

We will make every effort to provide information in alternative formats on request, including tape, large print and translations.

**Colne Housing Society Ltd,
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Registered with the Tenant Services Authority (LH1651) and under the Industrial & Provident Societies Act 1965 (20799R) with exempt charitable status

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Leasehold Service Standards

Introduction

These service standards have been developed in conjunction with our leasehold residents to compliment Colne's existing Customer Service Charter whilst reflecting the specific requirements of our leaseholders.

Good Value for Money

- **Responsive repairs responded to within 15 working days.**
- **Emergency repairs responded to within 1-3 working days.**
- **Major works - resident consultation process started 6 months before contractors are due on site.**
- **Full information to be provided to residents when service charges are reviewed.**



Certificate No: FS34876



Efficient Service:

Long term contracts:

- 3 year review of contractors, such as grounds maintenance and cleaning.
- Residents are provided with a schedule of service expected from the contractors, such as frequency of visits and work undertaken.



Work Completed to a High Standard:

Responsive repairs:

- Monthly post-repair monitoring by telephone and questionnaire.

Major works:

- Monitoring by Property Services team during and at the end of all major works contracts.
- Colne Housing to obtain guarantees for all works.
- Residents are to be advised when cyclical works are due.
- Contractors will commence works within 3 months of the contract being awarded.

Useful Contact Numbers:

Jennifer Spencer
Leasehold Manager
Tele No: 01206 244742

Emergency repairs
(24 hours)
Tele No: 01206 244700

Building Insurance Claims
(Emergencies)
Policy Ref: JHA-225094-0013
Tele No: 0800 028 0336

