

Leaseholders' Handbook

A guide for Housing Executive
Flat Owners



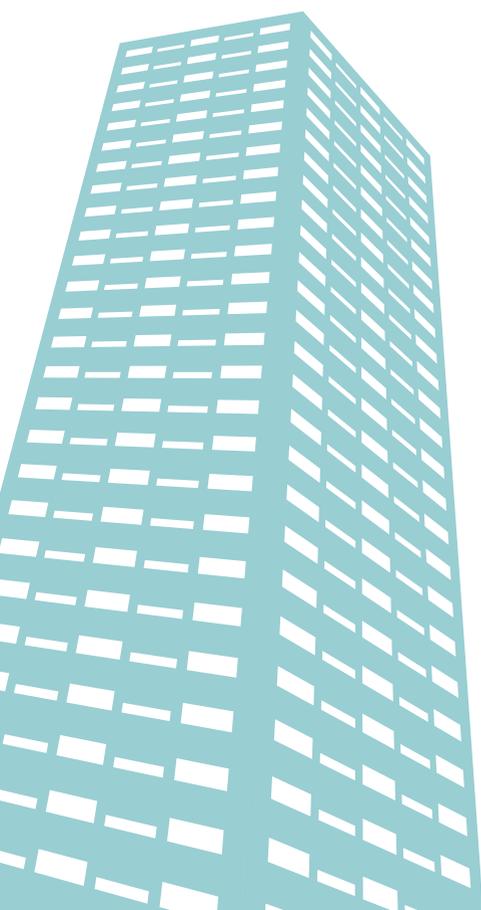
nihe.gov.uk

03448 920 900

Housing
Executive

Contents

Introduction	2
Your lease and responsibilities.....	3
Service Charges.....	6
Insurance	9
Service Charges for planned schemes/improvement works.....	11
Repairs and maintenance	12
Carrying out alterations and improvements to your flat	16
Paying your Service Charges	17
Useful contacts.....	19
Complaints.....	19



Introduction

This handbook aims to provide a useful guide to Housing Executive Flat Owners. It is intended to help address some of the key issues that affect a Flat Owner under the provisions of the Flat Lease.

This handbook does not replace your lease.

We have tried to include as much information as possible, but we are not able to cover everything that may happen/arise.

If you have a query that is not included in this handbook please contact us on:

03448 920 900
NGT* 18001 03448 920 900

**Next Generation Text (NGT)
Helping people with hearing and speech difficulties communicate with anyone over the phone, using the relay service. A textphone or App is needed.*

Your lease and responsibilities

In this section we cover some of the key information you need to know about your Flat Lease. We explain your responsibilities and your rights. We also explain the Housing Executive's responsibilities.

What is the Flat Lease?

Owning a property under a 'leasehold title' is fairly common. In this case your Flat Lease gives you a leasehold title to your Flat which means you are the leasehold owner of the Flat for the agreed "leasehold term" as set out in the Lease.

The 'Flat Lease' is the formal contract between you and the Housing Executive. It is your responsibility to read and understand your Lease or to ask someone to explain it to you. As the Lease sets out your legal rights and responsibilities in relation to the Flat, you may want to get more detailed advice from your Solicitor.

The Lease defines the "Flat", "the Building" and the "Premises" of which the Flat forms part.

