

# watmos

COMMUNITY HOMES

## Leaseholder Handbook

January 2007



**CHUCKERY**  
Tenant Management Organisation Ltd



**Burrowes Street TMO**



**DELVES EAST**



**ESTATE MANAGEMENT LTD**



**Twin Crescents**  
Tenant Management Organisation Ltd



## English

If you cannot see any of the information in your language, please contact a member of staff at the TMO who will be happy to arrange a translation service for you or will send the information in your preferred language. This information is also available in large print, Braille and Audio Cassette. If there is anyone with you who can speak English, it will help us to provide you with the required information.

## Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਕੋਈ ਜਾਣਕਾਰੀ ਨਹੀਂ ਦੇਖ ਪਾ ਰਹੇ ਤੇ ਕਿਰਪਾ ਕਰਕੇ ਟੀਐਮਓ ਵਿੱਚ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਆਪਣੇ ਜ਼ਿਲ੍ਹੇ ਜ਼ਿਲ੍ਹੇ ਮਦਦ ਕਰਨ ਲਈ ਅਨੁਰਾਧ ਸੇਵਾ ਦੀ ਇਵਾਜ਼ ਕਰਨ ਜਾਂ ਉਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਤੁਹਾਡੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਭੇਜਣ ਵਿੱਚ ਮੁੜੀ ਹੋਵੇਗੀ।

ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਛਾਪਿਆ, ਬ੍ਰੇਲ ਅਤੇ ਆਡੀਓ ਟੇਪ ਉੱਤੇ ਵੀ ਉਪਲਬਧ ਹੈ।

ਜੇਕਰ ਕੋਈ ਤੁਹਾਡੇ ਵੱਲੋਂ ਪੁੱਛਣ ਜੋਗ ਹੋ ਤੇ ਇਹ ਵੀ ਤੁਹਾਡੀ ਲੋੜ ਵੀ ਜਾਣਕਾਰੀ ਮੁਹੱਈਆ ਕਰਵਾਉਣ ਵਿੱਚ ਸਾਡੀ ਮਦਦ ਕਰੇਗਾ।

## Hindi

यदि आप अपनी भाषा में कोई जानकारी नहीं देख पा रहे, कृपया टीएमओ में किसी स्टाफ सदस्य को बताएं जिसे आपकी मदद के लिए अनुवाद सेवा का प्रबंध करने अथवा आपको यह जानकारी आपकी पसंदीदा भाषा में देखने में सहायता होगी।

जानकारी बड़े प्रिंट, ब्रेल और ऑडियो टेप में भी उपलब्ध है।

यदि कोई आपकी तरफ से पूछने योग्य है, यह भी आपकी जरूरत की जानकारी प्रदान करने में हमारी मदद करेगा।

## Urdu

اگر آپ کسی بھی معلومات کو اپنی زبان میں نہیں دیکھ سکتے ہیں، براہ کرم ٹی ایم او میں کسی کے ایک رکن کو بتائیے جو آپ کی مدد کرنے کیلئے توجہ کی خدمت (ٹرانسلیشن سروس) کا انتظام کرنے میں خوش ہونگے۔ یا اس معلومات کیلئے کہ آپ کی ترجیح دی ہوئی زبان میں آپ کیلئے بھیج دیا جائے۔ یہ معلومات بڑے چھاپ میں، بریل (آڈیو) میں اور سننے والی ٹیپ میں بھی دستیاب ہیں۔ اگر کوئی آپ کی طرف سے مانگنے کے قابل ہیں، یہ آپ کو درکار معلومات بھیج کرنے میں ہماری مدد کرے گی۔

## Bengali

আপনি যদি আপনার নিজের ভাষায় কোন তথ্য দেখতে না পান তাহলে অনুগ্রহ করে টি এম ও-র একজন কর্মী সদস্যকে করবেন, তিনি আপনাকে সাহায্য করতে অনুবাদসেবার পরিষেবার ব্যবস্থা করে আনামিত বোধ করবেন। অথবা আপনার পছন্দসই ভাষায় ওই তথ্য আপনার কাছে পৌঁছে দেওয়া হবে।

বড় আকারে, ব্রৈলে এক অডিও টেপেও তথ্য পাওয়া যেতে পারে।

আপনার হয়ে কেউ যদি জিজ্ঞাসা করতে পারেন তাহলে আপনার প্রয়োজনীয় তথ্য আপনাকে দেওয়ার ব্যাপারে আমাদের সাহায্য করা হবে।

## Arabic

إذا كنت لا تستطيع رؤية المعلومات بلغتك، برجاء التوجه إلى أحد موظفي TMO لمساعدتك عن طريق تدبير خدمة ترجمة أو إرسال هذه المعلومات إليك باللغة التي تفضلها.

المعلومات متوفرة أيضاً بالحجم الكبير وبطريقة برايل وعلى شريط صوتي.

إذا كان هناك من يستطيع أن يقدم بطيقتك نيابة عنك فسيباعدنا ذلك أيضاً على توفير المعلومات التي تحتاجها.

## Somali

Haddii aadan ku arki karin macluumaad afkaaga ku qoran, fadlan u sheeg xubin ka mid ah TMO kaasoo ku faraxsan inuu kuu diyaariyo adeeg tarjumid ku caawinaya. Ama macluumaadkaas laguugu soo dirayo afka aad doorbidaysa.

Macluumaadka waxaa sidoo kale lagu heli karaa isagoo ku qoran far waaweyn, farta indhoolayaasha iyo cajalad dhagaysi ahba.

Haddii qof uu awoodo inuu waydiiyo isagoo kuu hadlaya, tani waxay sidoo kale caawinaysaa inaan kuu fidino macluumaadka aad u baahan tahay.

## Gujerati

તમારી પોતાની ભાષામાં તમને જો માહિતી જોવા ન શકો તો કૃપયા ટીએમઓના કોઈ સ્ટાફને તે વિશે જણાવો જે તમને મદદ કરવા માટે દુર્ભાષિયાની સેવાની વ્યવસ્થા કે તમને ઝમતી ભાષામાં એ માહિતી આપી તે માટેની વ્યવસ્થા કરશે.

માહિતી મોટા અક્ષરમાં કે અંધ - બેહલ - કિપીમાં પણ આપી શકે એમ છે.

તમારા વતી બીજું કોઈ વ્યક્તિ તમને પૂછી શકે એમ તેમ જ તો તે તમને જોઈતી માહિતી પુસ્તક પાઠ્યમાં તમને મદદરૂપ થઈ શકે.

