

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Leaseholder Service Standard

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Agreed by	Cabinet Tenant Liaison Forum

This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

**Powys County Council - Housing Services
Leaseholder Service Standard**

We will provide a high quality service for leaseholders that recognises their needs are different needs to those of tenants.

To achieve this we will:

- 1. provide you with accurate information about your responsibilities by:**
 - a. giving you an information pack that explains your lease, your rights and responsibilities
 - b. making sure your service charge bill is accurate and fair
 - c. sending you a service charge bill either annually or six monthly, depending on the terms of your lease
 - d. consulting with you on any major work that we plan to undertake to the building that will cost you more than £250
 - e. responding in writing to any query you raise about a service charge invoice, in 20 working days
 - f. offering you a range of ways to pay your service charge bills
 - g. keeping you up to date and consulting with you on all issues that affect your lease by writing to you

- 2. provide you with the opportunity to contribute to service improvements by:**
 - a. encouraging leaseholders to play an active part in community consultation groups affecting where they live including through the Housing Services Group 100
 - b. listening to what leaseholders tell us about the services we provide
 - c. telling you how your views have helped influence our decisions

To keep you informed about how well we're doing we will publish the following performance measures each year:

1. % of leaseholders satisfied with the service
2. % of leaseholder service charge income collected.