

# Leasehold management

Homes for Islington  
Highbury House  
5 Highbury Crescent  
London N5 1RN

[www.homesforislington.org.uk](http://www.homesforislington.org.uk)

## To complain, comment or compliment

Homes for Islington welcomes your feedback, whether you are unhappy and wish to complain, or you feel we have provided an excellent service.

Please speak to a member of staff or pick up the 'Complaints, comments and compliments' leaflet at your area office or at the Home Ownership office or visit our website at [www.homesforislington.org.uk](http://www.homesforislington.org.uk)

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact Home Ownership.



This leaflet is about leasehold management and the standards you can expect from Homes for Islington. If you need a translation or more information in your own language, please contact Home Ownership.

এই প্রচারপত্রটি লিঙ্ক এর মাধ্যমে গৃহীত আবাসনখলির পরিচালনা এবং আপনারা Homes for Islington এর কাছ থেকে যে মানের পরিষেবা প্রত্যাশা করতে পারেন সেই সম্পর্কিত।

আপনি যদি এর অনুবাদ চান অথবা আপনার নিজের ভাষায় আরও তথ্য চান, তাহলে অনুগ্রহ করে Home Ownership এর সঙ্গে যোগাযোগ করুন। যোগাযোগ সম্পর্কিত বিস্তারিত তথ্য নিচে দেওয়া হল। (Bengali)

Αυτό το φυλλάδιο αφορά στη διαχείριση μισθώσεων και τα πρότυπα διαχείρισης που μπορείτε να αναμένετε από την Homes for Islington. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με την υπηρεσία Ιδιοκτησία Σπιτιού (Home Ownership). Παρακάτω θα βρείτε τα στοιχεία επικοινωνίας.(Greek)

Este folheto informa sobre a gestão de arrendamentos e os padrões que pode esperar da Homes for Islington. Se necessita de uma tradução ou de mais informação no seu idioma, contacte o Serviço para compra de habitação (Home Ownership). As informações de contacto encontram-se mais abaixo.(Portuguese)

**Home Ownership**  
020 7527 7715/7720  
**Central Street** 020 7527 6250

Warqaddan waxay ku saabsan tahay heshiis-kiro heysiga iyo heerarka aad ka rejeyn karto Homes for Islington. Haddii aad u baahan tahay tarjumaad ama macluumaad dheeraad ah oo luuqaddaada ah, fadlan la xiriir Home Ownership. Faahfaahinta xiriirku hoos ayay ku qoran tahay. (Somali)

Este folleto informa acerca de la gestión de arrendamientos y los niveles de servicio que puede esperar de Homes for Islington. Si necesita una traducción del mismo o más información en su propio idioma, póngase en contacto con el departamento de Home Ownership. Los datos de contacto aparecen más adelante. (Spanish)

Bu broşürde süreli konut sahipliği (leasehold) hizmetlerinin yönetimi ve Homes for Islington Konut Kurumu'nun bu konuda yerine getirmesi gereken hizmet standartları anlatılmaktadır. Eğer kendi dilinizde bir çeviriye ya da daha fazla bilgiye ihtiyacınız varsa, lütfen Home Ownership ile temas kurun. Kontak detayları aşağıdadır. (Turkish)

**Holland Walk** 020 7527 7480  
**Lyon Street** 020 7527 6880  
**Upper Street** 020 7527 5300

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লিঙ্ক এর মাধ্যমে গৃহীত আবাসনখলির পরিচালনা (Bengali)  
Διαχείριση Μισθώσεων (Greek)  
Gestão de arrendamentos (Portuguese)  
Maareynta heshii-kiro heysiga (Somali)  
Gestión de Arrendamientos (Spanish)  
Süreli konut sahipliği hizmetlerinin yönetimi (Turkish)



## Leasehold management

This leaflet explains the standards of service we aim to achieve. We will monitor these standards and ask you for your views.

### Getting in touch

- We will offer all homeowners the chance to come in for a face to face interview with someone from Home Ownership. You will be able to ask any questions about your lease, service charges or about owning your home, and we will explain your rights and responsibilities as a homeowner.
- We will hold surgeries at your local area housing office twice a year, after sending your annual service charge invoices, to discuss any queries you may have.
- We will hold estate-based consultation meetings with homeowners who will be having cyclical repairs and renewal works carried out to their buildings.

### Getting involved

- We will continue to support and work with an elected leaseholder representative group and consult with them on policies and procedures and changes that affect homeowners.

### Information for homeowners

- We will produce an easy to follow leaseholder handbook in clear English, which we will update regularly and make available on our website at [www.homesforislington.org.uk](http://www.homesforislington.org.uk).
- We will send out a newsletter for homeowners twice a year.

### Acting on feedback

- We will ask you, as our customers, for your views on the services we offer and how we can improve them, both through the elected leaseholder group and through surveys. We will include information in the newsletters to let you know the results and how we plan to make improvements.

### Your service charge bills

- We will send your estimated annual service charge bills for each financial year by the start of April.
- We will send your annual statement of actual service charge costs for the previous financial year by the end of September.
- We will provide you with clear, readable service charge statements and ask for your feedback on these at regular intervals.



### Making payment

- We will provide you with a range of payment methods and options for your annual service charges and major works charges.
- We will offer you help and advice if you experience difficulties paying, including access to independent advisory services.

## Contact us

For any queries about your service charges, or about your rights and responsibilities as a homeowner contact us at:

### Home Ownership

50 Isledon Road, London N7 7LP  
Tel: 020 7527 7715/7720  
Fax: 020 7527 7711/7733  
Email: [homeownership@homesforislington.org.uk](mailto:homeownership@homesforislington.org.uk)

