



Retirement Leaseholders' Guide

Part of Clarion Housing Group

Retirement Leaseholders' Guide

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1.0 Introduction

Welcome to your new home.

Grange's role is to manage your scheme by looking after communal areas and offering a range of services. This handbook is intended to provide you with information that will help you to settle into your new home, benefitting from the facilities available.

Most of the properties we manage are leasehold and accordingly there are many references within this handbook, to this form of ownership.

If you are a freeholder of your property, our responsibilities lie solely with the management of the communal areas and gardens, however, we hope you will find the information in this handbook informative.

We believe a successfully managed scheme is achieved through effective communication with residents and consultation on matters of major importance.

As part of our role and in line with our values, we want to ensure you are aware of your rights and obligations under the terms of your lease or title deeds.

This guide will identify the range of services provided, the people involved e.g. the landlord and managing agent and our approach to customer service.

We hope you will enjoy many happy years in your new home.



Lorraine Murphy
Managing Director

2.0 Glossary of terms

2.1 The landlord

Your home may be owned on a long lease. The landlord could be one of the following:

- The developer
- Grange Management
- Resident management company
- A 3rd party (investment company)

Landlords are bound by the terms of the lease in the same way as you (the leaseholder) are. It is useful to note the name and address in your ground rent demand.

2.2 Management company

The management company could be one of the following:

- The developer
- Grange Management
- Resident management company

Under the terms of the lease or transfer document, the landlord may have the right to appoint a management company to act as agents to manage its interests.

2.3 Management agents (if applicable)

These are usually appointed by the management company to maintain their lease interests and obligations.

3.0 Grange

Grange is the trading name of Grange Management (Southern) Ltd, a wholly owned operating company of the Clarion Housing Group, primarily specialising in the management of private leasehold developments, estates and specialist leasehold retirement properties. We currently manage over 6,000 properties. For further information, please visit our website at www.grangemanagement.com

3.1 Management relationship

We provide a management service for a range of clients on new and existing developments. We collect the service charge from the leaseholders to meet the costs incurred in managing your estate.

We also manage estates where we are the freeholders or where the freehold is owned by other parties.

3.2 The management team

The responsibility for the smooth running of each estate rests with a dedicated team member. They are responsible for the employment of service contractors such as cleaners, gardeners and window cleaners and will also visit the scheme on a regular basis to ensure that our highest standards are being maintained.

Your management team may comprise of the following:

- Scheme Manager
- Regional (or Property) Manager

Support departments:

- Customer accounts
- Property services
- Administration

4.0 Your Scheme Manager

Your Scheme Manager is an important member of our team. They are employed to maintain the environment in which you live, ensuring that the health and safety of all residents is not compromised. All our staff are trained to the highest standard to do this.

Please check with your Scheme Manager the hours they are on duty as this will vary from scheme to scheme.

4.1 General duties

Our Scheme Managers supervise the running of the estate and oversee contractors when on site. They also carry out a daily check of the grounds and buildings.

Whilst the Scheme Manager is not able to provide any form of care or administer any medication to residents, their duties may include the following:

- Summoning the necessary aid when advised of an emergency.
- Monitoring the communal systems including testing of the fire alarms.
- Supervising work undertaken by contractors at your scheme.
- Taking appropriate steps to assist with rectifying any breaches of covenant.
- Managing the use of the guest room (if applicable) and taking bookings.

Please refer to your Purchasers Information Pack for your Scheme Managers specific duties.

4.2 Relief Scheme Manager

If your Scheme Manager is on annual leave or away for a long period of absence, provision may be made for a Relief Manager to visit the scheme. Details of cover will be made available to you at the time. The emergency call centre will be made aware of the Scheme Manager's absence and they can be contacted 24 hours a day for all emergencies

4.3 Emergency assistance

The majority of our schemes have an emergency call system monitored by an emergency call centre.

The call centre can be called upon at any time of the day or night, if you need emergency assistance.

