

# Key Leaseholder Scheme

Working with residents to provide  
quality housing services

[www.homesforharingey.org](http://www.homesforharingey.org)



Homes for Haringey



## Contents

Introduction	2
What is a Key Leaseholder?	2
What are the aims of the Key Leaseholder Scheme?	3
Do I need to cover all aspects of the Key Leaseholder Scheme?	3
Can I become a Key Leaseholder for a block/estate I do not own a leasehold property on?	4
What is "Mystery Shopping"?	4
Who is eligible to become a Key Leaseholder?	5
What happens if there is more than one Key Leaseholder in one block and/or estate?	5
Our service standards for Key Leaseholders	6
What do I do if I do not want to continue as a Key Leaseholder?	6
Can my status as a Key Leaseholder be withdrawn?	7
What happens if my status as a Key Leaseholder is withdrawn?	7
What is the Key Leaseholders' Code of Conduct?	8
Key Leaseholders' Code of Conduct	8
Who can I contact?	9
Leasehold Panel	9
Haringey Leaseholders' Association (HLA)	9
Application form	10

## Introduction

**This booklet tells you about the Key Leaseholders Scheme, which has been developed in consultation with the Leasehold Panel and members of Haringey Leaseholders' Association (HLA). It explains the following things:**

- What a Key Leaseholder is
- What a Key Leaseholder does
- Who is eligible to become a Key Leaseholder
- How to apply to become a Key Leaseholder
- Information about useful contacts

## What is a Key Leaseholder?

Key Leaseholders are volunteers who actively participate in the inspection of communal repairs and other works carried out to their blocks or estates on behalf of their landlord, Haringey Council. These works are chargeable to leaseholders in the Actual account issued in the summer of each year, and Key Leaseholders are granted access to reports detailing these charges during the period in which they are calculated so that queries and issues can be addressed and resolved prior to invoicing.



## What are the aims of the Key Leaseholder Scheme?

### The aims of the Key Leaseholder Scheme are to:

- encourage feedback on our repairs and services and make them more open and transparent;
- improve consultation with leaseholders about how we operate;
- help sort out any errors and disputes before we finalise the charges for day to day repairs;
- help carry out spot checks of repairs and services to achieve excellent standards;
- give leaseholders a choice of ways to be involved;
- appoint local leaseholder representatives to report issues about repairs and services;
- work in partnership in improving the services provided to leaseholders;
- increase leaseholder involvement in estate walkabouts and site inspections.

Transforming the service delivery of the Home Ownership Services.

## Do I need to cover all aspects of the Key Leaseholder Scheme?

No. Key Leaseholders can choose to be involved in any, or all, of the following aspects of the scheme:

- Receiving and reviewing charges for day-to-day repairs for the block or estate on which they live.
- Attending site inspections and verifying the completion of communal works in respect of both block and estate repairs.
- Undertaking “Mystery Shopping” and providing feedback on the customer service provided.
- Acting as a point of contact for other leaseholders in the block or estate they have chosen to represent.
- Meeting with the Key Leaseholders group as necessary to review procedures.
- Liaising with the Home Ownership Team on communal issues on behalf of your block and/or estate.

**Please note that Key Leaseholders do not replace any member of Homes for Haringey staff.**

## Can I become a Key Leaseholder for a block/estate I do not own a leasehold property on?

Yes. Any leaseholder wishing to represent a wider area should specify on their application form all the blocks and/or estates that they wish to cover.

**Working in partnership with leaseholders to develop excellent customer service.**

## What is 'Mystery Shopping'?

Mystery Shopping provides an objective view on the quality of customer service provided by our front line staff.

The information collected helps us to review and improve our customer service performance.

Training will be given to Key Leaseholders who wish to Mystery Shop as part of their activities.

In order to become a Mystery Shopper you will need to:

- be able to use the phone.
- be willing to ask questions.
- be able to read and follow the feedback form and fill it in clearly.
- be available to attend the Mystery Shopping training session.



## Who is eligible to become a Key Leaseholder?

Any Homes for Haringey leaseholder is eligible to become a Key Leaseholder provided that they:

- are not subject to legal action in connection with their lease, including for service charge or major works arrears (legal action is defined as the application for a Court hearing).
- are not in breach of the terms of their lease.
- have a commitment to equal opportunities and do not act in a discriminatory way.

## What happens if there is more than one Key Leaseholder in one block and/or estate?

There is no limit to the number of Key Leaseholders in any given block and/or estate. However, where there are multiple Key Leaseholders they would be required to self-manage, and co-ordinate a streamlined reporting process of collated enquiries through one nominated Key Leaseholder.

