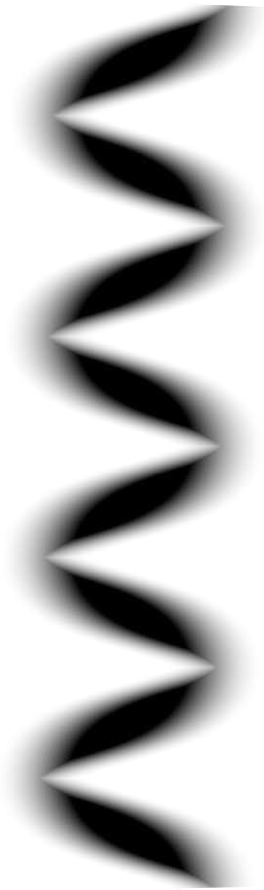


# Leaseholder Handbook





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## **Section One – Welcome**

This booklet describes your rights and responsibilities as a leaseholder of Harrogate Borough Council. It covers the rights and responsibilities of both you, as the leaseholder and of Harrogate Borough Council on various services, such as repairs and maintenance, service charges and subletting.

It also provides details on how you as a leaseholder will be consulted and of ways that you can be involved in housing matters. This has been agreed between leaseholders and Harrogate Borough Council and is known as a Leasehold Compact.

This Handbook has been put together by Harrogate Borough Council and leaseholders on the Leasehold Panel as part of ongoing work to improve the information and services available for leaseholders.

We do hope that you find this Handbook useful.

## **Section Two – A Leaseholder’s Rights and Responsibilities**

### **What is your Lease?**

Your lease is a legal document between you (as the leaseholder) and Harrogate Borough Council and sets out the rights and responsibilities of both you, as the leaseholder and Harrogate Borough Council.

Following is a table that has been devised to help leaseholders understand their lease. This table is not meant to be a legal document and leaseholders (or leasees as called in the lease) should consult their solicitor or other legal expert regarding the terms of the lease and the legal meaning of the terms of the lease. The Leasehold Advisory Service is also a useful source of independent advice. Please note that over the years, Harrogate Borough Council has changed the terms of the standard lease. Therefore, your lease may not contain all the clauses that are mentioned in this guide.



## Quick Reference Guide to your Harrogate Borough Council Lease

LEASEHOLDERS' OBLIGATIONS UNDER THE LEASE AGREEMENT	Clause
Pay the rent and other charges relating to the property such as council tax, water rates, gas and electric charges.	1, 2
If you sell the lease within five years of buying it from the Council you will have to pay back a proportion of the discount given. You, or your legal representative, must always tell the Council of your intention to sell the lease to the property.	3
Maintain your home in good condition.	5
Keep your garden, hedges, fences and walls tidy. The boundaries of your garden area (if any) should be shown in plans attached to your lease marked with a "T".	4,6
<p>Allow Council staff, representatives and contractors entry to your home so they can sort out repairs and maintenance for your property and for adjoining properties. Sometimes this may be to resolve emergency repairs.</p> <p>The Council may erect scaffolding and put up ladders etc. for these reasons.</p>	<p>7</p> <p>Also 3<sup>rd</sup> Schedule Clause 5</p>
The Council (and its agents and statutory undertaking [e.g. gas, electric and water] companies) may enter the property to install and inspect electrical, gas, water and other installations. This now includes gas boilers and flues.	31
Where defects are identified by the Council you may be given three months to put them right (or less if the repairs are urgent). In emergency situations the Council can carry out works and recharge the leaseholder.	
<p>If you plan to carry out any structural works or major repairs/alterations to your home you must get the Council's agreement. You should contact your Neighbourhood Housing Office to ask for permission.</p> <p>Dependent on the works you may also have to obtain;</p> <ul style="list-style-type: none"> <li>▪ building regulation approval</li> <li>▪ planning approval</li> </ul>	8
You can only use your property to live in, i.e. as domestic premises. You cannot use the property as commercial premises, including running a business.	9
The Council's building insurance may be invalid if you use your property as commercial premises or for other purposes. You may not for instance store inflammable substances, or use liquid propane in your home.	10, (a), (b), (c), 29

