

Title	Residential Property Management Policy
Document Owner	Director of Housing
Next Review Date	April 2019
Corporate Aim	Deliver a strong business fit for today and prepared for tomorrow

1. PURPOSE AND AIMS

- 1.1 This policy sets out whg's approach and obligations in relation to the management of homes of all tenures apart from those with social and affordable rents.
- 1.2 This policy applies to customers who are leaseholders, shared owners, freeholders and market rent tenants.

2. POLICY

- 2.1 whg will provide new customers with a list of services it provides.

2.2 Service Charges

- 2.3 Leaseholders, shared owners and freeholders will be charged for any services provided to communal areas or the estate on which their property is situated. Charges will be in line with the provisions in the lease or deed of transfer.
- 2.4 Market rent tenants will not have separate charges for services, but their total rent will be sufficient to pay for any services provided.

2.5 Repairs and Improvements

- 2.6 whg will deliver a limited repair service to leaseholders, shared owners and freeholders; generally these will only be in relation to communal areas where whg has a legal obligation to carry out such repairs, or to the structure of the building (leaseholders and shared owners of apartments only) in line with the lease. Repairs carried out to communal areas may be recharged back to the leaseholder, shared owner or freeholder.
- 2.7 Market rent tenants will receive a repair service in line with the tenancy agreement. This will include repairs to the structure of and to the inside of the property. It will not include repairs that are listed as the responsibility of the tenant in the tenancy agreement.

- 2.8 All repairs that are required due to customer neglect or damage will be dealt with in line with our Rechargeable Repairs Policy, and will require the customer to pay for the cost of the repair, usually before the repair is completed.
- 2.9 whg will carry out improvements to leasehold properties and shared ownership apartments in line with the lease. The cost of those improvements will be apportioned equally and recharged to relevant leaseholders and shared owners.
- 2.10 Where the lease provides for it, whg will collect and manage a sinking fund for leaseholders and shared owners to cover or contribute to the cost of improvements.

2.11 Nuisance and Anti Social Behaviour

- 2.12 There is no requirement in any of the leases for whg to deal with nuisance or anti social behaviour.
- 2.13 The market rent tenancy agreement requires whg to take appropriate action in cases of nuisance, harassment, racial harassment or victimisation and to uphold the tenancy agreement whenever there is sufficient evidence to merit and substantiate proceedings.
- 2.14 Beyond providing initial advice, whg will not carry out detailed investigations in relation to reported nuisance or anti social behaviour.
- 2.15 Customers should speak directly with their neighbours to resolve nuisance or anti social behaviour. Advice can be obtained from the Citizens Advice Bureau, the Local Authority, Law Centres and Solicitors.
- 2.16 Where the customer has provided sufficient evidence of serious nuisance or anti social behaviour, whg may take possession action to recover a rented property, and if the lease allows, forfeiture action to end a lease (leaseholders and shared owners).
- 2.17 Possession or forfeiture action will only be taken if evidence shows that serious or ongoing nuisance or anti social behaviour has been proven. Action will not be taken in relation to issues determined to be a 'clash of lifestyle' or noise that is everyday household noise.

2.18 Money and Debt Advice

- 2.19 Where there are arrears of rent or service charge, money and debt advice will be available to leaseholders, shared owners and market rent tenants, to enable them to make sensible agreements to clear arrears.
- 2.20 This service is not generally available to freeholders, although limited advice will be offered in relation to any debt owed to whg. More

detailed advice is available from the Citizens Advice Bureau, and national debt advice agencies.

2.21 Customer care

2.22 whg will exercise discretion in the application of this policy and will take account of the circumstances and vulnerabilities of individual customers. Colleagues will also act with due regard to the whg Customer Excellence Policy and whg Equality and Diversity Policy at all times.

2.23 whg's tenancy, lease agreements and draft transfers set out landlord and customer responsibilities.

3. PERFORMANCE MEASURES AND TARGETS

3.1 There are no performance measures or targets directly relating to this policy.

4. MONITORING AND REVIEW

4.1 This Policy will be reviewed every three years or sooner as required by the introduction of new legislation or regulations.

5 ASSOCIATED DOCUMENTS AND POLICIES

Landlord and Tenant Act 1985
Rechargeable Repairs Policy 2015
Customer Excellence Policy
Equality and Diversity Policy