If enough people want to be Key Leaseholders for an estate, we would encourage them to start a residents' association, if one does not already exist, to help them work together.



## Our service standards for Key Leaseholders:

Homes for Haringey will:

- provide Key Leaseholders with plans, maps and other relevant documents defining the areas included in the block and/or estate they have chosen to represent.
- provide periodic reports detailing communal and estate repairs carried out and related costs.
- Key Leaseholders will be notified of the dates for any forthcoming estate inspections and walkabouts scheduled for block and / or estate they have chosen to represent.
- provide induction training and inform Key Leaseholders of further training opportunities as they arise.
- from time to time invite Key Leaseholders to attend policy review meetings.
- inform Key Leaseholders of the dates and times of estate inspections so Key Leaseholders can choose to attend.
- reimburse any reasonable out-of pocket expenses of Key Leaseholders in connection with their role, as long as suitable evidence of expenditure is provided.

- provide reasonable photocopying, postage and email support to enable the Key Leaseholder to communicate with the leaseholders in their agreed block and/or estate.

## What do I do if I do not want to continue as a Key Leaseholder?

If a Key Leaseholder wishes to resign from that role, they should notify the Home Ownership Team in writing.

If the Key Leaseholder is acting as a point of contact for other leaseholders, the Home Ownership Team will inform those necessary that the Key Leaseholder is no longer acting in that role.



**Putting the customer  
at the heart of service  
delivery.**

## Can my status as a Key Leaseholder be withdrawn?

If a complaint or complaints are made (by residents, staff or others) about the leaseholder in their role as Key Leaseholder, these will be passed to the Head of Home Ownership to be investigated under the complaints procedure.

The following list gives examples of grounds for the termination of the role of a Key Leaseholder:

- if the eligibility criteria outlined on page 5 are no longer met.
- if the investigation of a complaint about the Key Leaseholder from another resident, or member of Homes for Haringey staff results in the complaint being upheld.
- inappropriate behaviour with residents (i.e. sexual harassment or harassment on the grounds of race, religion, gender or sexuality).
- dealing with Homes for Haringey or the Council in a persistently unreasonable way (for example, being abusive to staff, raising issues in an inappropriate way etc).
- any breach of the Key Leaseholders' Code of Conduct (see page 8).

## What happens if my status as a Key Leaseholder is withdrawn?

The Home Ownership Team will notify leaseholders living in the area formerly covered by the Key Leaseholder, if the Key Leaseholder is acting as a point of contact.



## What is the Key Leaseholders' Code of Conduct?

All Key Leaseholders are required at induction to sign the Code of Conduct. This is to safeguard the interests of leaseholders, other residents and Homes for Haringey staff.

**Interacting with customers to achieve high levels of satisfaction.**

## Key Leaseholders' Code of Conduct

1. I will not use my position to pursue issues which are of a personal, political, religious or other similar nature or is against the interests of leaseholders and/or Homes for Haringey.
2. I will respect the confidentiality of others and will not pass on any information given to me in confidence by another leaseholder without that leaseholder's express permission.
3. I will not undertake a course of action or make promises to other leaseholders that I am unable to fulfil (i.e. obtaining refunds, etc).
4. I will approach my role as a Key Leaseholder in a reasonable way showing courtesy to others at all times and in accordance with Homes for Haringey's Equal Opportunity Policy.
5. In the event of any disagreement I may have in performing my role as a Key Leaseholder, and if matters can not be resolved informally, then I agree that I will refer the matter through the Complaints Procedure, and that I will not disclose the details of any subsequent investigation to any outside third party or organisation. (Leaseholders in the block and/or estate represented by the Key Leaseholder are exempt from this clause).
6. I understand that any breach of my lease will constitute proper grounds for the termination of my role as a Key Leaseholder.

Please note that these terms are not exhaustive and may be subject to change, in consultation with the Key Leaseholder Working Party and the Leasehold Panel.

## Who can I contact?

If you would like to ask questions about becoming a Key Leaseholder you can contact us in the following ways:

Phone:

**020 8489 3021** or **020 8489 3060**

Email: [key.leaseholders@homesforharingey.org](mailto:key.leaseholders@homesforharingey.org)

If you would like to volunteer to become a Key Leaseholder please fill out the form opposite and return it to:

Home Ownership Team  
13-27 Station Road  
Wood Green  
London N22 6UW

## Leasehold Panel

The Leasehold Panel was set up in consultation with the Haringey Leaseholders' Association (HLA). It is one of a number of panels which make recommendations to the Board of Homes for Haringey. Open to all Haringey's leaseholders it generally meets monthly and is consulted on all policy issues affecting leaseholders. The minutes and dates of meetings are provided on our website.

