

Leaseholder's Handbook



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Translations and other formats

If you require assistance, including translations or alternative formats, please refer to **page 51** for more details.



Introduction

Welcome to all leaseholders

This handbook is designed to help you understand your rights and responsibilities as a leaseholder and to explain the role of Barking and Dagenham council as your landlord. Whether you're a new leaseholder or have owned your property for some time, this guide provides essential information to support you in managing your home effectively.

This handbook forms part of our ongoing commitment to working in partnership with leaseholders to maintain safe, quality homes and neighbourhoods. We aim to be transparent, responsive, and fair in our approach – and to make things as clear and straightforward as possible.

We want to work with you to keep your home and building safe, well-maintained, and a great place to live. If there's anything you're not sure about, our Sales and Leasehold Management team is here to help.

We look forward to working with you to continually improve our services.



If you need advice about your lease or service charges, please either email Sales and Leasehold Management at leasehold@lbbd.gov.uk or phone **0208 227 2529**, **Option 2** for Leasehold (lease enquiries) or **Option 3** for service charges.

The Lease

When you buy your flat, you do not buy the property itself, you buy a Lease which gives you the right to live in the property for a set period of time. You will become the 'lessee' and Barking and Dagenham Council will be the 'lessor', also known as the 'landlord'.

The council, as the landlord, owns the freehold and is responsible for completing repairs to communal areas, providing caretaking and cleaning services to communal areas, maintaining grounds and so on.

Under the terms of your lease, we are allowed to cover the cost of this service.

The expenses of maintaining, repairing, renewing, improving and redecorating:

- a) The main structure and exterior of the property and the building including the roof, loft space, chimney stacks, gutters and rainwater pipes of the building and all boundary walls and fences now or hereafter forming a part of the estate and
- b) The gas and water pipe, drains and electric cables and wires in, under or upon the building and enjoyed or used by the lessee in common with the owners and lessees of the other flats.

As a leaseholder you will not be required to pay a weekly rent. However, you may be required to pay an annual 'ground rent'. Ground rent is issued each year with the estimated service charges. This is normally sent out in February or March and is payable from 1 April.

Ground rents on new leases of houses and flats granted after 30th June 2022 will be at a peppercorn rent, which effectively means the council cannot charge a ground rent.

The Lease is a legal document that sets out the relationship between you and the landlord. Your lease will show the let property and what is included. This may include garden, shed and outbuildings. These will be hatched black on your lease plan along with any boundaries you are responsible for.

It is important to understand the terms of your lease.

Make sure you know what your responsibilities are and what the council's are – as set out in this handbook. If you breach the terms of your lease, you could face legal action, and if you sell the property, any future purchasers take on all the rights and responsibilities of the first purchaser.

Our Sales and Leasehold Management Team would be happy to explain the lease to you. You can contact us on **0208 227 2529** or at leasehold@lbbd.gov.uk



Service charges and payment options

What are service charges?

Service charges are your share of the cost of managing, providing services and carrying out repairs and improvements to the communal parts of your block or estate.

All leaseholders pay a variable service charge. This means that, prior to the start of each year, estimates are calculated to cover the costs of all the communal services that leaseholders benefit from. These will vary from property to property but would normally cover services such as communal lighting, caretaking, gardening and the maintenance of equipment such as communal lifts, fire, and safety equipment as well as repairs to communal areas and the structure of buildings.

Leasehold service charges would also include the insurance of the building, an annual reserve fund contribution to build up funds to cover future cyclical and major works, and a management fee that covers the cost of the organisation in managing any services that leaseholders are deemed to benefit from. These interim service charges run from April to March each year and the estimates are split equally between all properties that benefit from them to produce individual annual service charges for each leaseholder.

At the end of the financial year (March) we will begin to calculate how much was spent for each service.

In August/September each year we will send you a Statement of Actual Expenditure. This gives details of the actual cost of providing each service to your block or estate during the previous financial year.

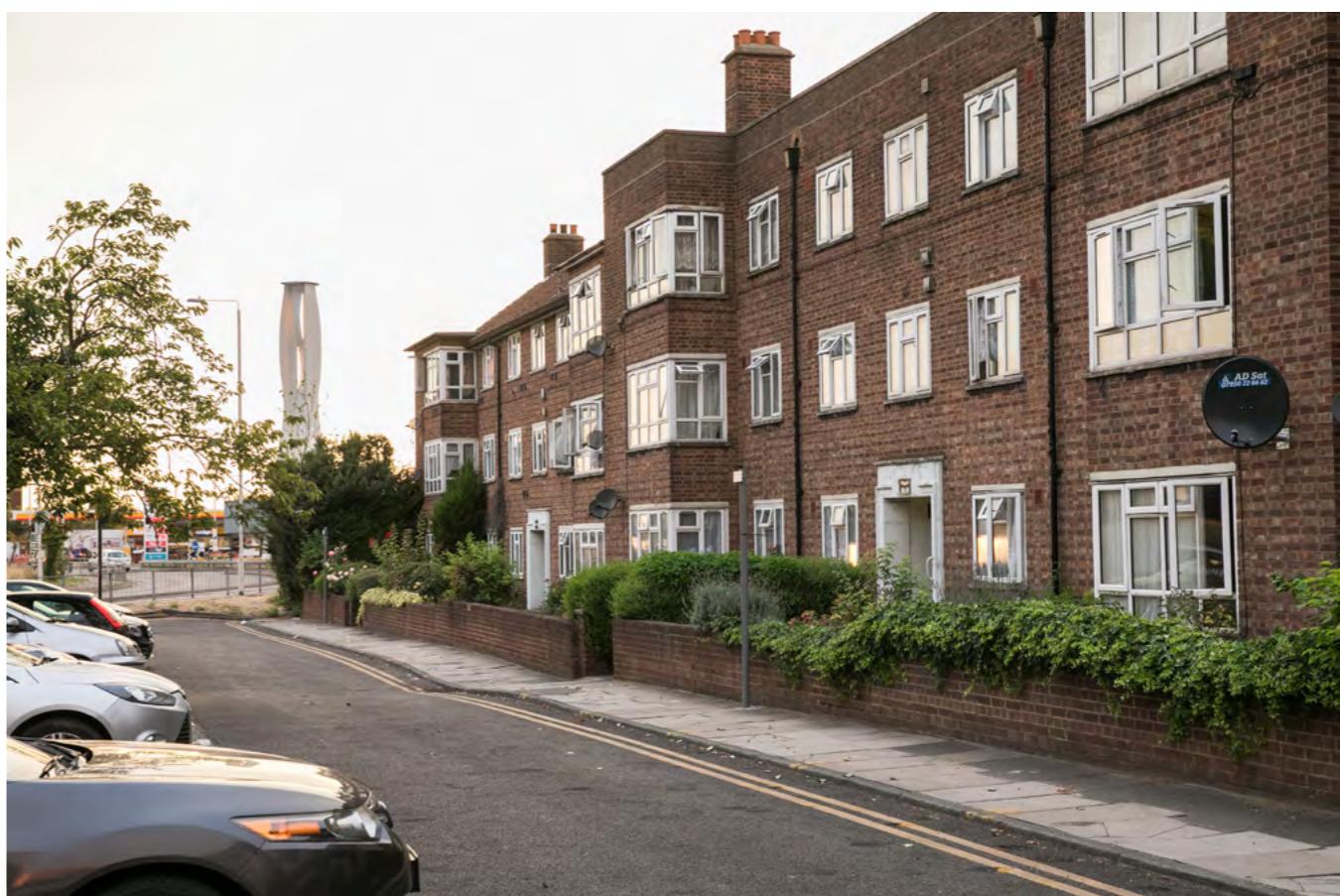
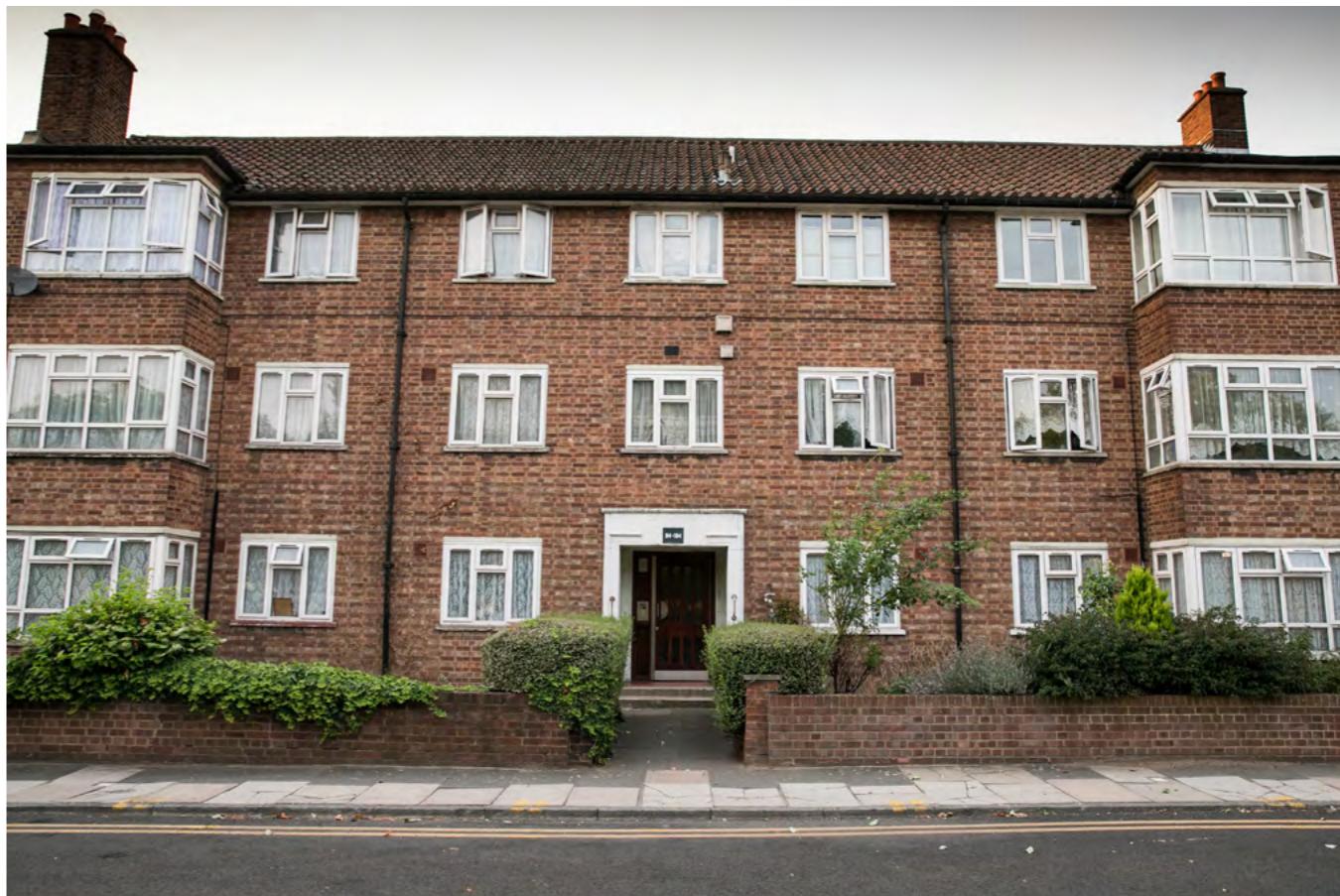
For example, in September 2023 you would receive a Statement of Actual Expenditure for the previous financial year, April 2022 to March 2023.

