

# Leaseholder Services

## Service Standard



Ashfield Homes does not deal with the purchase of your Council flat. This is still done by Ashfield District Council. We do, however, continue to carry out repairs to your property and deal with your service charges.

You, our customers are at the heart of our service. We understand that you may have many questions and concerns about your service charges. We will do our best to help you with your query or advise you where you can obtain help.

### We Will:

- 🔑 Send you an invoice by September setting out your service charges.
- 🔑 Answer your queries in most cases within 10 working days. This may not always be possible if we have to get information from other organisations such as the Council.
- 🔑 Consult you prior to carrying out major works on your block of flats.
- 🔑 Carry out repairs to a high standard. We will do repairs to the same timescale as if you were a Council tenant. Please note the types of repair we undertake is limited to those that are considered structural or which affect the exterior of the property i.e. external painting. Internal matters such as decorating or dripping taps are your responsibility.
- 🔑 Work with Ashfield District Council with the aim of making the area around your home a better place to live.

### How you can help us:

- 🔑 By paying your Service Charge when required. If you dispute any part of the service charge you should continue to pay the amount due until it is resolved. Where you dispute the Service Charge please put your concerns in writing.
- 🔑 Don't make any structural alterations without consulting us first.
- 🔑 Advise us of any transfer of the lease to another person.

## Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

**Ashfield Homes**  
**Broadway**  
**Brook Street**  
**Sutton-in-Ashfield**  
**Nottinghamshire**  
**NG17 1AL**

**Tel No. 01623 608888**

## Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

**Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))**

### **Sutton in Ashfield**

16 Brook Street,  
Sutton in Ashfield, Notts. NG17 1AL

**Telephone 01623 608 950**

### **Kirkby in Ashfield**

Unit 2, Shopping Centre, 3 Lowmoor Road,  
Kirkby in Ashfield, Notts. NG17 7BE

**Telephone 01623 608 932**

### **Hucknall**

Council Offices, Watnall Road,  
Hucknall, Nottingham. NG15 7LA

**Telephone 0115 9568 713**

Visit our web site at [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)

**This leaflet is available in large print, Braille, audio and other languages.**

هەر زانیاریهك ده‌رباره‌ی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئه‌توانیٔ بۆ زمانی كوردی ته‌رجومه بكریٔ. ت‌كایه داوای زانیاری زیاتر له ئه‌ندامیكی ده‌سته‌ی فه‌رمانبه‌ران ب‌كه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)