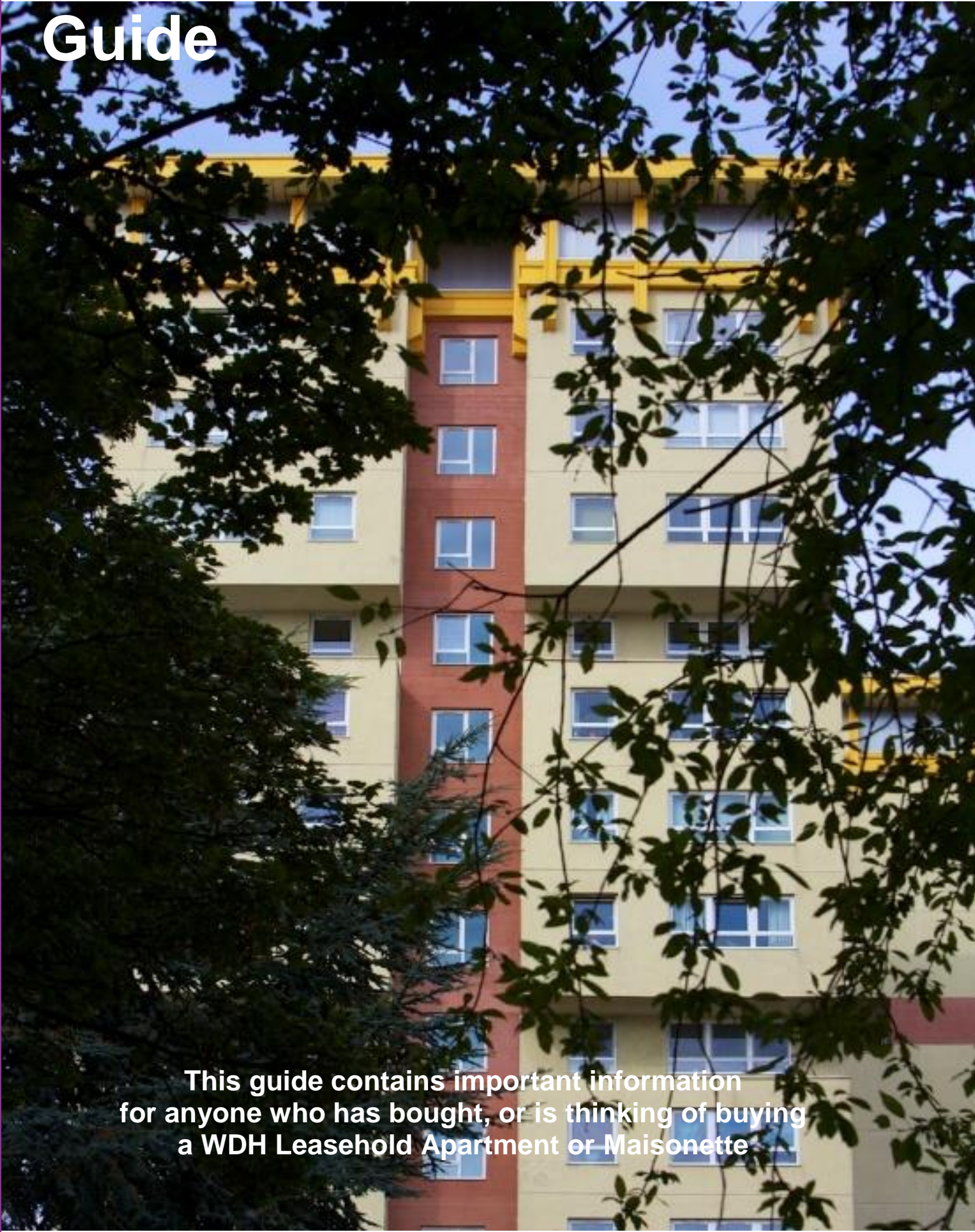




Leaseholders

Guide



This guide contains important information for anyone who has bought, or is thinking of buying a WDH Leasehold Apartment or Maisonette

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Introduction

This guide has been produced for leaseholders and gives you information about the services we provide and what we expect of you as a leaseholder.

The information in this guide does not replace your lease, but offers you general guidance. It is not meant to give a full interpretation of the lease or the law. If you encounter any difficulties, or should disputes arise, you should always refer to your lease. Your lease details all your legal rights and responsibilities for your individual property, which you agreed to at the time the purchase of your apartment was completed. If you do have any problems or there is something you do not understand, you should get independent legal advice or contact the Leasehold Advisory Service (LEASE).

Your lease

What is a lease?

The lease is the legal agreement between you, the leaseholder (also called the Lessee) and WDH the freeholder (also called the Lessor). The lease is an important legal document which sets out the rights and responsibilities of both parties.

The lease will also clearly define the location and boundaries of your property, together with any garden and outbuildings, which may be included in the sale. It will also identify any shared areas and communal areas that you may be entitled to use.

