

# Leasehold management

## Your complete fixed price solution

It is manifestly difficult without a degree of specialisation to gain and retain in depth knowledge surrounding leasehold law and service charges. Getting leasehold management wrong can result in a disproportionate amount of disgruntled customers, substantial financial loss, and reputational damage.

*Are you confident that you have the right measures in place?*

Ward Hadaway's social housing experts have devised a support package to help you ensure that you are handling your leasehold stock correctly, so it proves to be a valuable commercial asset to your organisation and expands your affordable home offerings.

Working in partnership with your team, we will empower them to:

- » Set up leasehold schemes with documentation that is fit for purpose and flexible enough to protect you in most situations.
- » Set service charges and administration charges appropriately to avoid risk of challenge and recover all that is properly due.
- » Manage stock fairly, commercially and with confidence.

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*" Leasehold can be a challenging area, especially for Housing Associations where leasehold issues can conflict with the day to day business of social housing. Many situations which arise may be beyond the available in-house expertise and leaseholders are increasingly ready to dispute their service charges or the terms of their lease. John Murray has provided legal advice and strategies for complex major works consultations, arrears cases and lease interpretation. He has also provided bespoke leasehold training which was well received. He is approachable and always responds very quickly to queries. John has in depth knowledge of leasehold, especially within the context of the social housing sector and fully understand the issues we face, his support has been invaluable during a difficult and demanding year."*

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TARA LYON, CUSTOMER SERVICE MANAGER LEASEHOLD HOME GROUP

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

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## Your complete fixed priced solution

### A tailored package to suit your needs

Our experts will spend time talking to your team, enabling us to take a fresh and independent view on your operations.

We can then draw up a tailored package that exactly fits your needs, at the right price for you. This might be our full leasehold management service, or we can work together to build the elements that fit your needs and budgets.

This way you can be assured that you will have all bases covered around this detailed and complex area of law, all at a fixed monthly fee.

### Training

We can deliver bespoke training to your organisation, covering leasehold interpretation, setting/budgeting for service charges, and statutory restrictions on recovery.

We recommend training to those in your finance team responsible for setting budgets, and serving demands, alongside leasehold management teams, development, assets and maintenance teams; so that a wider understanding of the leasehold machinery enables you to operate with co-ordination and efficiency.

### Documentation

A complete suite of documents, including up-to-date fit for purpose, clearly written leases. Our experience ensures that your leases will be as "future proof" as they can be.

### Debt collection

A cost effective/cost neutral debt collection service, coupled with back up specialist support for complex actions, in relation to recovery of outstanding service charge/ground rent/administration charges.

### Next steps

Call us to find out more about how our leasehold management service can work for you.

### Doc Plus

A secure, password protected extranet which is a working website for your staff and ours. On here we will store your key documents - policies, sample leases for each scheme, service charge accounts and budgets, and statutory documentation ensuring we have access to your relevant and current documents at all time.

### Consultancy

An independent overview of charging arrangements for particular services, on particular schemes, for particular lease documentation, enabling you to make the correct decision at the right time.

We will provide you with a dedicated number and email advice service to respond swiftly to individual queries. Responses can be stored on Doc Plus, so that all staff benefit from the knowledge, improving their skills.



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