If your property is equipped with an emergency call system, there is likely to be a number of call points. These will normally be positioned in the living room, bedroom and bathroom. If you pull a cord or press a button, the call will be answered by the Scheme Manager during their working hours or the emergency call centre at all other times.

The cord for the call point should not be tied up or shortened in any way as this may prevent you from being able to reach them in the event of an emergency.

Most of the call systems will only operate a one-way speech and therefore you must wait until they have finished speaking before you can respond, and vice versa. Your Scheme Manager will be able to demonstrate how to use the emergency call system should you need assistance.

The call centre will also be able to alert the emergency services, Duty or Relief Manager or any other contact we hold details of, such as your next of kin.

If you activate the call system by accident, please advise a staff member at the call centre to prevent the emergency services being called.

5.0 Communal facilities

5.1 The residents' lounge

Most of our schemes have a residents' lounge which is available for use by all residents.

If you wish to hire the residents' lounge for a private function, please speak with your Scheme Manager giving as much notice as possible to avoid disappointment. Local rules may be in place regarding the facilities use.

5.2 Guest rooms

Your scheme may have a guest room which is available for short term hire for visiting friends and relatives.

A charge may be made for the use of the guest room, details of which are available from the Scheme Manager. The fees are made payable to the landlord but, for the majority of our schemes, may be credited to the scheme account. Payment is only acceptable by cheque.

5.3 Laundry

Many schemes will have laundry facilities which are available to all residents and their guests. The cost of running the laundry facility is covered within the service charge and includes repairs and maintenance. Your Scheme Manager will give you guidance on the use of the machines and any rota systems that are in place.

5.4 Car parking

Most schemes do not have allocated spaces and parking will be on a daily first come first served basis.

Your Scheme Manager will be able to advise you of the scheme parking arrangements.

Some leases do not permit the parking of sign written commercial vehicles, caravans, campervans etc.

6.0 Responsibilities as a resident

6.1 Moving in

Please ensure you notify the local council and utility companies that you have moved in.

Additionally, if you have not already done so, you should arrange for the gas and electricity meters to be read. It is advisable to familiarise yourself with how the heating works and where the cold water stop tap, fuse box and any alarms are situated.

6.2 Your responsibilities

As a leaseholder you will be responsible for items such as:

- Internal redecoration, maintenance and repair (including plumbing and electrical issues) within your property.
- Utility bills that are not covered within the service charge.
- Contents insurance within your own property.
- Internal window cleaning.
- Council tax.

In order to ensure harmony within the estate we recommend the following should be adhered to:

- Respecting your neighbours' privacy.
- Keeping noise to a reasonable level between the hours of 11.00pm and 7.00am.

There may also be specific scheme rules and regulations which your Scheme Manager will make you aware of.

7.0 Your lease

As a leaseholder, your solicitor will be able to advise you on your obligations within your lease. These may include the following:

7.1 Leaseholders' obligations under the lease

- To pay the service charge and/or ground rent in advance.
- To pay all other outgoings in respect of your dwelling including charges for statutory services.
- To keep the interior of your property well maintained and in good decorative order at all times and redecorate fully at least once in every five years and in the last year of the term.
- To allow the landlord or anyone working for them to enter your dwellings after reasonable notice, or without notice in an emergency, to examine its condition or to carry out repairs.
- Not to damage the property, nor to make any alterations without the consent of the landlord (other than minor non-structural alterations, kitchen replacements etc.)
- Not to use the property in such a way as to cause a nuisance or danger to anyone else and only to use it as a private residence.
- To observe such rules and regulations which the landlord may apply from time to time and to comply with all covenants etc. affecting the property.
- Not to assign, let or dispose of the property without the landlord's consent. You should seek advice if you are in any doubt.
- To pay the landlord's legal and other costs in enforcing the terms of the lease in certain circumstances.
- To pay the landlord's reasonable costs in dealing with the assignment of the lease.