Section 125 Notice

Before you enter into your lease with WDH under the Right to Acquire or Preserved Right to Buy, you will receive an important document called a Section 125 Notice, which will:

- describe the property;
- provide you with a calculation of the purchase price WDH thinks you should pay; and
- give you an estimate of the service charges, specific major repairs or improvement costs you may have to pay during the first five years after completion of your purchase.

Your rights and responsibilities

You have rights and responsibilities as a leaseholder, as do WDH as the freeholder. The lease sets out the rights and responsibilities of both parties, which are summarised below.

You own everything within the four walls of your apartment including the floorboards and plaster to walls and ceilings. You will be responsible for repairs to items within your home, which are listed in the summary on pages 15,16 and 20. If you have entered into a lease after 22 May 2018 you should note the following:

The Leaseholder must supply test certificates relating to electrical installations and any gas installations and appliances in line with appropriate regulations. WDH has rights to carry out testing or comply with recommendations made in default.

You will be required under the terms of your lease, to pay a service charge to cover the cost of repairs and renewals to the building and estate, communal repairs and services provided.

WDH is the freeholder and owns the building*, which you live in and the grounds in which it stands. WDH has a legal duty to maintain and manage the building, the outside and inside communal and shared areas, shared fixtures and shared service installations. As a leaseholder you are responsible for paying your share of the cost.

*Except for Kirkgate Apartments which are held by WDH on a Head Lease for a term of 999 years.

As a leaseholder you have the right to

- Expect WDH to repair and maintain the block of apartments and any shared areas (see page 22 onwards).
- Use forecourts and shared and communal areas around the block of apartments and to enjoy the use of communal gardens.
- Go onto adjoining property owned by WDH to carry out your responsibilities under the lease.
- Decorate the inside of your apartment. However, if you wish to make any alterations or improvements you must apply for permission from WDH. In some cases, you may also need planning or building regulation approval from the local authority.
- If you wish to sell the lease in the first five years, you may need to repay some, or the entire discount you received and if you sell within the first 10 years you will need to give WDH the right of first refusal.
- Let your apartment to someone else. We request that you tell WDH to make sure that we hold accurate information. This will ensure that you will receive any important information and not your tenant. You will also need to inform your mortgage lender if you decide to let your apartment.

As a leaseholder you have a responsibility to

- Pay the ground rent, all existing and future outgoings and the annual service charges as a contribution to the repair and maintenance, cleaning of communal and shared areas and equipment in and around the block in which your apartment is situated.
- Keep your apartment in good repair, decoration and condition, including servicing appliances and installations in line with current regulations.
- Maintain adequate contents insurance. (buildings insurance is covered by WDH and is paid for within your service charges).

- Allow WDH to access your apartment to inspect and carry out any necessary works.
- Not use the apartment for any business purpose or trade.
- Not keep any animals or birds without getting our written permission. Please note that animals are not allowed at all in apartment blocks that have communal doors.
- Not put up or display any aerals or signs or notices outside your apartment.
- Not assign part of the lease.
- Be aware and adhere to our fire safety policy within shared areas.

Your statutory rights

In addition, as a leaseholder you have statutory rights, which give you the right to

- Information about your freeholder (WDH).
- Seek recognition for a residents association.
- Information about the service charges and the right to challenge them.
- Be consulted about any major works and long term agreements to carry out works to your apartment and/or the block of apartments.
- Information about the freeholder's (WDH's) building insurance.
- A management audit.
- Manage the block of apartments in which your apartment is situated (see additional information below).

More information about all these rights can be obtained from the booklet called, Residential Long Leaseholders - A Guide to your Rights and Responsibilities. This is available from:

Communities and Local Government Publications
 Website: www.communities.gov.uk
 Email: communities@capita.co.uk
 Phone: 030 0123 1124

Right to manage the block of apartments

You and the other leaseholders in the block may qualify to take over the management of the block of apartments from WDH and run it yourself or appoint an agent to manage it on your behalf. This is known as the Right to Manage and is a group right rather than an individual right. Certain conditions need to be fulfilled which are:

- the block must contain two or more apartments;
- at least two thirds of the apartments must be held on long leases (over 21 years); and
- the group must set up a right to manage company.

The Right to Manage company must follow a set of procedures if it wishes to manage the block. You can get more information from www.communities.gov.uk/housing

Our rights and responsibilities

WDH has the right to

- Rebuild, restrict or develop any part of the block, shared areas and/or WDH land.
- Give at least 48 hours written notice before we can carry out any necessary works. In an emergency, such as a water leak, this rule will not apply and no notice needs to be given.
- Access your apartment for the purposes set out in your lease.

WDH is responsible for maintaining and repairing

- The structure, foundations, roof, guttering, communal drains and external pipe work.
- Any communal services and any related machinery or installations connected with those services.
- Communal and shared internal / external areas, including passageways, staircases, halls, landings.

WDH is responsible for providing

- You with an annual statement relating to your service charges.
- Adequate building insurance cover (of which you will be required to pay your contribution).

Right to sublet

You can rent out your home to someone else, but you will remain responsible for the apartment. You must tell us the arrangements and give us an alternative correspondence address for you as well as details and contact numbers for your tenants in case of emergencies.