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# 1.

## About this Handbook

Watmos community homes have produced this handbook as a guide to the services it provides for leaseholders, whether you have bought your home under the right to buy scheme/right to acquire or on the open market.

The handbook is being issued to all leaseholders and to others occupying Watmos leasehold properties (for example, those renting from leaseholders as their subtenants) who may be interested in some of the information.

It describes your rights and responsibilities as a leaseholder and our responsibilities as your landlord. We have tried to make it interesting and helpful. It contains information about your lease and will help answer questions you may have about your home, your neighbourhood and your service charges.

The handbook is a general guide for leaseholders, not a legal document, and so you will need to refer to your lease if you have specific queries. For specific queries on the lease and the law you should seek your own independent legal advice through a solicitor or advice agency.

If you would like further information about a particular subject please contact us. At the end of the handbook, there's a handy index list of useful telephone numbers and addresses of key Watmos and other local services. If you need any further information please contact or visit your TMO or visit our website at [www.watmos.org.uk](http://www.watmos.org.uk).



**WATMOS Community Homes**

WATMOS Community Homes is a charitable housing association that owns approximately 1700 homes for rent in the Walsall area of the West Midlands. WATMOS was set up to build on a successful tradition of tenant management in Walsall and we are proud to be able to offer something a little different with each of our estates run by the tenants and residents who live there.

The eight Tenant Management Organisations (TMO's) provide local housing services on behalf of WATMOS. They are tenant-run organisations who for many years managed their own estates on behalf of the Council through a process known as the Right to Manage. On behalf of WATMOS, they continue to do all the normal housing management services on their estates based on a formal Management Agreement.

**The eight TMO's are**

- The Avenues TMO, Brownhills
- Burrowes Street TMO, Birchills
- Chuckery TMO, Walsall
- Delves East TMO, Delves
- Delves West TMO, Delves
- Leamore TMO, Leamore
- Sandbank TMO, Bloxwich
- Twin Crescents TMO, Pelsall

**Our vision & values**

The key features of our vision and values are:

**Get the basics right**

We recognise that, first and foremost, the success of a landlord is based on getting the basics right. This means maintaining an effective and efficient approach to managing the business including:

- Maximising the collection of rental income.
- Minimising the number of vacant homes and how long they are empty.
- Maintaining our homes in a good condition.
- Good tenancy management and the control of nuisance.
- Maintaining a pleasant residential environment.

**Democratic resident control**

We aim to promote the values of community-controlled housing and demonstrate the benefits of tenant management. We are convinced that services under the democratic control of their users are more likely to be in tune with their genuine needs and requirements.

## Our Values

### **Being organised on a human scale**

We believe that real accountability is only possible where an organisation is structured on a human scale. Therefore, even if we grow or become part of a larger network, we will ensure that we are structured in a way that allows local tenants and residents to exercise effective control over their services.

### **Being local and accessible**

We are a community-based organisation with strong roots in our neighbourhoods. We are committed to providing services at a local estate level through accessible offices within walking distance in every TMO area.

### **Providing a secure and pleasant residential environment**

We know that many tenants have chosen to live on a TMO-managed area because of the attractive estate environment and feeling of security that has been created. We intend to protect and extend this feature of our neighbourhoods.

### **Creating strong communities**

The TMO's have always given a high priority to fostering a sense of community on their estates. We are committed to creating strong and diverse communities in which people are encouraged to play an active part.

### **Offering social and personal development opportunities**

Being involved in a TMO provides tenants and residents with personal development opportunities and the chance to get involved in a wide range of social activities. We aim to promote and extend these opportunities in future.

### **Working with others to strengthen community-controlled housing**

Co-operative and resident-led housing thrives on positive partnerships and networks. We will work with like-minded organisations locally, regionally and nationally to promote and raise the profile of community-controlled housing and strengthen the sector within the wider housing world.

### **Representing a successful alternative model of social housing**

We are committed to the idea of community-controlled housing and believe that WATMOS represents a good example of its benefits. We will strive to be a role model that other tenants and residents organisations will want to follow.

## Equalities and Diversity Statement

- WATMOS Community Homes (WATMOS) through the Tenant Management Organisation (TMO's) is committed to the principles of diversity and equality of opportunity in its governance, the delivery of its services and its employment practices.
- WATMOS aims to ensure that all of its customers and employees are dealt with fairly and equitably and that it takes into account the diverse nature of their culture and background.

- WATMOS will actively work towards promoting good relations, eliminating discrimination and addressing existing disadvantage in relation to different groups on the basis of race, colour, nationality ethnic or national origin, disability, religion, political persuasion, marital status, gender, sexual orientation or age.



## Chapter 1. Your Lease – Rights and Responsibilities

Some of your rights and responsibilities are described in your lease agreement and some are granted by law (Acts of Parliament)

Your rights as a leaseholder

### About your lease

- The lease is a contract between you and Watmos. It gives you and your successors the right of possession of your flat for a long period provided you keep to the terms of the lease. When we sell a flat the length of the lease will depend on whether we have sold any other flats in the same block. If this is the first flat the lease will be for 125 years, but if other flats have been sold your lease will end on the same date as the others.
- The lease document sets out these terms and conditions. You should get a solicitor to look at it and explain its provisions when you buy the flat, and ask to keep a copy.
- The lease is a legal document. Keep it in a safe place. If you have a mortgage then your lender will keep the original lease. If you need a copy you may be able to get one from your lender, although they may make a charge.

### The law

There are several laws and Acts of Parliament protecting your rights as a leaseholder. If you are not sure of your rights, a solicitor can advise you or you can contact the Citizens Advice Bureau (see the list of useful contacts at the end of this booklet).

The main Acts of Parliament covering leasehold tenancies are currently:

- Housing Act 1985
- Landlord and Tenant Acts 1985 and 1987
- Housing and Planning Act 1986
- Leasehold Reform, Housing and Urban Development Act 1993
- Housing Act 1996
- Commonhold and Leasehold Reform Act 2002.

From time to time additional regulations are made under these Acts. You should be able to see copies of these Acts and Regulations at the main public library and some may also be available on the internet.

### Selling your flat

If you are thinking of selling your property you must notify your TMO as soon as possible. The reason for this is that the buyer's solicitor will ask us if there have been any breaches of your responsibilities under your lease and this may have a bearing on whether the buyer still wishes to buy your property.

If you sell your home within three years of buying it from us you will have to pay back some of the discount we gave you under Right to Buy/Right to Acquire.