7.2 Landlord and Granges' obligations under the lease

These are summarised as follows:

- To keep the landlord's property, including common areas, staff accommodation (where applicable) access roads and parking areas in a good state of repair and maintenance (except for the interior of each dwelling which is the responsibility of the individual owner), subject to payment of service charges.
- To keep the common parts of the building adequately cleaned and lit.
- To insure the property comprehensively (but not the contents of individual properties).
- To enforce the observance of covenants if reasonably required by the leaseholder but at the leaseholder's cost.
- To provide relevant on site staff (where applicable).

8.0 Management Services

8.1 Gardening

On many schemes, the communal gardens are maintained regularly via Grange for the quiet enjoyment of all residents. A specification detailing the frequency of the garden maintenance contractor visits is available upon request.

If you occupy a house, a bungalow or a ground floor apartment, there may be borders under windows or along footpaths which form part of the communal area which will be maintained by the garden maintenance contractors. Please note that existing trees and shrubs must not be removed without prior consent.

8.2 Cleaning and window cleaning

In accordance with your lease, all communal areas are cleaned regularly by contractors employed by Grange. A specification is available upon request, stating the frequency of the visits and the scope of work for your scheme.

Please be aware that in accordance with the service charge budget and your lease, windows to your property may be your own responsibility to keep clean. If you are unsure as to your scheme's position, please discuss with your Scheme Manager or contact Grange head office.

8.3 Repairs

We will consult leaseholders on the following matters:

- Major repair works where the cost will exceed £250 for any individual property.
- On maintenance contracts of more than 12 months where the cost will exceed £100 for any individual property.
- Major issues of estate management which are likely to affect some or all residents.
- Major changes to services.
- Any other matters of major importance.

Where costs are below the legislative limits, a notice may be displayed and/or letter will be sent to each leaseholder asking for comments. Where the issue is more complex, we may hold a meeting with residents or discuss the matter with the Residents' Association where there is one.

If written comments are asked for, generally you will be given one month in which to reply. Consideration will always be given to residents' comments before a final decision is taken. All residents will be advised of the outcome of any consultation by letter. Please note we may not respond to individual letters.

8.4 Pets

Most pets are welcome but written permission must be obtained and a signed pet policy returned to Grange. You can obtain a copy of the pet policy from your Scheme Manager or Grange head office. You will also be required to complete a form giving details of who can be contacted in an emergency to look after your pet. They must be available to take immediate action if necessary. Your lease may prohibit pets, whereby we will regrettably have to decline permission. For the benefit of the other residents, it is essential that dogs are exercised away from the scheme at all times. Should your pet become a nuisance to others, or you breach the terms and conditions of the pet policy, you may be asked to re-house the pet.

8.5 Alterations

Should you wish to carry out alterations to your property this would normally require the consent of the landlord. Consent will not be unreasonably withheld, however, you will be responsible for the total cost of the work involved. It is important to ensure that any planning or building regulation consent is obtained and that the work is carried out in a professional manner.

Grange may make an administration charge for granting consent for alterations and details of this charge is available on request from your Scheme Manager or Grange head office.

8.0 Management Services

8.6 Security

For the security of the building and your property, please follow these guidelines:

- Entrance and all fire doors should be secured after use.
- Never give access to a stranger.
- Never keep your name and address on keys.
- Where a door entry system is installed, ensure you are happy with the identity of the caller before letting them in.
- Keep your own front door locked.

8.7 Fire, health and safety risks

You should familiarise yourself with the fire procedures for your scheme and your Scheme Manager will provide the necessary information.

The building may have been designed with some or all of the following; a fire alarm system, emergency lighting, smoke containment or dispersal systems.

Although the fire detection system will activate the alarm, in the event you discover a fire, you should immediately call the emergency call centre who will call the fire and rescue services. Once the fire and rescue service arrive, please follow all advice given. Do not enter the building until you are advised it is safe to do so by the fire and rescue service.

All fire control equipment is regularly tested and serviced by a specialist contractor.

8.8 Sub-letting

Should you wish to sub-let your property and your lease allows this, consent is required and an administration fee is payable for the preparation of the licence. This is for an Assured Shorthold Tenancy and must be renewed every time you let your property to new tenants.