If you receive any legal or other notices from other agencies that may affect your property you must tell the Council by contacting your Neighbourhood Housing Office. Examples may include gas, electric and water suppliers, council planning, building regulation or environmental health enforcement notices.	11
You must not cause a nuisance to neighbours (note restrictions). You must meet any costs to stop nuisance that are incurred by the Council. Any costs relating to notices issued by the Council regarding nuisance (including Housing and Environmental Protection) can be charged to the leaseholder, for instance if the property is a health hazard and needs to be cleaned.	13-21
You must have written permission from the Council for keeping a pet.	17
At the end of the lease term (99 or 125 years) the property must be left in a good state of repair and maintenance.	15
Flats and maisonettes with communal entrances - you should not place anything including rubbish in stairways, corridors, halls and landings.	21
Parking – if you have parking bays or areas please use these where possible.	22
You must have all your gas appliances, installations and flues checked every year for safety. The Safety Certificates from your gas engineer should be submitted to the Council.	31
You must have the agreement of the Council to erect TV aerials and satellite dishes. You cannot change the appearance of the exterior, including decoration, without the Council's agreement.	25, 26
You must allow Council workmen, contractors and representatives access to your home.	28
The Council agrees in the lease to provide building insurance including fire, lightning, explosion, riot, civil commotion, malicious persons, earthquake, storm, tempest, flood or bursting of pipes.	10
You must inform the Council Neighbourhood Housing Office of a contact name and address for correspondence and to arrange access in an emergency.	Not in lease
Your lease (and any attached plans or maps) should clarify your rights to enter other parts of the property, including internal and external communal areas.	2 <sup>nd</sup> Schedule
Disputes between the Council and Leaseholder may be resolved by an independent architect or surveyor (Please note that Leasehold Valuation Tribunals may have a role as a last resort).	Page 13 Section 6.5

## Leaseholder Rights

### What are your Legal Rights?

Under the Leasehold and Commonhold Act 2002 leaseholders also have the following rights:

- **The right to be consulted about planned works and long term agreements is as follows:**

For Planned Works and Cyclical Maintenance Contracts (including painting) where the value of works is over £250, a three stage procedure must be adopted that:

- Notifies leaseholders of the Council's intention to carry out the works and gives leaseholders a right to nominate a scheme contractor unless a public notice (European advertisement) is issued
- Notifies leaseholders of the results of the quotation or tendering process, including estimates for the cost of the work
- Consults with the leaseholder on the choice of contractor

The Council will adopt a three stage procedure that notifies the leaseholder of the Council's intention to enter into a long term (more than twelve months) contract with contractors concerning such items as repairs, maintenance of communal areas, lifts, fire equipment and also insurance where the service charge cost is more than £100.

Again leaseholders must be notified of the Council's intention to enter into the contract, then the tenders received and lastly the contractor chosen.

- **The Undertaking of Repairs**

Leaseholders must be given thirty days notice of repairs that are to be carried out on their homes under a long term contract as described above, where a leaseholder's contribution is greater than £250.

- **The Right to Information about Insurance**

You may ask the Council to inspect its building insurance policy and other relevant documents. The Council will allow you to do this free of charge and will arrange for you to inspect the insurance documents within twenty one days of your request.

- **The Right to a Management Audit**

You have the right to request that the Council undertakes a management audit of its leaseholder service to ensure that it is run efficiently and effectively.

- **The Right to seek Recognition for a Residents' Association**

You may wish to join or form a Residents' Association. If you gain recognition from the Council, the Association has the right to request a summary of service charge costs, to inspect accounts and receipts and can appoint a surveyor to advise on matters relating to service charges. Residents' Associations also have the right to be consulted regarding long term agreements and the undertaking of planned works.