### **Sub-letting**

You may want to sub-let your home. You must ask Watmos for written permission before you enter into any such arrangement and provide us with the address to which future service charge invoices should be sent. All of the provisions regarding the occupation of your property, which applied to yourself as a leaseholder, will apply to any person to whom you have sub-let.

### **Lodgers**

A lodger is someone who shares your home, usually for payment. A sub-tenant is someone who rents your flat when you are not living there. You have the right to take in lodgers. You do not have to ask our permission, but you should let us know. Lodgers do not have the same rights as you. So if your mortgage lender or landlord repossessed your flat, they could be evicted.

### **Buying the freehold of your block**

If at least two-thirds of the residents in your block are leaseholders, you can apply jointly to buy the freehold of your block and manage it yourselves. This is called 'enfranchisement'. If you and your neighbours qualify under the enfranchisement rules we cannot refuse to sell you the freehold.

However, there are some things you should consider:

- You would own your flat in 'commonhold' with your neighbours and you would need to form a management committee for the block.
- As WATMOS would no longer be your landlord, you would all be jointly responsible for the maintenance and management costs for your block.
- You would no longer be able to call on WATMOS's housing service if you had problems with your neighbours (unless they were one of our tenants).
- If you get on well with your neighbours, you would have more say in the way your block is managed and the money that is spent on it.
- If the block still had at least one rented WATMOS flat, we would be represented on your management committee. You would charge us for our share of management and maintenance costs.

Remember that you can only apply for enfranchisement if at least two-thirds of the flats in your block are leasehold. If you are interested you should discuss it with your neighbours and obtain some independent advice from a solicitor or the Citizens Advice Bureau. The Leasehold Advisory Service also provides useful information and guidance.

### **Repairs and Maintenance**

You have the right to ask your landlord to keep the 'common parts' of your block in a reasonable state of repair. You also have the right to be consulted about major repairs for which you will have to pay a share.

### **Making alterations**

You have the right to make alterations to the inside of your flat provided you first obtain written permission from WATMOS. Generally, WATMOS will not give permission for any alterations to the structure, walls, timbers, elevations (externally or internally) or the removal of any main walls, timbers, floors or ceilings. You may also need planning permission and or building regulations approval.

### **Management**

You have the right to expect your landlord to deal with problems in your block, such as neighbour nuisance and to manage the communal areas.

### **'Quiet enjoyment'**

Under the law you have the right to the 'quiet enjoyment' of your home. This means you have the right to live peacefully in your flat without interference from your neighbours or the landlord, as long as you keep to the conditions of your lease.

### **Lodgers and sub-tenants**

You have the right to take in lodgers, but if you do you should make sure that you do not become overcrowded. If you rent your flat out to someone else you should check the provisions of your lease, you may have to get your sub-tenant to enter into an agreement with WATMOS. In any event, you will be directly responsible for ensuring that your tenant doesn't break the terms of the lease, e.g. by causing nuisance.

## **Your responsibilities as a leaseholder**

### **The responsibilities of ownership**

As a leaseholder, you effectively become a 'shareholder' in the block you live in. This means you have a responsibility to pay your share of the costs of managing and maintaining your block. Your landlord (WATMOS) has a legal duty to charge you your share of the costs, and you have a legal duty to pay them.

### **Living with your neighbours**

Living in a flat can be difficult. You may have people above or below you, and you may have to share landings and other areas. You have a right to the 'quiet enjoyment' of your flat, and your neighbours have the same right. We will try to deal with people who cause a nuisance to you, but equally you must not cause a nuisance to them. Tenants who cause serious harassment to their neighbours can lose their home (even leaseholders!).

### **Service charges**

You must pay your share of the costs of managing and maintaining your block. This is a legal duty set out in your lease. If you do not pay your share, you are breaking your lease agreement and we could apply to the leasehold valuation tribunal to argue that the service charges are fair. If the tribunal agrees then we have the right to ask the courts to have your lease 'forfeited'. In these circumstances, you could lose your home. We will always be fair about service charges. We will explain how they are calculated, and you can challenge any charges you do not agree with. If you have financial problems, we may be able to give you a loan or make other arrangements to help you pay your service charges.

As a homeowner, you are also responsible for the cost of running your own home, i.e. gas, electricity, water rates, council tax etc.

### **Major alterations**

You must obtain written permission from WATMOS before carrying out any alterations to the building. Generally, WATMOS will not give permission for any alterations to the structure, walls, timbers, elevations (externally or internally) or the removal of any main walls, timbers, floors or ceilings. You may also need planning permission and or building regulations approval. If you cause any damage to the structure of the building, WATMOS has the right to make good any such damage and will charge you for carrying out this work.

### **Our Rights as a Landlord**

#### **Management and maintenance**

We have the right to make decisions about:

- the management of your block
- repairs to and maintenance of the structure and shared areas of the block
- improvements to the block.

We will consult you about changes in management and about major repairs and improvements.

#### **Charges**

We have the right to make charges for:

- ground rent
- management costs
- repairs to and maintenance of shared areas
- provision of buildings insurance
- improvements to the block
- any other charges relating to the performance of the WATMOS's duties as landlord.

#### **Right of entry in emergencies**

We have the right, in some circumstances, to enter your property without notice to carry out repairs if there is a serious risk of damage to the property or could otherwise be a danger to other residents. Examples would be if you removed a structural wall or if damage is being caused to other properties in the block (for example, if a leak in your plumbing was flooding the flats below)

### **Our Responsibilities as Landlord**

#### **Repairs and maintenance**

We are responsible for keeping the structure and shared areas of the block in reasonable repair. We are also responsible for keeping the communal areas reasonably clean and well lighted and for maintaining the communal grounds outside.

## **Consultation**

- Under current legislation we have to consult you about any repairs to your block, which are likely to cost more than £250 to any one leaseholder. We have to get at least two estimates for the work and give you at least one month to comment before we order the work (except in an emergency, such as gale damage to the roof). We also have to consult you when we plan to enter into a long term agreement which will cost more than £100 each year to any leaseholder.
- The law does not say we have to consult about improvement work (such as installing a door entry system). But, as a responsible landlord, we will consult you about improvement work where your share of the cost is likely to be more than £100.

## **Charges**

We have the right to collect from leaseholders their share of the costs of managing and maintaining their block. This includes common areas and facilities available to all residents in the block, i.e. lift maintenance, communal aerials etc.