Please ensure that your tenancy agreement contains the same covenants as your lease. As a landlord, you remain liable for any breach of covenant during your tenant's occupancy.

8.9 Moving home

Should you wish to sell your property, it can be placed on the open market with an estate agent of your choice. Please be aware that most leases prohibit the display of 'for sale' boards.

Once the property is on the market or, at the time you have found a purchaser, you must apply through your solicitor for a Licence to Assign. An administration fee is payable for each assignment.

Service charges remain payable until the day of completion. If your account is in arrears, you will need to settle this before completion can take place.

If you require advice on the assignment process, please speak with a member of staff who will be able to assist.

Alternatively, Grange works with an estate agency called Fifty5Plus who specialise in the sale of retirement properties.

Fifty5Plus are able to offer a nationwide web-based service, please ask your Scheme Manager for further information. One of the advantages of using Fifty5Plus is your Scheme Manager may undertake viewings of your property on your behalf.

9.0 Financial matters

9.1 Service charges

Service charges are payable on all our schemes and, if applicable to your scheme, may include the following:

- Cleaning and window cleaning
- Communal electricity
- Garden maintenance
- Communal repairs
- Service contracts
- Sundry expenditure
- Insurance
- Water charges
- Reserve fund contributions
- Management fee

Service charges are payable in advance. Payments made by direct debit are recommended and these can be arranged through our Customer Accounts department. Interest may be charged on any late payments, which will then be credited to the scheme account.

Service charges are reviewed annually.

If you have any difficulty in paying the service charge please make us aware of your situation at the earliest opportunity.

9.2 Calculating the service charge

On a new build scheme a budget is produced for the sales brochure, based on anticipated costs at that time.

Every attempt is made to ensure this budget is as accurate as possible but is dependant on available information.

In subsequent years the service charge budget will be based on actual expenditure, taking into account current inflation levels and an allowance for planned expenditure.

Before the start of the new financial year, Grange will prepare a budget estimating the service charge for the next financial period. This draft budget will be presented to leaseholders in order that any comments may be considered prior to the budget being finalised.

9.3 Invoicing the service charge

The budgeted costs for your scheme are divided amongst the leaseholders in accordance with the terms of the lease and invoices are raised in the prescribed format in accordance with the industry best practice.

Prompt payment is expected as delays will result in other residents subsidising any late payers. Interest and late payment fees may also be added if authorised by your lease.

9.4 Annual accounts

At the end of your scheme's financial year, income and expenditure accounts will be prepared and certified. Grange will supply your copy within 6 months of year end. All accounts are certified by a firm of independent accountants.

The accounts reflect the actual expenditure against the budget and confirm the amount of money held in the reserve fund for your scheme.

Any surplus will either be refunded to you or, with prior agreement, be carried forward to the next financial year to fund larger projects.

Any deficit will either be invoiced to you or, by prior agreement, be carried forward to the next financial year, where Grange would expect the deficit to be cleared.

You are entitled to inspect all invoices relating to the accounts at our head office by prior arrangement. If you wish to have copies sent to you of supporting documentation, an appropriate charge may be made.

9.5 Bank accounts

Service charge monies are deposited in a ringfenced separate trust account for each scheme. Any interest earned is retained by the fund. This is a requirement of the Landlord and Tenant Act 1987 and the Commonhold and Leasehold Reform Act 2002.

9.0 Financial matters

9.6 Ground rent

On some schemes there is a ground rent but this will only be payable if detailed in your lease and on receipt of an invoice.

The initial rent payable will be prescribed in a schedule in the lease together with any provision for its review. Such reviews are undertaken upon the anniversaries set out in the lease.

If residents fail to pay their ground rent, the lease gives the Landlord power to take legal action to recover the funds.