- **The Right to Extend the Lease**

You have the right (if you have held your lease for more than two years) to buy a new lease for your home. When you buy a new lease you will add ninety years to the time that was left on your old lease.

- **The Right to Buy the Freehold of Your Building (Enfranchisement)**

You and your neighbours may be able to purchase the freehold of your block (or clearly defined and separate part) if you satisfy certain conditions. The purchase price would be agreed with the Council or set by the Leasehold Valuation Tribunal if agreement is not possible.

- **Right to Sub Let**

You have the right to sub let your property, subject to the agreement of your mortgage lender, provision of adequate liability insurance and the completion of relevant safety checks. For details on the Council's Subletting Registration Scheme, see page 18.

## **What are your Rights in Relation to Service Charges?**

Under the Leasehold and Commonhold Act 2002 you have the right to obtain a summary of costs on which your service charges are calculated. Consequently, the Council will provide you with your service charge invoice during June each year. Each year, the Council will provide a regular statement of account and an accountants' certificate, known as a Section 21 certificate. The Council will also provide you with any other relevant documents upon request but may charge for the costs of copying.

Leaseholders generally have the following rights regarding service charges:

- To apply to the Leasehold Valuation Tribunal (LVT) to determine your liability to pay service charges
- To withhold payment of a service charge until the landlord's name and address is contained in the demand for service charges at which notices can be served upon the landlord
- To apply to the LVT to vary a lease where it does not make satisfactory provision with regard to the insurance of the property, the recovery of expenditure, or the computation of a service charge under the lease

- To request a management audit to establish whether the service charges are being spent in a cost effective way

## **What are your Rights in Relation to Administration Charges?**

Similarly, leaseholders have the following rights regarding administration charges:

- To apply to the LVT to determine your liability to pay an administration charge. Applications can be made either before or after the administration charge has been made
- To withhold payment of an administration charge demanded where a summary of rights and obligations in respect of administration charges has not been provided

## **What are a Leaseholders' Responsibilities?**

Whilst as a leaseholder you have the above rights, you also have responsibilities which are defined in your lease (and can be specific to your property). In general your responsibilities include:

- To pay all necessary rental and service charges
- To maintain in good and clean order the interior of the property and all services, installations and heaters therein
- To maintain any garden areas, hedges and fences as determined by the lease
- To permit the Council access to view your property and undertake repair works
- Not to make structural alterations or additions
- Not to keep inflammable materials, liquids or gases (including calor gas) in your property
- Not to cause nuisance to neighbours (such as not playing music between 23:00 and 07:00 hours)
- Not to obstruct communal stairways and corridors
- Not to keep an animal without the Council's consent
- Obtaining consent for any exterior works including undertaking window and door renewals, external painting and the erection of aerial masts that alter the external appearance
- Not to use the property for reasons other than private dwelling
- To service gas appliances annually and check electrics every eight years if you purchased the lease from the Council from 2008 onwards.

## **Section Three – Service Charges**

### **Service Charges**

The Council will inform leaseholders during June each year of their service charges for the financial year. This will include the amounts payable during the year for repairs, improvements, maintenance, building insurance and management costs. The ground rent is fixed at £10 per year. Service charges can be paid by Direct Debit which is usually payable in ten monthly instalments. If you wish to set up a Direct Debit, please ring the Income Management Team on 01423 556713.

### **Section 125 Notices**

When a property is purchased direct from Harrogate Borough Council the owner is served with a Notice under Section 125 of The Housing Act 1985, which details all the forthcoming major repairs and improvements that the Council intends to carry out over the first five years of the lease and the estimated yearly charges to be paid for these works. During this period only inflation can be added to the charges.

If Harrogate Borough Council fail to do this you cannot be charged for these works. However after the first five years there is no restriction on works undertaken by the Council, as long as it properly consults you about the work.