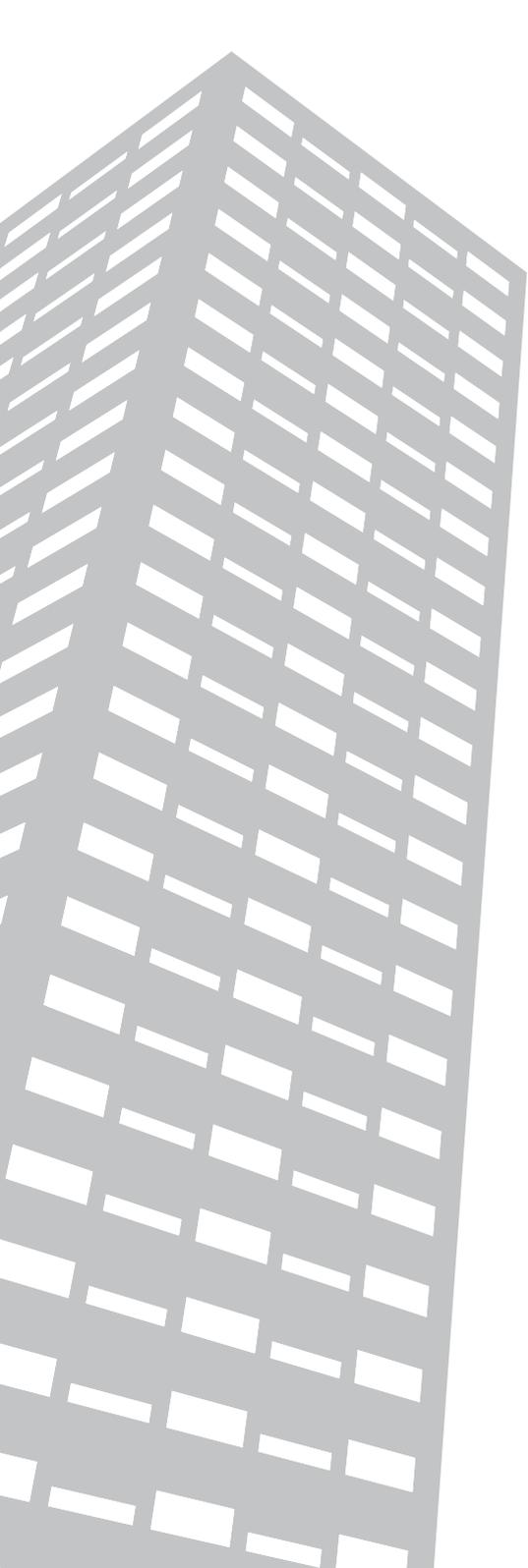
The Flat is defined as the premises which have been sold to you by the Lease and essentially comprises the "internal skin" of the Flat including the internal walls, the internal doors and door frames, the glass of the windows, the ceilings and floors and all cisterns, tanks, sewers, drains, pipes, wires, ducts and conduits used solely for the purposes of the Flat.

The Housing Executive retains ownership of:

- **the Building** - defined as the Building of which the Flat forms part; and
- **the Premises** - defined as the Building together with the outbuildings gardens and grounds (other than those which have been sold to you or another Flat Owner).

The Housing Executive will:

- redecorate the exterior of the Flat when the Housing Executive considers it necessary. It will keep the structure and exterior of the Flat and the Building in good repair (including the drains, gutters and external pipes). The Housing Executive will also make good any defect affecting the structure of the Flat or Building if damaged by any of the risks against which the Housing Executive has an obligation to insure under the Flat Lease.
- keep in good repair and condition all other property over, or in respect of, which Flat Owners have been granted rights under the Flat Lease.
- will so far as practicable provide at a reasonable level the Services specified in the Flat Lease to or in respect of the Flat and the Building.
- insure the Flat against loss or damage by fire tempest flood and such other risks (if any) as it is normal practice to insure against.
- insure the rest of the Building against fire.
- manage the Premises in a proper and reasonable manner.



Your responsibilities as a flat owner

You are bound by a number of leasehold obligations as set out in the Flat Lease - for the purposes of this Handbook, the relevant obligations include the following:

- Pay the Housing Executive in every financial year a sum 'on account' of the Service Charge attributable to the Flat in that financial year in accordance with the provisions of the Sixth Schedule of the Flat Lease, by equal monthly instalments in advance on the first day of each month.
- Pay the Housing Executive, the amount equal to the excess of the Service Charge attributable to the Flat over the sum paid "on account" in any financial year
- Pay the Housing Executive a "fair proportion" of the cost of any improvements the Housing Executive makes to the Building and or the Premises upon service of a written demand. Calculation of a "fair proportion" will be based on a comparison of the capital value of the Flat at the time with the capital value of all other dwellings comprised in the Premises and affected by the improvement.
- Get written permission from the Housing Executive before making any structural alterations or structural additions to the Flat.
- Not to alter, add to, disconnect or interfere with any of the circuits installed within the Flat
- Provide Notice to the Housing Executive of every transfer of ownership or mortgage or legal charge of the Flat.
- Pay the Housing Executive Ground Rent of £10 per year.

- Comply with and observe any regulations the Housing Executive may from time to time make for the benefit of the owners and occupants of the Flats within the Building. An example of this might be regulations to secure the fire safety of your Flat and the Building.
- Repair and maintain your Flat
- Permit the Housing Executive to have access to the Flat in order to carry out any work that is needed to the Building or the Premises
- Not to cause nuisance or any annoyance.

Your responsibilities if you sublet your property

If you sublet (rent) your property you as the Flat Owner will continue to be responsible under the Flat Lease for paying the service charges, ground rent and for damages and repairs.

You are entitled to sublet your Flat but your tenants must not breach any of the covenants set out in the Flat Lease.

You must make sure the Leasehold Unit of the Housing Executive has your current contact address and phone number as you remain the Flat Owner. This is to ensure that we can contact you in case of emergency and to ensure you promptly receive correspondence from us in relation to services and charges.

Selling your property

You are free to transfer or sell your Flat to someone else but you should notify the Housing Executive's Leasehold Unit of your intention to sell immediately.

