

Introduction

Every year, Monmouthshire Housing Association (MHA) will be sending out an update to our leaseholders with the service charge bills. The purpose of this is to give you a brief update about what we've been up to over the last year and to let you know about some of the things that we've got planned for next year.

The last year has been difficult due to the pandemic, but as always we have been here to support you. Alongside this we have also been working in the background on making some improvements to the service that we provide to you. Here's an update on some of the things we've been working on and some of our plans for the next year.

Leaseholder satisfaction survey

As a result of the feedback that our Scrutiny Panel provided to us during their review of the leaseholder service, we will now be carrying out bi-annual leaseholder satisfaction surveys. The survey gives you the opportunity to have your say about the services we provide and helps us to identify where we could make improvements. The 2021 survey is now available to complete via our website. Please take the time to complete the survey via the link below:

<https://wh.snapsurveys.com/s.asp?k=161831932825>

The survey closes on **16th July** so be sure to complete the survey today and have your say! Results of the survey will be available to view on the website upon conclusion of the survey.



New Leaseholder Handbook and other documentation

Our Scrutiny Panel reviewed our leaseholder service and put forward some recommendations about how we could improve the leaseholder handbook. We looked at the comments that the panel put forward and reviewed its content and, as a result of the feedback that they provided, we have now created a new leaseholder handbook and a selection of other documents (on areas such as your lease, repairs, anti-social behaviour and service charges) which contain lots of useful information.

The new leaseholder documentation is available to view on our website in the leaseholder section:

www.monmouthshirehousing.co.uk/leaseholders

The content will be reviewed regularly to ensure that it is kept up to date and the website will be updated with any changes. We hope that you find the new documentation useful. If you have any suggestions about anything additional that you would like to see covered we would love to hear from you.

Paper copies of all the new documentation are available on request.



Useful Information Sheet - Helping your tenants

If you have a tenant that rents your property then we may have something that will help you, your tenant and MHA going forward.

We have produced a useful information sheet that you can either go through with your tenants or pass on to them when they start their tenancy with you. The sheet provides some useful information which includes; living in an MHA block of flats, gas and electricity, insurance, how to report repairs and more. There are also some useful contacts included on the sheet in case your tenant needs them. The sheet is available to download on our website and can be found in the leaseholder 'useful information' section if you would like to use it:

www.monmouthshirehousing.co.uk/leaseholders

Website changes

We have updated parts of the leaseholder section on our website. Over the coming year we will continue to develop this.

During the last year we have:

- Added a 'Pay your service charge' button. If you click this it lists all of the ways you can pay your service charges. The easiest way to make a payment is via the website. You can make a payment straight away, any time of the day.
- Added details along with the 'Summary of Cover' document for MHA's building insurance.
- Added the following quick links to make some of our services easier to access:
 - **Report a repair** - this is the quickest and easiest way to report a repair. It can be done any time of the day via the website.
 - **Troublesome neighbours** - this link takes you to our ASB section and tells you how you can report ASB to us.
 - **Share your thoughts** - have some feedback that you would like to give us? This link takes you to the page that tells you how you can do this. Whether your feedback is good or bad, we would love to hear your views as this helps us to ensure that we are providing the best possible service to you.

We will be looking to add:

- More quick links to ensure that relevant information and services are easy to access.
- Frequently asked questions to help you with any queries that you have about the services that we provide or your lease.
- A leasehold extension information booklet. This is currently being developed.
- More information about how you can get involved and have your say about the services that we provide.

Be sure to keep an eye on our website for the latest news and information.



Get involved

We are committed to developing the service we provide to leaseholders to ensure that we are providing the best possible service to you. Your voice is important so we want to hear your views! Here's a few ways in which you can get involved with us:

Focus Groups - We hold periodic focus groups to look at specific areas that affect our leaseholders, these can either be in person or by email. (In person events have had to be suspended during the pandemic but will resume once Government Covid-19 guidance allows)

Facebook Group - We have a Facebook group specifically for our leaseholders. If you would like to join the group please send us a request on Facebook. The page can be found by searching for MHA leaseholder in the groups section on Facebook.

If you would like to find out more about getting involved or if you require a paper copy of any of the documents mentioned in the newsletter, please contact Toby Wales using the details at the end of this newsletter.



Thinking about selling or renting your home?

If you are thinking about selling or renting out your home in the future it may be worth contacting the friendly team at our trading subsidiary Capsel. Capsel Homes manage properties on behalf of MHA as well as for private sector landlords including MHA leaseholders throughout Monmouthshire, Torfaen and Newport.

Whether you have one property or a portfolio, Capsel's experienced team are dedicated to providing a comprehensive lettings service, offering full management or tenant find only. Our tenant set up fee is just £300 (VAT inclusive).

To find out more visit www.capselhomes.co.uk or call **0333 207 9000**.

Capsel also acquire properties on behalf of MHA. If you are considering selling your property please contact Sarah Harrison, Capsel Homes Manager on **01495 761162** or email sarah.harrison@capsel.co.uk



We have a busy year ahead of us and we look forward to keeping you updated on our progress. In the meantime if you have any questions about anything included in the newsletter or if you have any queries regarding your lease, please contact Toby Wales on **0345 677 2277** or email leasehold@monmouthshirehousing.co.uk