If you sublet your apartment, which contains any gas appliances, the Gas Safety (Installation and Use) Regulations 1998 apply to you. Additionally, as a landlord you have a duty of care to your tenants and you must make sure that you comply with all relevant legislation.

Service charges

What are service charges?

The rights of leaseholders and the duties of their landlords relating to service charges are set out in legislation.

Service charges are not limited to day to day services but include the recovery of costs for major works to the structure of the building and communal and shared areas of a block in which your apartment is situated. (See page 19 for more information).

What do service charges pay for?

Service charges vary depending on the block in which your apartment is situated and you should consult your lease but in general they may cover such things as:

- caretaking and cleaning;
- communal electricity;
- lifts;
- buildings insurance;
- repairs and maintenance;
- CCTV;
- environmental works; and
- management fee.

Estimated service charges and actual cost statements

We will send you an estimated service charge invoice every year. The invoice will include all service and related charges for your individual apartment, for a 12 month period starting on 1 April every year.

Once the financial year has been completed and our accounts have been externally verified and audited, work will then begin on producing your actual cost statement. This statement compares the actual costs of providing the services to you against the estimated costs included on your service charge invoice.

Where the actual costs are less than those estimated we will refund the difference unless informed differently this will be done by applying the relevant credit to your account.

Where the actual costs are greater than those estimated we will request payment of the difference from you. This will be done by applying the amount to your account.

We have an obligation to provide you with this actual cost statement every year. This statement will be sent to you on or before 30 September each year.

We will always tell you about changes to your service charges. If your bank or building society pays us the wrong amount, we will give you a refund. You can cancel the Direct Debit arrangements at any time, but you will have to make alternative arrangements to pay.



- **Automated Phone Payment service**

You can make a payment over the phone by calling 0344 902 0900, please make sure you have your debit or credit card details and reference number to hand.



- **Debit or credit cards**

You can pay your service charge over the phone, 24 hours a day, every day of the week. Simply call OneCALL on 0345 8 507 507 and have your debit or credit card details to hand. There is no charge for this service.



- **Post Office**

You can pay by cash, debit card or cheque, making your cheques payable to 'Post Office Ltd' and remember to take your leasehold bar-coded invoice with you. In line with data protection laws no balance will be shown on your receipt when a payment is made at the Post Office.



- **PayPoint**

You can pay at any retail outlet displaying the PayPoint logo by cash or debit card. Remember to take your bar-coded invoice with you.



- **Standing Order**

Please contact your bank or building society to arrange payment by standing order. You will have to contact the bank every time the payment amount needs to change.

Payment difficulties

If you have any problems paying your service charges, get in touch with us straight away. As a leaseholder you have a responsibility to pay your service charges. We cannot waive these costs but we will try and help you to plan how you can pay. You should:

- contact OneCALL on 0345 8 507 507 who will deal with your enquiry or transfer you to the specialist team;
- email leaseholders@wdh.co.uk
- visit www.gov.uk/browse/benefits or contact Jobcentre Plus to see if you are entitled to help with your service charges.

Remember, if you do not make payments, you will be in breach of the terms and conditions of your lease, which may put your home at risk.

Insurance

Buildings insurance

We arrange buildings insurance for your apartment. An insurance claim may be made if an insured peril causes loss or damage to the structure of the property, its permanent fixtures and fittings, the communal and shared areas or to any communal services. The insurance covers but are not limited to, fire and, storm, damage. The service charge you pay includes your contribution towards this insurance cover, including any applicable tax. We can provide you with a summary of the cover specific to your property and is available at www.wdh.co.uk

What you must do

- Keep the parts of the apartment for which you are responsible in a good state of repair and take all reasonable precautions to prevent and minimise damage. Please tell us if you see any hazards in the shared areas of the building or its grounds.
- You must tell us about any claims as soon as possible.
- Note that the policy will not cover escape of water, theft or damage caused by malicious persons (other than fire or explosion) if the property remains unoccupied for more than 60 days.

Claims

If the event of a claim:

1. The police must be notified as soon as possible of theft or malicious damage.
2. Claims must be notified to RSA immediately (or as soon as possible thereafter).
3. Full details and supporting evidence is to be provided within seven days for riot/malicious damage claims and 30 days for all other types of claim.
4. To submit a claim, please call RSA on 0330 102 4100 during office hours (9 am and 5 pm Monday to Friday).
5. For claims and emergencies outside of these hours or on public holidays please call 0345 300 4006
6. Tell RSA you are a shared owner with WDH and quote Policy Number RTT283801.

Other information on buildings insurance

- WDH and individual leaseholders are jointly insured.
- If you have a mortgage your mortgage provider may need to see proof of this insurance.
- The property will be insured for its full reinstatement valuation, which is the cost of returning the apartment back to its original condition following a loss. This figure is reviewed every year and is not the same as the market value.
- This insurance does not cover claims for loss or damage to the contents of your apartment or legal liabilities to third parties that you have as an occupier of the apartment. Please see the section on contents insurance below.
- If you rent your apartment out to someone else, you may wish to seek further independent advice on appropriate insurance cover.

