

Leasehold Management Policy

Riverside Home Ownership

GENERAL - EXTERNAL

Policy Reference:

Policy Version:



Riverside provides services to a range of leaseholders who have purchased their properties through a variety of home ownership schemes. Leasehold management can be broadly split into 4 aspects;

1. Customer service and consultation
2. Income collection, management and accounting
3. Repair, compliance and asset management
4. Estate management

The purpose of this policy is to set out Riversides approach to fulfilling its obligations to leaseholders in accordance with the terms of the lease and in adherence with current leasehold legislation and regulations. Where Riverside is not the landlord, but acts as managing agent on behalf of the landlord, its obligations to leaseholders are defined by a management agreement.

Riverside values our leaseholders and aims to ensure that we meet the requirements of the lease and improve the relationships with our leaseholders. We aim to achieve a high quality of service, which represents better value for money, through continual monitoring, reviewing and improving our activities.

2. Scope

This policy applies to all RHO leasehold and shared ownership properties, and for properties for which Riverside acts as a managing agent.

Where we can, Riverside will also follow the same policy when managing market rented and intermediate rented properties.

3. Principles

The Lease

Riverside will;

- Take a proactive approach to promoting understanding of respective responsibilities for both leaseholder (lessee) and landlord (lessor) to reduce unnecessary enquiries and the potential for disputes.
- Take appropriate action to enforce the terms of the Lease including the charging of administration fee's and additional costs for services carried out by Riverside Home Ownership.
- Take appropriate action to remedy any lease breaches including;

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- Non-payment of rent and or service charge.
- Unapproved works to the home or building.
- Improper use of the home or building.
- Antisocial behaviour including neighbour nuisance.
- Failure to allow our employee's, contractors or agents access to inspect or repair.

Service Charges

Riverside will;

- Set service charges, as per the terms of the lease, that are reasonable and which recover the full cost of services.
- Provide leaseholders with budgets and year end accounts in accordance with its legal obligations.

Leaseholder Consultation

Riverside will;

- Regularly review services with Leaseholders in order to maintain standards of quality and ensure value for money.
- Will meet statutory requirement to consult leaseholders about contracts and works as described in the Section 20 Landlord and Tenant Act 1985. (as amended by S151 of the Commonhold & leasehold Reform Act 2002) (Consultation Requirements) Regulations 2003.

Leaseholder Involvement

Riverside will;

- Where the opportunity arises, provide the opportunity for leaseholder involvement in the management of their homes, both as individuals and group members.
- Develop effective methods of communication that are sensitive to the leaseholders' needs.

Complaints

Riverside will;

- Riverside will ensure that leaseholders are aware of their right to complain if they are dissatisfied with the service they receive. Where a complaint is received, we will follow a formal complaints procedure; the complainant will be informed on how their complaint will be dealt with and what other recourse they have.

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Riverside will;

- Comply with all legal requirements.
- Fulfil leasehold legislation, including;
 - Landlord and Tenancy Act 1985 and 1987
 - Commonhold and Leasehold Reform Act 2002
 - The Leasehold Reform, Housing and Urban Development Act 1993
 - Housing Act 1996
 - Law of Property Act 1925
 - Housing and Planning Act 2014
 - The Service Charges (Consultation Requirements)(England) Regulations 2003.
 - Regulatory Reform (Fire Safety) Order 2005.

4. Further Information & Support

Shared Ownership Sales Policy

Tenanted Sales Policy

Anti-Social Behaviour (ASB) Policy

Fire Safety Management Policy

Asbestos Management Policy

Water Hygiene Policy

Electrical Safety Policy

Gas Safety, Heating and Ventilation Policy

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Executive Director of Customer Service

- Responsible for the overall policy implementation
- Ensure adequate resources are available to enable the objectives to be met.

Director of Riverside Home Ownership

- Responsible for the delivery of the key policy objectives as set out herein. Including designing and implementing procedures.

Head of Home Ownership

- Responsible for the implementation and monitoring of the operational effectiveness of the policy.
- Ensure all appointed individuals within Housing Management have the appropriate level of skills, knowledge and training.

6. Risk Thresholds

N/A

7. Equality, Diversity and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's [Equality, Diversity and Inclusion Policy](#) and has been subject to an Equality Impact Assessment.

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