

Feel Good About
Coming Home

Leasehold Management Service

What can you expect from us

we deliver

**family
mosaic**

What you can expect from us

At Family Mosaic we want to provide you with a high quality service around leasehold management. This sets out the standards you can expect.

Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic
Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic
Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Management

- We will allocate a named Neighbourhood Manager for your day to day queries.
- We will provide a leasehold specialist in each of our Regions.
- We will notify you within 5 working days if your Neighbourhood Manager changes
- We will make an appointment available within 5 working days if you wish to meet with your Neighbourhood Manager
- We will make arrangements to meet you at a venue of your choosing e.g. your home, office or local facility
- We will have a dedicated customer care line for initial queries, call 0300 123 3456 or email customercareline@familymosaic.co.uk

- We will ensure our staff are friendly and courteous, respecting your confidentiality
- Staff will take responsibility for sorting out your query; if they cannot do so themselves they will put you in touch with someone who can.

Estate Management

- All estates with more than 20 homes will have a myplace agreement in place
- All wards with more than 60 properties will have a myneighbourhood agreement in place
- Our communal grounds and gardens will be well kept, with regular grass cutting, trees and bushes trimmed and flower areas weeded

- Neighbourhood Managers will visit estates at least 6 weekly
- Our communal areas within blocks will be clean and well maintained
- If estate cleaning and grounds maintenance drops to a level considered poor, we will put an improvement plan in place within 10 days
- Any graffiti reported will be removed or painted over within 3 working days, offensive or racist graffiti within 24 hours
- Estates will be monitored for bulk refuse at least 6 weekly
- We will invite you to meet the contractors to discuss planned works before they commence
- When completed we will invite you to be a part of the handover of all major works to have your say on the standard/finish

- We will ask you to complete a satisfaction form once works are completed
- Where emergency works are required, we will apply for dispensation from the LVT and advise you of this as well as carrying out consultation.

Building defects (required in first 12 months)

- If you report a building defect we will notify you of the builder's decision and course of action within 2 working days of receiving it.
- We will repair the defects within the timescales for our standard repair service'

- We will visit all residents who report defects at the end of the Defects Liability Period (usually 12 months) to agree a schedule of outstanding works with the contractor.

Re-sales, lease extensions and buying more of the property

- We will have in place a dedicated sales manager
- We will respond to all enquiries within 2 working days
- We will provide an information leaflet on each aspect to guide you through the process.

Service Charge Setting and Accounting

- We will account to Leaseholders in accordance with legislation and in compliance with Parts 6, 8, 9, 10 and 11 of the Royal Institute of Chartered Surveyors (RICS) Residential Management Code of Practice
- We will acknowledge all Service Charge queries within three working days of receipt including proposed actions and timescale
- We will provide final service charge statements and accounts within 6 months of the financial year end
- We will ensure our accounts are transparent and that budget and final statement documentation is clear and easy to understand

- We will notify leaseholders of significant departures from the budget during the service charge year and amend 'on account' charges accordingly.
- We will consult you on all improvements to your home for you to have a choice in the specification.

Section 20 consultations (repairs and major works)

- We will give at least 60 days to carry out consultation where our partnering contractor's are used to carry out works, and 120 days where it is necessary to tender for major or qualifying works which will cost over £250 per leaseholder
- We will provide a full breakdown of costs for all major works
- We will provide full specifications and scope of works when requested

Feedback

We will monitor and review our services in order to improve them, and welcome your feedback.

If you would like to make a comment, compliment or suggestion you can complete a 'You Say, We Do' form, available from any of our offices, or email us at enquiries@familymosaic.co.uk.

Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about our Leasehold Management Services. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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Albion House
20 Queen Elizabeth Street
London SE1 2RJ

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