Contents insurance

It is your responsibility to arrange adequate Home Contents Insurance. It is **not** included as part of a WDH service charge. This type of insurance covers your household contents against loss or damage caused by events like theft, fire and flood. A contents policy may also include cover for accidental damage and cover your personal belongings when you are outside of your home.

Contents insurance can also insure you for costs of claims made against you which arise from the legal liabilities you have to third parties as an occupier of your property. An example would be if an escape of water from your property for which you were responsible damaged someone else's property.

It is your responsibility to arrange adequate contents insurance.

We partner with RSA to offer a home contents insurance scheme. If you would like further details on the RSA scheme please contact:

- OneCALL on 0345 8 507 507, email onecall@wdh.co.uk or visit any of our SAPs; or
- RSA on 0345 671 8172 or email customerserviceshousehold@directgroup.co.uk

Alternatively, you may make arrangements with any other insurance company.

Repairs and maintenance

Who is responsible for organising and paying for repairs?



Your lease sets out in detail the responsibility for repairs for both parties and you should refer to this for further information. However, for the purpose of this guide, we are generally responsible for maintaining and repairing the structure of the building, communal and shared areas, systems and installations.

You are responsible for paying a proportion of those costs through your service charge.

Repairs and Maintenance - Summary of Responsibilities			
Description of repair	WDH	LH	Exceptions
External and communal			
External structure, foundation, brickwork.	✓		
All external doors including front doors to individual apartments.	✓		But excluding glass
Window frames, sills and fittings.	✓		But excluding glass and internal sills.
Damp course proofing.	✓		
Roofing, chimneys, guttering and down pipes.	✓		Excludes chimney sweeping where applicable.
Communal drainage and water supply pipes.	✓		Except pipe work within your apartment.
Rain and soil pipes.	✓		
Communal hallways, stairs, lifts and balconies.	✓		
Communal lifts and lighting in lifts.	✓		
Communal bin areas.	✓		
Communal drying areas.	✓		
Communal TV aerials and communal satellite antenna.	✓		
Paths, steps, fences, gates and garden areas.	✓		

Description of repair	WDH	LH	Exceptions
Lighting to communal hallways and stairs.	✓		
External lighting to the building.	✓		
Door entry systems and closed circuit television.	✓		
Fire precautions, alarms and extinguishers.	✓		
External decorations (communal).	✓		
Internal within your apartment			
Internal walls, ceilings and floors.		✓	Except common areas, or joists which are shared between two or more homes.
Floor boards and coverings.		✓	
Glass in windows and doors.		✓	
Internal decorations.		✓	
Kitchen fixtures, fittings, units and worktops.		✓	
Bathroom fixtures, fittings, sanitary ware.		✓	
Electric showers.		✓	
Cookers, fires and fire surrounds.		✓	
Tiling.		✓	
Internal doors, door furniture and frames.		✓	
Smoke alarms.		✓	Unless communal.
Frames, architraves and skirting boards.		✓	
Wiring and circuitry.		✓	Unless communal.
Light fittings, fixtures, sockets, bulbs and fuses.		✓	Unless communal.
Heaters and appliances.		✓	
Central heating systems.		✓	Unless communal.
Water tanks.		✓	Unless communal.

How to report a repair we are responsible for

It is important to report repairs to us as soon as you are aware of them. We can then arrange for the repairs to be carried out limiting the amount of damage or deterioration to your home. This is particularly important for issues, which may cause personal injury to you, your family or your neighbours for things like lighting on communal staircases, loose paving stones and potholes on land owned by us.

You can report a repair in the following ways.

- **Email**

You can use our email address, onecall@wdh.co.uk to report repairs that are not urgent. If your repair is an emergency or urgent, you should ring OneCALL for immediate attention.

- **Phone**

You can report repairs by phone 24 hours a day, every day of the week to OneCALL on **0345 8 507 507**.

- **In person**

At any of our SAPs, see page 7.

- **Post**

You can write to us at the following address for repairs that are not urgent. If your repair is an emergency or urgent, you should ring OneCALL for immediate attention.

OneCALL

WDH, Merefield House, Whistler Drive, Castleford WF10 5HX

Response times and categories

We prioritise repairs on whether they are an emergency or not. If it is an emergency, we will carry out the repair within 24 hours. If it is not an emergency, we aim to carry out the repair within five working days.

You will then be contacted by the tradesperson who will be doing your repair to get details of the work to be done and establish the most convenient time to do it. We will aim to complete your repair on the first visit.

When you call we will tell you if we believe the repair is your responsibility and if you will be charged for it.

If when we arrive to do the repair we believe the work is your responsibility you will be asked to approve the recharge before the work is done.

If when you contact us for a repair your service charge account is in arrears, you may be asked to speak to a member of our Finance Team before the repair is ordered.

You should make sure you know where to turn off your gas, electricity or water supplies in an emergency, to prevent or limit any damage. There is a section at the back of this guide for you to record this information.

If you call us out and the repair is not a genuine emergency, we will charge you the full costs of the call-out.

Carrying out your own repairs and servicing

You are responsible for repairs in your own apartment. This includes the glass in your windows. You should make your own arrangements to get someone to do the repairs for you.