If there is anything you would like the panel to consider, or you would like to find out more about the Leasehold Panel, you can contact us in the following ways:

Phone:

**020 8489 3487**

Email: [leasehold.panel@homesforharingey.org](mailto:leasehold.panel@homesforharingey.org)

## Haringey Leaseholders' Association (HLA)

The Haringey Leaseholders' Association is an independent association formed and run by leaseholders who own council flats in Haringey. The HLA advises council leaseholders in Haringey of their rights, lends support and campaigns on issues. As a leaseholder you are automatically entitled to membership. If you wish to be on their mailing list, you should let them know in writing or by email.

Haringey Leaseholders' Association  
PO Box 55222 London N22 9BQ

Phone: **0845 020 4252**

Email: [membership@haringeyleaseholders.org.uk](mailto:membership@haringeyleaseholders.org.uk)



## Key Leaseholders – Application Form

**To be completed by the leaseholder.** Please complete in **BLOCK CAPITALS** and **BLACK INK**

Name:	
Leasehold Property Address:	
Postcode:	
Correspondence Address (if different):	
Postcode:	
Email Address:	
Home tel:	Work tel:
Mobile:	

**Preferred method of contact (delete as appropriate):** Telephone / Email / Letter

**Please indicate the duties you wish to undertake by ticking one or more of the following boxes:**

- To receive and review periodic repairs reports.
- To attend site inspections in respect of both communal and estate repairs.
- To liaise with the Home Ownership Team on communal issues and monitoring of services provided to my agreed block and/or estate.
- To undertake 'Mystery Shopping' tasks and provide feedback on the customer service provided.
- To act as a point of contact for other leaseholders in my block and/or estate in respect of communal repairs issues.
- I wish to represent my block.
- I wish to represent my estate (if block forms part of an estate).

Signature	Date
-----------	------

Print Name
------------

# Translation and interpreting services

This booklet tells you about how you can become a key leaseholder and what the role and responsibilities are. If you would like a copy in your own language, please tick the box, fill in the form and return to the Freepost address below.

## Albanian

Kjo broshurë ju tregon se si mund të bëheni qirambajtës kyç (key leaseholder) dhe çfarë janë roli dhe përgjegjësitë e kësaj. Nëse e doni një kopje në gjuhën tuaj, ju lutem plotësoni formularin dhe dërgojeni tek adresa e mëposhtme me Postim Falas.

## Arabic

هذا الكتيب يخبرك عن كيف تصبح مستأجر رئيسي والدور والمسؤوليات. إذا تريد نسخة في لغتك الخاصة، رجاءً أكمل وأرجم الإستمارة إلى العنوان على البريد المجاني Freepost تحت.

## Greek

Το φυλλάδιο αυτό σας εξηγεί πώς μπορείτε να γίνετε «λήσχολντερ» με σημαντικές αρμοδιότητες (key leaseholder) και ποιος θα είναι ο ρόλος και οι ευθύνες σας. Αν θέλετε ένα αντίτυπο στη δική σας γλώσσα, παρακαλούμε συμπληρώστε και επιστρέψτε τη φόρμα στην πιο κάτω διεύθυνση, χωρίς ταχυδρομικά.

## Kurdish

Ev belavok ji we re dibêje ku hun çawa dikarin bibin xwedî-lease'ekî sereke û ku rol û berpirsiyên wê çî ne. Heke hun kopîyeke wê ya bi zimanê xwe dixwazin, ji kerema xwe formê tije bikin û ji navnîşana jêrîn a posta bêpere re bişînin.

## Somali

Buugyarahani wuxuu kuu sheegayaa sidii aad u noqon lahayd qof guriga iibsaday oo muhiim ah iyo waxa ay yihiin door iyo mas'uuliyadkiisu. Haddii aad rabto koobbi ku qoran luqaddaada, fadlan buuxi oo foomka ku soo celi cinwaanka boostiisu lacag la'aanta yahay ee hoose.

## Turkish

Bu broşürde nasıl temsilci lease sahibi olabileceğiniz, ne tür sorumluluklar ve rolleriniz olacağı konusunda bilgi verilmektedir. Eğer bu broşürün Türkçe kopyasını edinmek isterseniz, lütfen bu formu doldurup aşağıdaki ücretsiz posta adresine geri gönderin.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On audio tape

In Braille

In another language, please state:



Name:

Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council,  
Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.



One tonne of recycled paper saves 17 trees,  
32,000 litres of water, and enough electricity  
to heat an average house for 6 months

Key Leaseholder Scheme 11/2009

published by Haringey Council's  
Communications Unit 23117 • 11/2009