You, or your Legal Representative, must notify us in advance of the date when the sale of your Flat will be completing and ensure that all monies due by you under your Service Charge Accounts are paid in full up to that date.

In addition, your Flat Lease stipulates that you must notify the Housing Executive of the details of any sale or transfer of your Flat within one month of completion. This is to ensure that we can update the service charge account in respect of your Flat with details of the new Flat Owner.

If you are selling your Flat, but purchased your Flat from the Housing Executive within the previous five years, then you will have to repay to the Housing Executive the full statutory discount which you obtained at the time of purchase.

Service Charges

If you own a Flat you are required to pay your share of the costs incurred by the Housing Executive in connection with the provision of services, repairs, maintenance, insurance and the carrying out of improvements to the Building of which the Flat forms part and to the Premises.

We charge and account for these charges under two headings:

General Service Charges - this includes services, repairs, maintenance and building insurance.

Planned Schemes/Improvement Work Charges - these are usually carried out as part of one-off schemes.

This section explains the regular charges which the Housing Executive will invoice/bill you for in your service charge account.

You must pay your General Service Charge (estimated for the year), monthly in advance.

This is detailed in the Lease you signed with the Housing Executive when you purchased the Flat.

Yearly Estimate from 1 April to 31 March

By the end of March each year you will receive a letter telling you the estimated General Service Charges for your property for the incoming financial year (1 April to 31 March).

This estimate is based on the expected service charge for the coming year by type, such as general response maintenance, insurance etc.

Yearly Statement of 'Actual' Service Charge

At the end of each financial year (31 March) we will work out what the actual costs for the General Service Charges for the previous financial year have been for the Flat.

By November each year you will receive details of the reconciliation amount between what was estimated and what the costs actually were in respect of the previous year. Where the estimated charges are lower than the actual charges, we will charge/add the difference to your account and you will have to make up this difference. If the actual amount is lower than the estimate amount we will credit your account with the difference.

Working out your Service Charge

All Leaseholders have to pay Service Charges. The amount you have to pay will vary and will depend on the services and works required.

As a Leaseholder you must pay the Service Charges incurred for the flat to provide services, repairs, maintenance, building insurance and the costs of the Housing Executive's management.

The Yearly General Service Charges are calculated based on the services and works provided to the communal parts of your Flat. These are apportioned by the number of flats in the premises that benefit from these services and works.

For works and services carried out to your Flat only, the full individual charge will be applied.

The amount you pay for Insurance in your Service Charge is based on the re-instatement value of the Flat.

All Leaseholders are required to pay a fixed Annual Ground Rent of £10.

Services included in General Service Charge

The following is a list of the works and services that may be included in your General Service Charge

This is not a definitive list of the works and services which may be carried out. Other charges may appear in your account depending on what is required at your property and may include future categorisation of works and services carried out.

- **General Response Maintenance**

This will include maintenance and repair works (which can include works to communal internal and external areas).

These works are usually unplanned repairs and are 'reactive'; carried out when a defect is identified.

Please note: if we have to carry out additional or unplanned work during the year the Yearly Estimated Service Charge may not cover all of the actual cost incurred.

Please read the 'Repair and Maintenance' section of this Handbook for detailed information.

- **Communal Electricity**

This covers the cost of any electricity used in the common internal and external areas. For example, lighting, lifts and machinery used in communal areas.

- **Communal Inspection of Landlord Lighting**

Inspection of communal lighting to the Premises is carried out based on a cyclical inspection determined by the local office.

The inspections are arranged by the local office and carried out by a Contractor appointed by the Housing Executive.

The costs for these services are based on the contract requirements and the tendered rates.

The inspection is carried out to ensure the electrical systems and installations meet relevant statutory requirements.

- **Interior Communal Cleaning**

The local office may determine the internal communal area of the Building, in which your Flat is situated, requires cleaning. If this is the case, then the costs for this will be apportioned across all of the flats who benefit from this service.

Cleaning of the internal communal areas may take the form of:

- Cyclical (recurring) Cleaning
- Ad Hoc - one off cleaning

These cleaning services are carried out by the Housing Executive's appointed Contractor. The Local Office will determine the need, frequency and level (comprehensive or light) of cleaning required to the communal areas.

- **Caretaking Personnel Costs**

The costs to provide a caretaker service will be charged to Leaseholders who benefit from this service in their Building/Premises.

The Caretaker/s costs charged will include Gross Pay, Employer's National Insurance and Pension Contributions.

Calculation and apportionment of these caretaker costs will be based on the number of flats serviced. This will, where appropriate, take account of the servicing of multiple locations/Buildings/Premises.