## Chapter 2.

## Service Charges

### **What is a leasehold service charge?**

Service charges are contributions due from the leaseholder towards the costs of maintaining and providing services for the property in which you have your home. Each leaseholder has to pay a share of the overall cost for providing these services. The charges will include only the services that are provided at your property. It is important that you refer to your individual lease to see which of these services are provided to you.

You normally pay service charges if you live in a flat or a house that has communal areas and/or where there are annual servicing contracts in place.

Typically service charges might cover

- Communal repairs and maintenance
- Cleaning of communal areas
- Maintaining of communal gardens or shrub areas
- Electricity in communal hallways, street lighting, external security lighting
- Annual servicing of emergency lighting
- Contributions to replacement reserves for major items, such as door entry systems or lifts
- Surveyors and other consultants fees and costs in providing landlord's services as defined in your lease
- Management costs incurred in setting up contracts and providing services

### **How Service Charges are calculated**

During the autumn of each year, WATMOS looks at how much money has been spent on providing these services and also estimates how much will be needed in the next financial year. Those estimates are based on actual costs, inflation and prices from contractors. The proportion of the overall charge that you pay is set out in your lease.

For example if you live in a building consisting of four flats where cleaning to the communal areas is provided, the cost of providing the cleaning service would be divided by all the flats, so you would pay a 1/4 of the total calculated cost. A different proportion may be specified for communal estate works affecting tenants, leaseholders and owner-occupiers.

### **Ground Rent**

Ground rent is for the period 27 September to 26 September each year. In September a Notification of Ground Rent - Notice 166 is sent to comply with legislation under the Commonhold & Leasehold Reform Act 2002. This is included with your service charge at a rate of £10 per year.

### **Buildings Insurance**

WATMOS provides insurance for all their properties including all leaseholders as part of a block policy. Being part of the main policy means we are able to provide buildings insurance at competitive rates. The policy period runs annually in line

with the period for ground rent and this is charged to you in September when we will send you a letter and description of insurance cover. This insures you for damage (as specified in the policy) to the structure of your property.

For example, if your water tank leaks and causes damage to your ceiling and walls, you would be able to claim for the repair to the ceiling and walls, but not for the repair or replacement of the water tank. This is because the insurance company would consider the repair or the replacement of the tank as maintenance and therefore your responsibility. This is standard practice among insurance companies. The buildings insurance also excludes your contents, fixtures and fittings. For these, you would need to arrange your own contents insurance.

**Remember if you do not pay your annual insurance charge to us, you may not be covered.**

### **Administration and Management Charge**

This charge is a standard fee paid to cover the costs of administering the leasehold service to leaseholders. It covers costs for

- Managing the lease and responding to enquiries
- Employing staff including housing management and financial staff
- Collection of ground rent, service charges, buildings insurance and any action taken for recovery
- Resident involvement, consultation information, (letters and newsletters) and satisfaction surveys
- Compliance with legal and regulatory guidance (issuing set notices as required)

### **Service Charges at Year End Accounts**

Once a year between July and September, we calculate the service charge payments you have made for the previous financial year, together with the actual costs of providing the services. We then, in September, issue you with a statement of account (what we spent the previous year). This statement shows the actual costs of providing the service together with details of any repairs that have been carried out. The difference will be included onto your account as follows

- Any underspends will be credited to your account
- Any overspends will be debited to your account, and payment is required within 28 days

### **Are the Service Charges Reasonable**

If you believe the service charges are not reasonable, or you require more information relating to a repair charge, please speak to your TMO.

If you are still unsatisfied you can register a complaint through our Complaints procedure, and/or contact your local Leasehold Valuation Tribunal and apply for a decision on whether the charges are reasonable and fair. You will have to pay for the cost of your application. The telephone number for the Leasehold Valuation Tribunal can be found at the back of this handbook.

## **Service Charge Consultations**

It is your right to be consulted on how we manage the communal areas and your home. Under the Commonhold & Leasehold Reform Act 2002 we have to consult all our leaseholders paying a variable service charge on two 'qualifying' areas of cost. We will always consult you on external decoration we complete on a regular basis and major works.

## **Methods of Payment**

Leaseholders can pay their rent/service charge by a variety of methods. These include

- Swipe card (available from WATMOS)
- Debit card over the phone or at our offices during opening hours
- Payment by cheque at Watmos Community Homes, 29 Stafford Street, Walsall, WS2 8DG
- Standing order monthly - If you have a bank or building society account you may pay by monthly standing order. If you would like to pay in this way then you will need to complete a standing order form, available from your TMO office. You will need to notify your bank if there are any changes to your rent/service charge, as the bank cannot change the payment without you telling them to do so. A new standing order will have to be completed each time your rent/service charge changes.
- Direct Debit

## **If you cannot pay your Service Charge**

If you are having problems paying, or if you fall behind with payments, please contact your TMO Housing Manager. Early contact will avoid any arrears going beyond your control. We will meet with you to assess your income and make an acceptable repayment agreement to repay the arrears. If you fail to make and keep to an agreement to clear arrears, we can obtain a money judgment for the debt through the County Court.

If you are also having difficulties paying your mortgage you should contact your mortgage lender. They may agree to a variation of your monthly mortgage payments.

WATMOS can recover arrears from the lender such as your Bank or Building Society so it is important that you keep us informed about any financial difficulties you may have.

**You may be at risk of losing your home if you do not pay your service charges or maintain mortgage payments. Remember - if you are having financial problems, contact us immediately.**



## Chapter 3. Repairs and Maintenance

### Who is responsible for repairs?

We are responsible for keeping the 'common parts' of your block in reasonable repair. This means we will look after the structure of the building and the landings and hallways (including lighting, controlled door-entry systems, lifts, communal aerials and so on).

### Repairs and maintenance we are responsible for include (among other things):

#### Structure

- roofs, drains, gutters and pipes on the outside of your home
- outside entrance doors (but not the front doors of individual flats)
- window frames and sills (not including glass)
- outside paint work
- paths and steps (back and front)
- boundary fences (except some where you or a neighbouring owner are responsible)
- chimneys and chimney stacks
- stairs and landings
- garages and outbuildings, including drying areas
- foundations
- external and internal walls (but not the plaster)
- timbers
- chimney stacks.

#### Installations, fixtures and fittings:

- lifts
- communal heating systems
- shared water pipes, water tanks, gas pipes and electrical wiring
- light fittings in shared areas
- controlled door-entry systems
- decorations in shared areas.

