



"Providing high quality homes & services that put people first"

Leaseholder

Handbook

MHA's Mission Statement

"To provide **high quality homes & services** that put **people first**"

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

Welcome

I am Toby Wales, Leasehold and Service Charge Officer at Monmouthshire Housing Association (MHA). I am your dedicated point of contact for all issues regarding your lease and service charges. On behalf of the Board and staff at MHA I would like to welcome you to the collection of documents and information you will find included in this pack.

Whether you are a new or existing leaseholder, we hope these documents will provide all of the information that you need in relation to your leasehold property, explaining your rights and responsibilities as a leaseholder and also giving details of MHA's responsibilities along with the services and standards you can expect from us. The information included won't cover every eventuality, so if in doubt, please contact us immediately and we will be able to help resolve any issues you may have.

The contents of these documents are not legally binding, nor do they replace

your lease – the information provided is for guidance only. Any disputes or disagreements will be settled with reference to the terms and conditions of your lease. These documents will help to answer questions that you may have about your home, service charges and the different methods that you can use to pay them.

I hope you find the contents useful. If you have any questions I can be contacted during office hours on **0345 677 2277** or by email at **leasehold@monmouthshirehousing.co.uk**

Toby

About MHA

Monmouthshire Housing Association (MHA) Ltd was established on 21st January 2008 to receive the housing stock of Monmouthshire County Council (MCC) through a large scale voluntary transfer. The Association is a new Industrial and Provident Society (IPS), managed by a board of non-executive directors and an executive management team.

MHA's main purpose is to provide and manage affordable homes in Monmouthshire for people who need them and to ensure all those homes meet the Welsh Housing Quality Standard and are maintained at that standard. The Association manages and maintains around 3,800 homes and 250 leasehold properties, as well as large numbers of garages and other land around and within our estates.

Vision

MHA is known for providing high quality homes and services that meet our stakeholders' expectations. Daily, we seek to transform lives by enabling communities to realise their ambitions. We have created an environment where people can have a brilliant quality of life, in areas where they aspire to live and work.

Mission Statement

To provide high quality homes & services that put people first.

Values

OPEN - “We will act honestly and with integrity and our decisions will be made inclusively and transparently.”

FAIR - “We are committed to delivering services with an even hand and ensuring equality of opportunity for everyone.”

FLEXIBLE - “We will be innovative and proactive and view change as opportunity.”

ACHIEVING - “We will set and reach ambitious goals and targets.”

Objectives

MHA’s objectives can be found on the website **www.monmouthshirehousing.co.uk/about-us/objectives-and-performance**

Customer Care

MHA Group is committed to providing a high level of customer service. We recognise that anyone who contacts us expects and deserves a high standard of customer service.

Our customer service standards are set with our core values of being open, fair, flexible and achieving. The standards have been drafted with the help and advice of our tenants.

Our teams will be open and fair with whoever contacts us and will deal with complaints in accordance with our policy, respect the right of confidentiality, privacy and safety and ensure no-one is discriminated against.

It is our pledge to provide exceptional service to our customers.

If you contact us by phone we will:

- Answer the phone within 6 rings.
- Greet in English and Welsh with name, for example: "Good Morning/Afternoon, Bore Da/Pryn-hawn Da, Monmouthshire Housing Association <Name> speaking, how may I help you?"
- Offer other translation services, if required.
- Answer any voice messages left within 24 hours of staff member's return to office.

Sending us an email:

- We will acknowledge emails from our customers within 3 working days or send an automated response to confirm receipt wherever possible.
- We will give a full response to your query within 10 working days and provide a progress report by this time if a full response is not possible.

If you send a letter to us we will:

- Acknowledge written correspondence within 5 working days (Including the contact details of the most appropriate member of staff to deal with any queries).
- Give a full response within 10 working days and provide a progress report by this time if a full response is not possible.

Contacting us via Social Media:

- Our social media accounts are monitored between 9am and 5pm Monday to Friday and we will respond to you within 24 hours (excluding weekends and bank holidays).
- We will provide a full response within 5 working days and give you a progress report by this time if a full response is not possible.

Visiting your Home:

If you cannot attend an office appointment or do not wish to discuss a matter over the phone, a home visit can be arranged.

- When an appointment has been made, if we are late or need to cancel we will contact you to advise you of this or rearrange as soon as possible.
- Our staff will always produce identification and advise you of the reason for the visit.
- If we call unannounced and you are out, we will leave a calling card stating the nature of visit, name of the caller and contact details.