- **Concierge Personnel Costs**

The cost to provide a concierge service will be charged to Leaseholders who benefit from this service in their Building/Premises.

Concierge costs charged will include Gross Pay, Employer's National Insurance and Pension Contributions.

Calculation and apportionment of these concierge costs will be based on the number of flats serviced.

- **Cleaning Materials for Communal Cleaning**

The products and equipment necessary for caretakers/concierge staff to clean communal areas.

- **Communal, Mechanical and Electrical Works and Services**

The following charges are usually categorised and chargeable to high rise (over five floors) properties only. The requirement to carry out these works and services is to ensure the Housing Executive as owner of the Building is complying with standards and regulations to keep all occupants safe.

Service and Repair:

- Fire Equipment
- Ventilation and Smoke Detection Systems
- Water Boosters/pumps/risers/w'pipes
- Lift
- Generator & Boilers
- Automatic Gates/Shutters
- Communal Doors
- Door Entry Systems
- Dry Riser
- Emergency Lighting
- CCTV Systems
- Lightning Conductor
- Windows

- **Insurance**

The charge for the Buildings Insurance, the Housing Executive is responsible for holding for the Flat. Please read the Insurance section of this Handbook for more information.

- **Administration and Management Charges**

To manage and deliver various services and works to the Flat, the Housing Executive will incur costs. These need to be recovered. There are two types of charges Administrative and Management, these are detailed below:

Administrative Charges

These charges are for overheads and costs associated with services provided exclusively to you as a Leaseholder (Flat owner). This charge is variable and will be added to your General 'Service Charge Account'.

Overheads associated with delivering the administrative services will include direct costs for Housing Executive Leasehold Unit staff and office; and Indirect costs for Housing Executive Corporate Services (for example, IT systems, corporate staff, premises, procurement and finance services).

The cost will be divided equally between all sold Leasehold properties (Flats).

Management Charges

Management Charges will be applied to each General Service Charge category, with the exception of Insurance and Communal Electricity.

This charge covers the cost of the staff and resources necessary to deliver and manage the works and services.

Insurance

The Housing Executive is obliged to provide buildings insurance cover for your Flat. You cannot opt out or arrange cover with another company for this.

The annual insurance policy year runs from 1 April to 31 March and the charge you pay to us covers this period.

At the beginning of each financial year you will be provided with a summary of the insurance cover we have arranged.

What does the policy cover?

The insurance policy the Housing Executive puts in place on your behalf provides buildings cover for the Flat (not the Building and Premises the Housing Executive has retained ownership of). This may include driveways, footpaths, walls, gates and fences around and pertaining to the property at your address if this has been transferred as part of the Lease.

The buildings insurance for your Flat includes for fixtures and fittings. These can be explained as, anything you would not be able to remove and take with you were you to move. For example: plaster on the walls and ceilings, floorboards, window glass and doors, bathroom fittings, kitchen fittings and decorations.

To summarise the main features, the insurance policy provides cover for the internal parts of your property caused by any of the following:

- a. Fire, Smoke, Lightning, Explosion and Earthquake;
- b. Riot, Civil Commotion, Strikers, locked out workers or persons taking part in labour disturbances or malicious persons;
- c. Storm or flood;
- d. Escape of water from any tank, apparatus, pipe or appliance;
- e. Impact by any road vehicle or animal or aircraft or other aerial devices;
- f. Breakage or collapse of television and radio aerials, satellite dishes, aerial fittings and masts;
- g. Leakage of fuel;
- h. Theft (in respect of buildings) or attempted theft;
- i. Accidental escape of water from any automatic sprinkler installation;
- j. Subsidence, ground-heave or landslip;
- k. Falling trees or their branches;
- l. Any other accident.

The cover extends to the following (please refer to the summary document sent to you each April as financial limits may apply):

- a. Glass;
- b. Alternative accommodation expenses (up to a set amount);
- c. Accidental damage in respect of buildings;
- d. Loss of rent (up to a set amount);
- e. Tenants improvements (up to a set amount);
- f. Loss of gas and metered water (up to a set amount);
- g. Trace and access and repair and replacement (up to a set amount).

Please note: the insurance cover reduces if your premises is unoccupied for more than 60 consecutive days. You are required to take certain steps in order for the Insurance to apply.

Public Liability Insurance

The Insurance Policy the Housing Executive puts in place on your behalf also provides Public Liability cover in respect of ownership or occupancy. It does NOT provide cover if you trade from or have a business within the premises flat.

There is a financial limit to the cover which is outlined in the summary document which you are sent each year.

How to make a claim

If you have to make a claim against the insurance policy that we have put in place for you, you must tell the insurer immediately. The summary insurance document will have the contact details.

You do not have to tell the Housing Executive if you are making a claim.