#### Maintenance:

- keeping communal areas reasonably clean (where it is not the leaseholder's responsibility)
- maintaining and checking landlord's electrical and lighting supplies
- keeping the communal gardens reasonably clean and tidy.
- annual gas servicing

#### Repairs and maintenance you are responsible for include:

- all repairs to the inside of your flat, including your front door, glass in your windows
- all fixtures and fittings and the replacement of any that are beyond repair, except any communal heating systems
- any damage to the common parts and services caused by you, members of your household, or your visitors

- chimney sweeping
- keeping your flat clean and tidy
- keeping the communal areas reasonably clean and tidy (except where it is the landlord's responsibility)
- decorating every 5 - 7 years, including all wood and ironwork
- maintenance of any private garden (if any) in a neat and tidy condition.

### **Major Works and Cyclical Decorations**

WATMOS is responsible for the upkeep, maintenance, repair and improvement of your building and estate as a whole. However as a leaseholder you are responsible for paying your share of these costs through your service charge. We carry out regular maintenance to all our estates, but every building requires major works and decorations to communal areas on a regular basis. This can include renewing key components of the building such as the roof, installing new facilities such as entry phones, and painting carried out on a regular basis, approximately every five / six years.

We will consult where the contribution of any one leaseholder exceeds £100 (including VAT) in the accounting period of one year. Where residents pay proportional payments (i.e. buildings insurance), we will consult with all residents if one or more are required to pay over £100.

### **Rights to Consultation**

There are three main stages to consultation. At each stage we will ask you for your views.

#### **Stage one – Notice of Intent**

For certain types of work we invite contractors to tender by public notice. If we do not go out to tender, we will ask you to nominate a contractor to undertake the required works. Where you nominate a contractor who is not currently on our approved contractors list, the necessary documents and requirements to allow the person to comply will be sent with the tender documents. If the requirements are not met, you will be informed that we are unable to consider your choice of contractor.

#### **Stage two – Our Proposal**

We will tender the identified works and following receipt of tenders, set out our proposals to you. These will include at least one (legal requirement is one estimate) tendered estimate and

- A statement of the works to be provided
- The name and address of each contractor and any connection with us
- An estimate of each resident's contribution to the works
- A provision for varying or determining the charge under the proposed agreement
- The duration of the agreement

#### **Stage three – Instructing the Works**

If we instruct the works, but do not select either your nominated contractor or the lowest estimate from the tender exercise, we will explain why. A summary of your

views through the consultation process will be included, together with our responses.

### **Repair Contacts**

The following repairs are not our responsibility and should be reported directly to the following

- For **gas leaks** contact Transco on **0800 111 999**
- For **gas meters** contact your gas supplier
- For **street lighting** contact your local council
- For **water leaks in the road** contact your water company

### **Repairs and Emergencies (Out of Hours)**

If you need to report an emergency repair out of hours, please contact our 24-hour help line service on 0845 605 0608. This is make safe service only, and covers only the repairs Watmos are responsible for under the lease agreement.

### **Alterations and Improvements**

Under the terms of your lease you can only carry out alterations or additions to your home if you get written permission from us. Your lease sets out works that will not be allowed even if you ask for permission, so you should always check your lease first before you think about any alterations or additions.

You will need to write and let us know what alterations or additions you would like to undertake. You must not start work before we give you permission. If you do you might be required under your lease to put your property back into its original condition before you started the work.

We will look carefully at your request. We may need to come and visit you to discuss your proposals. If this is needed a surveyor will make an appointment with you. We will make a charge for this service and for the administrative costs involved in considering your request.

We will only refuse permission in certain cases such as safety reasons or where you want to alter something which is the responsibility of WATMOS.

If we give you permission, you will need to make sure you have all the permissions that you need, for example, Building Regulations approval and Planning Permission. You should also remember that you will be responsible for any maintenance or servicing of anything you do to your home.

### **Windows**

The windows are WATMOS's responsibility as in the lease they belong to us as part of the structure. This means that we will not give permission for you to replace the windows and the frames yourself. If the windows in your block need to be repaired or replaced we will arrange it and you will have to pay your share of the cost of the work for the whole block as part of your service charge.

Where all leaseholders in a block agree, we can change your leases to make the windows your responsibility. That means you become responsible for replacing

them when you want. But we can only do this if all the leaseholders in your block agree because it is a condition of the lease that all leaseholders in the same block have the same responsibilities. You and other leaseholders will have to pay the costs which are involved in changing your leases. If you are interested in finding out more about this, please contact WATMOS.

### **Doors**

If you wish to change your front door frame then written permission is required from WATMOS. A fee will be payable to cover our administration costs. If you wish to change the front door without changing the door frame then permission is not required.

### **Television aerials**

On some blocks WATMOS provides communal aerials for television users. If your block does not have a communal aerial, an indoor aerial may give a good reception.

If you want an outdoor aerial fitted, you must apply to your TMO who will arrange for the work to be carried out.

You will have to pay the cost of the installation in advance. You must not fit your own outdoor aerial as it could damage the building (you are liable for any repair costs) and may also be a serious safety hazard.

### **Satellite dishes and cable television**

You are not allowed to fix any satellite dish to a WATMOS property without obtaining planning permission and written consent from WATMOS. Residents will be asked to remove any dishes that are installed without the necessary consents. However, many blocks have access to cable television which also enables you to select from a wide range of channels, including satellite and foreign language transmissions.

### **Loft conversions**

The loft space remains the property of WATMOS. It does not form part of your flat. If you want to extend your lease, we will consider such requests. We will need to consider the feasibility involving a surveyor's report and you will be required to pay the surveyor's and other administrative costs.

If we agree to sell, we will also need to value the transaction and instruct solicitors. You will be required to pay for these costs in order to proceed. Priority of work will always be to essential services.

### **Alterations to your home if you are elderly or disabled**

If you are elderly or disabled and find it difficult to access your home or to get around inside it, you should contact the Occupational Therapists section in Social Services at the Council's offices. They can advise whether any adaptations would help you.

If you do need to have adaptations carried out, you may be able to get a Disabled Facilities Grant from the Council. You should contact the Occupational Health Department who will be able to tell you more.

## Chapter 4. Living on Your Estate

### Living in a flat

If you live in a flat or maisonette, it is important to bear in mind that what you do affects your neighbours.

So please remember:

- not to let any one play in or about the landing, stairway, lift or any of the communal areas
- not to make unreasonable noise, especially at night or early in the morning
- to help keep the shared areas clean and tidy
- to maintain private gardens
- to take special care to keep pets under control
- to be a good neighbour. Remember that under your lease agreement you have a duty not to cause a nuisance or annoyance to your neighbours. You are also responsible for making sure that your family and visitors to your home do not annoy your neighbours.

