



# Coming to terms with your lease

Helping your leaseholders to understand the terms of their lease

**Leaseholders can frequently misunderstand a service provider's obligations. Do these comments sound familiar?**

*"What's my service charge for?"*

*"Who is responsible for cleaning the gutters?"*

*"Can I replace my window frames to my flat?"*

*"Can I change my front door to my flat?"*

*"What's included in my management fee?"*

*"What's a sinking fund?"*

Leaseholders can have challenging expectations about the service they expect to receive. From fixing communal roofs to the cost of external paintwork, misunderstandings can lead to problems, and perhaps conflict. It is important to help leaseholders understand their lease, their obligations, and your responsibilities in order to enhance the customer/landlord relationship.

***Evidence proves that raising awareness about rights and responsibilities, from a both a leaseholder and service provider perspective, can lead to increased satisfaction and a reduction in complaints.***

## How we can help

**Advice and guidance for your team:** we can help you to 'teach' your leaseholders to understand their lease, not just a standard lease – in easy 'bite-size' sections.

**Communication channels:** we can advise on the best ways to communicate with your customers appropriately, or help you prepare booklets, newsletter articles or an easy-to-understand guide to the lease in plain language.

***Alternatively, your leaseholders may benefit from hearing about their lease from an 'independent' viewpoint.***

**Explaining to your leaseholders:** we can attend your leaseholder forums, workshops or meetings to explain 'all you need to know about your lease'.

**Conferences:** we can attend conferences that you hold for leaseholders and set up and run a reference point for them such as a stall or lease 'surgery' for leaseholders.

**For more information on our services to leaseholders, please contact Anna Pattison, Business Manager, on 01904 557197 or [anna.pattison@hqnetwork.co.uk](mailto:anna.pattison@hqnetwork.co.uk)**

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