If you, or someone you have employed, are carrying out repairs inside your apartment you must make sure that no damage is done to the communal areas or to the structure of the building. You are liable for any damage caused to the building owned by us and you will have to pay to have it put right.

You do not have the authority to carry out repairs or make any alterations or improvements in communal areas, such as landings, hallways, stairways or any other shared area. Also, you would not be covered by our insurance if you had an accident or caused damage. Work of this nature must only be carried out by us. If you, your visitors or members of your household cause damage to the building or communal areas you will have to pay for the repairs.

WDH Solutions for leaseholders

WDH Solutions offers a value for money solution to meet any service and repair requirements that we are not responsible for under the terms of your lease. WDH Solutions can offer gas servicing, emergency gas/electrical repairs as well as the full range of property repairs, improvements or renovations you may require at very competitive rates. All work is fully guaranteed and completed by our reliable and highly skilled employees.

You can access the service by contacting OneCALL on 0345 8 507 507. If your call is an emergency the advisor will tell you how much the callout costs will be and take payment, to include the first hour's labour. You will then be advised and quoted for any further costs by the representative on site.

For new installations, home improvements and decorating work WDH Solutions will carry out a free no obligation survey and provide a competitive quotation detailing the work required before you need to decide whether to go ahead or not.

For more information you can request our **Leaseholder Pay for Use** brochure or **Pay for Use Decorating Service**, by emailing leaseholders@wdh.co.uk or to arrange a free no obligation quote ring OneCALL on 0345 8 507 507.

Gas servicing



If you have a gas appliance installed in your apartment, whether it is a gas fire, cooker or a full gas central heating system (not communal) you are responsible to make sure that this is fully serviced in line with gas safety regulations and a Gas Safe registered engineer carries out the work.

We may request evidence that this work has been carried out.



Faulty gas appliances, which are not regularly maintained can become dangerous and can give off carbon monoxide. You cannot see, smell or taste this gas, but it can kill. There are about 50 accidental deaths a year in the UK as a result of carbon monoxide poisoning from gas appliances. For your own safety you should not sleep in a room containing a gas appliance.

We can arrange for one of our Gas Safe registered engineers to carry out a service in your home at a competitive rate. Making sure this work is carried out reduces danger to life, limb and property from gas leaks and danger of explosion, carbon monoxide poisoning, and damage resulting from water leaks from associated pipework. It will also increase the efficiency of the appliance and help reduce running costs. If you would like more information contact OneCALL, call into any SAP or email leaseholders@wdh.co.uk

Remember

If you have sublet your apartment and it has any gas appliances in it, the Gas Safety (Installation and Use) Regulations 1998 apply to you. This means that as a landlord you have a duty by law to your tenants and you must make sure that a gas safety check is carried out every year and that your appliances are properly maintained.

We recommend using carbon monoxide detectors if they are installed, tested and serviced in line with the manufacturer's recommendations.

Carrying out your own improvements

As a leaseholder you have the right to improve your home, but some improvements and alterations will need our permission. The following information will give you a general summary of what improvements or alterations need written consent.

Summary guide to improvements and alterations			
Description of improvement / alteration	Permission required		Comments
	Yes	No	
Installing a new kitchen		✓	No, if there are no alterations to existing pipe work or electric circuits
Installing a new bathroom		✓	No, if there are no alterations to existing pipe work or electric circuits
Internal redecoration		✓	
Changing carpets and floor coverings		✓	
Replacing window frames	✓		
Replacing glass in windows		✓	No, if a like for like replacement
Alterations to the structure or layout of the apartment	✓		
Removing walls or chimney breasts	✓		
Alterations to form new or existing doorways and frames (but excludes fittings and door furniture)	✓		
Creating new doorways	✓		
Addition or changes to the heating system	✓		
Addition or changes to the electrical system	✓		
Addition or changes to existing pipe work	✓		
Decoration to the outside of your home	✓		
Aerials or satellite dishes	✓		

Description of improvement / alteration	Permission required		Comments
	Yes	No	
Building extensions	✓		
Replacement of your front door	✓		
Loft conversions	✓		

To get our permission you should fill in an application form, which is available from any SAP or can be downloaded from our website on www.wdh.co.uk, detailing the work you wish to carry out and includes the relevant fee. We will not unreasonably refuse permission unless there is good reason. If we do refuse, we will explain the reasons why.

If we grant permission, you may also need to check if you need any planning or building control approval before any work can be arranged and carried out.

Some alterations may change the plans on your lease. If this is the case you may need a Licence to Alter for alterations to the inside of your apartment or a Consent to Alter for any extension for the outside of your apartment for which a fee may be charged.

You will be in breach of the terms of your lease if you carry out work without permission and this may result in us taking action.

Major repairs and improvements

When will major works be carried out?

Major works will only be undertaken to blocks of apartments if they are:

- necessary for proper maintenance, improvement or modernisation;
- to maintain and preserve structural integrity and mains services;
- to comply with statutory requirements;
- of an urgent nature to ensure the safety and wellbeing of the building or its occupants; and
- considered to be reasonable.

