have agreed with the Chartered Institute of Arbitrators.**

**We have set up the scheme as an alternative to legal action involving the courts or the Leasehold Valuation Tribunal. It meets the terms of the Arbitration Act 1996.**

Dispute resolution means settling a dispute using an independent specialist who is not part of the court system. Under the scheme, if you are a leaseholder, you can ask for an independent specialist appointed by the Chartered Institute of Arbitrators, to look into any disagreement you have with us about your service charges.

Before a disagreement between you and us can go for dispute resolution, we must both agree to it. Dispute resolution will not work if one party does not agree at the start to keep to the arbitrator's decision.

The arbitrator's award will be final and can be enforced by the courts.

Before you ask for a disagreement with us to go to dispute resolution, you should follow our complaints procedure. If you are not satisfied with our decision you can ask for the matter to go for dispute resolution.



To apply for dispute resolution, you will need to fill in and sign a brief application form which you can get from our Home Ownership Unit (see back page for contact details) or in any of our Area Offices. We will also give you some guidance notes about the scheme, prepared by the Chartered Institute of Arbitrators and a copy of the scheme rules.

When you apply for dispute resolution, an Officer from our Home Ownership Unit must also sign your application form. This shows the arbitrator that both parties agree that the dispute should go to dispute resolution.

When the application form is sent to the Chartered Institute of Arbitrators, both parties (you and us) must each pay a registration fee of £58.75 (£50 plus VAT).



The first stage is a process of conciliation (unless both parties agree to go straight to arbitration).

Once the Institute has registered the application they will tell you and us in writing when the application has been accepted. They will also send you a claim form.

If you are the claimant, you should write all the details of what you are disputing and why on the claim form. When you return the claim form to the Institute you will need to send with it any supporting documents such as photos, letters etc that you want the arbitrator to see. You must send two copies of everything. You need to do all this within 28 days of receiving the claim form.

The Institute will send a copy of your claim and your supporting documents to us. We will then have 28 days to send the Institute details of our defence and any supporting documents.

If part of the dispute is about paying service charges, we will include a counterclaim for the amount we say you owe. The counterclaim may include a claim for interest on monies we say are due. We send two copies of everything to the Institute so that they can send you a copy.



## Home Ownership & Leaseholders Services

020 8583 3418 - Brentford & Chiswick

020 8583 4006 - Feltham

020 8583 3417 - Hounslow

### Customer Complaints

Tel: 020 8583 3737

Fax: 020 8583 4336

Minicom: 0800 389 9821

email:

complaints.team@hounslowhomes.org.uk

You can reply to our defence and counterclaim, but you are not allowed to raise any new matters or claims. Again, you must send two copies of everything to the Institute so that they can send us a copy.

The arbitrator will make their decision (called the 'award') based on the information in all of the documents.

In some cases, the arbitrator may ask for extra information from you or us, if they think it will help them make their award. If they do not receive the extra information within the time they asked for it, they will make their decision without it.

After the arbitrator has made their decision the Institute will send a copy of the award to you and us. The award is private and confidential between the parties and the arbitrator, under the Arbitration Act.

We will pay the Institute of Arbitrators all the fees for the case, except your registration fee. However, if you lose, the arbitrator may in some cases decide that you should pay for our costs.

Information about the Scheme can also be found on the Institute's website: [www.arbitrators.org](http://www.arbitrators.org)

Haddii aamad fahmayn dokomantigan, waxaa ku diyaar ah kaalmo la'aa ah oo aad ka heii kariid Waaxda Turjumida. Telfoonku waa: 020 8583 2290

नेवट युवातुं दिव टमटादेन ममरु दिव ममबल पेन आदिनी वै तं दामलेन युनिट से  
महद मरद मिल मवसी तौ। देन नैवत वै: 020 8583 2297

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

अगर फारम पे फेहमिन अिन सन्द निस्तन्द, कमक पे नवो मजानि अर طرف जघन त्रजेमे फराम  
मी बाशुद. شماره تلفن 020 8583 2299 است.

श्री तमने आ इस्तावेज वाशवाभां डे समजवाभां मुशकली पयली होय ती, दासलेशन युनिटवाशी भकत भदद  
मणी शडे छे. देदिशोन नंबर छे: 020 8583 2294

020 8583 2299  
اگر آپ کو یہ دستاویز سمجھنے میں آئی مشکل ہے تو آپ کو اس ادارے سے مفت مدد مل سکتی ہے۔  
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