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ने दिव समग्रदेन प्रवर्तु विसे वर ब्रामा विच नां विसे वर रूप विच चावीदा वै. नां ने प्रवर्तु रॉलम्राउ समस्राउठ लसी विसे दिंठवैठर सी लर वै, उां उमीं साठुं संसे।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

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# Profile for the Management of Leasehold Schemes

October 2009

# Profile for the Management of Leasehold Schemes

## Overview

This document is provided to give an overview of the management services we deliver to our existing leaseholders, living in residential private retirement accommodation.

It sets out what we believe to be the key elements of our experience in the provision of management services, briefly outlining current services provided to our existing leasehold residents. It also demonstrates how we achieve service quality and our commitment to improving services through the involvement of our customers. In particular, we believe we offer:

- Excellent value for money and cost effective services achieved through economies of scale (we currently own and manage in excess of 1000 units of private retirement accommodation).
- Expertise and specialist skills to ensure the delivery of a quality service.
- A track record of meeting and exceeding expectations of leasehold residents.
- A professional officer team dedicated to providing an efficient and friendly service to residents living in retirement accommodation.
- Experience of working in the capacity of 'Managing Agent' in the delivery of services to residents living in bungalows, flats, almshouses and luxury accommodation.



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The information contained within this document is for guidance only and every effort has been made to ensure that the details provided are correct. Longhurst Homes Limited reserve the right to vary services offered for the benefit of the of its leaseholders at any time in the future.

## Conclusion

We are confident that we can provide a high quality, cost effective service to the residents living in retirement properties. We enjoy a good reputation in all areas of our work and are fully committed to service delivery and resident involvement.

We have a specialist team based in Nottingham dedicated to the provision of accommodation for older residents, with a specific focus on services to leaseholders and retired customers. Our experience and expertise in the management of Leasehold Schemes for the Elderly has enabled us to be one of the market leaders in the East Midlands.

We believe our experience in leasehold and retirement management services, successful stock transfers, and responsiveness to resident needs, means that we can successfully integrate leasehold and mixed tenure schemes for older people into our existing management arrangements. We are also confident that this can be achieved smoothly and with minimal disruption to both residents and staff whilst ensuring that a quality service is delivered.



**The Laurels,  
Rugeley, Staffs**



**Watermead  
Court, Birstall,  
Leics**

## Introduction to Longhurst Group

The Longhurst Group of companies was established in 2001, in order to provide an umbrella for expansion and growth. Within the Longhurst Group are the following companies: Longhurst Homes, Spire Homes, Keystone Developments, Havelok Homes and Friendship Care & Housing.

As the second largest developer of homes in the East Midlands, the Group now owns and manages approximately 15,000 properties, employing some 800 staff.

### Longhurst Homes

Longurst Homes is a charitable not-for-profit organisation, and is committed to good governance, accountability to its customers and stakeholders and value for money in the use of its resources.

We are fully regulated by the Housing Corporation and are a Registered Social Landlord (RSL), with the National Housing Federation and with the Registrar of Friendly Societies and we are a member of the Association of Retirement Housing Managers.

As one of the largest RSLs based in the East Midlands, Longhurst now owns and manages approximately 5,400 homes, and operates from three offices located in Boston (Head Office), Lincon and Nottingham. As a significant provider of housing and management services, we have a diverse portfolio, which includes providing specialist services in the management of rented and shared ownership accommodation and private retirement accommodation for older people (Leasehold Schemes for the Elderly).

## Longhurst's Leasehold Team

Longhurst's Leasehold Team is based at our Nottingham office and is a dedicated team of professional staff, who have a wealth of experience and knowledge in catering for the needs of older people in a leasehold environment.



We are one of the market leaders in the development and management of leasehold accommodation within the East Midlands and we have some 20 years experience.

We currently manage 1000 private retirement properties, located on 32 schemes extending across Nottinghamshire, Derbyshire, Leicestershire, Staffordshire and Lincolnshire. We acquired 211 of these properties following a transfer in 2002 from fch Housing & Care, who selected ourselves as the preferred partner due to our skills and expertise in the management of retirement and leasehold properties. In addition, 150 of these properties are managed on behalf of clients through a Management Agency Agreement.

We are extremely committed to teamwork, staff development and good communication and have considerable expertise in providing a caring and effective Scheme Manager/Warden service to residents in retirement accommodation. We provide induction programmes for all new members of staff including annual Staff Development Interviews. In our commitment to training, all our Scheme Managers/Wardens receive a high level of support from us to facilitate the successful management of our retirement schemes.