### **Repair Charges**

Under the provision of the lease £100 is included in the service charges each year to cover the cost of any unexpected repairs which are the Council's responsibility to undertake. An adjustment is then made on the following years' repair charges to recover or refund any under or over payment made. Please note that you may still be liable to pay a share of the costs for repairing items in your block such as roofing, brickwork, windows, external or communal doors, television aerials, door entry systems and items in the communal areas around your property such as drying areas and boundary fences.

### **Repairs Adjustment**

The cost of repairs incurred in the previous financial year are shown under this section on your invoice and are balanced against the advance payment made for repairs in the previous financial year. Any overpayment is refunded and underpayment recovered.

### **Ways of Repaying for the Cost of Major Repairs and Planned Maintenance**

The cost of undertaking repairs and maintenance work is charged to leaseholders through the annual service charges. We will increase your annual service charge in the year following completion of the works by the required amount.

The Council's decision to undertake major repair works to leasehold properties is based upon the need to do the work and not the leaseholder's ability to pay for the works.

You are advised to seek independent financial advice, and look into other sources of financial assistance in the first instance. If you are concerned about not being able to meet repayments for the cost of major repairs and planned maintenance work, you should contact the Property Services Section by phone on 01423 556917 or by e-mail at [propertyservices@harrogate.gov.uk](mailto:propertyservices@harrogate.gov.uk) to discuss what options may be available to you.

**You must confirm with the Council's Income Management Section on 01423 556713 how you intend to repay for the cost of major repairs and planned maintenance works. Otherwise you may be subject to recovery action by the Council which could result in court action being taken against you.**

## **Management and Administration**

Your annual service charge will also include an amount for management and administration. This amount is made up of all the direct and indirect costs associated with the management of the costs of the Council's housing stock and the cost of administering service charges. The total is divided by the amount of Council dwellings as at the 1st April of each year to produce a management charge for each property. The Council's management and administrative costs for leaseholders have risen in recent years, primarily due to the need for the Council to more widely consult leaseholders regarding the management and repairing of leaseholders' homes.

## **Insurance**

Under the terms of the lease the Council provides building insurance for the building structure only. Full details of what the building insurance covers are in the insurance schedule, which is available from the Income Management Section on 01423 556713.

We must advise you to take out your own insurance policy to cover your contents.

The Council insures all leaseholder properties under a separate policy. The premium can fluctuate as it is linked to the number of claims made each year. The Council endeavours to obtain the best premium each year, which may mean changing insurers. The cost of the premium is then set for each property on the basis of the insurance valuation of each property. All new leaseholder properties have an insurance valuation at the time of sale. The current insurer is Zurich Municipal.

The Council also has links with Royal Sun Alliance, who offer a 'Tenants' Contents Insurance Scheme'. If you would like an application form please contact the Finance Section on 01423 556713.

## **E-Payments**

In addition to those methods listed on your invoice you can also pay by automated telephone by ringing 0845 129 55 99. You will need your invoice number and debit or credit card details to make payment using this method. This service is available 24 hours a day.

## **Section Four – Repairs and Maintenance**

### **Repairs and Maintenance Consultation**

For repair items, improvement works, painting and other cyclical works (which are the Council's responsibility) the Council will notify you in advance of the work being undertaken, wherever possible and your contribution is less than £250.

It is a legal requirement for the Council to inform leaseholders in advance of the cost of any major repair or planned maintenance (including painting) work to leaseholders if the cost per leaseholder is greater than £250. We will also endeavour to inform you where works are less than £250.

Leaseholders will also be consulted before the Council enters into long term agreements with a contractor where the annual costs for leaseholders is more than £100. For instance leaseholders will be consulted about the five year responsive repair contract.

### **Painting and Planned Maintenance**

Both the exterior of properties and any shared or communal areas will be redecorated every six years or when required. Consultation will be carried out with leaseholders before the start of painting works.

