



BCP Homes Leasehold Service Standards

Leasehold Service Standard

Our commitment to you

We are committed to providing a good-quality leaseholder service. We will manage our responsibilities under your lease and respond to your enquiries promptly and efficiently. We will also learn from complaints and identify improvements.

When you become a leaseholder

- We will give you a welcome pack when you buy or take on a lease.

Looking after your building

- We will keep the structure and exterior of your home in good repair.
- We will provide the services listed in your lease.

Major works and consultation

- If we plan major works and your share is likely to be more than £250, we will consult you under Section 20 of the law.
- We will tell you about the work, how much it is likely to cost, and how you can comment.
- We will keep you updated if the programme or timetable changes.

Communication

- We will write to you in plain language, avoiding jargon and unnecessary acronyms.
- We will communicate proactively and in a timely way about services, charges, and works affecting your home, including planned works in advance where possible and updates during delivery.
- Communication will be clear, polite, and professional.

Service charges

- We will send you an estimated service charge each March.
- We will send you the actual service charge for the previous year within six months of the year end.
- We will give you a detailed breakdown of repairs charged to your account.

Paying your charges

- You can pay your service charges:
 - yearly
 - quarterly
 - monthly by direct debit or standing order
- We will offer payment options for major works bills.

Advice and support

- We will give you advice on housing issues that affect your home.
- You can speak to a Leasehold Services Officer if you have questions.
- We will hold leaseholder consultation events for major projects.
- [Lease advice | Home](#)

Our performance measures and what we will report on in relation to these standards will be confirmed following consultation. Suggestions are welcome.