Consultation

The Commonhold and Leasehold Reform Act 2002 introduced new requirements for the consultation of leaseholders.

We will consult with leaseholders and seek your views before we carry out any major works where the costs exceed £250 for any individual leaseholder, or over £100 in any one year or such amount prescribed in any new regulations, if we enter into a qualifying long term agreement for the provision of services. We will always tell you why we consider works or agreements to be necessary.

You will receive a:

- First Notice letter from us approximately 12 months before works are programmed to start to your property to confirm the notice of intention to enter into a qualifying long term agreement. This letter will explain the reasons why the works are required and will give you the opportunity to make written observations about the proposals. This letter will also confirm who we have appointed constructor partners to carry out the works.
- Second Notice letter giving 'Notice of Landlords' proposals. This will invite you to view the proposal for carrying out the works and to make any written observations.
- Third Notice letter (final) confirming the detail costs for the scope of works being undertaken. The contribution of costs will then be divided in fair proportion in line with the statement in the lease.

Tendering and contracts

We are keen to make sure that the procurement of all goods, services and works is conducted with openness, probity and accountability, and that it obtains value for money and the required level of quality and performance in all contracts that are let.

Tenders and contracts for work may be issued in line with our Financial Regulations and Delegation Framework, our Procurement Procedures, Homes England requirements and relevant legislation including, where necessary, European Union public procurement legislation.

We will make sure that contractors adhere to its policy on diversity and inclusion by making it a condition for the award of work or contracts that they comply with equal opportunities legislation and eliminate all forms of discrimination.

Help with the cost of major works

We can consider interest free instalment payment plans, if necessary, to pay for the cost of any major works to your property.

Estate management

Living in your home



Everyone is entitled to live in their home quietly and peacefully. You must not cause nuisance or disturb your neighbours. You must also make sure that anyone living with you or visiting your home behaves responsibly.

As a good neighbour please be considerate by:

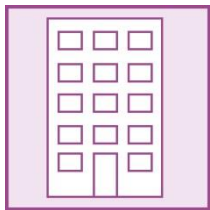
- keeping the volume of televisions, radios and stereos as low as possible, especially at night and early in the morning;
- using washing machines, vacuum cleaners and other noisy domestic equipment during the day and not at unsociable hours;
- trying to avoid installing fridges, freezers and stereo speakers against walls that divide you and your neighbour;
- carrying out work to your home during reasonable hours;
- giving us contact details of anyone who has a key to your home, so that we can make contact if your burglar or car alarm goes off while you are away from home;
- parking vehicles responsibly and respecting your neighbours' parking and access needs;
- not parking commercial vehicles, caravans, motor-homes, trailers or boats without getting our permission beforehand;
- returning your refuse bin back to its normal storage area when it has been emptied;
- controlling your children when they are playing outside your property; and
- making sure any visitors respect your neighbours and the area you live in whilst they are travelling to and from, and while they are in your home.

If you have a balcony, you must:

- keep it clean and tidy;
- keep it free of anything that could be a danger to you, anyone who lives with you or your neighbours;
- not light fires, including barbeques on it;
- not feed birds or other animals from or on it;
- not throw any items from your balcony; or
- not allow any animals to foul it.

Caretaker services for multi-storey apartments

Caretakers



Resident caretakers live in one of the blocks of apartments that they look after; this may be a different block to your own. They are a point of contact for any enquiries you may have about our services and are normally on duty Monday to Friday from 8.30 am to 12 noon and 1 pm to 4 pm, but these times may vary locally.

Details of how you can contact your caretaker are displayed on the notice board situated in the main entrance to your block. If you cannot contact your caretaker, please phone OneCALL on 0345 8 507 507. Please remember that when caretakers are off duty they need time to themselves and should not be disturbed. If there is an emergency phone OneCALL. When your caretaker is on holiday, or is ill, a relief caretaker will cover your block. Please note that we may not be able to provide a full caretaking service at these times.

What your caretaker does

Your caretaker looks after the maintenance and cleanliness of your block of apartments including communal shared areas and equipment and will give advice on how door entry systems work, use of communal and shared facilities, disposal of bulky rubbish as well as information on the local community.

Everyone living in your block of apartments has a duty to ensure the security, maintenance and cleanliness of the block. If you see anyone causing damage or misusing any communal or shared facility including rubbish chutes, lifts, corridors or any spillages in communal or shared areas you should report it to the caretaker or contact OneCALL or the emergency services where appropriate.

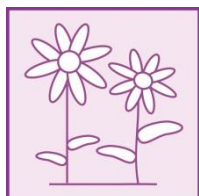
Caretakers' main tasks

- Cleaning communal and shared areas such as staircases, corridors and lifts.
- Checking communal lighting and replacing bulbs.
- Reporting any repairs needed to communal and shared areas or lifts.
- Management of waste disposal equipment and facilities.
- Making sure the building is safe and secure as far as is reasonably possible.
- Ensuring compliance with health and safety regulations.
- Liaising with residents and our employees to make sure specific local issues are addressed.
- Carry out weekly fire inspections highlighting any issues which are actioned by the relevant department.

