

# Leaselink

Crawley Homes' newsletter for leaseholders

## Introducing Amanda Kendall

Amanda joined Crawley Borough Council as Head of Crawley Homes in December 2021.

She brings a wealth of experience with her from her 23 years in the housing sector, both in local government and with registered housing providers. In her last role as Housing Services Manager at Runnymede Borough Council she was responsible for the operational and strategic management of housing and neighbourhood services.



## New IT

Our existing housing computer systems are over 20 years old and showing signs of age. We've been making do and are looking forward to one brand new housing database and management system in the next year.

Incorporating our leaseholders' details and information into the new database will mean it will be easier to use with everything all in one place; for you it will mean we can be more efficient and there will be the option for you to access other services online.

### Getting ready

As Alexander Graham Bell said: "Before anything else, preparation is the key to success."

We are therefore preparing carefully for this new system. Part of this will involve populating the system with information and if we don't put the right information in we could be setting ourselves up to fail.

## In the news

We want to keep in touch with our tenants and leaseholders to keep you up-to-date with news from Crawley Homes.

To help us do this we'd like you to sign up for our Enewsletter.

It's quick and simple to do.

Visit [crawley.gov.uk](http://crawley.gov.uk) and at the bottom of the page click on Subscribe to updates, you'll just need your email address and then you can choose what you want to get.

For us in Leasehold Services the most important information is your contact information. Who to call in an emergency, who to send your paperwork and bills too and whether you or a sub-tenant lives in your flat.

### Please help us

If you've moved, please let us know your new address.

If you've just brought a flat or have sold one, make sure your solicitor (or you) have told us.

If you have tenants, please let us know and a phone number for them would be really useful too.

If you have changed your phone number we need to know.

We'd like to know your email address too, so send an email to us at [leasehold.services@crawley.gov.uk](mailto:leasehold.services@crawley.gov.uk) with a subject line of Contact details and fill in the blanks.

## Leaseholders' meeting

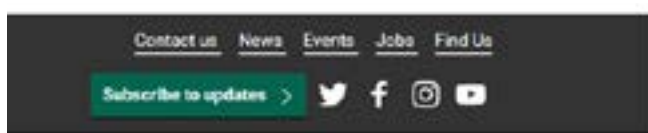
We'll give an overview of our service and you will have a chance to meet the team and ask questions, but keep them general as we need to think about everyone at the meeting.

Wednesday 25 May, 6-7.30pm at the Town Hall, The Boulevard RH10 1UZ.

Please contact us if you would like to attend. This will allow us to contact you in the event of any changes.

To book your place please email [terry.hardie@crawley.gov.uk](mailto:terry.hardie@crawley.gov.uk) or [tenantparticipation@crawley.gov.uk](mailto:tenantparticipation@crawley.gov.uk) or call 01293 438434.

Next meeting





## Service charge bills and your finances

We appreciate that the cost of living is rising and you may be just about managing therefore receiving your annual service charge bill may cause additional pressure on household finances.

### Get in touch

Let us know if you are struggling to pay; we can help you think about how you could raise the money or spread the cost. We will discuss circumstances and options on a case-by-case basis.

Some options to consider include:

Pay by Direct Debit to spread the payments.

If you have a mortgage, talk to your lender; you may be able to take an advance on it.

If you need to get a loan, get some independent advice and explore all options for this to make sure you get the best deal for you.

Can your friends or family members help you out?

If you get Pension Credit (Guarantee Credit) you may be able to get help with housing costs. Call the Pension Credit helpline on **0800 99 1234**.

If you receive Income Support (IS), Income-Related Employment and Support Allowance (IR-ESA), Income-Based Jobseekers Allowance (IB-JSA) or Universal Credit, you may get help with housing costs.

For IS, ESA and JSA contact Jobcentre Plus, existing benefit claims, on **0800 169 0310**.

For the Universal Credit helpline call **0800 328 9344**.

You may have the right to a loan from the council in respect of service charges for repairs but it may be cheaper for you to get a loan from another source.

In extraordinarily exceptional circumstances, a senior manager may agree to extend the payment terms for you. For this to happen we would expect you to have explored all other options to raise the funds to pay the invoice. Any extension to payment terms is a unique, one-off agreement.

**If you can't afford to pay, get in touch with us and let us know. This is a priority debt and you could lose your home if you don't deal with it.**

### I disagree with the figures

If you disagree with a charge, if you feel the costs are wrong or are unreasonable, get in touch with us so we can explain them to you.

If you are still not happy with our response, you have the right to apply to The First-tier Tribunal (Property Chamber).

We would also suggest you get some independent advice.

### If you don't pay

If you fail to pay service charges, ground rent or administration charges when they are due we can take action. This includes:

- Contacting your mortgage lender and telling them of the debt
- Taking action in the County Court to make sure the debt is paid
- Seeking forfeiture of the lease and repossession of your flat.