If your estimate was too high, we will pay back the credit into your service charge account to offset any current balance or charges showing on your account. If the estimated charge was too low, you will be asked to pay any additional amount. Any additional amounts must be paid by 31 March. If you are paying by direct debit you will need to contact the General Income Team to include this charge in your direct debit.

How is my share of the charges worked out?

The cost of each service provided to your block is collated and then divided by the total number of flats in the block to calculate your share. For example:

Block cost calculation	Block cost for cleaning	£400
	Number in block	4 properties
	Your cost (£400/4)	£100



Right to buy completions

If you bought your flat under the right to buy scheme, the estimated service charge from completion until the following March will have been included in the purchase price you paid to us. You may have to pay an additional amount when you receive your first Statement of Actual Expenditure.

Purchased on the open market

If you have purchased your property on the open market, you will have assumed all liabilities under the terms of your lease, which include payment of all service charges due. Your solicitor should have ensured any unpaid service charges and major works were paid up to date before the purchase went ahead. However, if an actual account had not been calculated, your solicitor should have arranged with the seller's solicitors to hold a retention until such time as the invoices are raised on the account. If this didn't happen, any amounts due will be applied to the service charge account. The debt runs with the property and not the person.

What's included in the service charge?

1. Building insurance

This covers the leaseholder's contribution towards buildings insurance, currently provided by Protector Insurance Services Ltd.

Your insurance premium is calculated on bedroom rating and leaseholders will pay a fair and equitable amount for their property in relation to the number of bedrooms. Bedroom rating is a market standard way to rate properties. Even where properties have the same floor span, a property with more bedrooms would cost more to rebuild due to the layout requiring additional materials i.e. additional walls, supports, decoration and services.

Is there an excess?

There is a fee of £100 for general excess, £250 for escape of water and £1000 for subsidence. If you have an insurance query, please email the Insurance team at insurance@lbbd.gov.uk or for any claims related queries please email protector@uk.sedgwick.com

2. Caretaking

This covers the communal cleaning completed by directly employed caretakers to blocks and unadopted external areas and the costs are split equally between all properties that benefit from the service. The costs will include caretaker salaries but also costs of uniforms, equipment used as well as vans used for transport.





3. Grounds maintenance

This covers the communal grounds maintenance and gardening completed by directly employed caretakers to unadopted external areas and the costs are split equally between all properties that benefit from the service. The costs will include caretaker salaries but also costs of uniforms, equipment used as well as vans used for transport.

4. Communal electricity

This covers the costs of communal electricity supplies located in blocks which include leaseholders. These supplies would cover the costs of communal lighting but also, where applicable, communal lifts, fire and safety equipment, emergency lighting and tv aerials. The costs incurred are split equally between all properties that benefit from this service. LASER are the council's utility provider.

5. Concierge

This service is important to help improve security to buildings, reduce anti-social behaviour, and other types of nuisances such as graffiti, and vandalism. The service also allows us to build on our close partnership with the police and help reduce burglaries and other crimes. The cost is your proportional share of the cost of providing these services where applicable.

6. Graffiti/estate amenity

This covers the leaseholder's share of costs relating to the removal of graffiti in communal areas.

7. Landlord controlled central heating

If your property is connected to a communal heating system, you must meet the cost of supplying heating to your property. The estimated cost of this service is based upon projections provided by LASER who are the council's utility provider.

8. Safer Neighbourhood Team

This is your share of the costs of the Crime and Enforcement Taskforce which provides additional policing across the borough through estate/neighbourhood patrols and dedicated support for Tenants and Leaseholders seven days a week from 10am until 10pm. The team's priorities are decided on by the intelligence received from the public, the Local Authority and Police intelligence.



9. Communal repairs

This charge is for the cost of day-to-day repairs and maintenance works carried out to the structure and communal parts of your building and the estate. Although the block where your property is located may not have any internal communal areas, an estimate for communal repairs would still be included within your service charges to cover the costs of repairs to external or structural areas of the building that are rechargeable under the terms of your lease.

10. Television aerial

This is the cost of providing communal television (TV) reception equipment and would include leasing of the equipment, emergency breakdown services, any service inspections undertaken and repairs. This is chargeable whether you choose to use it or not.

11. Water charges

This charge covers your share of the cost of water supplies in communal areas of your block. It does not include the costs of any repairs.

12. Health and safety equipment maintenance

This charge is for the cost of day-to-day repairs and maintenance of Health and Safety Equipment located in the communal areas of your block. This would include the maintenance of lightning protection equipment, automatic opening vents, water pumps and dry risers as well as any fire risk assessments that are completed. Fire risk assessments are undertaken regularly, irrespective of whether there is any fire safety equipment present within a block.

13. Fire safety equipment maintenance

This charge is for the cost of day-to-day repairs and maintenance of Fire Safety Equipment located in the communal areas of your block. This would include the maintenance of any fire alarms, fire extinguishers, sprinkler systems or emergency lighting that may be in your block.

14. Legionella testing

This charge is for the cost of any Legionella testing that is undertaken to the water supplies in your block and any works that are required as the result of the testing.

15. Door entry

This charge is for standard maintenance to resident-controlled access systems and includes items such as clock changes in October and March each year. It does not cover the cost of any repairs to the system. These will be charged under day-to-day repairs.





16. Reserve fund

A reserve fund is a sum of money the landlord holds on behalf of the leaseholders to cover, or significantly contribute towards, the cost of major works or other items of significant expenditure exceeding the service charge provision. The reserve fund is in addition to the service charge and is used to fund non-routine repairs and replacements, such as installing a new lift.

