

# LeaseholdNews

For the Leaseholders of Brent Council properties

Issue No.2

Summer 2016

## Welcome...

**Welcome to Leasehold News, Brent Housing Partnership's (BHP) newsletter for leaseholders.**

In this edition you will find useful information on the annual service charge invoices which you have received recently and to introduce you to the online portal for leaseholders which will be launching in 2017.

We hope you enjoy this edition and find it useful. If you do have any feedback please

contact [communications@bhphousing.co.uk](mailto:communications@bhphousing.co.uk).

Remember you can find out more about leaseholder services by visiting our website [www.bhphousing.co.uk](http://www.bhphousing.co.uk).

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## Service charge invoices

You will have recently received your annual service charge invoice together with a list of repairs (if any) carried out.

Accompanying the invoice will be a small pack containing a covering letter, the summary of leaseholder's rights and obligations, frequently asked questions, an explanation of the invoice and details of the many different ways you can make payment.



If you have any queries about your service charge invoice, repairs or the services provided, please email us at [leaseholders@bhphousing.co.uk](mailto:leaseholders@bhphousing.co.uk) or write to us and we will investigate. These queries can only be made in the first three months after the invoice has been raised.

Visit [www.bhphousing.co.uk/leaseholders](http://www.bhphousing.co.uk/leaseholders) to find out about ways you can pay your invoice.

## Section 20 notices

You may have received a section 20 consultation notice for major works. This gives you a brief description of such work including an estimated cost to your block or building, and the cost per property.

If you have any queries about section 20 notices or how to pay for major works please email [leaseholders@bhphousing.co.uk](mailto:leaseholders@bhphousing.co.uk) or call 020 8937 2601.

## Satisfaction survey results

The latest leaseholder satisfaction results can be found on our website [www.bhphousing.co.uk/who-we-are/our-performance](http://www.bhphousing.co.uk/who-we-are/our-performance)

## Are you subletting your home?

Are you renting out your property or not living there on a long-term basis? If you haven't informed us you could be missing out on important information including invoices and legal notices which could put your property at risk.

Are you aware that your lease states that if you are subletting the property you must inform BHP within 21



days? If you do not do this, it can be considered a breach of your lease.

If you wish to register that you are sub-letting and/or change the address your correspondence is sent to, please email us at

[leaseholders@bhphousing.co.uk](mailto:leaseholders@bhphousing.co.uk) or write to us. There is a one-off fee for this registration of £60 (inc. VAT) which should be made by cheque to Brent Housing Partnership.

## Online portal for leaseholders

Next year you'll be able to access your service charge and major works accounts, as well as print statements of your accounts, invoices and building insurance policy through an online portal. We believe that this web portal will offer leaseholders greater independence and control for you as leaseholders to be able to access important information about your property when you want it.

Your date of birth will be used as verification to access the portal, so if you wish to use this service you will have to provide us this information. We will request this in the Autumn when we write to you with more information on the portal.

This service will be optional and if you do not wish to sign up to use the portal you will not have to submit your date of birth.

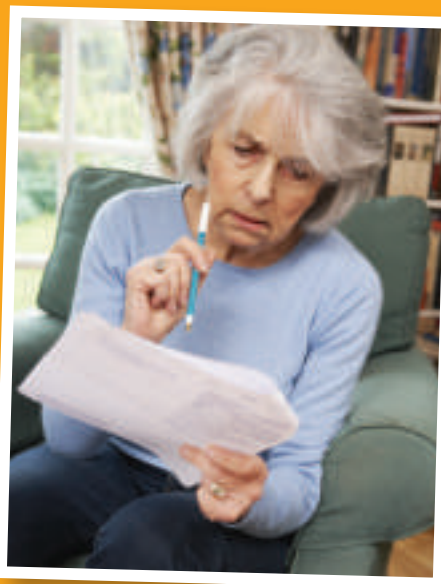
## Be wary of missed payments!

If you miss any service charge payments, you will be breaking your lease and possibly your mortgage agreement (if you have one). If you fall into debt, we will tell your lender who may decide to pay on your behalf. If this is the case, they will add your service charge debt to your mortgage and you will pay interest on the charge.

If we do not receive a payment, we will instruct our legal department to start proceedings against you. You will then have to pay extra legal and administration

charges. If you do not pay your service charges it could affect your credit rating and ultimately you could lose your home.

Visit [www.bhphousing.co.uk](http://www.bhphousing.co.uk) to find out about missed payments and ways to pay.



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PARTNERSHIP**

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