Your caretaker will, along with other tasks, also control access to the roof and lift machinery, check fire equipment and signage, monitor grounds maintenance and window cleaning standards, litter pick round your block and supervise a cleaner where appropriate.

The costs of employing a caretaker are included in the service charge.

Grounds maintenance



If your home has communal and shared areas of land with landscaping, grassed areas, flower beds, bushes, hedges or trees, they will need work carrying out on them at regular but differing intervals. This work is called grounds maintenance. We are responsible for arranging and managing a contract for this type of work to be carried out according to an agreed programme and detailed specification. You will be fully advised through the Section 20 consultation process of the renewal or any amendments to the contract. A contribution towards the cost of this service is included in the service charge.

Emergencies and fire safety in high and low rise apartments

The caretaker is there to help and give advice in an emergency if they are in the building and will contact any friends or relatives for you if you want.

To prevent emergencies:

- turn all taps and electrical appliances off before leaving your apartment; and
- if you are going away on holiday, turn the water stopcock off.

How to prevent fires

- Never leave children alone. Keep matches and lighters out of reach and don't let children near cooking or heating appliances when in use.
- Look out for older people and make sure they take sensible precautions.
- Don't smoke in bed. This is a major cause of fires in the home. Always finish your cigarette before going to bed, and make sure that they are stubbed out properly.
- Never leave candles unattended. Candles are naked flames, make sure you put candles and incense sticks right out at night.

- Chip pans are another major source of fires in the home. Do not fill them more than a third full of fat. Never leave the pan without turning off the heat. If the pan does catch fire, turn off the heat, if safe to do so. Do not throw water on it or put wet towels over the pan. Turn off the heat and leave for at least half an hour. Avoid the use of chip pans if you can. If yours and the safety of others is at risk, leave the apartment and close doors and windows as you leave, then call the Fire Service on 999.
- Have your heaters serviced every year. Make sure they can't be knocked over, and keep them away from furniture and furnishings, also make sure nothing can fall on to the heater.
- Before going to bed, switch off all electrical appliances, except those which are designed to be left on such as DVD recorders. Carefully remove plugs from electrical sockets. Check ashtrays for burning cigarette ends and pipes. Close all internal doors. Check there is nothing blocking the hallway or front door.
- Do not place hot or burning items into the waste disposal chutes or rubbish bins.
- Do not place any large items of furniture or rubbish outside your apartment or outside the bin rooms. Removal of large or bulky items can be arranged through the local authority refuse collection service. Phone Wakefield Council's Contact Centre on 0345 8 506 506.

Fire safety

Your building has been designed and built with fire safety in mind.

Walls and doors between apartments, stairs and corridors are specially designed to resist fire and stop the spread of smoke. When not in use these doors must always be kept closed.

The lift system has been designed to enable firefighters to use it in a fire emergency situation. They are not available in emergency fire evacuations.

Where dry risers are provided in your building, these will be used by the Fire Service if a fire breaks out in the building. You must not tamper or interfere with these outlets as this will compromise yours and others safety should a fire break out.

Roads and other areas outside are designed to enable emergency vehicles to get as near as possible to the building and the dry riser inlet. Do not block or stand on the access road to the main entrance in an emergency situation.

If you do not have a phone, there will be a public phone not far away, which can be used to call the Fire Service, do not assume someone else has reported it.

Do not block your escape route

Remember, when you share a building with other families, your safety and theirs depends on everyone co-operating.

In your own home, do not block your hall or put portable heaters or anything that catches fire easily there. It is the only escape route for you and your family.

Do not place any personal items, including mobility scooters, into common areas. This includes bin rooms and meter cupboards or stairways. We have a responsibility to ensure these areas are free of combustible materials.

We will carry out regular inspections of common areas to ensure fire safety is being maintained.

What to do if fire breaks out in your apartment

- Alert all other people in your apartment.
- Leave the room at once and close all windows and the door behind you if it is safe to do so, make sure you close the entrance door to your apartment. Don't tackle the fire yourself unless it is safe to do so.
- Don't use balconies which are not part of an escape route.
- Call the Fire Service by dialling 999 on the nearest phone. This is a free service even from your mobile, you won't need to pay even if you have to use a call box.
- If you have to leave the building use the stairs and not the lift.
- Leave the building and wait for the Fire Service near the entrance, you can then advise them where the fire is in your block.

If fire breaks out elsewhere in the building

- It will normally be safe for you to stay in your apartment. If your apartment is affected by heat or smoke from elsewhere in the block, leave at once, closing all windows and doors behind you.
- Keep low to the floor as there will be less smoke and visibility will be better.
- If you are not able to leave your apartment due to smoke in the corridors, you should move to a window furthest away from the door and try to raise the alarm. To prevent smoke getting into your apartment, keep doors closed and use wet towels or wet sheets to block any gaps.
- If smoke does get into your apartment, leave the apartment and close the door behind you if it is safe to do so (otherwise, stay in your apartment, use the methods described above and move closer to the window and try and attract someone's attention).

