







PCH SERVICE STANDARDS


LEASEHOLDER & COMMERCIAL LETS

We want your neighbourhood to be safe, clean and a pleasant place to live in. We are committed to ensuring we deliver high quality services for our leaseholders and commercial tenants.

For Leaseholders we will:

-  Consult with leaseholders when major works or works costing more than £250 are required to your property, giving you advance notice of any works and the costs involved, and support you with payment options.
-  Support you if you decide to sell your property by responding to Leasehold Property Enquiries (LPE1) within agreed timescales.
-  Help you to understand the terms of your lease, including repairs obligations.
-  Work with you to understand what work needs to be done to your building and what your priorities are and take these into consideration.
-  Ensure we provide you with relevant information on building safety for your block, building or home.
-  Hold a weekly drop-in session for Leaseholders at The Beacon Community Centre in North Prospect and hold a regular forum where you can discuss and share any concerns and provide relevant, up to date information about your home and our plans.

For Commercial Lets we will:

-  Consult with commercial tenants when major works are required to the block, providing advance notice of any works and the costs involved.

How we will measure this:

-  Percentage of leaseholders satisfied with PCH as their landlord.
-  Percentage of leaseholders satisfied with value for money of service charges.