The Council will also regularly inspect the condition of the exterior and communal areas of the property and carry out maintenance and improvement work as necessary.

### **Electricity to Communal Areas**

There may be a small amount in your service charges to reflect the annual cost of electricity to communal areas, which is divided equally amongst the relevant properties.

### **TV Amplifier / Digital Aerials**

If you have a communal TV aerial, the annual cost of a shared TV amplifier (if applicable) is divided equally amongst the relevant properties. The Council has recently installed communal digital aerials in flats previously served by communal analog aerials.

### **Shared Responsibilities and Site Plan**

All new leaseholders will be given a guidance document which defines their responsibilities for meeting the costs of repairing their property, including defining the proportion payable for maintaining shared structures. They will also be given a site plan defining the area of their property and the structures for which the leaseholder will have joint responsibility to pay the cost of maintenance.

## Repair Responsibilities

The main document for determining the Council's and your responsibilities to repair and maintain your property is the Lease. A quick reference guide to your lease is included at the start of the Handbook.

In general, the Council is responsible for undertaking the maintenance of:

- The structure of the property including the foundations and supporting walls
- The exterior of the property including the roof and external walls
- Services into the property including gas, electric, water and drainage unless they are individual to your property
- External wastes and rainwater goods
- External doors and windows, excluding door furniture and window handles and glazing
- Communal areas

The Council will charge you for the whole of, or a proportion of, the cost of maintaining these items if they are shared structures.

In general you are responsible for maintaining the inside of your property including electrical wiring, central heating, doors, plasterwork, kitchen units and bathroom fittings. All existing leaseholders are asked to ensure that their gas appliances are serviced annually and electrics are checked every eight years. This is mandatory for all leaseholders who have purchased their lease from the Council from 2008 onwards. The Council may ask to view the gas and/or electrical safety certificates.

# Guide to Repair Responsibilities

Item to repair or maintain	Sole Responsibility of Leaseholder	Costs shared between all leaseholders and Council proportionately
Internal decorating	✓	
Internal joinery, skirting boards, architraves, floorboards, stairs etc.	✓	
Electrical installations including wiring, sockets, lighting, cooker circuits etc.	✓	
Plumbing installations including all fittings, stop taps and pipes (and the consequences of any leaks)	✓	
Shared water mains		✓
Heating appliances, boilers, gas pipes and flue liners / terminals and annual checks	✓	
Chimneys and brick flues		✓
Sweeping chimneys	✓	
Kitchen units and fittings	✓	
Plaster, wall tiling and floor tiling	✓	
Windows		✓
Glazing	✓	
Doors into your flat from communal areas		✓
External doors and windows in communal areas		✓
Bin Store doors		✓
Doors to shared Bin Stores		✓
Communal lighting		✓
Communal aerials		✓
Communal stairs, halls and landings		✓
Communal footpaths, car parks and landscaped areas		✓
External walls, brick work, render etc		✓
External stairs which lead only to your flat		✓
Roofs, lofts and roof structures		✓
Loft insulation		✓
Gutters and rain water pipes		✓
Drains, waste pipes, inspection chambers and gullies which serve only your flat	✓	
Drains, inspection chambers and gullies which serve more than one flat		✓
Fences and gates (unless constructed by present or previous leasee)		✓
Drying areas and clothes posts		✓
Tree, hedge and garden maintenance		✓
Decorating to communal areas		✓
External decorating		✓
Fire alarms in communal areas		✓
Fire extinguishers in communal areas		✓
Emergency lighting in communal areas		✓
Signs (fires signs, no smoking signs etc.)		✓
External lighting		✓
Door entry systems and intercoms		✓
Balconies and railings to flats	✓	✓
Balconies and railings to communal areas		✓

## **Section Five – Neighbourhood Management**

### **Grass Cutting and Grounds Maintenance**

The Housing Division arranges for the Council's Parks Division to cut communal grass areas on a fourteen day cycle during the March – October growing season. Weeding in communal areas is carried out twice a year, usually in May and then September.

