



Welcome and Introduction

Leaseholder General Meeting

29th September 2026



Welcome & Introductions

Thank you all for attending today...

- As you may remember, ahead of this meeting we asked leaseholders whether there were any particular topics or areas they would like us to include on the agenda.
- We listened to the feedback we received, and one of the key areas raised was around **leaseholder repairs, buildings insurance and management fees**.
- So today, we want to take the opportunity to talk through these areas, explain how the current arrangements work, and provide greater clarity around the charges leaseholders see on their service-charge statements.

Leasehold Repairs

- Your lease sets out which repairs are leaseholder responsibility and which are your landlord's. As leases vary, always check its exact terms.

You will usually be responsible for:

- Internal finishes — walls, ceilings, plasterwork and floors.
- Services and fittings — plumbing and wiring within your flat; pipes or wiring serving only your flat; fitted kitchens and bathrooms; windows and doors.
- Your lease will require you to keep the flat in good condition and obtain permission for certain work, such as replacing windows.

The Trust will usually be responsible for:

- The building and communal areas — including the roof, external walls, shared entrances, staircases and gardens.
- Shared facilities and services — including lifts, boilers, and pipes or wiring serving the whole building.

Buildings Insurance

- Following a consultation the Trust entered a new Buildings Insurance contract with Zurich
- The Trust now send out a copy of 'Summary of Cover' annually



Management Fees

- **Repairs and major works** — logging, procurement, contractor oversight and programme delivery
- **Service-charge and financial management** — budgets, monitoring, reconciliations, accounts and reporting
- **Sinking-fund administration** — contributions, transfers, reconciliation and future planning
- **Insurance, compliance and communal services** — cover, inspections, statutory duties and performance
- **Leaseholder support and governance** — communication, leases, records, complaints and building coordination
- **Professional capability** — training, legislation, regulation, industry guidance and best practice
- **Up until now** — sinking-fund contributions have excluded from the 15% fee calculation.
- **Looking ahead** — we intend to move toward fixed fees, taking account of current RICS best practice.



Thank you