There are certain steps you must take to ensure your claim can be considered.

Please read the summary document carefully for this information.

You should keep any personal items that have been damaged for inspection by the insurer.

Excesses on an insurance policy

Most insurance policies have an excess applied to them. In the event of a claim the 'excess' is an amount you must pay with each and every loss. There are different excesses for different types of claim. In general the excess is £100 however you should refer to your summary document to confirm the rate and if a specific excess applies.

What to do if you have a problem?

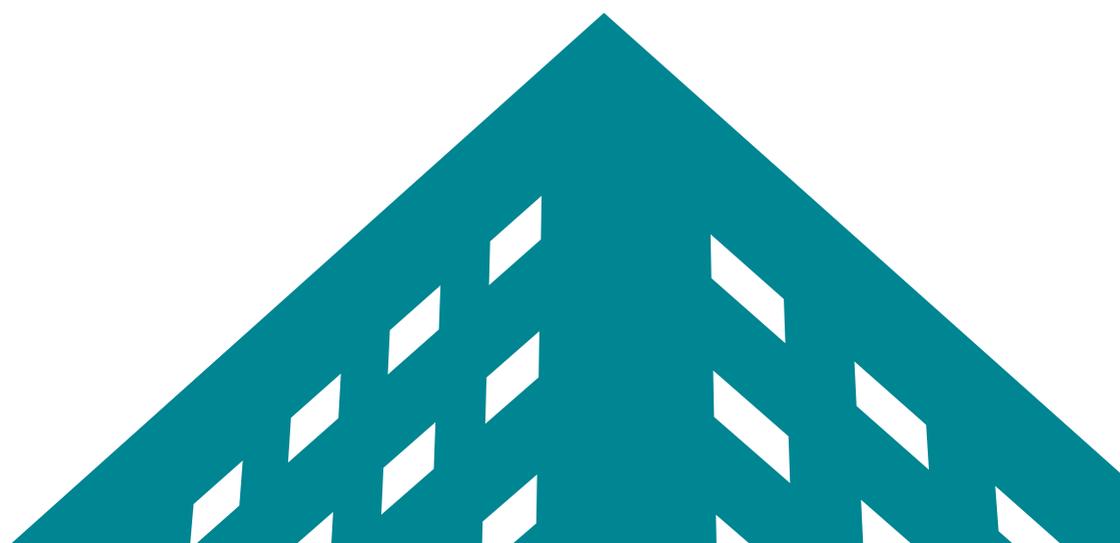
Issues with your Insurance should be raised directly with the Insurer.

If you need additional information about your Lease or Leasehold property or you need to check details of the Insurer please contact the Leasehold Unit.

We strongly recommend you arrange contents insurance.

It is your responsibility to ensure the contents of your property, for example furniture/clothes/personal belongings, are insured.

The policy we arrange does not cover your contents.



Service Charges for planned schemes/ improvement works

Introduction

To meet the obligations of the lease, the Housing Executive will carry out planned maintenance schemes and improvement works. The Housing Executive operates a programme of schemes to ensure the properties are maintained. These can be carried out on a cyclical basis.

Planned schemes may include works to the exterior or communal areas associated with the sold flat.

Examples of this type of work may include:

External cyclical maintenance works

This typically will include painting and redecoration of internal and exterior elements, repair and/or renewal of doors and fencing, repair/replacement to external and internal communal areas.

Single element schemes

This may include the replacement of lifts, the roof, and windows

Multi element schemes

This type of work usually involves extensive work to a number of elements of the Building. The work can be both internal and external.

Advising you about the scheme works

Members of our staff in your local area office will contact you about any work that is proposed for your building. It is, therefore, important you keep your contact details up-to-date.

There will be a survey to establish the content of the work(s) needed at the Building. Following this, you will be contacted at least 1 month before the work starts with the details.

Telling you about scheme costs

You will receive a 'Statement of Works' and this will include the estimated costs you will have to pay when the works are completed. If you have any queries about the content of the scheme you should contact your local area office.

Paying the scheme costs

The charges for the planned scheme/ improvement works will be added to a separate Service Charge account from the General Service Charges for payment. You will have a separate account number and payment card to make payment for these works.

We will not charge the costs until the work is completed. However, to help spread the cost, if you wish to start paying for the work, at the beginning of the scheme please contact the Leasehold Unit to arrange.

Planned schemes and improvement works management charge

The costs for managing these works and the associated services will be recharged as a percentage value of the works.

This will be recharged as part of the one off costs added to the Service Charge Account for planned scheme/ improvement works.

This management charge will be based on the cost to the Housing Executive of managing and supervising the contracts for these works.