Your annual service charges include the annual cost of maintaining and cutting grass in communal areas by our Parks Division. The annual cost is inflated each year in accordance with the Parks Ground Maintenance contract. Where there are shared facilities the cost is divided equally amongst the number of flats in the block.

More information can be found in the Grounds Maintenance Service Standard leaflet. If you have a problem with grounds maintenance, contact your Neighbourhood Housing Office details of which can be found on page 19.

## **Section Six – Leasehold Compact**

### **What is a Leasehold Compact?**

This is an agreement put together by a working group made up of leaseholders across the Harrogate District and officers of Harrogate Borough Council. It is not a legally binding document but is a statement of intent describing how the Council intends to involve and consult leaseholders regarding issues concerning their homes.

### **Aims of the Compact**

The Compact aims to:

- Deal specifically with issues that are important to leasehold residents
- Ensure that leasehold residents are kept informed of relevant matters
- Ensure that leaseholders' rights to be consulted are upheld
- Ensure that leasehold residents have the opportunity to be involved in the decision making process

### **Having Your Say**

Leaseholders may become involved in the following tenant involvement structures:

- **Leaseholder Panel**
- **Area Panel**
- **Central Forum**
- **Performance Monitoring Group**
- **Tenant Involvement Monitoring Group**

Not all residents want to attend meetings but there are a number of different ways you can become involved. For more information, please contact the Tenant Involvement Officer on 01423 551619.

## **Review, Monitoring and Evaluation**

The Compact needs to be monitored to make sure that it is achieving what it sets out to do. This Compact is specific to residents living in leasehold accommodation, and the Leasehold Panel will review this Compact once a year.

The Leasehold Panel will monitor the Council's performance regarding the Compact.

A satisfaction survey of leaseholders will be carried out every two years and the results will be reported to the Panel.

If you feel that we have overlooked an important issue that should be included, please contact the Tenant Involvement Officer on 01423 551619.

## **Leaseholder Panel Terms of Reference**

### **What is the Leasehold Panel?**

Every two years the Council will contact all leaseholders to invite them to become members of the Leasehold Panel. We aim to have twelve leasehold members on the Panel. If there are more than twelve leaseholders interested in joining the Panel, the Council will arrange a postal ballot of all leaseholders to elect the panel members.

One leaseholder from the Panel is able to be a member of the Central Forum, which is made up of tenants representing their Area Panels. This group discusses general housing issues. The leaseholder who attends is able to raise general housing issues on behalf of the Leasehold Panel and can feedback on these at the next Leasehold Panel.

The role of the Leasehold Panel is to:

- Ensure leaseholders are fully informed about all matters that affect them
- Improve the quality of the information given to leaseholders
- Monitor and evaluate the performance of the Council's services to leaseholders
- Ensure that the Council meets its legal requirements to consult leaseholders
- Comment on proposed changes to the services affecting leaseholders
- Comment on those aspects of the housing strategy and forward planning that have implications for leaseholders

The Leasehold Panel meets three times a year with council officers to undertake this role. The Leasehold Panel may make recommendations to the Cabinet Member (Housing).

The Panel may also ask the leaseholder who attends the Central Forum on behalf of the Leasehold Panel to raise any general housing concerns.

### **Role of a Leasehold Panel Member**

One member of the Panel may also represent leaseholders on the Central Forum. Meetings of the Central Forum are public meetings and are open to any leaseholder to attend if they wish.

Panel members are volunteers but there must be a recognition that the leaseholders who are members of the Panel represent the wider leasehold movement and are not present to raise personal issues.

### **The role of Harrogate Borough Council within the Compact**

The Council will provide advice, information, training and support to any leaseholder wishing to become involved in its involvement structures.

