

# Leaseholders News

## Welcome to your newsletter

As promised here is the second newsletter for leaseholders from the Home Ownership Unit. Please remember if there is anything in particular you would like to see or questions you would like answered, contact us and we will include them in future issues.

### Enclosed with this issue -

#### Your Service Charge Certificate explained

We hope you will find this leaflet helpful. On the back page of the leaflet there is contact information if you would like further explanation on any aspect of your service charge. It also informs what to do if you think the charges are incorrect.

#### Making payments

If you pay your leasehold charges using a cheque, please make out the cheque to The London Borough of Hounslow, and not Hounslow Homes.

#### Difficulty paying your charges?

It is vitally important that you pay your service charges when they are due. If you do not, your details may be referred to our solicitors for legal action. A court judgment can affect your credit rating, and means that your debt will be increased by costs and interest. Ultimately, you risk losing your home.

If you are finding it difficult to pay your service charges please contact our Income Recovery Team as soon as possible. They will help you come to a solution, such as an agreement to clear any arrears by regular instalments.

Alternatively, if you need extra help to manage your money and advice on benefits, your Income Recovery Officer may refer you to an independent, specialist debt counselling agency.

### Extended opening hours

In order to answer any queries you may have about your actual service charge certificate, we are extending our hours for two weeks following their issue to you. You can call us weekdays between **8am and 6pm Monday 9 October to Friday 20 October 2006.**

If you would prefer you can visit us in person, but please let us know you are coming. Then we can be sure the interview room is free for you and there is someone to deal with your query.

Our address and contact details can be found on the reverse of this newsletter.

### Selling your leasehold flat



If you are selling your home, your purchaser's solicitor will request an assignment pack from us. Under the Data Protection Act, we can only supply the pack to you or your Solicitor. Our fee for this service is £100 - £150, depending on the number and complexity of the questions. Once we have received your cheque we will forward a reply within 10 working days, normally sooner.

### Free leaseholder advice

The independent Leasehold Advisory Service (LEASE) is funded by central government to provide free advice to leaseholders and landlords on the law affecting residential long leasehold properties. LEASE have launched their own mediation service to resolve disputes without having to use the Leasehold Valuation Tribunal or the courts. For details call LEASE on 020 7374 5380 or visit [www.lease-advice.org.uk](http://www.lease-advice.org.uk).

## Need help with adaptations to your flat?

The London Borough of Hounslow has grants to help you to make adaptations to your flat and to continue to live independently. This might be installing a level access shower in place of a bath or installing a stair lift. The grants depend on your income and savings - but don't let that put you off making enquiries. If you would like more information about applying for these services please contact the Care and Repair team on telephone 0208 583 3878 or for general grants' enquiries 0208 583 3874/75. Please remember you need Hounslow Homes' consent before you start any alterations to your home.



## Do you want to attend a Leaseholder Surgery?

In order to improve our service to you in Leaseholders News Issue 1, we publicised surgeries on our estates that we held in August. If you would like us to continue to hold a surgery on your estate, please contact us so we can review whether to continue this service.

## Let us know if you sublet

About 20% of our leaseholders sublet. This is permitted under the lease but we do require details of your mailing address and contact details so that:

- We can contact you quickly if there is an emergency at your flat.
- You receive information about proposed major works, and details about your possible contribution, so you have the opportunity to comment on them.

## Translations and interpretation

If you need this leaflet in another language, Braille or large format please call our translation service on 020 8583 2299, Minicom on 020 8583 3122 or one of the numbers listed below.

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

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਤੋਂ ਮੁਫਤ ਮਦਦ ਮਿਲ ਸਕਦੀ ਹੈ। ਫੋਨ ਨੰਬਰ ਹੈ: 020 8583 2297

यदि आपको यह दस्तावेज़ समझने में मुश्किल आती है तो ट्रांसलेशन यूनिट 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 یافشد. 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 یہ دستاویز سمجھنے میں کوئی مشکل ہے تو آپ کو ٹرانسلیشن یونٹ سے مفت مدد مل سکتی ہے۔ ٹرانسلیشن یونٹ کا نمبر ہے: 020 8583 2299

## Door to door survey of leaseholders

Hounslow Homes will be carrying out a door to door survey of a sample of leaseholders in October/November. It will be carried out by our Best Value Team, who are independent of the Home Ownership Team and the area teams. The survey will aim to get feedback about our services and where we need to make improvements. We will let you know the outcome of the survey and our plans to address your areas of concern.

## Contact the Home Ownership Unit

### Write to us:

Hounslow Homes, 21 High Street,  
Feltham, TW13 4AG  
Fax: 020 8583 4133  
Email: [home.ownership@hounslowhomes.org.uk](mailto:home.ownership@hounslowhomes.org.uk)

### Or call one of the following numbers:

#### General leasehold matters

central area: 020 8583 3417

east area: 020 8583 4295

west area: 020 8583 3418

#### Debts and payments

central area: 020 8583 3965

east area: 020 8583 3949

west area: 020 8583 3418

#### Major works

020 8583 4005

020 8583 3968