Repayment arrangements for planned scheme/improvement works

You are expected to make the final and full payment within one month of being told of the final costs for these works. Repayment arrangements may be available; however this will depend on your financial circumstances and whether the property is your main home.

Repairs and maintenance

Under the terms of your Flat Lease, **you are responsible** for repairing and maintaining the interior of your flat.

However, this excludes repairs to those structural items (for example, repairs to window frames [not glass repairs] and communal services which are the responsibility of the Housing Executive.

These works and services carried out to individual flats will be charged in full to the Leaseholder.

The Housing Executive is responsible for maintaining the main structure of the block of which individual flats form part.

As a Leaseholder, you are required to pay a proportion part of those repair and maintenance costs.

Reporting Repairs

When an item in the Building requires to be repaired (**this can include the communal internal and external areas**) it should be reported to the Housing Executive to be fixed. Where the repair is the responsibility of the Housing Executive under the Flat Lease, we carry out this repair under 'response maintenance'.

Individual Leaseholders may not be aware that the repair was needed or carried out. However Leaseholders are responsible for the cost of such repairs, where carried out by the Housing Executive to fulfil its obligations under the Lease.

All repairs carried out to the Building and to the Premises will be apportioned appropriately, and in accordance with the provisions of the Flat Lease, you will be charged in the Annual Reconciliation.

In the event of an emergency the Housing Executive has the right to enter without notice in order to comply with its obligations under the Flat Lease including carrying out any necessary repairs. For example if a leak from your flat is causing damage to other properties in the block.

It is therefore vital we hold up-to-date emergency contact details for you. Should such a situation arise we will be in a position to make every effort to contact you before entering.

Repairs can be reported to our **Customer Services Unit:**

03448 920 901

NGT* 18001 03448 920 901

To update emergency contact details please contact the **Leasehold Unit:**

03448 920 900

NGT* 18001 03448 920 900

Repairs: who is responsible?

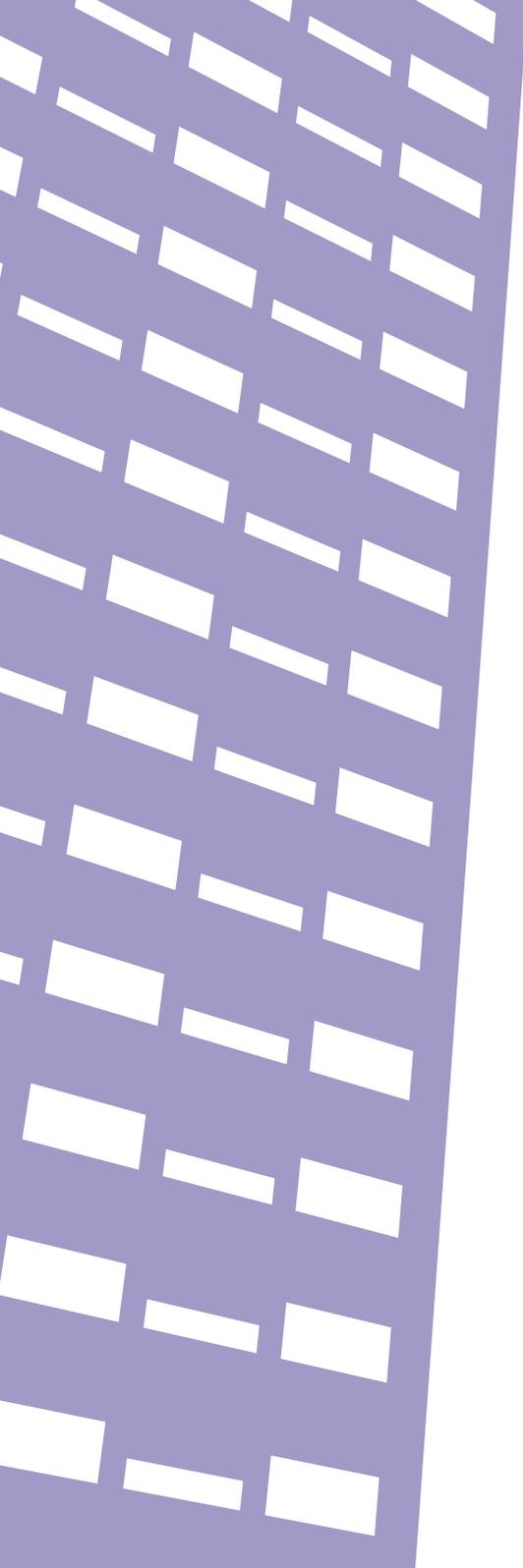
The following table gives you a guide as to who is responsible for various repairs. This list is not exhaustive. If you have any queries please contact us.