The Council will meet transport and other reasonable expenses incurred by leaseholders due to their involvement in the Leasehold Panel or any other tenant and leaseholder involvement structure.

The Council will arrange to hold at least three meetings of the Panel each year.

The Council will write to Panel members fourteen days before the meeting asking if members would like to raise any items on the agenda. An agenda will thereafter be circulated seven days prior to the meeting.

### **Action Plan 2009**

To improve the information available for leaseholders on the Harrogate Borough Council website.

To continue to improve the standard of information available for leaseholders prior to planned maintenance work taking place.

To look at ways of improving communication between leaseholders, Housing and the Parks Division on grounds maintenance matters.

## **Section Seven - Customer Service Standards**

If you telephone us we will answer within five rings (about twenty seconds).

If you write to us we will reply within ten working days giving either a full reply or an acknowledgement telling you when we will be able to reply. For more information on customer service standards, please refer to the Customer Care Service Standard leaflet.

If you report a repair to the Council (which is our responsibility) we will undertake the repair within 30 working days, or notify you of the reasons for any delay and how long the work will take. For more information, please refer to the Repairs Service Standard leaflet.

These standards are monitored by a Performance Monitoring Group and the Leaseholder Panel can make recommendations to the Performance Monitoring Group.

Specific complaints should be reported to the appropriate Neighbourhood Housing Office. You can do this verbally or by completing a Customer Contact Form.

If you have a complaint that the Council is not meeting the terms of this handbook you should contact the Head of Housing. You can do this by completing a Customer Contact Form which is available from all Council public buildings. The Leaseholder Panel may also ask the Tenant Involvement Monitoring Group to investigate any complaint.

## **Section Eight – Selling or Subletting Your Lease**

### **Selling Your Lease**

At some point in the future you may wish to move on and sell your lease. We recommend that you instruct a solicitor to act on your behalf with the sale and provide a copy of the 'Becoming a Leaseholder' leaflet to your estate agent for prospective buyers to access. If you need additional copies of this leaflet, please contact Property Services on 01423 556917.

It is very important that your solicitor sends formal notice to confirm the sale has taken place. Without this we will continue to levy service charges on you.

### **Subletting Registration Scheme**

As a leaseholder, you are able to sublet your property and Harrogate Borough Council has a Subletting Registration Scheme. If you wish to sublet your property, you need to inform the Council of this by contacting the Property Services Team on 01423 556917 to register your property.

By subletting your property, you become a landlord and there are many regulations which you must adhere to for the protection of your tenants. The Council strongly recommends you have independent legal advice if you are subletting.

## Emergency Contact

The leaseholder must inform the Neighbourhood Housing Office of a contact person's name, address for correspondence and contact number in the event of emergency access being required to the property. This is particularly important for times when you are not resident at your property i.e. away for more than a month or if you have sub let the property.

## Section Nine - Useful Contacts

- **For queries relating to Service Charges**

Income Management Section – 01423 556713

- **For queries relating to repairs, painting and maintenance of communal areas**

Repairs Line – 01423 556917

- **For queries relating to the neighbourhood and grounds maintenance**

Kennion Road Housing Office – 01423 556868

Bilton Housing Office – 01423 556828

Ripon Housing Office – 01423 841111

- **For out of hours emergencies only. This line is open between 5.15 pm and 8.30 am**

E-Team – 08457 089 190

If you have made a complaint to your Neighbourhood Housing Office but remain dissatisfied with the response you have been given or if you wish to serve a notice on the Council you should write to the Head of Housing, Springfield House, Kings Road, Harrogate, HG1 5NX.

*This leaflet is also available in large print and audio formats. If you wish to contact the Council for an alternative format, please contact:*

*Customer Services Unit, Council Offices, Crescent Gardens, Harrogate HG1 2SG  
Tel: 0845 300 6091 or email [customerservices@harrogate.gov.uk](mailto:customerservices@harrogate.gov.uk)*

