

swan



Leasehold services –

Managing your home together



Managing your home together

The Leasehold Services Team is responsible for managing leases and helping homeowners.

They manage:

- properties bought under Right to Buy or Right to Acquire schemes;
- shared ownership or HomeBuy scheme properties; and
- properties that are built and sold privately (on the open market).

Our services include:

- dealing with questions from your solicitor when you are buying or selling your home;
- helping shared owners to buy extra shares in their home;
- working out your service charges; and
- managing your account.

Right to buy and right to acquire

If you would like to buy your home under the Right to Buy or Right to Acquire schemes, please phone **0300 303 2500** and ask for Leasehold Services. Please remember that not everyone has the right to buy their home. We can give you more information when you contact us.

Our leasehold service standards

We are committed to keeping you up to date on everything we do. To do this, we will:

- give clear information on service charges and work that we plan to carry out to anyone who is thinking about buying one of our properties, in line with legal requirements;
- provide service-charge accounts, bills and information that are easy to understand;
- keep you up to date about the services we provide, how much they will cost to provide them, what we are charging you for and any major repairs or improvements we need to make;



- monitor how we provide our services and invite you to become involved in this;
- ask you what you think about major work and improvements that we plan to carry out and when we can, give you early warning of any work we need to carry out; and
- make sure that homeowners keep to the conditions of their lease about things that are likely to affect their neighbours, such as harassment, noise and antisocial behaviour.

Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

If you have a repair that you need to report, please phone **0800 783 2768**.

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Leasehold services:

Text: **07950 961811**

(start your text with the word LEASEHOLD)

You can also contact us through our website at **www.swan.org.uk** or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Chrisp Street
London E14 6LL.

Useful contact

Leasehold Advisory Service
(funded by the government to provide free advice)
70–74 City Road
London EC1Y 2BJ.
Phone **020 7490 9580**

Available in other formats and languages

English

This information tells you about **leasehold services**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **leasehold services** (services pour locataires emphytéotiques). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **leasehold services** („Obsługa najemcy”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **leasehold services** (“Adeegyada dadka Guryaha iska leh”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্য আপনাকে **leasehold services** (লীজহোল্ডার পরিষেবা)” র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500** -এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **leasehold services** (ਲੀਜ਼ਹੋਲਡਰਾਂ ਦੀਆਂ ਸੇਵਾਵਾਂ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **leasehold services** (“خدمات المستأجر”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **leasehold services** (“پٹے داروں سے متعلق خدمات”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