There are two reasons for maintaining a reserve fund.

- **To ensure that all leaseholders contribute to the cost of major works, not just those who own properties within the building at the time it is carried out.**
- **To even out yearly charges, avoiding large one-off bills, and to help leaseholders budget for these costs.**

17. Management fee

This is your share of the actual costs incurred by the council while supplying services to you and meeting our many legal obligations. This can relate to:

- Compliance with service charge regulations
- Negotiating and monitoring service contracts
- General enquiries
- Consulting on proposals
- Accounting
- IT Systems
- Reserve fund management
- Facilities for repair reporting
- Anti-social behaviour
- Stock condition surveys
- Publications

18. Administration charge

You may be liable for administration fees. This is an amount payable to the landlord by a leaseholder for a service that is provided directly in relation to the individual property and is therefore not covered by any aspect of the service charge.

An administration charge could be applied for the following:

- Application for, and subsequent granting of approvals under the lease, for example:
- Consent for the sale or transfer of the leasehold property.
- Consent for alterations to the property.
- Consent relating to the keeping of pets.
- Consent for sub-letting (please seek specific advice on this matter)
- Provision of information or documents exceeding what would reasonably be covered by management fees (which are part of the service charges)

When are my service charges due?

Service charge invoices payments are due on demand. If you are not able to pay immediately, in some cases we can agree to accept instalments. To discuss payment options, contact the General Income Team by mail, email, or phone.

General Income Team
Revenue Services
Town Hall
1 Town Hall Square
Barking IG11 7LU

Phone: 020 8227 3597
Email: income@lbbd.gov.uk



Arrears

How do I pay my service charges?

Please see options below:

Direct debit

Direct Debit is the easiest way to pay, and you never have to remember to pay once your Direct Debit is set up. Download our Direct Debit form to complete and return to us.

lbbd.gov.uk/council-tenant-and-leaseholder-services/leaseholders/paying-your-service-charge

Standing Order

Payments can be made by bank transfer and standing order. You will need your 14-digit reference number, and out bank details:



Lloyds TSB plc
City Office
PO Box 72,
Bailey Drive,
Gillingham Business Park
ME3 0LS

Sort Code:
30 00 02
Account Number:
01526028

Debit/Credit Card – Over the Internet

You can make payments over the internet, to do this you will need to visit our web site at lbbd.gov.uk/make-payment then click on Service Charge to make your payment. You will need to have your card and 14-digit reference number to hand when using this service.

Over the Phone

You can make payments using your debit/credit card by telephoning **020 8227 2050** and using Option 3 for Rent and Service Charges. You will need to have your card and 14-digit reference number to hand when using this service.

Internet Banking

You can pay your service charges via internet banking, with your 14-digit reference number, using these details:



Lloyds TSB plc
City Office
PO Box 72,
Bailey Drive,
Gillingham Business Park
ME3 0LS

Sort Code:
30 00 02
Account Number:
01526028

Payzone and Paypoint

You can make payment at outlets which display Paypoint and Payzone logos. You will need to contact us to request a barcoded letter if you want to pay this way.

As a leaseholder you are responsible for ensuring that your service charges are paid up to date and in accordance with the terms of your lease.

The council considers non-payment of service charges a breach of the lease and will take appropriate action to recover any monies due. This can include forfeiture action leading to repossession of your property.

Alternatively, an application to the First Tier Tribunal could be made.

Should any of the above actions be necessary and legal costs are incurred by the council, they will be passed on to you and added to any outstanding arrears on your service charge account.

If you are paying by direct debit and receive a deficit charge, you will need to contact the General Income Team to include this charge in your direct debit.

If you are in arrears, you will receive monthly reminder letters even if you have an arrangement, this allows you to track your balance.

If you are facing financial difficulties, please contact the General income team on: **020 8227 3597** or email income@lbbd.gov.uk immediately to discuss payment options available to you.

If you receive benefits, the Department for Work and Pensions may be able to give you some help with paying your service charges. You can contact them on **0843 515 9416**. The Department for Work and Pensions will pay any entitlement to you direct and not to the council. Therefore, you must ensure payments of your service charges are maintained.





The council is responsible for carrying out repairs/maintenance to communal parts of your block/estate, which may include roofs, gutters, rainwater pipes, drains, tenant-controlled access doors, stairwells, hallways, soil stacks, lifts, door frames, window frames, loft space.

If officers of the council need access to the loft space and the loft hatch is inside your individual property, you will be required to agree a mutually convenient time for access to be provided, **as you do not own the loft space.**

The council has the right to enter your home to make inspections or carry out repairs that we are responsible for. We will give you at least 48 hours' notice in writing unless there is an emergency.

In an emergency, the council has the right under the terms of the lease to force entry into your property, for example, when there is a leak coming from your property at a rapid rate and we are unable to contact you. Any costs incurred because of this action will be recharged to you as the leaseholder.

In case of less severe leaks, if we receive a report that there is a leak coming from your property which is penetrating other properties, we will serve notice on you to remedy the problem within a certain time limit. We will also inform you that if the leak has not been remedied within the time stated, you will be required to arrange access for our contractor to enter the premises to fix the leak, and you will be recharged the cost of the works on your service charges. This will include an administration fee and VAT.

You are responsible for carrying out repairs and maintenance to the internal parts of your let property, as well as shed doors if one is included in your lease.

Reporting repairs to the council

If you wish to report a repair, you can do so at
lbbd.gov.uk/council-tenant-and-leaseholder-services/repairs

If the council is responsible for the repair, it may be necessary for the council's **Housing, Environment and Communities (HEC)** service to carry out an inspection before any works are raised. If you, as the leaseholder, are responsible for the repair, it may be necessary for an inspection to be carried out before any works are raised.

Replace a faulty, lost or stolen key fob

If you need to replace one of your key fobs that is faulty, lost or stolen you can request a new one by calling **020 8215 3000**.

The price of a new fob will cost between £8.90 and £30.00 dependent on the type of fob your building requires and you'll need to pay over the phone with a debit or credit card. Please note that we cannot accept American Express cards.

You may not have to pay for a new key fob if your fob is faulty or stolen. If your key fob was stolen, you'll need to report it to the police and quote your crime or incident reference number when requesting a new one.

Landing keys can also be ordered and are chargeable at the same price range.

It may take up to 10 days for your new key fob to arrive.

Fobs will be delivered to either Dagenham Library or Barking Learning Centre, and you will be notified which one to collect your fob from via email or a phone call. Whoever orders the fob must collect the fob, if they cannot do so and need an occupant, carer or family member to collect, they will need to carry the ID of the person who ordered and ID for themselves.

ID will be required for the collection of fobs and this can be any of the following:

- Passport
- Driving Licence (including provisional)
- Citizen Card
- Council Tax bill (for this financial year)
- Utility bill (Electric/Gas/Water) (dated within the last 3 months)
- Bank Statement/Building Society statement (dated within the last 3 months)
- Rent Statement (dated within the last 3 months)
- Birth certificate can be accepted but only with a proof of address i.e., Council Tax bill,)

Photocopies of ID's will not be accepted.

Who carries out repairs?

BDMS have an agreement in place for the undertaking of repairs carried out to our blocks and estates.

If you feel works have not been completed to a satisfactory standard, or if you have any issues with the contractor's conduct, please go online to report this at
lbbd.gov.uk/council-tenant-and-leaseholder-services/repairs

Please remember, anyone working for the council should carry identification. Always ask to see an identity card before letting anyone into your home.



Major works and long-term contracts

What are major works?

Major works includes things like window or roof renewal, installation of controlled entry systems and decorations to communal areas. You can only be charged for major works in accordance with your lease agreement, or where a decision has been made by the First Tier Tribunal.

The leaseholder must be consulted before the landlord carries out works above a certain value (£250 per property) or enters into a long-term agreement for the provision of services (£100 per property). The consultation process is carried out by issuing Section 20 notices. A Section 20 notice is a legal requirement for landlords to consult with leaseholders and tenants before carrying out major works or entering into long-term agreements that will be charged through service charges.

The law only requires the landlord to issue Section 20 notices to the last known mailing address, so it is important that if you sublet your property, or no longer live in it, you inform us of your correspondence address at the earliest opportunity to ensure that you are aware of any impending works. Failure to provide this information will not prevent the landlord from recovering any costs but could result in action being taken against you without possibly being aware.

