**Reporting Repairs**

**House Leasehold**

If you own a leasehold house, you are responsible for all repairs and maintenance.

**Flat Leasehold**

Your lease will specify which repairs you are responsible for, and which are the responsibility of The Pioneer Group (TPG).

Typically, you are responsible for the interior of your home.

**Repair Responsibilities**

|  |  |
| --- | --- |
| **Repair/Maintenance** | **Responsibility** |
| Front Door to Flat |  |
| Door frame | Check lease |
| Door handles and locks | Leaseholder |
| Lost keys | Leaseholder |
| Internal Doors | Leaseholder |
| Windows to Flat |  |
| Window frame | Check lease |
| Window casement | Check lease |
| Window panes | Check lease |
| Heating |  |
| Room heaters/own boiler | Leaseholder |
| Electrical |  |
| Faults within the flat | Leaseholder |
| Communal lighting | TPG |
| Immersion heater | Leaseholder |
| Fuses | Leaseholder |
| Extractor fans | Leaseholder |
| Plumbing |  |
| Burst pipe within the flat | Leaseholder |
| Taps and tap washers | Leaseholder |
| Stop taps, ball valves | Leaseholder |
| Bath, basin, sink, and blocked waste pipes | Leaseholder |
| Hot or cold water tanks within the flat | Leaseholder |
| Unshared pipes | Leaseholder |
| Shared pipes | TPG |
| Water supply to the flat | Severn Trent |
| Drains |  |
| Blockage to outside drain | Leaseholder/TPG/Drainage supplier |
| Blockage within property | Leaseholder |
| Gas |  |
| Gas escapes within property | Leaseholder |
| Cookers and gas fires | Leaseholder |
| Gas servicing | Leaseholder |
| Roofs and Gutters | TPG |
| Walls and Ceilings |  |
| Internal walls and plaster | Leaseholder |
| Ceilings | Leaseholder |
| Walls to communal areas | TPG |
| Floors within the Flat | Leaseholder |
| Floorboards and skirting boards | Leaseholder |
| Floor tiles | Leaseholder |
| Communal Facilities |  |
| Communal car parking areas | TPG/Birmingham City Council |
| Communal gardens and grassed areas | TPG |
| Communal TV aerial | TPG |
| Door entry system | TPG |
| Communal paths and gates | TPG |
| Brick-built communal store sheds | TPG |
| Communal fire alarms and equipment | TPG |
| Pests |  |
| Insect/rodent infestation | Leaseholder |

[TPG – The Pioneer Group]

To report a repair, please contact our Customer First Team on 0121 748 8100.

**Insurance**

**Buildings Insurance**

We insure the building on your behalf, and the cost is included in your service charges.

If you need to make a claim, you must pay the associated excess.

While we arrange the insurance, you are responsible for managing claims directly with the insurer.

If you need assistance with a claim, contact us at 0121 748 8100.

**Contents Insurance**

You are responsible for insuring your personal belongings against damage or theft.

**Changes to Building Insurance**

To ensure best value, we enter long-term agreements for building insurance. These agreements typically involve a Section 20 Consultation process. If you did not receive the required Notice of Intention, we may apply to the Tribunal for exemption from consultation requirements.

**Service Charges**

**What is a Service Charge?**

A service charge is a fee for communal services provided to your property. The cost is shared among leaseholders receiving the service.

**How is My Service Charge Calculated?**

Service charges are variable, meaning they may change with one month’s notice.

Charges are based on estimated costs, using past trends and expected expenses.

At the end of the service charge year (typically in September), we reconcile actual costs against estimates to adjust future charges accordingly.

**Changes in Rent and Service Charges**

You may need to adjust your payments from 1st April 2024. You will receive a rent and service charge review by post. If you have questions, contact us at contactus@cvch.org.uk.

**Major Works & Section 20 Consultation**

**What are Major Works?**

Major works include repairs or upgrades such as roof replacements, door entry systems, and cyclical painting. If costs exceed £250 per leaseholder, we are legally required to consult with you before proceeding.

**Long-Term Agreements**

We cannot enter agreements exceeding 12 months if they require leaseholders to pay more than £100 per year without prior consultation.

**Consultation Process**

Notice of Intention – You will receive details of proposed works.

Opportunity to Comment – You have 30 days to provide feedback.

Contractor Nominations – Leaseholders may suggest contractors.

Estimate Review – We will provide cost estimates and address concerns.

Contract Award – If we don’t select the lowest bidder, we will explain our decision.

**How do we determine necessary works?**

We schedule works based on:

* Component age and condition (e.g., roofs, windows).
* Compliance with legislation (e.g., Fire Safety Order 2005, as amended).
* Agreed service provision (e.g., cyclical painting).

**Can I Opt Out of Major Works?**

No. We have a legal duty to maintain the building’s structural and communal areas. However, consultations allow you to influence project specifications.

**Ensuring Quality Work**

Our Asset Management Team monitors work to ensure high standards. Contractors must fix defects within 12 months at no extra cost.

**Value for Money**

All tenders follow our financial regulations and procurement procedures. Contracts are awarded based on both quality and cost.

**Guarantees and Defects**

Work is generally covered by a 12-month defect liability period.

Manufacturer warranties on materials apply where available.

**Raising Concerns**

For issues, contact the Customer First Team or your Homeownership and Commercial Property Officer. Provide relevant evidence (e.g., photos, dates, descriptions) as soon as possible.

**Lease Extensions & Freehold Purchase**

**Extending Your Lease**

If you wish to extend your lease, we offer 99-year extensions on top of your existing term.

**Purchasing the Freehold**

If you are interested in purchasing the freehold, contact the Homeownership and Commercial Property Officer to check eligibility and begin the process.

**For further information, contact our Customer First Team at 0121 748 8100**