

# Leasehold Sales Service

Our sales service runs from the time you contact us to express an interest in purchasing one of our homes, through to completion of the sale.

This standard covers the re-sales service for our leasehold retirement properties.

## Our promise to you

- Provide a high quality customer focused service
- Promote our Customer Service Standard, so that you know about the standard of service you can expect from us
- Be understanding of your circumstances and treat you fairly and sensitively
- Provide support and keep you informed of the progress leading up to completion of your sale
- Explain why we ask for your personal information and how we will use it
- Inform you about the service charge payable and the main responsibilities set out in the terms of the lease.

## Pre-sales service

We will:

- Arrange for a member of our Sales Team to meet with you, and where appropriate, family members, to assess your circumstances and check that you meet the eligibility criteria. (Meetings will normally be held at the Scheme).
- If a meeting cannot be arranged, we will send an application form for you to complete
- Provide you with an introductory letter, a copy of our Customer Service Standard and a copy of our Resident's Handbook
- Check that you fully understand the main terms of the lease including the service charge payable, and your repair responsibilities
- Signpost you to services which may be able to provide additional support to help you maintain your independence
- Confirm in writing to you within 10 working days the outcome of our assessment visit
- In the event that we are unable to accept you, we will explain the reasons for our decision.

## Your new home

On completion of the sale, we will:

Provide you with:

- A breakdown of your service charge together with a Direct Debit mandate to set up service charge payments
- Information about the Association of Retirement Housing Managers.

We will also make sure you know:

- Where the stop tap and consumer unit is located in your home
- How to use the heating and hot water systems
- Details of refuse collection and re-cycling conditions
- How to set up your gas, electric, water and telephone accounts.

## Services and facilities

We will:

- Make sure you have completed a resident information form and returned it to us
- Let you know about how to use the emergency alarm and ensure you are provided with a pendant (where appropriate)

Where we Scheme Manager service we will:

- Arrange for them to meet with you to let you know about the social activities, communal facilities and services, as well as local amenities at the scheme
- Explain to you the role and responsibilities of the scheme manager.

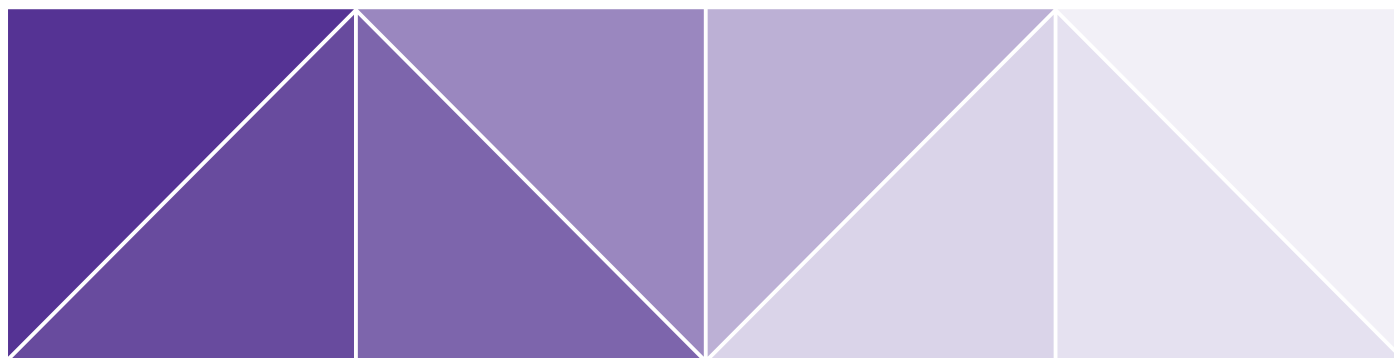
## Monitoring and review

We will monitor our customer service performance in the following ways:

| How it will be monitored  | When   |
|---|--|
| Survey of new customers   | Around six weeks after moving into your home |
| Review a selection of customer files to check we have followed our agreed standards | Four times a year                            |

We will review and monitor how we are performing against this service standard and we will review it at least every two years.

**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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