The 2003 service charge regulations refer to contracts 'for which public notice is required'. These are contracts where the value involved will be of a level where certain procurement rules apply. In these cases, landlords must publish contract opportunities on the UK e-notification service called Find a Tender Service (www.find-tender.service.gov.uk/Search).

Although landlords must ask for and consider tenants' opinions and views, tenants do not have the right to nominate a contractor for these contracts. The estimated cost of works will be applied to your reserve fund account and your contributions will be accordingly. Once works have been completed and we receive the final costs, we will send you an invoice for your share of the full cost.

We will include with the invoice a breakdown of how the cost has been attributed to your property along with a leaflet giving details of the payment options available. At that stage you will be required to make payment arrangements to pay the difference in estimated and actual costs (if applicable). You should contact an Income Officer immediately on **020 8227 3597** or email income@lbbd.gov.uk to discuss how payment of the invoice is to be made.

Please note charges are levied in accordance with the terms of your lease. Failure on your part to take action to clear the charges may result in legal action being taken against you, which could put your home at risk.

You will only be charged for major works where they have been carried out to your demised property and/or block/estate. You should note that even if you have renewed the windows to your property and the council replace them at a later stage, you will still be required to contribute a proportion of the cost of the work carried out to the rest of the building.





If you purchase a property under the right to buy scheme, you will be issued with a Section 125 Offer Notice. This notice will include details of any major works that may be carried out within the initial period of the lease i.e. the first five years of your lease. The details must include an itemised breakdown of the works proposed along with an estimated cost for each item.

During the initial period of the lease, you can only be charged for any major works that are carried out that have been itemised on the Section 125 Offer Notice. If works are carried out within this period and your share comes to more than the amount quoted on the Section 125 Offer Notice, the cost can only be increased by the cost of inflation.

The initial period expires at the end of March following the fifth anniversary of the date of purchase. After the initial period has expired you will be required to contribute your full share of the cost of any works carried out i.e. if you completed your purchase on 20 October 2023, your initial period would expire on 31 March 2029.

If the property is re-sold within the first five years, the new leaseholder inherits the remainder of the initial period.

Major work payment options

We understand that receiving a large invoice for these works can be daunting and difficult to pay in one payment.

Therefore, the council offers a 2.5 per cent discount on the invoice as an incentive for immediate full repayment within 12 weeks from the date of invoice.

However, the council understands that, even with immediate repayment discount, not all leaseholders are able to repay the invoice in one lump sum. Please see below the current options available, for further information on these options please contact the General Income Officers on **020 8227 3597** or email **income@lbbd.gov.uk**.

What if I can't pay anything?

In cases of extreme financial hardship where you believe that you will be unable to enter into an instalment payment plan or obtain a loan from a third-party lender, the council may consider a request to lodge a voluntary charge over your property.

This will entitle the council to recoup the charge and interest on the sale of the property, however certain criteria's are applicable for this option so it is recommended you email the Income team at **income@lbbd.gov.uk** for further information. Please note, the rate of interest on the charge shall be determined by the council acting reasonably and recorded in writing.

All applicants will need to complete an income and expenditure report and provide all other documents that the council reasonably requires to assess the applicant's financial circumstances.

IMPORTANT NOTICE

Your home is at risk if you do not keep up repayments on a service charge loan or an instalment payment plan. Be sure you can afford the repayments before entering into an agreement.

You should also bear in mind that a service charge loan or an instalment plan with us may not always be the best option for you because you may be able to get a lower rate of interest somewhere else. The council's interest rate is variable.

We strongly recommend you seek your own Independent legal advice if you are considering this as an option.

Need advice? Get in touch

Disability Association of Barking and Dagenham (DABD) has financial capability coaches who can provide free confidential guidance on finding funds to help with major works invoices.

They can also carry out free benefit checks to ensure you are not missing out on other benefits that may be due to you. DABD is an independent organisation who can help you by completing any necessary paperwork and, if appropriate, refer you to other services that may be able to help.

If you receive benefits, contact the Income Officers on **020 8227 3597** or email **income@lbbd.gov.uk**



Gas Servicing

For any gas appliances within your property, it is your responsibility to arrange regular gas safety checks within your property. The inspection should be carried out by a Gas Safe registered engineer and a copy of the Gas Safe Certificate should be given to you and kept in a safe place.

If you are subletting your leasehold property, you have an additional obligation under the Gas Safety (Installation and Use) Regulations 1998 to:

- Arrange maintenance by a Gas Safe registered engineer for all pipe work, appliances and flues, which you own and have provided for your tenants to use
- Arrange for an annual gas safety check to be carried out by a Gas Safe registered engineer
- Keep a record of the safety check for two years and issue a copy to each existing tenant within 28 days of the check being completed and issue a copy to any new tenant before they move in.

Failure to comply with these obligations could result in legal action being taken against you by the Health and Safety Executive (HSE).

For further information, please visit the HSE website at www.hse.gov.uk

If you don't have your property checked, you are putting lives at risk and you are breaking the law.

You are also required to ensure details of your current mailing address and contact telephone numbers are provided in writing to the Sales and Leasehold Team.



Carbon monoxide poisoning and smoke alarms

Your risk of dying in a fire can be nearly cut in half if your home has a smoke alarm.

- Smoke alarms sense abnormal amounts of smoke or invisible combustion gases in the air. They can detect both smouldering and flaming fires.

In homes:

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 came into force on 1 October 2022. From that date, all relevant landlords and leaseholders must:

1. Ensure at least one smoke alarm is equipped on each storey of their homes where there is a room used as living accommodation. This has been a legal requirement in the private rented sector since 2015.
2. Ensure a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
3. Ensure smoke alarms and carbon monoxide alarms are repaired or replaced once found faulty.

The requirements are enforced by local authorities who can impose a fine of up to £5,000 where a landlord fails to comply with a remedial notice.

To prevent nuisance alarms, vacuum cobwebs and dust from your smoke alarms monthly.

- Never disable a smoke alarm, even if you experience nuisance alarms while cooking or showering. Instead, use the alarm's "hush" button. If nuisance alarms are a persistent problem, look for a different type of smoke alarm and ensure they are installed in correct areas in the home.

Use the test button to test your smoke alarms at least monthly.

- The test feature tests all electronic functions and is safer than testing with a controlled fire (matches, lighters, cigarettes).
- If the manufacturer's instructions permit the use of an aerosol smoke product for testing the smoke alarm, choose one that has been examined and tested by a third-party product testing laboratory, and use it in accordance with the product instructions.

Although this should not apply to you, if you have battery-powered smoke alarms, replace the batteries at least once a year.

- Some agencies recommend that you replace batteries when the time changes from standard to daylight savings each spring and then back again in the fall. "Change your clock, change your batteries." Replacing batteries this often will not hurt, but fresh batteries typically last at least a year, so more frequent replacement is not necessary unless the smoke alarm begins to chirp.
- Replace the batteries in your carbon monoxide (CO) alarms at the same time you replace your smoke alarm batteries.

Replace your smoke alarms every 10 years

- Smoke alarms become less sensitive over time.
- Having working smoke detectors in your home greatly reduces your chance of death or serious injury should a fire occur in your home. Your smoke detectors, test them monthly, keep them free of dust and debris to ensure they are in proper working order. These are important steps to making your home and family safer from fire.

Some quick facts about residential smoke detectors:

- Even hardwired smoke detectors have batteries and should be replaced at the regular interval recommended by the manufacturer.
- A smoke detector that beeps once every 30-60 seconds may need a new battery, always replace with new batteries.
- Smoke detectors have a 10 year service life, if you have replaced the batteries in your smoke detectors and they still beep, it could be time to replace the detector. Most detectors have a date on the back indicating when they were manufactured.

Remember to be safe when using ladders and performing any type of home maintenance.

Obstructions

The council has a statutory duty to carry out Fire Risk Assessments (FRA) and this is to establish what we need to do to prevent fire and keep people safe. This will normally involve an inspection of the communal areas of a building which will identify any works or fire risks.

We operate a zero-tolerance approach to storage of any potential fire hazards in common areas as this is a risk to residents being able to escape and the subsequent risk of death or injury from fire.

Keeping communal areas clean and safe

It is important to be aware of potential fire risks and comply with the terms and conditions of your lease. The Lease states communal areas including balconies, landings and staircases must be kept free from obstruction.

Communal balconies, staircases, and other shared access areas must be kept clear. If anything is left there and not removed within 14 days after written notice from the council, the council can remove it and charge the Leaseholder for the cost.

