



Your rights and responsibilities - an overview

Your exact rights and responsibilities depend on your lease, but generally:

YOU, as a leaseholder

Have the right to:

- Expect us to manage your block and estate, keeping it clean and in a good state of repair, and tackle anti-social behaviour;
- Be consulted about all major repairs and partnership agreements that we enter into with external contractors;
- Decorate and arrange your property as you see fit. You can alter the fixtures and fittings (but only those which serve only your property), but you must not alter the structure of the property in any way without asking us (for more details see our booklet *'Repairs, Alterations & Improvements to your property'*). If you're unsure, just ask;
- Sell your property on the open market to whoever you wish (if you are the original 'Right To Buy' purchaser and you want to sell within 10 years of purchase then you must notify us of your intention to sell.
- Sub-let your property. However, you must tell us first and give us the contact details for you and your tenants(s), together with a Deed of Covenant made between you, your tenants(s) and us - see *'Sub-letting your property'*
- Not to be unnecessarily disturbed by us or your neighbours;
- Know how your service charge is calculated and inspect the supporting documents that are used to calculate your actual service charge bill. You have 6 months from the date of the bill to ask to inspect these documents;
- Ask the First-tier Tribunal - Property Chamber (Residential Property) to determine the reasonableness of your service charge.

Are responsible for:

- Paying your service charge on time. Your ground rent must be paid within 28 days of receiving notice. Your other service charges (including building insurance) are payable in advance under the terms of your lease;
- Repairing and maintaining the interior of your property; and not damaging the structure and the common parts of your block or estate;
- Making sure that everyone in your household, including children and visitors, behaves responsibly and doesn't harass, threaten or cause nuisance to your neighbours or our staff;
- Getting our written permission to keep an animal in your home.

Your rights and responsibilities - an overview (continued)

Tower Hamlets Homes (on behalf of the council)

Has the right to:

- Recover (through the service charge) your contribution towards the repair and maintenance, insurance and management of the structure and common parts of your block and estate;
- Make decisions about the repair and maintenance, insurance and management of your block and estate. We will always consult you on these decisions, when appropriate;
- Enter your property to carry out repair and maintenance to the structure or common parts of the block, or if a fault in your property is causing danger or damage to other residents or the structure or common parts of the block. When it is not an emergency, we will always give you reasonable notice and explain why we need access to your property.

Is responsible for:

- The repair and maintenance of the structure and common parts of your block and estate;
- Invoicing you for your service charge and making sure that our method of calculating this charge is fair and reasonable so as to comply with both the terms of your lease and the law;
- Consulting you on any major repairs or improvements works that we carry out to your block and estate. We also have a responsibility to consult with you on the way your block and estate are managed and about any long-term partnerships that we enter into with external companies;
- Ensuring that the structure and common parts of your block are insured against fire and accidental damage.