Visiting our Office:

- When you book an appointment you will be seen in a private room.
- We encourage all customers to arrange an appointment to avoid the relevant officer being unavailable should a customer 'drop-in'.
- We will provide a hearing loop system and our offices are fully accessible to those with disabilities.
- Braille and translations can be requested.

When you want information from us we will:

- Write in plain English.
- Publish useful information about our services, news and performance using a variety of communication methods.
- Keep the website up to date.

What can you do:

- Be polite when speaking to us.
- Pay your service charges.
- Take reasonable care of your home, including the garden and other external areas whether as part of the curtilage of your property or communal areas.
- Reporting any repairs promptly and give us access to your home if necessary, to carry out these repairs and servicing works.
- Repairing things you are responsible for as quickly as possible and to a good standard.
- Behave in a responsible way to your neighbours and visitors and ensure your visitors do likewise.
- Keep appointments.
- Read the information we send you and provide accurate information when we ask for it.
- Provide us with feedback in order to improve services and consider getting involved with MHA to help improve the lives of all of MHA Group's customers.

Contact Us

MHA

T: 0345 677 2277

E: customerservices@
monmouthshirehousing.co.uk

In Writing: Monmouthshire
Housing Association, Nant-
Y-Pia House, Mamhilad
Technology Park, Mamhilad,
Monmouthshire, NP4 0JJ

Leasehold Officer Contact Details

T: 0345 677 2277

Mobile: 07876 443 992

E: leasehold@
monmouthshirehousing.co.uk

Report a Repair

T: 0345 677 2277 (office hours)

T: 0800 980 7751 (out of office
hours)

W: www.
monmouthshirehousing.co.uk/
report-a-repair

Report ASB

T: 0345 677 2277

W: www.
monmouthshirehousing.co.uk/
report-asb/reporting-asb-form

Money Wise

T: 0345 677 2277

W: www.
monmouthshirehousing.co.uk/
advice-hub/money-help-
advice/money-wise

Getting involved

There are many ways that you can get involved with MHA, from simply responding to one of our surveys or by joining our leaseholder focus group. If you would like to find out more about how you can get involved please visit our website **www.monmouthshirehousing.co.uk/leaseholders/gettinginvolved**

Feedback – Complaints & Compliments

MHA are committed to delivering high quality customer service to all of our leaseholders. We believe that the best way to improve our services is by listening to what our customers have to say and then acting on it.

Positive feedback about your experience in dealing with MHA is always welcomed. We do however recognise that sometimes things can go wrong

and when such issues arise it is important that you let us know. If you have any comments on how we can improve our services please let us know.

For more information on MHA's concerns and complaints process please see the Concerns and Complaints booklet.

If you would like to submit a compliment, comment or concern/complaint, you can do so by:

- Completing a form on our website in the feedback section. The forms can be found here: **www.monmouthshirehousing.co.uk/contact/tell-us-about-your-experience/**
- Speaking to us on **0345 677 2277**
- Sending an email to **corporateservices@monmouthshirehousing.co.uk**

Useful contacts

Leasehold Advisory service

T: 02078 322 500

W: www.lease-advice.org

Leasehold Valuation Tribunal

T: 03000 252 777

E: rpt@gov.wales

W: rpt.gov.wales/guidanceandforms/leasehold-valuation-tribunals

In Writing: The Residential Property Tribunal Wales, 1st Floor, West Wing, Southgate House, Wood Street, Cardiff, CF10 1EW

Monmouthshire County Council

T: 01633 644 644

E: contact@monmouthshire.gov.uk

W: www.monmouthshire.gov.uk

In Writing: County Hall, The Rhadyr, Usk, NP15 1GA

Ombudsman

T: 0300 790 0203

E: ask@ombudsman-wales.org.uk

W: www.ombudsman.wales

In Writing: Public Services, Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Citizens Advice

T: 03444 772 020

W: www.citizensadvice.org.uk/wales

Gateway Credit Union

T: 01495 742500

E: info@gatewaycu.co.uk

W: www.gatewaycu.co.uk

In Writing: Gateway Credit Union Ltd, 21 Commercial Street, Pontypool, Torfaen, NP4 6JQ

Welsh Water

T: 0800 052 0130

W: www.dwrcymru.com/en

Monmouthshire Housing Association



0345 677 2277



customerservices@monmouthshirehousing.co.uk



www.monmouthshirehousing.co.uk



**Monmouthshire Housing Association
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ**



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twitter.com/mon_housing



Scan the QR code to access
the MHA website.