9.7 Reserve fund

Within the service charge a contribution is made to the reserve fund to finance long term repairs and renewals of communal equipment. This is calculated by taking the replacement cost and projected life span of certain items, and may include:

- Major repairs to the roof and structure.
- External redecoration and internal redecoration of the communal areas.
- Resurfacing of the car park.
- Renewal of communal windows and doors.
- Replacement of all communal electrical equipment to include lifts and alarms.
- Renewal of any communal furniture, leisure facilities, carpets etc.
- Alarm systems.
- Door entry systems.
- Lifts.
- TV aerials/ satellite systems.
- Carpets, furniture and fittings in the communal areas.
- Emergency lighting.
- Laundry equipment.

Monies received are held for each scheme in separate trust accounts and interest earned, net of tax, is credited to each account annually.

9.8 Management fees

The management fee payable to Grange for their services may include the following:

- Employment and supervision of staff (but not paying their wages).
- Training and other matters relating to employment of staff.
- Preparing specifications and contracts of minor works e.g. cleaning, garden maintenance and window cleaning.
- Arranging service agreements in respect of fire alarms, lifts etc.
- Acting as “keepers” for each scheme’s finances.
- Paying bills.
- Preparation, presentation and distribution of budgets and scheme accounts.
- Account certification fees.
- Ensuring that the terms of the lease are enforced.
- Ensuring that schemes comply with relevant legislations such as health and safety.
- Administration of buildings and other insurances. Provision of professional indemnity insurance.
- Inspecting the buildings to monitor their condition and plan for any necessary day to day repairs and works. Preparation of specifications, consultation with residents and supervision of contracts including the appointment of consultants where appropriate.
- Handling resident enquiries.

A scheme specific list can be found in your Purchasers Information Pack.

10.0 Property services

10.1 Repairs

Grange is responsible for maintaining the structure and exterior of your property. We have contracts in place for the maintenance and servicing of lifts, fire alarms, smoke detectors, emergency lighting, fire appliances, emergency call and any other equipment specific to the development. Contractors are vetted prior to joining our 'approved contractor list' and many are subject to annual tender.

Redecoration of the communal interior and exterior of the property is normally undertaken every four to six years but this depends on the condition. You will be given prior notice of the work, and the opportunity to discuss the choice of contractor, specification and colour scheme to ensure best value is obtained.

We will consult with residents when the cost of redecoration, major repairs etc. exceed limits determined by statute.

We also maintain, where applicable:

- Communal gardens, including paths, drives, forecourts, fencing and boundary walls.
- All internal communal facilities.
- Communal fire alarms, lighting, emergency call systems, lifts and shared door entry systems.

Residents are responsible for maintaining the interior of their property and for their own redecoration. All repairs in the communal areas must be reported and actioned by an approved contractor.

Where communal gas central heating is supplied we will take out a service contract, the cost of which would be met through the service charge.

Any service or supply specific to your property will be your responsibility to repair, replace and service annually.

Repairs should be reported to your Scheme Manager or a member of the Property Services team at head office during normal office hours. Out of hours is covered by the emergency call centre.

10.2 Emergencies

For emergency repairs, we endeavour to respond within 4 - 24 hours.

- Defective alarm system.
- Dangerous structures.
- Blocked or overflowing communal drains.
- Major communal plumbing repairs e.g. burst pipes.
- Lack of electricity to communal area.
- Communal staircase lighting failure.
- Security system failure.
- Broken glazing causing danger to life or a security risk where it is the landlord's responsibility.

10.3 Urgent

For any urgent repairs, we endeavour to respond within 3 - 5 working days

- Leaks on communal water pipe joints, gutters and downpipes.
- Defects to soil and vent pipes.
- Small roof leaks.
- Failure of communal hot water or heating system.
- Glazing repairs, where the landlord is responsible.
- Communal electrical repairs.
- Faulty locks, where the landlord is responsible.
- Defective floor, steps or paths.

10.4 Non-urgent

With other non-urgent repairs, Grange will carry out the repair within a reasonable time frame, but within a 3 month period, subject to the nature of the issue.

10.0 Property services

10.5 Insurance

Grange insures your building including all common areas against:

- Fire, flood and vehicle impact
- Accidental breakage of fixed glass (but not the failure of sealed double glazed units).
- Trace and access of damage to pipes and cables (the policy does not include the repair of the issue).
- Storm.
- Subsidence.
- Vandalism.
- Lifts.
- Employers and public liability.

