

### **Appendix 3**

#### **Wider housing management roles after leasehold enfranchisement:**

- a. **The council will continue to be the landlord of our secure tenants.** We will continue to be responsible for repairs within their flats and for the enforcement of tenancy terms. Tenants should still report any tenancy or building management issues to the Repairs Desk (Mears).
- b. **Health and safety:** At Lee Bank, a smaller enfranchisement precedent, the Neighbourhood Officer carries out estate inspections and visits the block on a regular basis to ensure the health and safety of our one remaining tenant there.
- c. **Services provided by the Tenancy Enforcement and Antisocial Behaviour (ASB) Teams:** We will continue to provide the standard level of service to our tenants, but if there are ASB issues involving leaseholders that would be managed by the Community Safety Team.
- d. **Lettings:** the Rehousing Team will continue to manage the change of tenancy process for all non-leasehold flats.
- e. **Caretaking and cleaning:** Housing Customer Services will continue to provide support for tenants only, by reporting any concerns to the new managing agent. BHCC will not be responsible for cleaning the block.