You can help us to keep you and your neighbours safe by making sure that you, or any visitors, don't:

- store personal items in the communal areas of the block (plants, laundry, rubbish, white goods, and furniture)
- make sure that the hallways leading to your front doors are clear of obstructions.
- smoke in the communal areas and if you must smoke inside, make sure to put out your cigarettes completely and dispose of them properly.
- bring highly flammable items such as motorbikes, petrol cans, gas cylinders into communal areas.
- Security grills being attached to communal walls and doors and other alterations.

Keeping safe in your home and in your building:

- Ensuring that every fire door is closed.
- Ensuring you are aware of the location of the nearest fire exit.
- Keeping unauthorised visitors out of the building
- Notifying the council or the Metropolitan Police of any criminal activity taking place on or around the block.

What work needs the landlord's permission?

You need the council's permission (landlord's consent) for any work to the structure of your home. This includes:

- Removal of internal building walls
- Changing front doors or windows
- Re-siting or installation of gas meter
- Construction of driveways
- Installation of new boiler/heating system
- Changing the internal layout of the property

In principle, installations of new bathrooms and kitchens do not need the council's permission, unless existing pipework needs to be moved. Therefore, you should in the first instance notify the council if you are considering either of these alterations.

We are currently reviewing our policy in respect of renewing windows and doors please contact the Sales and Leasehold Management Team for further information.

Before you carry out any structural alterations or additions to your home, your first step should be to contact the Sales and Leasehold Management Team on **0208 227 2529** or email leasehold@lbbd.gov.uk.

Once the Sales and Leasehold Management confirms consent is required you will need to put your request in writing and include full details of the works you wish to carry out along with any relevant plans, specifications, method statements, FENSA/NECEIC Certificates of the company you intend to use and so on.

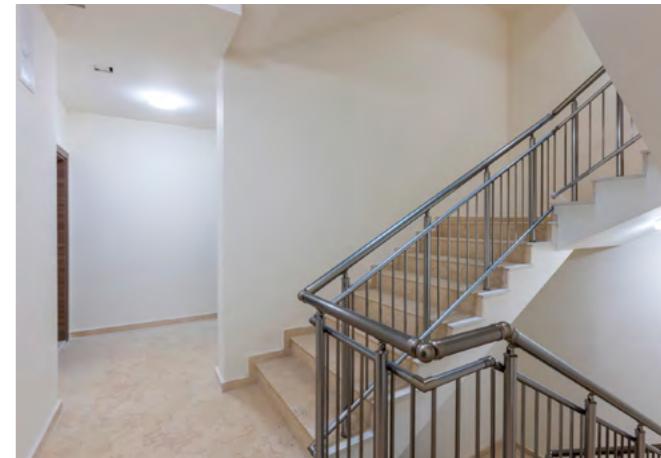
In addition, confirmation must be sought from the contractor you intend to use and that adequate public liability insurance is in place.

There is a fee payable for this service, details of which can be obtained by contacting the Sales and Leasehold Management Team.

It may be necessary for one of our inspectors to visit the property to clarify any aspect of the works you wish to complete.

Landlords consent will not be granted for the following:

- Increasing the number of bedrooms
- Erection of conservatories, porches, extensions, or car ports
- Enclosing balconies
- Disconnecting from a communal heating system
- Loft conversions
- Removing chimney breasts



Permission will not be granted for any work within the loft space - this includes loft conversions. Generally, the loft space is not included in the sale of flats or maisonettes. Therefore, leaseholders should not enter or store belongings in the loft space.

If you have installed a boiler within the loft space, you must re-site this immediately.

Failure to adhere to any of the above is a breach of the lease and could result in legal action being taken against you for which you may incur legal costs. You may also be required to reinstate the property to its original layout/condition in accordance with the demised premises as described in your lease.

If consent is given you may still need to:

- Obtain relevant planning or building regulations.
- Apply the rules of the statutory authorities such as gas, water, and electricity companies.
- Keep to any conditions we set out when giving permission.
- Landlord's consent is not the same as planning permission or building control approval.
- Landlord's consent needs to be always sought in addition to planning permission or building control approval.

It is your responsibility to ensure all regulations are complied with. Please Note: additional charges will apply if the above consents are required.



IMPORTANT NOTE

Once you have received consent make sure you keep the document in a safe place. You may need to produce this later, in particular, if you are selling the property.

Unauthorised alterations

If any unauthorised works are completed to the property/building this is a breach of the lease and could result in legal action being taken against you for which you may incur legal costs. You may also be required to reinstate the property to its original layout/condition in accordance with the demised premises as described in your lease. So please check with the Sales and Leasehold Management Team before you undertake any works.

Complaints and compliments



What to do if you are not satisfied with any aspect of the services provided to your property/block/estate

In the first instance, if you have a query about your service charges you should raise this with the Sales and Leasehold Management Team in writing or by emailing us at Leasehold@lbbd.gov.uk

The council encourages any customer who has a problem with a service they receive, due to a failure in the service, to report it online in the first instance.

The council defines a complaint as any expression of dissatisfaction about the council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

The council will seek to resolve complaints at the earliest opportunity. Where possible, every attempt will be made to deal with the issues quickly.

Some complaints received by the council must be dealt with under a statutory process and will not follow the Corporate Complaints procedure set out below.

Phone **0208 215 3000**

Email complaints@lbbd.gov.uk

Please see our **complaints policy** for further information.

Information you need to provide.

We'd like to know:

- what service are you complaining about
- what you think the council did wrong
- what you think the council should do to put things right
- the date the problem you're complaining about occurred or you became aware of it

Help us to help you by providing any relevant dates, names of staff and copies of relevant letters or other documents to support your complaint.

Please note that we can't usually look at a complaint if you have left it for an unreasonable amount of time. This can vary depending on the matter but is likely to be in the region of six months since knowing about the problem.



Complaints procedure

How your complaint will be handled – Stage 1

When you raise an issue, we'll check to see if we can handle it as a complaint. We will let you know if there is a different process for dealing with the matter.

If you are submitting a complaint on behalf of another person, you will need to provide signed written consent from the person you are representing before we can take action.

We aim to respond to this stage within 10 working days however in some cases, it may take longer to respond but our aim is to keep you updated.

A senior officer from the service you are complaining about will oversee an investigation which will focus on resolving the issues you have raised.

We'll contact you to inform you of the outcome of the investigation and the action taken to resolve your complaint.

What happens if you aren't satisfied with the response – Stage 2

If you're not satisfied with the response you received at stage 1, you may ask for a review. Requests for review should be made within 28 days from the initial stage 1 response provided.

Within 5 working days we will provide an acknowledgement and the date by which you should receive a formal reply, which should be within 30 working days. If we cannot meet this target, you will be provided a progress report.

What happens if you aren't satisfied with the response at the review stage

If you're still not satisfied with our response to your complaint, you can ask either **The Local Government and Social Care Ombudsman (LGSCO)** or, if the complaint relates to tenant/landlord functions, the **Housing Ombudsman Service (HOS)**, to investigate your complaint. You will usually need to have completed both stages of our complaints process before the Ombudsman can help.

Say thank you or give a compliment

We are always happy to hear that our staff are doing a good job. We make sure they know when someone is pleased, as this makes their hard work worthwhile. We welcome your feedback including thank you and compliments on our services.



First Tier Tribunal

The First Tier Tribunal can hear cases about issues such as:

- The reasonableness of service charges (including major works)
- Insurance cover or premiums
- Appointment of a manager (where the landlord's management of a building is unsatisfactory)
- Variations of leases and breach of leases.

The Tribunal's practice and procedure is governed by the overriding objective which sets out a framework for how it must conduct itself. This objective is to enable the tribunal to deal with cases fairly and justly and this includes:

- Dealing with a case in ways proportionate to its importance, the complexity of the issues, the anticipated costs and the resources of the parties and of the tribunal.
- Avoiding unnecessary formality and seeking flexibility in the proceedings
- Ensuring, so far as practicable, that the parties are able to take part fully in the proceedings.
- Using any special expertise of the tribunal effectively; and
- Avoiding delay, so far as is compatible with proper consideration of the issues.

First Tier Tribunals are independent and impartial. They normally consist of three members: a lawyer, a valuer, and a lay person.

Proceedings at the tribunal are semi-formal. Neither side is required to be represented by a barrister, solicitor, or valuer. A representative (whether legally qualified or not) can be appointed by a party to represent them in the proceedings subject to written notice of appointment (that is; the representative's name and address) being given to the tribunal and the other parties. At a hearing a party may be accompanied by another person whose details need not have been given to the tribunal but who, with the tribunal's permission, may act as a representative or otherwise help in preparing the party's case at the hearing.





