

Leasehold *news*

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News that matters to you



Your Homes
Newcastle

Spring 2011

This information is about Your Homes Newcastle, who are responsible for managing council homes on behalf of Newcastle City Council, and how we are doing. If you need this in your language or a different language phone 0191 278 8633. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

বাংলায়
Bengali

এই তথ্য হল ইউর হোমস নিউক্যাসল সমন্ধে। এবং আমরা কিভাবে দায়িত্ব পালন করছি সে সমন্ধে। ইউর হোমস নিউক্যাসল, নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘর বাড়ী ব্যবস্থাপনার দায়িত্বপ্রাপ্ত। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

普通话 / 国语
Chinese
Simplified

这是有关代表纽卡斯尔市政府（Newcastle City Council）负责管理市政房屋的 Your Homes Newcastle（您的纽卡斯尔住房）组织的信息，内容解释了我们是如何运作。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

廣東話 / 粵語
Chinese
Traditional

這是關於 Your Homes Newcastle（您的紐卡素住房）機構的信息，內容解釋了我們代表紐卡素市政府（Newcastle City Council）負責管理市政房屋以及如何運作。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

فارسی
Farsi

این اطلاعات درباره سازمان «خانه‌های شما در نیوکاسل» و عملکرد آن است. این سازمان از سوی شهرداری نیوکاسل، مسئولیت اداره خانه‌های دولتی را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

Français
French

Ces informations concernent Your Homes Newcastle : qui est chargé de gérer les logements sociaux au nom de la municipalité de Newcastle et comment nous procédons. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

کوردی سۆرانی
Kurdish

ئەم زانیاریانە سەبارەت بە Your Homes Newcastle و چۆنەتی کارکردنەکیە که له لایەن شوێرای شاری نیوکاسیلەوه ئەرکی ئەوەی پێدراوه که خانووەکانی شوێرای شار بەرپۆه‌بەرایەتی بکات. ئەگەر حەزتان له وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە هەبە بە ژمارە تیلیفۆنی 0191 278 8633 پێوەندی بکرن.

Português
Portuguese

Esta informação refere-se à *Your Homes Newcastle*, a organização responsável pela gestão da habitação social em nome do Município de Newcastle, e a nossa situação actual. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

русском
Russian

Информация о Your Homes Newcastle, которая отвечает за управление делами муниципального жилья от имени Муниципалитета г. Ньюкасла и об общем состоянии дел. 0191 278 8633.

Español
Spanish

Ésta es información sobre Your Homes de Newcastle, que es la responsable de gestionar las viviendas municipales en nombre del Ayuntamiento de Newcastle, y sobre nuestra manera de hacerlo. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

Welcome

to the spring edition of Leasehold News.

Over the last year the Leasehold Service has been under review with a view to improving the service we deliver.

As a result of the review a number of improvements have been identified which we will be working on over the coming year.

Some of you will have been involved in some of the focus groups that were held and there will also be opportunities to get involved in the Service Improvement Plan.

Please don't hesitate to get in touch if this is something that you would be interested in getting involved in!



Jeanette Johnson - Manager, Leasehold Team

Important Fire Safety Update - Front Doors

You may already know that the entrance door to your home is your responsibility to maintain and replace.

However, did you know that it is a requirement of the Regulatory Reform (Fire Safety) Order 2005 (the FSO) that in order to maintain adequate fire separation between flats and common or shared areas as a means of escape, the front door, frames and all door furniture you may have installed must be a **minimum of 30 minutes fire resistant**.

Failure to comply with these regulations could lead to prosecution from the Fire Service.

Therefore if you are thinking of replacing your flat entrance door you should ensure that the new replacement door complies with current fire safety standards opposite:

- Doors **must** be of a suitable fire resistant standard (minimum of 30 minutes fire rating)
- Doors **must** be fitted with intumescent strips and cold smoke seals
- Doors **must** be fitted with fire resistant door furniture including a self – closing device
- Certificates of compliance **must** be provided to confirm that the new door and door frame will satisfy current Building Regulations and Fire Safety Standards (B.S. 476 parts 20 and 22).

Further advice may be sought from reputable installers or if you still unsure please contact the Leasehold Team.

Painting Programme

Your Homes Newcastle has a painting programme which includes all of our tenanted and leasehold properties.

We endeavour to paint all Leasehold properties on a cyclical basis. The work that can be carried out under the painting programme includes some or all of the following:

- **pre painting repairs**
- **communal painting**
- **external painting to fascia's, soffits, gutters, render, rain water pipes, windows.**

Before any work is carried out to your block a survey will be carried out to identify if any repairs or painting is necessary. If it is we will write to you with the details of the scope of the work and your share of the estimated costs.

