


GUIDE FOR LEASEHOLDERS



AIRE VALLEY HOMES LEEDS
CUSTOMER INFORMATION



“We are committed to providing an excellent service for all our Leaseholders. This includes giving you the opportunity to become involved in decision making and service improvement.”

We deliver our Leaseholder Service together with Leeds City Council. Both we and Leeds City Council are responsible for different parts of the leasehold service.

What service can you expect from Aire Valley Homes?

We will:

- hold a leaseholders forum on a quarterly basis – helping us continually review the service we provide;
- employ an officer responsible for leaseholders, dealing with enquiries and acting as a link to Leeds City Council;
- write a dedicated column in the quarterly newsletter;
- carry out an annual satisfaction survey;
- seek leaseholder representation on our Board; and
- keep updated a specific page on our website especially for leaseholders (www.avhleeds.org.uk)

Working together with Leeds City Council we will:

- issue details of your estimated service charge and ground rent costs by 1 April each year;
- issue details of actual service charge and ground rent costs by 1 October each year;
- consult you before carrying out major repairs work (in line with the Common hold and Leasehold Reform Act 2002);
- do repairs to the same timescale as if you were a council tenant;

- keep the structure and outside of your building insured against fire, flood, lighting, explosion and other reasonable risks (you are responsible for your own contents insurance) and
- work with any other relevant organisation to make the area around your home a better place to live.

You can help us by

- paying your service charge on time (if you disagree with any part of the service charge, you should continue to pay the amount due until we sort out the matter)
- not making any structural alterations without approval; and
- telling us if you want to transfer the lease to another person

Useful reminder...

We will only carry out repairs that we consider to be structural or which affect the outside of the property. You are responsible for things such as decorating or dripping taps.

The purchase of a flat or maisonette is a major investment. We advise anyone considering buying their flat or maisonette to take independent legal advice to explain the conditions of the lease and legal issues relating to leasehold ownership.



Contact us by:

- telephoning 0800 915 6660 for general enquiries and to order repairs or 0113 214 1930 to speak to our Leasehold Officer directly.
- visiting one of our offices
- writing to Aire Valley Homes Leeds
- email: avhleeds.leaseholders@avhleeds.org.uk

(see our Guide to Contacting Us for more details)



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



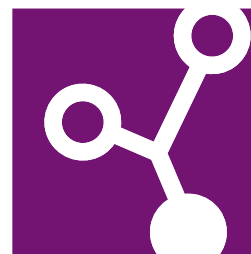
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