Indeed, parties appearing before a tribunal may wish to seek professional advice, and it is sensible to arrange legal representation if the argument relates to the interpretation of the law or the terms of the lease.

If you choose not to be legally represented you must remember that you will be responsible for presenting your own case, including arguments and evidence, and that the evidence should be presented clearly and concisely and be confined to the matter in dispute.

The tribunal hears both sides of the argument and then determines the issue on the basis of the evidence and the judgment and experience of the tribunal members. Their decision can be given orally at the hearing and in any event the tribunal must as soon as reasonably practicable after making its decision provide to each party a notice stating its decision along with written reasons for the decision.

The First Tier Tribunal can also grant landlords dispensation if works are considered urgent and the normal Section 20 process cannot be adhered to.

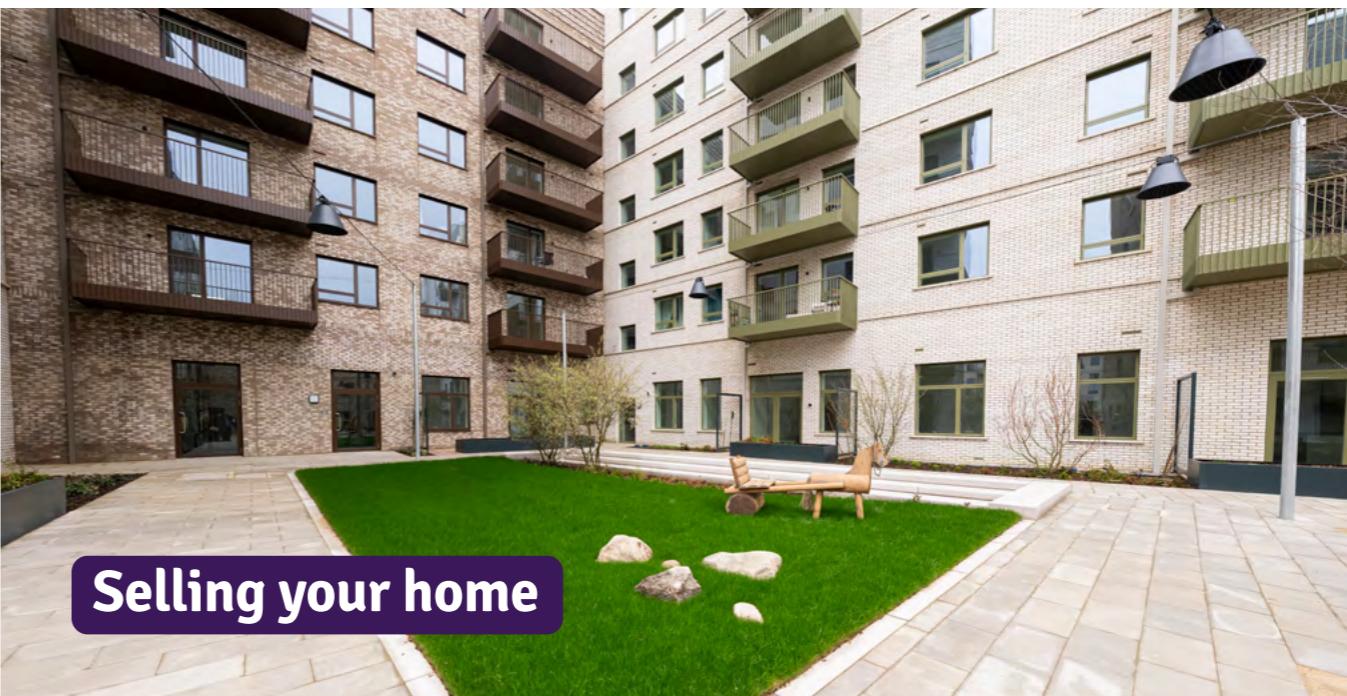
A set fee is payable by the applicants. Once the First Tier Tribunal has made a determination, they cannot award costs. They can, however, make an order requiring full or part refund of the fee.

Applicants in receipt of some benefits may be exempt from payment of the fee.

You can contact the First Tier Tribunal at:

First Tier Tribunal
Whittington House
19-30 Alfred Place
London, WC1E 7LR

Phone:
020 7446 7700
website:
www.gov.uk/housing-tribunals



Selling your home

Do I need permission to sell my home?

Yes, if you are still within the first ten years from the commencement date of the lease, you are required to offer the property back to the council as they have the 'Right of First Refusal', even if you purchased it on the open market from a previous leaseholder. The council will then decide whether they wish to exercise this right and will write to you with their decision.

No, you do not need our permission to sell your property if it is outside of the first ten years, but you have a responsibility to notify us of your intention to do so. This obligation is placed upon you under the terms of your Lease.

Will I need to repay any of the Right to Buy discount?

If you purchased your property from the council under the right to buy scheme on or after 18/01/2005 and wish to sell within the first five years of your purchase, you may need to repay all or some of the discount as below:

1 Year	2 Year	3 Year	4 Year	5 Year
100%	80%	60%	40%	20%

In addition, the amount of discount to be repaid if you sell within 5 years of purchase will be a percentage of the resale value of the property, disregarding the value of any improvements.



Will I need to obtain any information from the council if I sell my home?

The person buying your property may want details of the service charges and any works that have recently been carried out or that are planned for the future.

There is a fee for this service and your solicitor should contact the Sales and Leasehold Management Team requesting the pre-sale pack. The fee must be paid by your solicitor before we can process their request. Information will be provided within 10 working days of receipt of the fee and consent form.

NB: Please ensure your solicitor requests any information required at the earliest possible opportunity. We cannot guarantee that requests made at short notice will be processed in less than corporate timescales.

The council will not enter into any correspondence with anyone other than the leaseholders or their legal representatives. We will not deal directly with any prospective purchaser or their solicitor.

Do I need to notify the council once the property is sold?

It is the new leaseholders' responsibility to notify the Sales and Leasehold Management Team of the transfer of ownership. This must be done within 21 days of completion. Our records cannot be amended to reflect the change of ownership until the official Notice of Assignment and appropriate fee(s) have been received by the Sales and Leasehold Management Team. Failure to do so is a breach of the Lease agreement and could affect your building insurance cover.

Letting your home

Do I need the council's permission to let my flat?

Yes, you will require the council's permission and there are certain criteria's that should be met before you do.

You must not be in breach of the terms of the Lease, including unpaid service charges and/or administration charges.

A subletting arrangement must be set up through a legally enforceable Assured Shorthold Tenancy agreement including the obligation to observe the terms of the lease.

You must provide and keep the council updated with their own contact details i.e. a UK postal address, telephone and email and emergency contact for themselves and the name(s) of the current sub-tenant(s) and details of any managing agents.

You must undertake to comply with all relevant statute.

You will need to register the property with the licensing team – landlords and/or property managing agents letting a property in the borough must apply for a licence if they fall into one of the licensing criteria below:

1. HMO (houses in multiple occupation) licence - compulsory for properties occupied by five or more persons living in two or more households living in two or more households.
2. Selective licence - compulsory for all let residential accommodation that is occupied by a single household.

Please note: **You are not allowed to use the demised premises as an HMO (Homes in Multiple Occupation) or for running a business.**

You can only let your property as a private residential flat for the occupation of one family only.

The lease states that the lessee should not **use the demised premises nor permit the same to be used for any purpose whatsoever other than as a private residential flat in the occupation of one family.**

If the property is sublet, your building insurance may be affected. Failure to notify us may result in loss of insurance cover. We will need a copy of the tenancy agreement. This will be required each time the agreement is renewed.

You should notify the Sales and Leasehold Management Team in writing, providing details of your correspondence address, emergency contact telephone numbers and a copy of the current gas safety certificate.

- Remember you are still the owner of the property and therefore responsible for the service charges. Your tenants must abide by the terms of the lease. If they do not, we may take action against you as the owner of the property.
- You should also contact your mortgage lender if you wish to sublet your property to check that the terms of your mortgage will allow this.
- Your lease states that the property must not be used for any purpose from which a nuisance can arise to the lessors or to the lessees or occupiers of the other flats nor for any illegal or immoral purpose. Legal action may be taken against you if this is found to be the case.
- You should also contact your mortgage lender if you wish to sublet your property to check that the terms of your mortgage will allow this.
- Your lease states that the property must not be used for any purpose from which a nuisance can arise to the lessors or to the lessees or occupiers of the other flats nor for any illegal or immoral purpose. Legal action may be taken against you if this is found to be the case.