You are not allowed to opt out of any painting work that is identified because Your Homes Newcastle is responsible for carrying out all external work to your property.



Concierge service review update

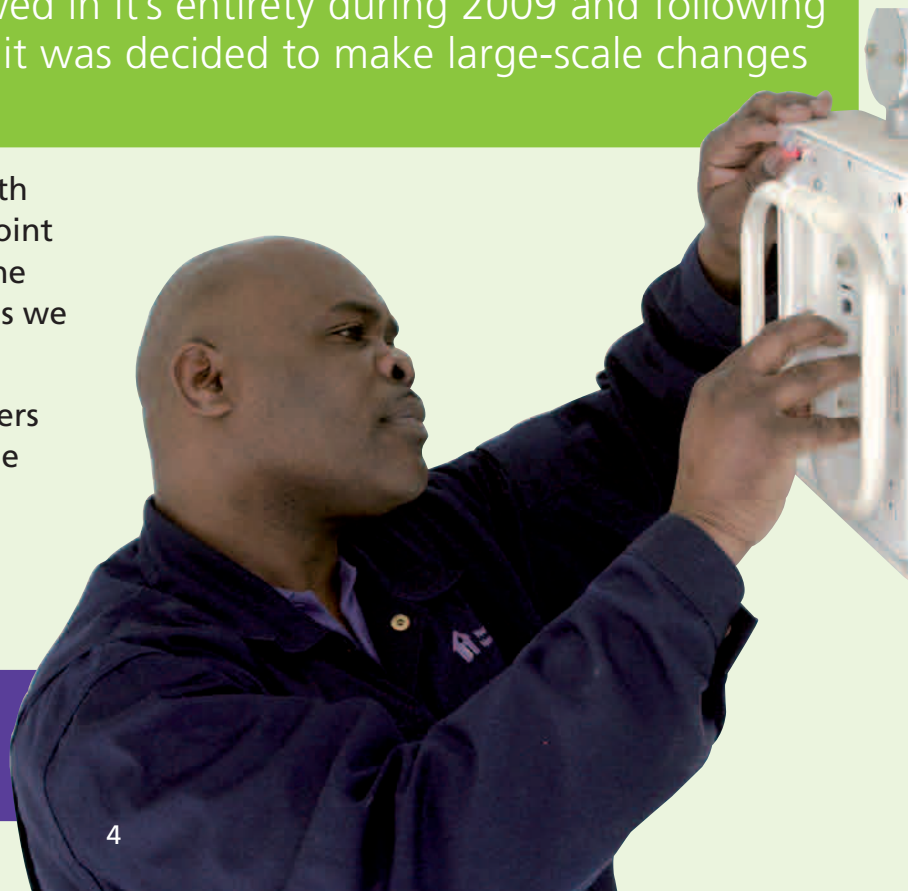
The concierge service was reviewed in its entirety during 2009 and following extensive customer consultation it was decided to make large-scale changes to the service.

The consultation and communication with customers so far has been the starting point and we will continue to involve you in the implementation of the service changes as we develop more detailed plans.

A newsletter will be issued to all customers during May 2011 giving an update on the review so far.

Regular updates are also posted on our website at http://www.yhn.org.uk/tenancy_services/concierge_service.aspx

If you need further information please contact Helen Garbutt (Concierge Service Manager) on 0191 278 8688.



Moving On

Are you planning on selling your Leasehold flat or maisonette? If so you need to be aware of the following:

Right of first refusal

If you applied to buy your home on or after 18th January 2005 and you wish to sell within the first ten years, you will be required to offer it to either your former landlord or to another social landlord in your area at full market value. Full details are set out in the Government booklet - 'Your Right to Buy your home' - you can download this at www.communities.gov.uk/publications/housing/yourright.

Repayment of Discount

You can sell your home whenever you like, but you may have to repay some or all the discount you received. The amount you will have to repay depends on when you bought it and how much time has passed since you bought it. If you are unsure please contact our Right to Buy Team at rtb@yhn.org.uk or by telephone on 0800 09 11 310

Keep us informed

Let us know when you are putting your property on the market and keep us up to date with the progress of the sale.

