



Lease Extension

We have put together and published some information around extending your lease. The Leasehold Extension booklet can be found in the Useful Information section of the MHA website here:

www.monmouthshirehousing.co.uk/leaseholders

The booklet provides guidance about the processes involved in lease extension, estimated costs, and details of what you need to do to get started in extending your lease.

The start date of your lease, along with its term (normally 125 years), will be on the front cover of your lease document, with this you can calculate the number of years remaining.

In addition to the booklet, there is extensive information available through the Leasehold Advisory Service website here:

www.lease-advice.org/advice-guide/lease-extension-getting-started

If you have any queries or questions about lease extension, or would like a paper copy of the booklet, please don't hesitate to get in touch.



ASB feedback and this year's updates

Thank you to all of you that completed last year's Leaseholder Survey and who took the time to feedback back to us about their experiences working with Monmouthshire Housing related to issues of Anti-Social Behaviour.

We were pleased to find that generally the feedback received was complimentary and positive, however there were a number of leaseholders that did report some dissatisfaction with the ASB service, and with any such feedback we will use this to further develop and better our services for the benefit of our communities.

The first thing we wish to raise is that although 45% of leaseholders stated they had experienced ASB at some point last year, only 42% of persons then called MHA to report the issue and thus allowed us the opportunity to resolve the issue. Please be assured that being a leaseholder and living in flats managed by MHA, that we have an element of responsibility to ensure everyone has the right to live in relative peace and quiet, and

without being victim to the poor conduct of other neighbours and their visitors. This is true regardless of whether the perpetrators live with you in the building or in the immediate vicinity. MHA will always look to advise you on all matters related to anti-social conduct and we will best address such issues directly, if we have the power to do so, or whether we engage with our partner services such as the police. Please may we remind all that you can find further information about the ways to report issues associated with Anti-social behaviour on our website and in your leaseholder booklet.

www.monmouthshirehousing.co.uk/report-asb

www.monmouthshirehousing.co.uk/leaseholders

The survey demonstrated that the main ASB issue experienced last year was related to reports of noise nuisance. Due to this we would like to take this opportunity to provide you with the link below which contains further guidance and assistance if you are victim to and experience such issues. We are now also a permanent subscriber to an online assessment and management facility called the Noise App. Any victims of noise nuisance can download the app and use it to capture incidents that forward automatically to their investigating officer for immediate consideration.

www.monmouthshirehousing.co.uk/report-asb

www.monmouthshirehousing.co.uk/the-noise-app

The second highest ASB issue reported was that of drug use. This is an area that can cause some contention in that although it is a clear breach of tenancy conditions, it is criminality and the Police should lead on any investigation in to the suspected use of drugs. MHA will only look to take serious formal action on the back of a conviction. We would strongly advise that anyone with suspicions of drug use report it to the Police, and also inform MHA of this action in order for us to coordinate with the Police and monitor any developments against the perpetrator. Sufficient evidence must be provided in order for the Police to warrant any intervention, and in most cases more than one neighbour must be engaging in providing collaborating support and evidence of the issue.

Another reoccurring issue raised was related to neighbouring properties

and gardens been in a poor condition and issues with rubbish. The Covid-19 pandemic and subsequently problems in MHA being able visit and access all our properties has no doubt limited our ability in addressing matters surrounding property condition, however please be assured that our Neighbourhood Team are back in action and targeting any such issues if reported. Also following the end of the pandemic we are now able to implement again our tenancy health check programme, where we visit and assess such issues, and grade them for routine visits to ensure progress is made.

Following a recent review of our ASB service, we are very excited to inform you of a big change due within the next few months where will be implementing the new 'Anti-social Behaviour Triage Service' and 'case review process'. All new reports of ASB issues will be directed first to a Community Safety Officer for immediate assessment and consideration of a proportionate response whether through soft intervention or enforcement action. Actions plans will be agreed between the complainant and their investigating officer, where two way feedback will be conducted at least every two weeks until the case is closed with resolution. This process will combine the experience of both the Community Safety Team and the Neighbourhood Team to ensure we have a consistence approach to managing our cases of ASB, that sufficient support is in place, that we keep complaints regularly updated, and that we have the best chance of finding a permanent resolution while aiming to keep all parties living together amicably.



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



Thinking of selling or renting your home?

The friendly team at Capsel, our trading subsidiary are all experienced property professionals, managing rentals and handling sales on behalf of MHA as well as in the private sector.

Fully trained and prepared for the changes coming into force in December 2022 with The Renting Homes (Wales) Act, Capsel offer a fully managed or let only service covering Monmouthshire, Torfaen and Newport.

Contact Capsel on **0333 207 9000** or [email homes@capsel.co.uk](mailto:homes@capsel.co.uk)

Capsel also acquire properties on behalf of MHA so if you are thinking of selling, please contact Sarah Harrison, Capsel Homes Manager on **01495 761162** or email homes@capsel.co.uk


capsel
Sales & Lettings