

Islington Council Leasehold Pledge

Islington Council's new Leasehold Pledge sets out our commitment to the borough's leaseholders about the service you deserve.

As the current managers of our stock, **Homes for Islington** and **Partners for Improvement** liaise with our leaseholders on a regular basis. The commitments set out below form a pledge of what you can expect from them.

This pledge promises:

- 1) To give leaseholders the opportunity early on to feed into the scope of the works to be carried out.
- 2) A "right to know" about the offer of deeds of variation for windows before works are agreed.
- 3) To tightly manage contractors over value for money and good quality services. Contractors can be asked to appear in public to defend their records.
- 4) The right for leaseholders to be present at and actively involved with the sign off of works with the contractor.
- 5) Service charges broken down to block or estate level wherever possible so that leaseholders only pay for the services that are fair and reasonable.
- 6) Full information about estimated costs available online at least 10 days before section 20 meetings.
- 7) The right for alternative cost proposals from leaseholders to be evaluated and replied to before works start.
- 8) To apply for extra funding wherever possible to help improve all residents' homes, but at no extra cost to leaseholders.