Sale Agreed

This is when your Solicitor will need to contact us and request a Solicitor's Enquiry Pack. The pack includes a lot of important information about the property such as:

- Service Charge and Ground Rent details for the last three years
- The balance of your service charge and ground rent account. Please note because service charges are due annually in advance, we expect service charge accounts to be paid in full before completion of the sale

- Confirmation that the property is insured by the freeholder and copies of the insurance schedule
- Details of any rechargeable works, including repairs under £250 and Major Works over £250 (this includes work currently being done or which is planned or recently completed and not yet invoiced)
- Copies of Section 20 consultation notices
- The solicitors involved may insist on retentions being held for costs such as repairs and investment works which have been completed or are due to be completed which have not yet been invoiced.
- Details of any invoices which have not been paid
- Details of any breaches of the lease conditions
- Copies of permission to make alterations
- Details of the Freeholder, Newcastle City Council
- Cost of assigning the lease and registering a charge
- Copies of any asbestos survey, Fensa and Fire Certificates

Sale Complete

This is when contracts have been exchanged and you are no longer the owner. At this point the new owners Solicitor should serve Notice of Transfer upon the City Council.

Our records cannot be updated with the new owners details until this has been done.



Buying the Freehold

Customers often ask us how they can purchase the freehold of their homes. Subject to certain conditions leaseholders of flats have the right to buy the freehold, if they and their building qualify

To purchase the freehold, you must be a qualifying tenant. This means you must be a long leaseholder of a flat. To qualify, you must have owned the Lease for at least two years. If you own the Lease with someone else, you are together the qualifying tenant of your flat.

If you are a qualifying tenant, you can only buy the flat with a group of other qualifying tenants if your building satisfies certain criteria, as follows:

- There must be two or more flats in your building
- If there are only two flats in the block both tenants must participate in the exercise and you must own the whole of the building
- As the flats are former Right to Buy flats, it has always been the Council's policy and intention that the roof void above any flat should be excluded and if you and the owner of the upper flat wished to proceed to purchase the freehold in the building, it would be necessary to negotiate a supplemental lease of the roof void with the Council's Head of Property Services.

For more information please contact the Leasehold Team

Are you being disturbed by noise?

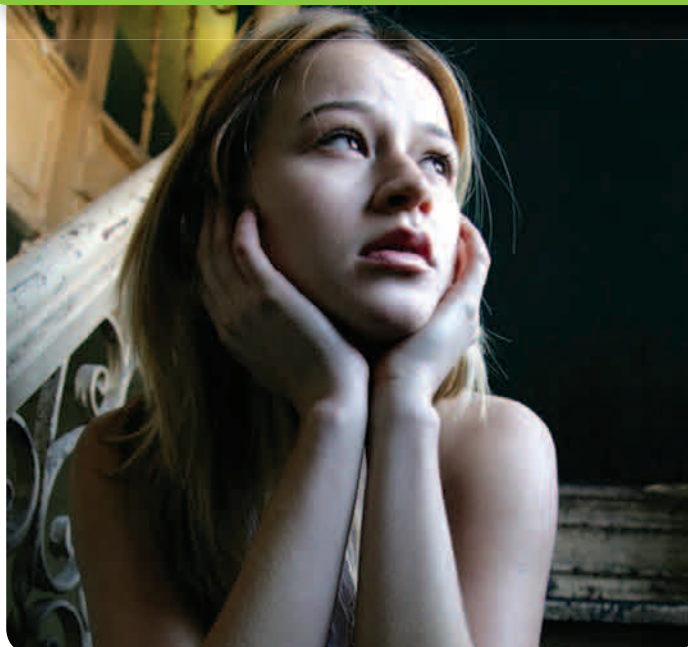
Complaints about excessive noise are investigated by the local authority who can take action if the noise is considered to be a statutory nuisance.

Newcastle City Council operates a Night Time Noise Service 7 nights per week between 8pm and 4am. The team will respond to neighbour noise as quickly as possible. They can be contacted by ringing 0191 274 4000

The Council also deals with complaints about burglar alarms, up to midnight seven days a week. Contact the Civic Centre on 0191 232 8520 and ask for the duty Environmental Health Officer.

To make a complaint about noise or to seek further advice you can email: rspp@newcastle.gov.uk. This email address is not monitored at night so please use 0191 274 4000 to contact the Night Time Noise Team if you have problems between 8pm and 4am.

For more information please contact the Environmental Protection, Pollution Control and LA 21 Team on 0191 211 6102.



Home Improvements

Now that the weather has improved many peoples thoughts turn to decorating and making improvements to their homes.

As a leaseholder you should be aware that you may need the permission of your landlord before you carry out certain improvements or alterations.