Lease extension and enfranchisement

In some circumstances, leaseholders have the right to buy the freehold of the block. This is called 'Enfranchisement'.

Once leaseholders have purchased the freehold, they can decide how to manage the building for themselves.

What are the qualifying conditions for enfranchisement?

- The block must contain two or more flats
- At least 2/3 of the flats in the block must be leasehold
- At least 2/3 of the leaseholders must want to buy the freehold
- Leaseholders must have lived in the property for the last twelve months and must not sublet the flat.

Lease extensions

What are current rules on lease extensions?

As of 31 January 2025, if you are a leaseholder of a flat, you have a right by law to extend the lease by an additional 90 years with the ground rent becoming a peppercorn (zero cost). You can expect to pay a premium to your freeholder to extend the lease, made up of an amount to cover the ground rent that will no longer be paid (the 'term') and to take account on the longer period before the freeholder can expect to regain the property (the 'reversion'). If your lease term is below 80 years, then an additional premium called marriage value is added to the cost of extending the lease.

For further information please either visit the Lease Advisory Service at www.lease-advice.org.uk or telephone 020 7832 2500. Alternatively, you can contact the Sales and Leasehold Team on 020 8227 2529.



Harassment and nuisance

Does my lease contain any restrictions about nuisance?

Your lease states that you must not do anything within your flat, building or estate that could cause a nuisance, annoyance or damage to other residents or Barking and Dagenham Council.

This applies to everyone living in your property and any visitors.

Examples of nuisance are:

- Loud and frequent playing of music, radio or television
- Noisy parties
- Other loud noise such as vacuum cleaning, hammering or arguments during unsociable hours
- Harassment of neighbours
- Uncontrolled animals
- Blocking shared areas in the building or on the estate
- Excessive noise due to unsuitable floor covering e.g. laminate.

Televisions, radios and so on should only be played at reasonable levels at reasonable hours. No one should be able to hear noise outside any flat.

You must take all reasonable precautions to avoid noise nuisance of any kind, including the adequate sound insulation where wooden/laminated flooring has been fitted.

If you are found to be causing a nuisance or harassment, Barking and Dagenham Council can take legal action against you.

Who do I report harassment or nuisance to?

If you are suffering harassment or nuisance, you must contact the council at [Report a problem | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](http://Report a problem | London Borough of Barking and Dagenham (lbbd.gov.uk)) and refer to the relevant form relating to the harassment or nuisance being encountered.

Do I need permission to keep a pet?

Yes, if you wish to keep a pet, you must first seek permission from the council as stated in your lease. To obtain permission you must submit your request in writing to the Sales and Leasehold Management Team.

If permission is granted, your pet must be kept under control at all times.

Failure to do so may result in legal action being taken against you.



Service promise

- We will endeavour to acknowledge correspondence (excluding repair enquiries) within two working days if we cannot provide a full response within 10 working days.
- We will answer your call within five rings.
- We will aim to return your call within 24 hours.
- We will respond to repair enquiries following the outcome of investigations.
- We will issue the Ground Rent Notice in February of each year.
- We will issue the Estimated Service Charges no later than 31 of March of each year.
- We will issue the Actual Service Charge no later than 30 September of each year.

Useful Contacts

Listed below are some contact details you may find helpful.



London Borough of Barking and Dagenham

Contact centre/Town Hall	020 8215 3000
Council Tax	020 8215 3000
Electoral Registration:	eforms.lbbd.gov.uk/electoral-register-enquiry
Environmental Health	020 8215 3000
Frizlands Refuse Tip:	bookings.bookinglab.co.uk/eastlondonwaste-hwrc/departments Insurance@lbbd.gov.uk
Insurance Section	
Social Services	020 8227 3811
Streetcare	020 8215 3005





Leasehold Framework



1. Introduction

This Leasehold Framework sets out:

The service standards we provide for Leaseholders

- The responsibilities of leaseholders
- Our approach to consultation and communication with leaseholders.

The framework aims to ensure transparency, fairness, and effective communication in the management of leasehold properties.

We have a significant number of leaseholders here in Barking and Dagenham living in properties purchased through the Right to Buy scheme.

We provide dedicated specialist services to leaseholders, ensuring you receive a high standard of customer care. We also consult with you on major work and other relevant matters to ensure transparency and collaboration.

As the freehold owners, we are committed to making sure leaseholders understand their rights and responsibilities and contribute to maintaining the safety and integrity of our housing stock.



2. Service charges

All service charges will be calculated and shared fairly in line with the terms and conditions of each individual lease.

- Annual estimates will be issued before the financial year begins
- A summary of actual expenditure will be provided within six months of the end of the financial year.

Leaseholders have the right to:

- Request a summary of accounts
- Inspect supporting documents
- Challenge service charges at the First-tier Tribunal.

We aim to resolve all service charge disputes through engagement with leaseholders, so that wherever possible, the issues do not proceed to the First Tier Tribunal.

In line with the Mayor of London's Service Charges Charter, housing providers are expected to adopt best-practice principles that promote:

- Transparency: Clear, timely and accessible information about service charges
- Affordability: Realistic and regularly reviewed charges to minimise financial burden
- Challenge and Resolve: Clear routes for leaseholders to raise concerns and seek resolution.

3. Reserve Funds (Sinking Funds)

We may collect contributions towards a reserve fund (also known as a sinking fund) to help cover unexpected or major expenses that fall outside routine or day-to-day maintenance or operations.

This helps to:

- Reduce the financial burden by avoiding large, one-off bills for major works
- Support long-term upkeep of the building and shared spaces
- Set clear expectations with contributions outlined in the lease, and calculated based on anticipated future costs
- Leaseholder will be consulted before significant use of reserve funds for major works and annual statements will clearly set out contributions, interest earned and expenditure.

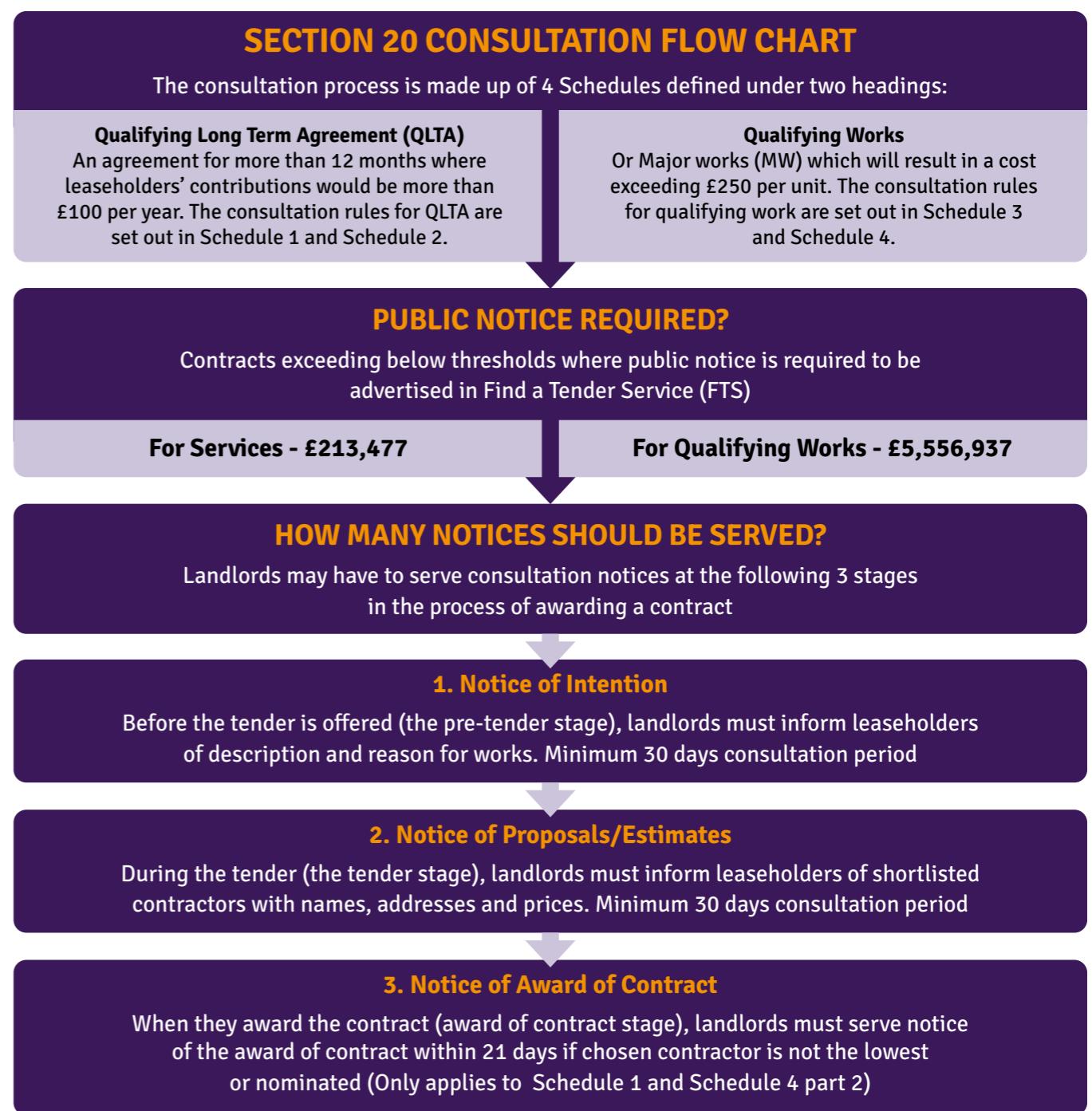
4. Qualifying long term agreements and major works