**The Leaseholder*

TYPE OF REPAIR		NH&E	You*
PLUMBING			
Replace washer mains stopcock	a) To block	✓	
	b) Inside dwelling		✓
Repair burst or leaking water pipe	a) Up to and including main stopcock	✓	
	b) Beyond stopcock		✓
Repair/replace water storage tank	a) Communal	✓	
	b) Individual		✓
Repair or replace bath, basin, sink, taps, WC			✓
Repair leaking waste pipe, trap, fitting etc. including branches up to soil stack			✓
Clear blockage or repair leak to main soil stack, rain water pipes and gutters		✓	
CARPENTRY			
Communal Flooring	a) Joists/wall plates	✓	
	b) Floor boards	✓	
	c) Floor tiles	✓	
	d) Concrete floor slab	✓	
Flooring within flat	a) Joists/wall plates	✓	
	b) Concrete floor slab		✓
	c) Floor boards		✓
	d) Concrete floor screed		✓
	e) Floor tiles		✓
	f) Skirting boards		✓
Roof structure and covering		✓	
Staircase repairs	a) Communal	✓	
	b) Within flat (duplex apartments)		✓
Interior storage areas	a) Not transferred with Lease	✓	
	b) Transferred with Lease		✓
External window frames - Individual Flat	a) Frame	✓	
	b) Sashes	✓	
	c) Fixtures/fittings/locks	✓	
	d) Cords and weights	✓	
	e) Putties/seals	✓	

TYPE OF REPAIR		NIHE	You*
Communal window frames	a) Frame	✓	
	b) Sashes	✓	
	c) Fixtures/fittings	✓	
	d) Cords and weights	✓	
	e) Putties/seals	✓	
Glazing	a) Communal windows	✓	
	b) Windows to flat		✓
	c) Communal Door (inc. sidelights)	✓	
	d) Door to flat (inc. sidelights)		✓
Doors internal to flat	a) Frame/lining		✓
	b) Door		✓
	c) Fixtures/fittings/locks		✓
Doors external - to flat only	a) Frame/lining		✓
	b) Door		✓
	c) Fixtures/fittings/locks		✓
Communal doors	a) Frame	✓	
	b) Door	✓	
	c) Fixtures/fittings/locks	✓	
Forced entry to flat	a) Break-ins through door		✓
	b) Break-ins through window - damage to frame	✓	
	c) Break-ins through window - damage to glazing		✓
Repairs to fitted units/cupboards in flat			✓
ELECTRICAL			
In flat	a) Repairs to all fuses		✓
	b) Renewal of consumer unit (fuse board)		✓
	c) Rewiring		✓
	d) Renewal/repair of fittings		✓
	e) Repairs to individual door bells		✓
Communal	a) Rewiring	✓	
	b) Renewal/repair of fittings	✓	
	c) Repairs to communal door entry systems including within flats	✓	
	d) Repairs to Piper Alarm	✓	

TYPE OF REPAIR		NIHE	You*
HEATING			
Heating and hot water appliances	a) Communal system	✓	
	b) Individual system		✓
	c) Flue liner		✓
Exterior areas not transferred with Lease	a) Walls	✓	
	b) Forecourts	✓	
	c) Gardens	✓	
	d) Fences	✓	
	e) Gates	✓	
	f) Storage areas	✓	
Exterior areas transferred with Lease	a) Walls		✓
	b) Forecourts		✓
	c) Gardens		✓
	d) Fences		✓
	e) Gates		✓
	f) Storage areas		✓
MISCELLANEOUS			
Plaster	a) Communal	✓	
	b) In flat		✓
Decorating	a) Communal decorations	✓	
	b) In flat		✓
Mechanical Ventilation System	a) Communal	✓	
	b) Individual (e.g.ventilation fan)		✓



Carrying out alterations and improvements to your flat

As part of the condition of your Lease you must tell us about any alterations or improvements you plan to make.

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

Before you carry out any alterations or improvements, you must get written permission from the Housing Executive's local Area Office.

If we cannot give permission we will write and tell you why.

Below are examples of the alterations and improvements which need permission before work is started:

- Work affecting the structure of the Building.
- Work affecting services to the property (electrics, gas, drainage, water).
- Installing central heating or/replacing a boiler.
- Any change to the internal layout of the property.
- Adding a conservatory.
- New kitchens and bathrooms where it is not a like for like replacement.
- Rewiring.
- Changing the entrance to your Flat.

Paying your Service Charges

Payment of Service Charges is a condition of your Lease and if you miss any service charge payments, you will be breaking your Lease and possibly your mortgage agreement (if you have one).

If you are having Difficulties Paying your Service Charges

Contact the Leasehold Unit immediately if you are experiencing financial difficulties, which mean you cannot pay your charges.