### Shared areas and services

We are responsible for maintaining the shared areas in your block, but everyone living in the block has a common responsibility to keep them reasonably clean and use them properly.

Remember that you pay a share of the cost of maintaining shared areas so if you see someone causing damage to or misusing stairways, landings, parking areas, lifts, drying areas, rubbish chutes, security doors and other shared facilities tell your TMO at once. If you can get evidence of who caused the damage we may be able to charge them for it.

If you receive a cleaning service your TMO will be able to give you information on cleaning standards.

If you live in a flat or maisonette in a block that does not have a cleaning service, you and your neighbours are jointly responsible for keeping the communal areas clean and tidy.

If you have communal grounds and drying areas around your block, we will maintain these during the year. This includes grassed areas, borders, paths, trees and drying areas.

If a repair needs doing to one of the shared areas in your block, tell your TMO. Do not assume that someone else will do it. If the lights are out on the stairs, please report this immediately.

### You and your neighbours

As a leaseholder with WATMOS, you have the right to enjoy your home in peace and quiet, and your neighbours have the same right. If you cause a nuisance or

annoy your neighbours you are breaking the terms of your lease agreement. You may also be breaking the law.

If you have a problem with your neighbours the first thing you should do is talk to them. They may not realise that they are causing you a problem - so be friendly and do not lose your temper.

### **Noise - how we can help**

If you cannot sort out your problem by talking to your neighbour then you should talk to your TMO/or contact the Council's Environmental Health Team. They will be able to tell you about your rights and explain what we can and cannot do to help. If you contact your TMO, in most cases they will talk to your neighbour about the problem. They can also send a written warning if they feel it is needed and will help the situation. Your TMO will agree an action plan with you, which may also include referring the case to Environmental Health. This may lead to legal action against your neighbour and you may be required to give evidence. You could also take legal action yourself by asking the County Court to grant an injunction to stop the noise, if you can prove your health, comfort and convenience have been upset. To do this you would need to get independent legal advice.

**Legal action in nuisance cases can be long and difficult, so always try to speak to your neighbour first to reach a friendly agreement. But remember, you don't have to put up with inconsiderate behaviour so tell your TMO if it doesn't stop.**

### **Harassment**

If you or anyone living in your home is suffering harassment from a neighbour tell your TMO. We will try to help you. You may need to collect evidence in the same way as we described for noise nuisance. You may also wish to report the matter to the police.

You must also make sure that neither you, your family nor any visitor to your home causes harassment to your neighbours. This includes:

- violence or threats of violence
- abusive or insulting words or behaviour
- damage or threats of damage to property
- any actions which interfere with a neighbour's peace, comfort or convenience
- anti-social behaviour.

### **Racial harassment**

Racial harassment is a serious criminal offence. If you are the victim of racial harassment, tell your TMO. You should also think about telling the police. If you, your family or any visitor to your home, threaten, abuse or insult your neighbours in a racist way you risk prosecution. This is a breach of your lease and in serious cases you could lose your home. We will help any WATMOS tenant or leaseholder who is the victim of racial harassment.

### **Vandalism and graffiti**

We need your help to stop vandalism and damage. You should report any incident to your TMO (we will treat all reports confidentially) and to the police. Vandalism is a crime. It costs money to repair damage and remove graffiti. It also makes your estate or your road a less pleasant place to live for everyone. It can also affect the value and marketability of your flat.

### **Pets**

You will normally be required to have permission from your TMO before keeping any pets at the property. If you are given permission to have a pet, you must make sure that it is kept under control and does not annoy neighbours. This is a condition of your lease. If your pet does cause a nuisance, we will ask you to control its behaviour or if this does not solve the problem, to find a new home for your pet. If you are thinking of getting a pet you should think carefully whether it is suitable for living in a flat. If you are having problems with dogs (your own or someone else's), you can ask the council's dog warden to help. See the list of useful contacts at the end of this booklet.

### **Gardens**

If your flat has a garden specifically allocated to it, you are responsible for keeping it in a clean and tidy condition. You should not allow rubbish to build up as it may cause a health hazard and encourage mice and other pests. You may also be responsible for the repair or replacement of the boundary fencing. If there are shared gardens round your block we will maintain them, but you can help by not dropping litter and not parking on the grass. Remember that you pay service charges towards maintaining shared gardens so please help us keep maintenance costs down.

### **Satellite dishes and T.V. / radio aerials**

If you want to fit a satellite dish or aerial on the outside of your flat you must get our permission in writing. We will not normally refuse as long as it is installed properly. You may also need planning permission. See the section on 'Making your own alterations' which explains how you go about getting permission from us.

### **Car parking**

Most blocks of flats have shared parking areas. Some flats and maisonettes have their own driveway to park on. Parking in shared areas is 'first come - first served'. No one has their own parking space.

Please consider others when you park:

- Do not cause an obstruction, you could prevent emergency vehicles from getting through.
- Do not park on the pavement, it is against the law.
- Do not park in your garden unless you have a hard standing and a dropped-kerb, which has been approved by the Council.
- Do not park lorries and trucks on residential streets and especially in shared parking areas.

You can do minor repairs to your own vehicle in a shared parking area, at the roadside or in your garage, as long as you do not disturb your neighbours. You should not do major repairs to your own vehicle or do repairs for other people, whether for money or not. Cars which are not taxed or appear to have been abandoned will be removed.

**Sensible use of shared parking areas helps you and your neighbours - tell your TMO if someone is causing a nuisance in your parking area.**

### **Garages and parking spaces**

Near most blocks of flats we may have garages to let and parking spaces. In some areas there is a waiting list for garages. If you want to rent a garage ask your TMO for details.

### **Refuse**

The Council will take away all normal household rubbish as part of the weekly refuse collection service. You should use the bin chutes or bins provided. Try not to block the bin chutes by putting too much rubbish in at once. If you have other types of rubbish such as old furniture, you can either take it to your local rubbish tip, or you can ask for it to be collected by the council's Environmental Services Division. The council may charge for this service.

### **Rats, mice and other pests**

If you have rats, mice, fleas, cockroaches or any other type of household pest in your home contact:

**Pest & Nuisance, 2<sup>nd</sup> Floor, Civic Centre, Darwall St, Walsall, WS1 1YG**

**Phone 01922 744 320**

[www.publichealth@walsall.gov.uk](mailto:www.publichealth@walsall.gov.uk)

Currently there is no charge for clearing rats or mice in domestic properties; however, there are charges for removal of other pests. For more information, contact the Pest & Nuisance.