The Leasehold Team can give you advice about whether you will need landlords' permission, before you start any work.

If you do need permission then you should complete a 'Request for Landlords Permission' form which will be assessed by a member of staff from our Technical Team.

Our Technical Surveyor may also need to visit your home before your application can be assessed.

You may also need to apply for Building Regulations and Planning Permission and Listed Buildings Consent if your home is in a listed building, before your application can be assessed.

You may also need to obtain permission from your Mortgage Lender before carrying out any work.

More information is available on our website www.yhn.org.uk follow the link to Leasehold Services, Repairs Maintenance and Improvements. The Landlords permission application form can be downloaded from here.

You should be aware that failure to obtain landlords permission could cause problems for you in the future, such as:

- The building becoming unsafe
- Danger to you and other residents in the block
- Breach of Planning Regulations
- Breach of your lease which could lead to difficulty when trying to sell your home.

Please see the guide below for the types of work for which permission will be needed. **The list is not exhaustive and if in doubt please ask.**

Description of work	Consent required	Consent not required	Comments
Replacement window frames	✓		There may be planning restrictions, so please ask us
Replacement glass in windows		✓	Only if like for like replacement
Wall or chimney breast removal	✓		
Alterations to form new or existing doorways and frames	✓		
Creating new doorways	✓		
Loft conversions	✓		In most cases leaseholders do not own the loft space, so please ask us
Building extensions	✓		
Decoration to the outside of the property	✓		
Erection of aerials or satellite receivers	✓		
Addition or change to existing pipework	✓		
Addition to or changes to the electrical system	✓		
Addition to or changes to the heating system	✓		
Alterations to the structure or layout of the flat	✓		
Installation of new kitchen		✓	If you are going alter pipework, walls or the electrical system then permission will be required
Installation of new bathroom		✓	If you are going alter pipework, walls or the electrical system then permission will be required
Internal decoration		✓	
Changing carpets & floor coverings		✓	

How to contact the Leasehold Team

Leasehold Team - YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX

There are a number of ways to contact your leasehold team:

- in person, we are based at YHN House. Please phone for an appointment
- in writing, we are based at YHN House (see address above)
- by phone on FREEPHONE 0800 091 0082
- by minicom (head office): 0191 278 7727
- by email leasehold@yhn.org.uk
- by completing a compliment, complaints and comments form online via our website www.yhn.org.uk

Useful contacts

Debt Recovery Team - Tel: 0191 278 8757
E-mail: income@yhn.org.uk

Advice and Support Team - Tel: 0800 0911 275

Concierge - Tel: 0800 0931 389

Right to Buy Team - Tel: 0800 091 1310

HASBET (Housing Anti Social Behaviour) -
Tel: 0191 278 8740
Tel: 0300 1000 101 (24hr incident reporting line)
E-mail: newcastleasbunit@yhn.org.uk

Repaircall - Tel: 0845 113 8888
E-mail: repairs@newcastle.gov.uk

Envirocall - Tel: 0191 274 4000

Council Tax - Tel: 0845 111 4101
E-mail: council.tax@newcastle.gov.uk

Gallagher Bassett UK (Buildings Insurance Claims Handler) - Tel: 0131 331 9000

Northumbrian Water - Tel: 0845 717 1100

Transco (Gas Emergencies) - Tel: 0800 111 999

Shelter - Tel: 0808 800 4444

Age Concern - Tel: 0800 009 966

Leasehold Valuation Tribunal -
1st Floor, 5 New York Street, Piccadilly,
Manchester, M1 4JB
Tel: 0845 100 2614

Newcastle City Council -
Civic Centre, Barras Bridge, Newcastle upon Tyne,
NE99 1RD
Tel: 0191 232 8520

Newcastle Tenants Federation -
1st Floor, 1 Pink Lane, Newcastle upon Tyne,
NE1 5DW
Tel: 0191 232 1371
E-mail: info@newcastletenantsfed.org.uk
www.newcastletenantsfed.org.uk

Anchor Staying Put - Metropolitan House,
Longrigg, Swalwell, Gateshead, NE16 3AS
Tel: 0191 495 6177
E-mail: newgatstayingput@anchor.org.uk
www.stayingput.org.uk



Your Homes
Newcastle

Your Homes Newcastle Limited. Registered in England and Wales. Registration number 5076256.

Registered office: Newcastle Civic Centre, Barras Bridge, Newcastle upon Tyne, NE1 8PR.

A company controlled by Newcastle City Council.

www.yhn.org.uk