

leasehold policy

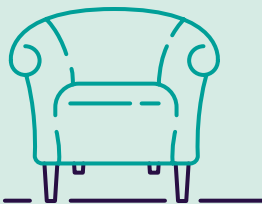
The following document provides you with a brief summary of our Leasehold Policy and sets out the level of service you can expect from believe housing.

This policy sets out believe housing's approach to the management of our leasehold properties in adherence with leasehold legislation and regulations. believe housing values all our leaseholders and we aim to offer high quality services that represent value for money. The following information clearly explains what you can expect from us; and what we can expect from you.

leasehold

believe housing

- Consult with you about rechargeable works contracts.
- Encourage our leaseholders to take part in the involvement opportunities we offer to customers.
- Act to recover non-payment of service charges.
- Act upon unapproved works to the home or building.
- Act against anti-social behaviour and neighbour nuisance connected to a leaseholder property.
- Act where our staff, contractors or agents are denied access to inspect and repair your property.



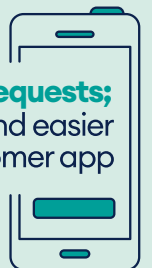
customers

- Pay your share of the costs incurred in managing and maintaining the building and environments in which you live.
- Pay the service charges as outlined in your lease.
- Submit full details to believe housing of any proposed alterations and improvements before carrying them out.
- Not remove or alter any structural walls, change the appearance of the outside of the building or the shared or communal parts in any way.
- Maintain and repair your property, including an annual gas safety check by a qualified and registered professional.
- Allow our staff, contractors and agents access to inspect or repair your property.
- Co-operate with any safety measures put in place to ensure the safety of leaseholders or others.

how to contact believe housing

- Call: **0300 1311 999**
- Email: **hello@believehousing.co.uk**
- Visit: **www.believehousing.co.uk**

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view our leasehold policy on our website at: www.believehousing.co.uk/policies