### **Condensation**

Condensation can be a problem in flats if you do not have proper ventilation. This can be unpleasant to live with and can damage plaster, decorations and window frames in your home. Condensation often causes black mould, which can spoil walls and ceilings, and also clothes, curtains and carpets. Condensation happens when moist air meets a cold surface, such as a window or a cold wall. Double-glazing and cavity-wall insulation help to reduce the problem by keeping inside surfaces warmer, but you may still get condensation if the air in your home is too moist. The moisture in your flat comes from everyday things such as cooking, washing, hot baths and drying clothes indoors.

To limit condensation:

- Try to make sure that there is enough constant heat in your home so there are no cold surfaces for moisture to settle on.
- Try to make sure that there is some ventilation in each room by opening windows or by turning on extractor fans if you have them. When cooking,

put lids on saucepans, close the kitchen door and open a window or turn on the extractor fan.

- Try to dry clothes outside if possible. If it has to be done indoors, keep a window open and make sure your tumble drier is vented to the outside.
- When running a bath, run the cold water before the hot to reduce the amount of steam, and keep the bathroom door closed. Afterwards, keep the window open and leave extractor fans running until the walls and windows are dry. Don't let the moisture escape into other rooms.
- Paraffin and liquid gas heaters give off water vapour as they burn and make condensation worse. Paraffin heaters can also be dangerous. Avoid using them.



## Chapter 5.

## Getting Involved

### Leaseholder Groups

Leaseholder groups are a good way to let you have your say on how your landlord manages the housing services it provides. These are dedicated leaseholder groups which discuss a wide range of issues, mainly local ones, regarding your lease, the service charges, levels of service and consultation of major works.

You will be informed of the details of the leaseholder group when you take on a lease of a WATMOS property.

### Leaseholder Forum

A leaseholder forum is made up of representatives from all individual leaseholder groups. A forum meets on a regular basis to discuss Walsall-wide issues affecting leaseholders and to make recommendations and reach decisions.

### Tenant Panel

Tenant Panel is a group of interested tenants who meet every couple of months to discuss issues of concern to all tenants. Any tenant of a Watmos Tenant Management Organisation can attend Tenant Panel, including leaseholders. Members can put any item onto the agenda for discussion.

Examples of the sort of things the Tenant Panel has talked about are

- Organising a big Summer Event for all tenants of Watmos
- Provision of hard wired smoke alarms at every Watmos home
- Making grants to local organisations like schools
- Finding ways of involving more people in the work of TMO's, Tenant Panel and Watmos including young people

### Other Questions

Of course, should you have any questions about the services or management that WATMOS or the TMO's provide, you do not need to attend a group or forum. We will endeavor to find the answer for any enquiry you may have about any Landlord service or the services and management we provide by contacting your TMO or WATMOS direct.

### Compliments, Comments and Complaints

#### Listening to your Views

WATMOS believes in listening to your views and responding through the provision of quality services that meet your needs. As part of our aims for continuous improvement to services we provide, we would like to know when you are satisfied with our services, and when we get it wrong.

We aim to

- Give an excellent service to our service users
- Improve our services by listening to what our service users want

Should you have a compliment or comment you can fill in our compliments and comments form available in the TMO receptions or contact us in person by letter, telephone or email.

## **Complaints**

We aim to give an excellent service to our customers. If you are unhappy with any area of the service we provide, we welcome your feedback so that we can improve and learn from our mistakes.

We prefer to attend to your complaint informally however if it becomes a formal complaint we will follow the guidelines in our Compliments, Comments and Complaints Policy, Procedure and Guidance a copy of which is available to you upon request.

## **How to make a Complaint**

You can make a complaint against any part of WATMOS, the TMO or our contractors. If you are unhappy with the service you receive from us you can make a complaint by filling in a complaints form available in our TMO receptions or on our website. Or you can tell us about your complaint in person, by letter, over the telephone or by e-mail.

## **Eureka!**

We welcome your comments, positive or negative and are interested in your ideas for improving services. WATMOS runs a suggestion scheme called Eureka! Forms are available in the TMO receptions and if we adopt your idea you will receive a financial award.

## **Compensation**








WATMOS is committed to the delivery of excellent services. Where we fail to meet this level of service we are committed to putting things right, which may involve the payment of compensation. Further details can be obtained by contacting WATMOS or your TMO.

## Glossary of Terms and Definitions.

Assignment	This is the term used when the lease is sold on when you sell your flat. The new leaseholder is the assignee.
Block	The building as described in your lease in which your flat is situated.
Common parts	The parts of the building or estate that can be used by all the residents e.g. stairs, lifts, paths, communal gardens etc.
Consultation	This is the process of asking for other people's opinions. Where possible we will consult you about anything we do that affects your property.
Covenant	A covenant is a condition in your lease that you are responsible for during your ownership of the property.
Cyclical maintenance	Work that we do usually on a programme.
Curtilage or demised premises	That part of the block included in the lease demised premises you have purchased. This will include your flat, the common parts, any garage area and the landscaped area which form part of your block.
Enfranchisement	This is the process where leaseholders may be able to buy the freehold of their block
Fixtures	You are responsible for these fittings in your flat and include kitchen units, the bathroom suite, light fittings and any central heating system
Forfeiture	This means that the lease is terminated and WATMOS as freeholder can lawfully repossess the property, require you to vacate it and dispose of it with vacant possession.
Freehold	Absolute ownership of property and the land on which it stands.
Ground rent	This is the rent paid to the landlord during the term of the lease. It is a small annual fixed sum payable by a leaseholder to a freeholder in recognition of the legal contract between them.
Improvement	Doing more work to a property than is required to satisfy an obligation to repair
Landlord	This is the person who owns the freehold of a property and grants a tenancy or lease to a tenant or leaseholder

Lease	The lease is a contract that explains WATMOS's responsibility to you and your responsibility to the WATMOS.
Leasehold	An ownership of a property in a building, comprising of other flats/maisonettes and subject to the payment of service charges and ground rent for a set period of time.
Leaseholder or lessee	This is the person who has been granted the lease by the landlord and is also known as a tenant.
Leasehold Valuation Tribunal	This is a body which makes decisions about service charge disputes between landlords and leaseholders. It is made up of a panel of people with experience of property disputes such as solicitors and surveyors.
Mortgagee	This is a bank or building society that lent you money to buy your property.
Mortgagor	A person that has received money from a bank or building society to buy their home.
Rateable value	A property based sum used originally as a former method of local taxation but used in this context as a reasonable way of apportioning service charges.
Section 151 Notice	This is the consultation letter we must send you when we are intending to carry out works which cost more than an amount set by Government regulations
Service charge	This is a payment made by a leaseholder to a freeholder in return for services the freeholder provides.
Subletting	This is where you rent out part or your entire home.
Tender	This is what we do to get the best prices for large/major contracts such as redecoration works and based on a detailed specification of the works. We invite contractors to give their price or 'tender' for the work.

