

Management Administration Costs

Homeownership

What is paid for through this element of the Service Charges

- A dedicated specialist Homeownership Officer & Manager as a first contact point for dealing with Leaseholder enquiries.
- Quarterly forums /annual conference
- Twice yearly Specialist Newsletter
- Collating and inputting charges onto Leasehold Accounts
- Issuing Invoices and associated information twice a year
- Collecting payments
- Arrears actions as necessary
- Updating Leasehold records and change of details
- Dealing with pre sale Solicitor enquires
- Gas Safety for Leaseholders
- Advising on payment methods and making acceptable payment arrangements
- Twice yearly statements of account
- Statutory consultation under the Commonhold & Leasehold Reform Act 2002
- Leaseholders Handbook
- Leasehold Service Standards
- Leaseholders pages on BCH web site
- Advising Leaseholders as to their rights and obligations under the terms in the Lease
- Enforcing lease conditions and granting consents to improvements, sub letting etc
- Liaison with wider BCH services
- Monitoring and reporting on accounts to Leaseholders, Accountants
- Reviewing service to ensure all legal and Government legislation is being met, improvements as suggested by Leaseholders are implemented, best practice from benchmarking is introduced.
- Providing information at Inspections
- Face to face interviews on request, home visits.
- Homeownership is part of the Business Support Team and a % of the Business Support Manager, other Accounts Officers and Administration Assistants time is spent supporting the work of Homeownership.

In addition to the dedicated Homeownership service Leaseholders are included in the following services:

- Major improvements, repairs and maintenance programmes & Planned work contracts
- Customer Involvement
- Estate Management & ASB Services
- Repairs Hot Line for responsive and emergency repairs
- Support Services such as Finance and IT