

aschamhomes

www.aschamhomes.org.uk



Service Standard
Leaseholder
services

We will:

- Provide each leaseholder with the Leaseholder Handbook
- Hold a Leaseholder Forum twice a year
- Send an estimated service charge bill before the end of March each year
- Provide you with detailed statements of how your service charges are calculated every September
- Provide information about paying service charges and other methods of payment
- Offer advice if you fall into arrears and arrange for you to pay in instalments
- Provide you with a newsletter about our performance and activities within the community
- Consult you about major repairs or improvements and proposed changes to long term contracts
- Invite you to get involved in decisions on how services are run
- Carry out a satisfaction survey every two years