

Leaseholders



service standards

1. We are committed to provide a range of effective services to our Leasehold customers.
2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential.
3. We will explain payment methods, service charge accounts and financial information in plain language.
4. We will answer any questions you might have about service charge, major works, ground rent and buildings insurance accounts. We will do our best to deal fully with your enquiry within ten working days . If we cannot do this, we will let you know about the delay and when we expect to be able to give you a full answer.
5. We will assess any applications you make to carry out alterations to your property or exercise obligations and options within your Lease within ten working days.
6. We will provide a range of ways in which you can pay your service charge. This will include payment options via All Pay which include payment by - Annual Direct Debit, swipe card at post offices and other All Pay locations, Credit and Debit cards over the internet or by telephone or by cheque or cash sent directly to Pennine Housing 2000 Ltd.
7. We will provide support and advice to anyone who has financial problems in meeting their service charge payments, or share of major works costs.
8. We will try to agree with you as to how any debt can be paid and by when. Where an informal approach to arrears fails, or you do not contact us when requested, or keep to an agreement, we may take legal action against you. If we have to do this, you will have to pay our Court costs.
9. We will only consider forfeiting your lease as a final resort after all other reasonable actions have failed. This means you would lose your home.
10. We will consult with you on a regular basis. As a minimum, this will include hosting a Leaseholder Forum twice each year, two Leaseholder newsletters each year and whenever major works are proposed to your block. We will also keep in regular contact with all recognised tenant and resident associations, as described in our Tenant Compact.
11. We will co-operate with any application you might make to the Leasehold Valuation Tribunal.
12. We will keep you informed about developments at Pennine Housing 2000 and the services we provide. As a minimum, this will include a copy of each edition of "Homing In", our tenant magazine.

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13. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here ([1.21MB PDF Download](#)). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000

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