Preliminary Action for Service Charge Debt

Statements will be issued to all Leaseholders on a regular basis and will include, where possible, the yearly estimated charge and the annual reconciliation charge.

A **request for payment** from Leaseholders will be made by letter. The letter will include notes on what will happen if payment is not made.

We may also attempt to **telephone**.

Non Legal Action

If a Leaseholder fails to pay for Service Charges, despite our attempts to request payment, and where there is a mortgage on the property, the Housing Executive will contact the mortgage lender to advise them of the non-payment of the service charges. We will request the mortgage provider to make payment on the Leaseholder's behalf.

The lender has a registered charge over the property. A breach of Lease can have repercussions for the security of their interest in the property should the Housing Executive proceed with legal proceedings against the Leaseholder to recover the debt due.

The Leaseholder will be told the Housing Executive intends to contact their mortgage lender to inform them about the debt.

Legal Action

Depending on the amount of the debt, proceedings for Service Charge arrears will be brought through either the:

- Small Claims Court and/or;
- County Court.

An Order of the Court may be sought for a:

- Debt Decree; or
- Forfeiture and Debt Decree.

Court fees and approved Court costs incurred because of legal action will be added to the Service Charge account as part of the debt being recovered.

Your Lease with the Housing Executive allows for forfeiture action where there has been a breach of the Lease.

Forfeiture means you could lose your Flat.

It is important you maintain payments for your Service Charges to avoid this action.

How to pay your Service Charges

Pay us your way, you can choose from:



Contact the Leasehold Unit for a **standing order form**



Pay online
www.nihe.gov.uk/paying_online*



Pay by cash at any **PayPoint outlet***



Call Allpay automated 24/7 Telephone Service on **0844 557 8321***



Download the **Allpay Payment App***



Apple Mobile App



Android Mobile App



Register online at **www.allpayments.net/textpay***



Pay by **Cheque**



Callpay

Contact the Leasehold Unit for **call assistance** with your payment

**you will need your Housing Executive payment card.*

The Housing Executive will also continue to seek to introduce further payment methods to Leaseholders and will advise when this occurs.

Useful contacts

Leasehold Unit

9 Lanyon Place, Belfast BT1 3LP

Tel: 03448 920 900

Email: central.leaseholdunit@nihe.gov.uk

The Housing Executive Leasehold Unit will deal with queries in relation to your Service Charge Accounts. Staff in this unit are responsible for the collection and billing of the Service Charges.

Local Area Office

Tel: 03448 920 900

Your local area office will deal with the Housing management of your Premises which your sold Flat is situated in.

This will include repairs and services and will include planned scheme/improvement works.

Housing Executive Repairs Line

Tel: 03448 920 901

To report a repair to the communal areas of your Flat you should call the above number.

Benefits Advice Line

Tel: 08002 321 271

Money Advice Line

Tel: 08000281881/
08009882377(Freephone)

Housing Rights Service

Tel: (028) 9024 5640

Complaints

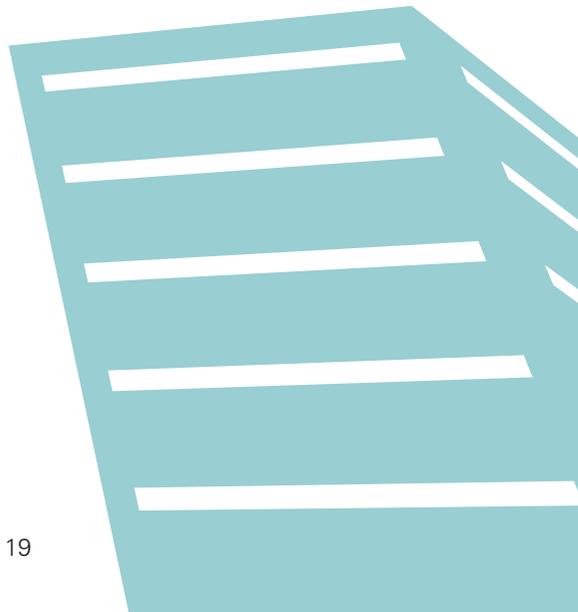
If you have raised an issue with either your local area office or the Leasehold Unit and you feel this has not been resolved satisfactorily, you can then use our formal complaints system.

What is a Formal Complaint?

A formal complaint is when you have already contacted your local office or Leasehold Unit, but are still not satisfied with a decision we have made.

Stage 1: If your complaint is regarding the delivery of a service which includes repairs and maintenance and planned scheme/improvement works you should address your first stage complaint to the Regional Manager for your area.

Stage 2: If you are not satisfied with the outcome of the 1st stage investigation you may then ask the Chief Executive to conduct an independent investigation of your complaint.





Housing Executive

March 2019

HS/65/02/19