## Further information – Useful Contacts



<p><b>Avenues TMO Office</b>                  10/11 Second Avenue, Brownhills,                  Walsall, WS8 6JA</p> <p>☎ 01543 453659                  📄 01543 452905                  ✉ <a href="mailto:avenues@watmos.org.uk">avenues@watmos.org.uk</a></p> <p style="text-align: right;"></p>	<p><b>Burrowes Street TMO Office</b>                  Burrowes Street, Walsall, WS2 8NN</p> <p>☎ 01922 613292                  📄 01922 746949                  ✉ <a href="mailto:burrowes@watmos.org.uk">burrowes@watmos.org.uk</a></p> <p style="text-align: right;"></p>
<p><b>Chuckery TMO Office</b>                  2 Brookes House, Tantarra Street                  Chuckery, Walsall, WS1 2HS</p> <p>☎ 01922 644456                  📄 01922 640841                  ✉ <a href="mailto:chuckery@watmos.org.uk">chuckery@watmos.org.uk</a></p> <p style="text-align: right;"></p>	<p><b>Delves East and West TMO Office.</b>                  West Bromwich Road, Delves,                  Walsall, WS5 4NW</p> <p>☎ 01922 720790                  📄 01922 638658                  ✉ <a href="mailto:delves@watmos.org.uk">delves@watmos.org.uk</a></p> <p style="text-align: right;"></p>
<p><b>Leamore TMO Office.</b>                  1 Dover House, Providence Close,                  Leamore, Walsall, WS3 2AW</p> <p>☎ 01922 493266                  📄 01922 493266                  ✉ <a href="mailto:Leamore@watmos.org.uk">Leamore@watmos.org.uk</a></p> <p style="text-align: right;"></p>	<p><b>Sandbank TMO Office.</b>                  1a Clarke House, Bloxwich, Walsall,                  WS3 2HG</p> <p>☎ 01922 400333                  📄 01922 400219                  ✉ <a href="mailto:Sandbank@watmos.org.uk">Sandbank@watmos.org.uk</a></p> <p style="text-align: right;"></p>
<p><b>Twin Crescents TMO Office</b>                  11 Grove Street, Pelsall, Walsall, WS3                  4NG</p> <p>☎ 01922 682539                  📄 01922 682539                  ✉ <a href="mailto:twincrecents@watmos.org.uk">twincrecents@watmos.org.uk</a></p> <p style="text-align: right;"></p>	<p><b>Watmos Community Homes</b>                  29 Stafford Street, Walsall, WS2 8DG</p> <p>☎ 01922 471910                  📄 01922 612967                  ✉ <a href="mailto:info@watmos.org.uk">info@watmos.org.uk</a></p> <p style="text-align: right;"></p>

Seven Trent Water Board,  
Customer Relations,  
Shareborne House,  
St Martins Road,  
Finham, Coventry, CV3 6SD

 0800 783 4444

 [www.stwater.co.uk](http://www.stwater.co.uk)

South Staffordshire Water,  
P.O Box 63  
Walsall, WS2 7PJ

 0845 607 0456  
 01922 616 239



 [www.Southstaffs-water.co.uk](http://www.Southstaffs-water.co.uk)

TRANSCO

 0800 111 999



 [www.nationalgrid.com](http://www.nationalgrid.com)

British Gas,  
House Contact Center,  
P.O box 50  
Leeds, LS1 1LE

 0845 818 400  
 0845 604 0304




 [www.britishgasnews.co.uk](http://www.britishgasnews.co.uk)

British Energy Group PLC,  
Systems House,  
Alba Campus,  
Livingstone, EH54 7EG

 01506 408 700  
 01506 408 888

 [www.british-energy.com](http://www.british-energy.com)

NPower Center,  
Oak House,  
Bridgewater Road,  
Warndon, Worcester, WR4 9FP

 08457 145 146 (Electric)  
 08457 906050 (Gas)  
 01793 892 525

 [www.npower.com](http://www.npower.com)

**For out of hours emergencies only  0845 605 0608**

<p>Leaseholder Valuation Tribunal (Midlands) 2<sup>nd</sup> Floor, East Wing Ladywood House 45/46 Stephenson Street Birmingham, B2 4UZ ☎ 0845 100 2615</p>	<p>The Leaseholder Advisory Service 70 – 74 City Road London EC1Y 2BJ ☎ 020 7490 9580  <a href="http://www.lease-advice.org">www.lease-advice.org</a></p>
<p>Government Office (West Midlands) 5 St Phillips Place Colmore Row Birmingham, B3 2PW ☎ 0121 352 5050  <a href="http://www.go-wm.gov.uk">www.go-wm.gov.uk</a></p>	<p>Independent Housing Ombudsman Service Norman House 105 – 109 Strand London WC2R 0AA ☎ 020 7836 3630  <a href="http://www.ihos.org.uk">www.ihos.org.uk</a></p>
<p>Citizens Advice Bureau 139-144 Litchfield Street Walsall, West Midlands, WS1 1SE ☎ 01922 700 600  <a href="http://www.walsallcab.org.uk">www.walsallcab.org.uk</a></p>	<p>Public Health Team (Dog Warden) Challenge Building Hatherton Road Walsall WS1 1YG  ☎ 01922 652217 or 01922 653337  <a href="http://www.walsall.gov.uk">www.walsall.gov.uk</a></p>
<p>Pest &amp; Nuisance 2<sup>nd</sup> Floor, Civic Centre Darwall Street, Walsall ☎ 01922 744 320  <a href="mailto:www.publichealth@walsall.gov.uk">www.publichealth@walsall.gov.uk</a></p>	



**WATMOS Community Homes**  
**Leaseholders Handbook Comments / Feedback Form**

Name

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Telephone Number

Email Address

Which parts of this handbook do you find useful?

Which parts of this handbook do you think we should improve, and how?

Any other comments

Please return any feedback to  
Leaseholders Handbook  
Watmos Community Homes,  
29 Stafford Street,  
Walsall,  
WS2 8DG.