In our desire to maintain a high quality service we regularly review the quality of our service provision. As a caring organisation we are continually developing services with community care in mind. This includes the provision of supporting services such as making pendants and lifeline telephones more widely available to our residents.

## Service Quality

### The Association of Retirement Housing Managers

Longhurst's Property Management Team is a member of the Association of Retirement Housing Managers (ARHM), an organisation who are committed to high standards and ethics in the management of retirement housing and the provision of services to residents.

The ARHM publish a Code of Practice which is approved by the Department of Environment. Our adherence to this Code gives leaseholders the assurance that we are dedicated to best practice and high standards of professional competence.

We also aim to ensure that our services are effective and responsive, and in our desire to do this, we regularly review the quality of our service provision and continuously strive to develop services with our customers in mind.



### AIMS (Advice, Information and Mediation Service)

We are a member of AIMS, the Advice Information and Mediation Service who are affiliated to Age Concern England. The service AIMS provides offers impartial information, advice and mediation for any person who lives or is involved in providing retirement housing.

AIMS is a unique advice service in that they use mediation techniques throughout their work. They try to reach agreement between parties without the need for court or tribunal action. AIMS provides detailed telephone and written advice on a wide range of enquiries relating to retirement housing and offers the service to both residents and landlords.

We ensure Scheme Managers / Wardens are fully trained and developed in the delivery of a caring and effective service to our residents.

We encourage Scheme Managers / Wardens to be supportive to residents including facilitating appropriate care and assistance from other outside agencies such as social services and home care providers.

We hold regular Scheme Manager / Warden meetings to enhance effective management and communication.

### Consultation and Resident Involvement

We hold annual service charge review meetings on each of our estates, and consult regularly with residents as groups and as individuals in the provision of services.

We recognise the importance of involving residents in making decisions that affect their lives and we, therefore, encourage the constitution of Residents Associations on all our estates. This enables us to effectively work with our residents to ensure high standards of management are achieved and maintained.

We consult with residents on service charges and service provision, including major works, planned and cyclical maintenance and all improvements. We involve our residents in our activities, including leasehold representation on our Board of Management.



We have successfully developed our Leaseholders Fora to better communicate with our residents and to involve them in our decision making processes. Residents have contributed to the development of our Residents Handbook which provides a useful guide in a user friendly format.

We ensure key staff regularly visit our schemes to address concerns raised by residents.

### Operational Area Map

This map shows the operation area of some of the retirement schemes we manage.



## The Services We Offer

Detailed below are the types of services we provide to residents who live on many of the schemes we manage. It should be noted, however, that the level of this service is dependent upon individual Leases and the Management Agreement entered into.

### Maintenance Service

We provide a local responsive repairs service which includes the provision of 24 hour emergency maintenance cover for structural and communal areas.

We prioritise all repairs and respond to all requests within allocated time periods.

We maintain cyclical and planned maintenance programmes for all our properties and undertake regular site inspections.

We undertake regular stock condition surveys on all our schemes which allow us to monitor potential problems and plan accordingly.

We are fully committed to the health & safety of our residents and receive guidance and support from the organisation's Health & Safety Manager. Regular risk assessments are also undertaken on all our schemes.

We also offer technical advice and support to residents in all aspects of property repairs and improvements.

### Service Charges

We collect service charges from all our leaseholders and review these charges on an annual basis.



**The Pavilions,  
Quorn, Leics**

We undertake a full and comprehensive consultation process with all our residents in respect of costs and estate requirements before any increases (or reductions) are applied.

We are able to secure highly competitive contracts resulting from economies of scale, enabling savings to be subsequently passed on to our residents.

We offer guidance and support to residents who are unable to meet service charge payments.

### Financial Service

We account fully for all monies collected from residents and expended on our estates. We provide comprehensive financial information in respect of budgets and service charges to all our residents on an annual basis. All residents receive an annual audited Statement of Accounts.



We maintain separate reserve/sinking funds for each scheme (where applicable), fully accounting for all costs and contributions made in respect of Repairs & Maintenance, Renewals and Major Repairs.

We regularly review the short term and long term requirements of reserve/sinking funds and plan accordingly in consultation with residents.

We ensure that all financial information is accessible to leaseholders for clarification or verification if and when required.

### Scheme Manager / Warden Service

Resident Scheme Managers / Wardens are appointed on the majority of our schemes and as a key provider of service delivery, they are expected to adopt Longhurst's policies and procedures, in accordance with legislation and good practice.