

Homeownership

At settle, our purpose is to help you live comfortably in your home and we aim to offer a high standard of service to homeowners, leaseholders and shared owners. We will welcome all new homeowners with a welcome letter providing clear information about our respective responsibilities, supply an emergency service for out of hours communal repairs and manage services such as estate management.

We will

- Carry out repairs to communal and shared areas.
- Offer homeowners the opportunity to be involved in decision making and monitoring of services.
- Follow a legal process called the section 20 process for all major works where the individual repairs cost exceeds £250 per leaseholder or where a long-term agreement (i.e., sewage charges) is over £100 per annum.

What we ask of you

- Keep us informed of changes to your contact details.
- Ensure you keep your account up to date and pay on time.
- Deal with any repairs that are your responsibility within your property.

Service charges, requests and permissions

We will

- Provide you with a statement annually and on request.
- Give you a clear breakdown of your charges and any further costs.
- Supply information about service charge costs and copies of invoices when asked.
- Issue service charge actual charges and estimates following the terms of your lease.
- Expect you to make payments as needed in the terms of your lease but we will agree a repayment plan if you are struggling to pay.

There are some changes that you will need to ask our permission to make, including having a pet, making structural changes to your property or renting out your property. There are also some types of property that require the permission of Letchworth Garden City Heritage Foundation to make changes. We will respond to requests for these changes within 10 days of receiving your request and will not unreasonably withhold our permission. We may charge you for this service.

Selling your home

- If you wish to sell your property your solicitor will need a pack with information for the purchase.
- We will request a payment to cover administrative costs of producing this pack and will ensure that this is provided within 10 days of receiving the payment.
- If this is a shared ownership property you will need to contact our sales team first.

Offering extra support

We want you to be able to live comfortably in your home, but we know that everyone needs a bit of help sometimes. If this is the case, we might be able to refer you to local support services and/or offer support through our settle comfort fund. Please take a look at the following web page

www.settlegroup.org.uk/support-from-settle or call us on 0330 343 0016.