## Independent advice

### Lease

LEASE (the Leasehold Advisory Service)  
[lease-advice.org](http://lease-advice.org)

### Citizens Advice Crawley

Free and honest advice in West Sussex  
[advicewestsussex.org.uk/crawley/](http://advicewestsussex.org.uk/crawley/)  
0808 278 7969



**Contact us**

**Call 01293 438392**

**Email [leasehold.services@crawley.gov.uk](mailto:leasehold.services@crawley.gov.uk)**

## Permissions for improvements

An alteration or improvement to your home is any work you undertake which alters or improves the current fabric of the building, its grounds or the fixtures and fittings within it.

These include but are not limited to:

- Installing or upgrading central heating
- Replacing windows and doors
- Any change to the layout of your property including fitting a new kitchen or bathroom
- Altering any services, i.e. electrics, gas, drainage, water.

We recommend that you read our information sheet if you're planning to do improvements or alterations to your flat.

You can find this along with other useful information on [crawley.gov.uk/permissions](http://crawley.gov.uk/permissions) or call **01293 438111**.

You may find that any future sale could be put at risk if you have not got our consent for any alterations or improvements.

Send us details, by post or email, of what you intend to do and tell us who will be carrying out the work on your behalf. Provide a plan, drawing or sketch of the proposed alteration and/or improvement and give us details of materials you intend using. Photographs can be useful to show where you intend to do the work.

There is a charge of £60 for leaseholders for us to consider requests for landlord's consent to make or permit any alteration; this also includes applications for retrospective permission for work that has already been done.

If you complete alterations or improvements without getting prior written permission, we may not give consent and may ask you to reinstate the original or undertake further work.

Surveyor's area	Neighbourhoods covered	Email
East	Bewbush, Forge Wood, Maidenbower, Northgate, Pound Hill and Three Bridges	<a href="mailto:surveyors.east@crawley.gov.uk">surveyors.east@crawley.gov.uk</a>
South	Broadfield, Furnace Green, Gossops Green and Tilgate	<a href="mailto:surveyors.south@crawley.gov.uk">surveyors.south@crawley.gov.uk</a>
West	Ifield, Ifield West, Langley Green, Southgate and West Green	<a href="mailto:surveyors.west@crawley.gov.uk">surveyors.west@crawley.gov.uk</a>

**Crawley  
Repairs Team  
01293 438111**

## Repairs and maintenance

Your lease tells you who is responsible for repairing the various elements of the block and your flat.

As a general rule, you are responsible for maintaining the interior of your flat and we are responsible for maintaining any

structural items and communal services.

The Leaseholders' Handbook contains more information about this and can be found as a related document on [crawley.gov.uk/leasehold](http://crawley.gov.uk/leasehold). If you require any further explanation about the lease and who is responsible for various repairs you should contact the Leasehold Services team.

If you need to report a repair that is our responsibility, such as a communal repair, contact the Repairs Team.

## Crawley Repairs Team

**01293 438111**

[housing.repairs@crawley.gov.uk](mailto:housing.repairs@crawley.gov.uk)

[crawley.gov.uk/repairs](http://crawley.gov.uk/repairs)

Whilst the Leasehold Services and Housing teams are happy to facilitate reporting of a repair, for example if they are corresponding with you on another matter, it's quicker, easier and more efficient to report maintenance issues directly to the Housing Repairs team as they can deal with the request and ask for more information about the repair if necessary.





## Contacting us

### Payments

Card payments over the phone	<b>01293 438000</b>
24-hour automated payments line	<b>01293 438312</b>
Card payments online	<b><a href="https://www.crawley.gov.uk/payments">crawley.gov.uk/payments</a></b>

### Leasehold Services

Queries on the calculation, billing and collection of management charges. Enquiries in connection with sales and assignments

**01293 438392**

If you are unable to get through on the number above officers can be contacted directly as below:

Sean Penfold	<b>01293 438401</b>
Hayley Deacon	<b>01293 438335</b>
Kim Belton	<b>01293 438491</b>

**[leasehold.services@crawley.gov.uk](mailto:leasehold.services@crawley.gov.uk)**

### Repairs

**Nuisance and anti-social behaviour**

**Crawley Borough Council**

For other council enquiries  
Town Hall, The Boulevard,  
Crawley RH10 1UZ

**01293 438111**

**01293 438438**

**01293 438000**

**[housing.repairs@crawley.gov.uk](mailto:housing.repairs@crawley.gov.uk)**

**[asb@crawley.gov.uk](mailto:asb@crawley.gov.uk)**

**[comments@crawley.gov.uk](mailto:comments@crawley.gov.uk)**

---

Permissions for improvement

**[crawley.gov.uk/permissions](https://www.crawley.gov.uk/permissions)**

---

Housing Officers' contact details

**[crawley.gov.uk/housingofficers](https://www.crawley.gov.uk/housingofficers)**

---

Information on Leasehold Services

**[crawley.gov.uk/leasehold](https://www.crawley.gov.uk/leasehold)**

---

Payments

**[crawley.gov.uk/payments](https://www.crawley.gov.uk/payments)**

---

Report a problem

**[crawley.gov.uk/tellus](https://www.crawley.gov.uk/tellus)**

**[myCrawley](https://www.myCrawley.gov.uk)**

**[my.crawley.gov.uk](https://www.my.crawley.gov.uk)**