

# Leaseholders

## (Residential)



Our service commitment to you

**We are committed to providing a range of effective services to our Leasehold customers, ensuring these services are accessible, helpful and fair for all our customers.**

### How we will achieve this

#### We will: -

- Provide a range of ways in which service charges can be paid.
- Explain payment methods, service charge accounts and financial information in plain English.
- Answer any queries within 10 working days. If we are unable to do this we will let you know when we expect to be able to provide a full answer.
- Assess any applications made to carry out alterations to your property, or exercise any obligations and options within the Lease, within 10 working days.
- Provide access to our in-house welfare benefits advice service and external independent financial advisory service free of charge.
- Provide support and advice if you have financial problems in meeting your service charge payments, or your share of major works costs.
- Try to work out mutually agreeable arrangements relating to how and when any debt can be paid. We may take legal action where an agreed approach to reducing arrears has failed, or when contact is not made when requested.
- Only consider forfeiting your lease as a final resort after all other reasonable actions have failed.
- Co-operate with any application made to the Leasehold Valuation Tribunal.
- Support the Leaseholder Consultation Group, seeking views on how to improve our services.
- Offer a free annual gas safety check to all residential leaseholders.
- Survey your satisfaction with the services we provide on an annual basis.
- Provide you with regular information that is relevant to leaseholders in News and Views.
- Consult you on proposed improvements to the building or communal areas in line with legislative requirements.
- Respond to complaints in line with our complaints policy.

This information can be made available in  
Other languages • Large print • Braille • audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, - Polish  
prosimy dać nam znać.

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایە داوامان لی بکە - Kurdish

We really value your opinion, whether good or bad, to help us improve our service.  
Please contact us if you have a comment, compliment, suggestion or  
complaint to make about any of the services we provide.

## How to contact us



By telephoning  
01782 635200

By minicom  
01782 854993

By fax  
01782 715498

By writing to  
Aspire Housing  
Kingsley  
The Brampton  
Newcastle under Lyme  
Staffordshire  
ST5 0QW

By visiting our offices  
By emailing us  
[enquiries@aspirehousing.co.uk](mailto:enquiries@aspirehousing.co.uk)  
Via our website  
[www.aspirehousing.co.uk](http://www.aspirehousing.co.uk)