In the event of a scheme becoming uninhabitable, the policy may cover the cost of alternative accommodation whilst repairs are undertaken.

Copies of the policy are available on request from Grange head office.

If, following damage to your property, you feel an insurance claim should be made, our head office will be able to give advice on how to proceed.

Whilst Grange arrange the buildings insurance cover, it is your responsibility to insure the contents of your home.

If a property is to be left unoccupied for a period exceeding thirty days, we strongly advise the water system be drained down. Bursting of tanks and pipes is not covered under the policy whilst the property is empty or disused, outside of the thirty day period.

Leaseholders are obligated to check the property on a weekly basis while it is empty, therefore arrangements should be made to undertake these checks.

Failure to drain the water system down or to make the checks whilst the property is empty will lead to any insurance claim relating to damage being declined, with all repair costs being borne by the leaseholder.

Where property checks are being undertaken regularly, this will eliminate the necessity of draining down the tank.

11.0 Listening to our residents

11.1 Consultation

Grange has a responsibility to comply with statutory regulations; this will include consulting with leaseholders in relation to the services we provide in fulfilling the obligations under the terms of the lease.

Grange will hold at least one general meeting per year to discuss service charge budgets. If you have a specific issue you would like to discuss on this matter, you should direct your enquiry to the Scheme Manager in the first instance. If they are unable to assist you, another member of the team will be able to help.

We actively encourage residents associations to assist with open discussions between Grange and the residents in relation to wider issues at your scheme.

We would also aim to consult with you on any matter which will have a significant effect on the quality of service or level of service charges or which will otherwise significantly affect some or all of the residents.

11.2 Residents' association

Grange encourages the formation of residents' associations provided they represent at least 51% of the residents in the scheme. Once a residents' association has been formed, we will consult with them on all proposed major changes affecting the running of the scheme. We can provide guidance on the setting up of a residents' association and how to obtain formal recognition on request.

New developments require 70% occupation by leaseholders before interim recognition of a residents' association can be formally granted.

If you would like to find out more about forming a residents' association at your scheme, we will be pleased to send you the relevant information to help you get started.

11.0 Listening to our residents

11.3 Code of Practice

Grange adheres to the Code of Practice of the Association of Retirement Housing Managers.

A link to the ARHM website and a downloadable copy of the Code can be found on our website. www.grangemanagement.com

11.4 Complaints procedure

Grange's aim is to provide a quality and affordable service to you. We do understand, however, that sometimes there are circumstances when our service does not meet expectations.

We want to make sure that when things go wrong they are dealt with quickly, efficiently and fairly. Your views are important to us. If you have a problem with the service you have received, we want you to tell us about it so we know how to improve.

To make your complaint, in the first instance, please contact your Scheme or Regional Manager.

If you are dissatisfied with the response from your initial contact, your complaint can go to stage 1 of our formal complaints process.

A member of our senior management team will look into your complaint and may arrange to meet with you to discuss it in further detail. You can ask someone to represent you at this meeting.

In the unlikely event your complaint is still not settled at this stage, it will escalate to stage 2 as a final appeal stage. A Director will decide whether or not to uphold your complaint and will write to you with details of their decision.

For more information, please contact head office who will provide you with a copy of the complaints booklet.

11.5 Mediation

We are committed to resolving difficulties as quickly as possible to a satisfactory resolution. In order to facilitate this, Grange may suggest the use of mediation.

Mediation is where an impartial, independent mediator facilitates communication and assists us to come up with ways of resolving difficulties. Mediation is voluntary and conducted in the strictest of confidence, however this must be agreeable to all parties involved.

11.6 Building defects

Please be aware that issues relating to building defects within your demised property should be directed to the developer and not Grange.

Grange acts as a managing agent and may also be the freeholder. When building defects occur that are the responsibility of the developer, these issues cannot be resolved through our complaints procedure.