- If you have to leave your apartment because of smoke, be aware that the corridors are likely to be smoky, (if so, crawl along the floor where it is easier to breathe, as smoke rises).
- If you are in immediate danger and your apartment is not too high from the ground, drop cushions, bedding and so on onto the ground below your window to break your fall - if you can, get out feet first and lower yourself to the full length of your arms before dropping.

Smoke alarms save lives!

Smoke alarms are fitted in most apartments and it is strongly recommended that you get some fitted if you haven't.

You should test the alarm each week to make sure it is working properly. Never remove the batteries, unless you are replacing them. Hoovering the smoke alarm every six months will help to make sure dust does not affect its ability to warn you should a fire occur.

A smoke alarm is a warning device that detects smoke at the earliest stages of a fire. If there is a fire in your home it sounds a piercing alarm to warn you. Many people killed in house fires are asleep at the time.

A smoke alarm will wake you up and give you vital extra time to escape.

Remember your actions can affect the safety of others in the building. Please follow the advice and instructions in this factsheet.

Do not interfere with smoke alarms – they can help save lives and give you precious minutes in which to escape.

For a free Home Fire Safety Check you can ring Freephone 0800 5 87 45 36.

Keeping you informed and listening to your views

Leaseholder forum

Every year we hold a forum specifically for leaseholders. As one of our leaseholders you will receive an invitation to attend. The forum acts as an information point for us to keep you informed on changes to our policy and how you can get involved. It also gives you the opportunity to raise your views and have your say in developments affecting you and your local community.

General consultation

We will keep you informed on any issues, which directly affect you and / or the block of apartments you live in.

Leaseholder survey

Every year we will carry out a leaseholder survey, specifically designed to assess your customer satisfaction as a leaseholder. This will provide us with valuable feedback on the services we provide for you and identify areas of improvement as part of our continuous improvement process. It is our commitment to provide excellent services to all our leaseholders and we believe this is a valuable tool in developing future improvements.

Annual report

Each year an annual report is produced that reflects activities for the previous year, including how we are doing in terms of performance and finance.

Other information

Law relating to leasehold

The main Acts of Parliament covering Leasehold Tenancies are:

- Housing Act 1985.
- Housing Act 1996.
- Housing Act 2004.
- Landlord and Tenant Acts 1985 and 1987.
- Housing and Planning Act 1986.
- Leasehold Reform Act 1967.
- Leasehold Reform, Housing and Urban Development Act 1993.
- Commonhold and Leasehold Reform Act 2002.

Copies of these Acts are available through public libraries or from Her Majesty's Stationery Office (HMSO), www.legislation.gov.uk/ or the Office of Public Sector Information (OPSI) www.opsi.gov.uk/acts

Care Link

Care Link is an emergency alarm service, which is available 24 hours a day, every day of the week. It provides peace of mind and support to older and vulnerable people so that they can live independently, safely and securely in their own homes. All our tenants who live in bungalows or ground floor apartments set aside for older people are automatically connected to Care Link by an alarm system in the property.

However, the service is available to other older and vulnerable people who are not our tenants as long as there is a working, modern-style phone socket and a modern 13-amp electrical socket in the property.

For more information about Care Link, or to arrange a free demonstration, phone **01977 788000**, or email us at carelink@wdh.co.uk

There is a charge for the service depending on the level of service you need.

Useful contact information

Advice and information

Leasehold Advisory Service (LEASE)

Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

Phone: 020 7832 2500

Website: www.lease-advice.org/

The Housing Advice Team

Queens House, Queens Row, Market Street, Wakefield WF1 1DF

Phone: 01924 302085

Website: <http://www.wakefield.gov.uk/housing/options/housing-advice>

Citizens Advice, Wakefield District

27 King Street, Wakefield, WF1 2SR

Phone: 0844 499 4138

Website: www.wakefielddistrictcab.co.uk

Wakefield Council services

Please call the Customer Service Centre for all your general council enquiries
Phone: 0345 8 506 506.

You can call 24 hours a day, every day to speak to specialist advisors to help you with many enquires.

For all other council enquiries use the contact numbers below.

- **Council Tax** - 0345 8 504 504
For general enquiries about Council Tax during office hours.
- **Benefits** - 0345 8 504 504
For enquiries about Housing and Council Tax benefits during office hours.

Useful information in case of emergency

In an emergency it may be helpful to have the following information.

Gas (smell or leak)

Call Transco immediately on 0800 111 999.

Turn the handle at the meter to the apartment (horizontal) position.

Your gas meter is _____

Electricity – Yorkshire Area

Phone: 0800 375 675

Website: www.nationalgrid.com

Turn the mains switch on the consumer unit (fuse box) up to the off position.

Your fuse box is _____

Water

Turn the mains stop tap to the right (clockwise).

Your water meter is _____

If you have no water supply, contact Yorkshire Water on 0345 1 242 424

Website: www.yorkshirewater.com/

**If you need this document in another format
please contact us**



0345 8 507 507 (Text Relay calls welcome)
(calls to OneCALL may be recorded for training purposes)



communications@wdh.co.uk



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

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delivering promises, improving lives