

New Deal for leaseholders

**Tower
Hamlets
Homes**

Improving leaseholder services and communication:

At the beginning of 2017, we asked our leaseholders how we could improve services and communication. You told us that you wanted more relevant information about major works payments, more transparency and better access to digital services.

In June 2017 we launched our New Deal for leaseholders to give you better payment terms and consultation for major works, access to partner services, clearer details about rights and responsibilities and better digital services. This booklet details the four main areas that fall under the New Deal and gives you clear information about how we've improved our service.

Major works

We now provide additional information about major works that are being planned for the homes we manage. We promise to notify you in advance about the work that is likely to be needed. You can view an interactive map of the borough (thh.org.uk) which highlights where major works are being planned over the next five years. If we think your block or estate will need major works we will invite you to a pre 'Notice of Intention' walkabout where we will present the 'condition survey' report and the intended scope of work before it goes to Section 20 Notices and procurement.

If major works are planned for your block, we will appoint a contractor. We will then hold a "Meet the Contractor" drop in event so that you can view the programme and quiz the contractor, THH and

consultant (if appointed) on any aspect of the upcoming works.

To make payment easier, we've changed our terms, so that the options are more flexible and you have longer to pay. A summary of the changes is below and you can find more details in the leaflet that accompanies your bill, or on our website:

- A 5% early repayment discount is now available for all invoices over £1,000 (This is down from £2,000).
- All leaseholders (resident and non-resident) are entitled to up to 2 years interest-free repayment period (up from 1 year).
- Resident leaseholders are now entitled to a maximum 10 year repayment period (up from 7 years).

Where possible we will send you an estimate for the works on 1 April each year and advise about payment options.



Rights and responsibilities included within your lease are:

Rights and responsibilities

We've relaunched our service standards with a document detailing the rights and responsibilities you have towards us and we have towards you.

In general your responsibilities are to:

- Pay in advance, your service charges including ground rent.
 - Keep your home in good condition and repair.
 - Use your home as a private flat.
 - Be responsible for your visitors.
 - Be a good neighbour by not causing annoyance.
 - Repair and maintain the interior of your property.
 - Ensure your property does not damage the structure and shared areas of the estate and ensure your home has a fire rated door fitted if it opens onto a shared area.
- Not carry out any alterations to your home (other than fixtures and fittings) without formal written permission from THH. If in doubt ask us.
 - Repay the required amount of discount if you sell your home within five years if you purchased under the Right to Buy.
 - Not put up aerials, satellite dishes and so on without our written permission.
 - Get our written permission if you want to keep an animal in your home.
 - Inform us and complete the required Deed of Sublet if you wish to sublet your property and provide necessary certificates to ensure you are meeting your obligations as a responsible landlord.

Our responsibilities are to:

- Keep the condition and structure of your home in good repair.
- Maintain the services to your flat, building and estate; for example by providing caretaking and gardening services.
- Give adequate notice if we need access to your flat to carry out works other than in emergency situations.
- Ensure that the structure and communal areas in your block are insured against fire and damage.

You should have received a copy of 'Your rights and responsibilities, Information for leaseholders' with your last leaseholder bill in October 2017. You can read the full document on our website.

Online services – MyTHH

Our new online platform is called My THH and it enables you to manage your account online 24/7.

With MyTHH, leaseholders can:

- View service charges
- View planned major works and improvements up to five years ahead
- View parking bay, garage and shed accounts
- View and order communal repairs for blocks and estates
- Make service requests
- Update your own account details

Signing up is quick and easy – visit my.thh.org.uk or the THH website for a step-by-step guide and detailed FAQs.

Repair services

We've recently introduced the following services for leaseholders:

- One off gas servicing (i.e. servicing your boiler) at a cost of £60 (plus VAT).
- Block shut downs (this is when you ask us to turn off the water or communal heating for your block) at a cost of £250 (plus VAT).

These services are available from our repairs partner, Mears. To book, call 0330 123 9776.

We hope to make more repair services available to leaseholders later in 2018 – we'll keep you updated via our website and newsletters (Open Door, Your Bill Explained).

All of the elements within the New Deal are designed to give you more flexibility, transparency and choice. You can also be clear about what our mutual rights and responsibilities are, as Leaseholder and Freeholder, as laid out in our *rights and responsibilities* booklet.



This document is for guidance purposes only.

This information in this leaflet is a summary and does not replace your lease. If any difficulty or dispute arises in connection with your lease you should seek independent advice. (From an organisation like the leasehold advisory service www.lease-advice.org)