11.7 Useful telephone numbers

The Property Ombudsman Service

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
T: 01722 333306
www.tpos.co.uk

ARHM

c/o EAC, 3rd Floor
89 Albert
Embankment
London
SE1 7TP
T: 020 7463 0660
E: enquiries@arhm.org
www.arhm.org

Institute of Residential Property Management Ltd

75 Gloucester Place
London
W1U 8JP
T: 020 3319 7575
E: info@irpm.org.uk
www.irpm.org.uk



12.0 What if your landlord fails to carry out their obligations?

The Commonhold and Leasehold Reform Act 2002 gives leaseholders various rights which include making an application to the First-Tier Tribunal (Property Chamber) to appoint their chosen managing agent in place of the landlord's managing agent. The rights also include compulsory acquisition of the freehold of the development thereby extinguishing the former landlord's function in relation to the property.

12.1 Legal costs

If leaseholders go to the First-Tier Tribunal (Property Chamber) or the Land's Tribunal because they are unable to reach an agreement and the leaseholders win, the law may prevent the landlord from recharging their legal costs to the residents.

12.2 Management audit

Leaseholders (with a two third majority) can have an audit undertaken by a qualified accountant or surveyor. However, the leaseholders must settle the invoice themselves and are not able to recover any costs incurred from the landlord.

12.3 Appoint a surveyor

Should a Residents' Association wish to appoint a chartered surveyor to advise on any service charge matter, the surveyor has the right to inspect all related documentation. The Residents' Association will be responsible for any professional fees incurred.

Should your appointed surveyor wish to see the documentation, a pre-arranged appointment will need to be made with Grange.

12.4 Your landlord

Details of your landlord are show on your ground rent demands, if applicable.

The names and addresses of the directors and secretary are available from the Land Registry.

If there is a change in landlord, the new landlord will inform all leaseholders in writing and notify you of your rights following a transfer of the freehold.

12.5 Freehold transfer

If the current Landlord wishes to sell the freehold, they must advise the leaseholders as it is a criminal offence not to do so. You must also be given the right of first refusal to purchase the freehold from the landlord. This would enable the leaseholders to purchase the freehold at the price the landlord would sell to another party. At least 51% of the leaseholders have to support this decision in order to proceed.

If the leaseholders decide to exercise this right, Grange would advise them to seek professional advice.

12.6 Appointing a new managing agent

Should the leaseholders wish to take over the running of their scheme from the Landlord without the need to show fault on the part of the landlord or managing agent, legislation will allow this to occur through a Right to Manage Company (RTM Company). Leaseholders are required to form an RTM Company before this matter can be taken further.

Leaseholders may also seek the appointment of a new managing agent from a First-Tier Tribunal (Property Chamber) if:

- the landlord is in breach of its obligations under the terms of the lease.
- the landlord has demanded an unreasonable amount of money for the service charge for the work involved.
- the landlord has failed to comply with the relevant provision of an approved code of management practice.
- the First-Tier Tribunal (Property Chamber) is satisfied with the circumstances and an order is made.

13.0 Contacting Grange

13.1 Communicating with Grange

If you wish to speak with a member of staff regarding any aspect of your scheme, in the first instance we would ask that you contact your Scheme Manager. If they are unable to answer your query then please contact our head office between the hours of 9.00am to 5.00pm, Monday – Friday.

To help us facilitate your enquiry swiftly, we will ask for your scheme details and the nature of your call, so that your query can be directed to the appropriate staff member.

Get in Touch

Call us on: 01483 411770

Email at: info@grangemanagement.com

Address

Grange Property Management
The Mill,
Abbey Mill Business Park,
Lower Eashing,
Surrey,
GU7 2QJ

13.2 Our response time

We aim to respond to all correspondence within 5 working days. However, if your queries are complex, involve further research or are part of our formal complaints procedure, it may take longer to address. We will acknowledge your query on these occasions, detailing an anticipated response time.

Notes

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Registered office:
The Mill
Abbey Mill Business Park
Lower Eashing
Godalming
Surrey GU7 2QJ

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