Section 20 of the Landlord and Tenant Act 1985 requires landlords to consult leaseholders before carrying out major works or entering into long-term agreements that will result in individual leaseholders being charged more than:

- £250 for qualifying works (e.g. repairs, maintenance, improvements)
- £100 per year for long term agreements (e.g. cleaning, insurance, maintenance contracts)

Failure to consult properly can result in the landlord being unable to recover more than these amounts regardless of the actual cost of the works or contract.

The consultation process includes:



6. Expectations of Leaseholders

Leaseholders have the right to challenge service charge and major work costs. They can do so at the First Tier Tribunal

[First-tier Tribunal \(Property Chamber\) - GOV.UK](#)

The purpose of the tribunal is to ensure that

- Charges are reasonably incurred.
- Works are carried out to a reasonable standard
- The charges are permitted under the lease
- Property consultation procedures (e.g Section 20) have been followed for major work or long-term agreements

We ask leaseholders to:

- Pay your service charges and ground rent promptly
- Comply with the terms of your lease
- Allow access for inspections or repairs when required
- Report repairs or other issues in a timely manner
- Treat our staff, contractors, and your neighbours with respect
- Respond to communication from us in a timely manner
- Notify us of changes to the property and occupation as required in your lease e.g when the property is being sublet or assigned (sold)
- Seek guidance on any alterations to the property before work commences by emailing leasehold@lbbd.gov.uk with details of proposal of work to be undertaken.

4. Maintenance responsibilities

- We are responsible for maintaining the structure, exterior, and common parts of the building
- Leaseholders are responsible for the internal maintenance of their property, including fixtures, fittings, and internal decoration.

Access must be provided for essential inspections and repairs as required.

5. What can our Leaseholders expect from the Sales and Leasehold Management Team

We are committed to delivering a high quality, consistent, and transparent service. We aim to ensure our service is built on principles of accountability, accessibility and continuous improvement.

Leaseholder can expect the Sales and Leasehold Team to

- Act professionally, courteously, and respectfully in all interactions
- Provide timely responses to telephone calls (within 24 hours) and written queries (within 10 working days)
- Offer clear and transparent information regarding leasehold matters, including service charges, consultations, and legal obligations
- Support leaseholders with queries related to their lease, rights, and responsibilities
- Ensure consistent and fair application of policies and procedures
- Access to clear and useful information, and single points of contact for the Sales and Leasehold Management Team
- Regular updates on policy changes and service improvements – undertaking consultation when appropriate.

7. Dispute Resolution

Leaseholders are encouraged to raise concerns informally first by emailing leasehold@lbbd.gov.uk with your concerns or queries.

We will always try to resolve any potential disputes in an informal manner, based on the relevant legislation and guidance and the terms of the individual lease.

If a resolution cannot be reached leaseholders can make a formal complaint to be handled under our Complaint Policy

Independent resolution options include:

- Mediation or arbitration
- Application to the First-tier Tribunal (see above for details)

8. Continuous Improvement

We are committed to reviewing and improving our Sales and Leasehold Management services. Feedback is welcomed and important to our service and will be used to shape future service delivery. Please contact us by email on leasehold@lbbd.gov.uk.





Feedback form

We always welcome feedback from our Leaseholders and would like to know if you found the information in this pack useful.

Please tick the relevant boxes below;

Question	Agree	Disagree	Comments
I found the information in this pack useful			
Everything I need to know about being a leaseholder is included			
I shall keep a copy in a safe place to refer to at a later date			
If you have any comments you would like to make about this information Pack, please tell us in the space below			
Your name			
Contact number			
Address			
Email address			



Once completed, please return by email to
leasehold@lbhd.gov.uk
or by post to:

**London Borough of Barking and Dagenham
Barking Town Hall
Town Hall Square
Barking, Essex, IG11 7LU.**

Translations and other formats

Please tick the relevant box/boxes to inform us of which language and/or format you require. Please also inform us of your name, address, postcode and telephone number in the section below. Return this form to the freepost address at the bottom of this page.

Bengali/Sylheti

আপনার কানোন ভাষায় এবং/অথবা ফরম্যাটে প্রয়োজন তা আমাদরেক জানানোর জন্য অনুগ্রহ করা সংশ্লিষ্ট বক্স/বক্সগুলোতে টিকিছিন দনি। এছাড়াও অনুগ্রহ করা আমাদরেক নচিরে অংশে আপনার নাম, ঠিকানা, পোস্টকোড ও টেলিফোন নম্বর র জানান। এই পৃষ্ঠার নচি দয়া ফ্রিপিপার্স্ট ঠিকানায় এই ফরমট ফরেতে পাঠান।

Romanian

Vă rugăm să bifați căsuța/căsuțele relevante pentru a ne spune ce limbă și/ sau format doriti. Vă rugăm să ne mai spuneți și numele dvs., adresa, codul poștal și numărul de telefon în secțiunea de mai jos. Returnați acest formular la adresa poștală gratuită din partea de jos a acestei pagini

Lithuanian

Pažymėkite reikiama langelį (-ius), kad žinotume, kurios kalbos ir (arba) formato jūs pageidaujate. Taip pat apačioje nurodykite savo vardą, pavardę, adresą, pašto indeksą ir telefono nr. Užpildytą formą nemokamai išsiūskite 'freepost' adresu, kuris nurodytas lapo apačioje.

Urdu

ہار بیٹھا گل اشناں اک جی حصہ یہ مقلعہ مرک مار بے پا کے نرک علطم نیمہ یہ سرابے ک ٹیم راف ایرونا بائز کی ترور رض (freepost) سے نہیں یہ مصہ لجنے ک محفصہ سا نیرک ی نیا نو فیلیہ روا ٹوک ٹسپ، تباہ، مان نیا نیمہ مصہ لینڈ مرک نیرک سپا و ک علطم یہ سے رہنمہ نوناہے ناخ مرافا سا رپہ تباہ (ٹسپ) ٹسپ یہ رف

Hindi

कृपया हमें यह बताने के लिए संबंधित बॉक्स/बॉक्सों पर टकि करें कि आपको कौन-सी भाषा और/या फॉर्मेट की आवश्यकता है। कृपया नीचे दिए गए खंड में अपना नाम, पता, पोस्टकोड और टेलीफोन नंबर भी बताएं। इस फॉर्म को इस पृष्ठ के नीचे दिए गए फ्रीपोस्ट पते पर वापस भेजें।

Punjabi

ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਇਹ ਦੱ ਸਣ ਢੁਕਵਾਂ ਖਾਨਿਆਂ ਤੇ ਨਿਸ਼ਾਨ ਲਗਾਓ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਭਾਸਾ ਅਤੇ/ਜਾਂ ਫਾਰਮੇਟ ਦੀ ਲੋੜ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਹੱਠਲੇ ਹਿੱਸੇ ਵਿੱਚ ਸਾਨੂੰ ਆਪਣਾ ਨਾਮ, ਪਤਾ, ਡਾਕਕੋਡ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਬਰ ਦੱ ਸੋ। ਇਸ ਪੰਨੇ ਦੇ ਹੇਠਾਂ ਦਿੱਤੇ ਫਾਰਮੀਪੋਸਟ ਪਤੇ ਪਾਤੇ ਇਸ ਫਾਰਮ ਨੂੰ ਵਾਪਸ ਭੇਜੋ।

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