



wandle

# Welcome

 For leaseholders and  
shared owners

# Welcome home

As a new leaseholder or shared owner with Wandle, we'd like to give you some useful information about the services we provide and our contact details.

Please keep this leaflet somewhere safe to refer to as and when you need it.

Your Leasehold Officer will call you within the first six weeks of moving in to see how you are getting on and answer any questions about your home or being a homeowner.



## Repairs

Repair responsibilities are different for shared owners and leaseholders than for tenants.

As a homeowner, you are responsible for repairs inside your home, including; repairing fixtures, fittings and sanitary ware, and heating, plumbing and electrics which serve only your home.

We are responsible for any communal or external repairs that are required to your building.

If you live in a building where we aren't the freeholder, the managing agent or freeholder is usually responsible for all external and major works. Wandle might still be responsible for internal cleaning, internal communal repairs and maintenance.

If you have any questions about repair responsibilities please contact your Leasehold Officer who will be happy to advise you.



## Communal repairs

(internal and external areas)

If you notice or become aware of an urgent repair required to the communal areas of your building please contact our Customer Services team on **0300 2000 120**, Monday to Friday 8 am to 6 pm. After 6 pm and at weekends your call will be answered by our out-of-hours team.

Alternatively, you can email **repairs@wandle.com**.

## New homes

If your home is a new build, there is a defects liability period during the first 12 months of your building being completed. This includes any defects that occur inside your home.

Please do not carry out any redecoration, fixing or drilling into any walls until the defect period is completed.

If you find a possible defect to your home, contact our Customer Services team on **0300 2000 120** or email **repairs@wandle.com**.

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## Service charges

Before you purchased your home, you will have been notified of your likely service charges for the current year.

We usually bill our homeowners their service charges on a monthly basis. If you are a shared owner we will also bill you your rent at the same time.

Every February we send homeowners a statement showing their Estimated Service Charges for the year ahead (1 April to 31 March).

In September of each year, you will receive an Actual Service Charge Statement for the previous financial year. This statement will show the estimated costs for the year against the actual costs incurred.

The difference between these (the adjustment sum) will be applied to your account balance as either a credit or a debit.

We will call you when you receive your first estimated or actual service charge statement to talk you through it and answer any questions you might have.



## Account statements

We send account statements four times a year (every quarter). This statement shows all bills raised and payments made during the year.

To view your account statement online contact your Leasehold Officer to request a username and password.

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## Payments

Payments are normally due on the first day of each month, but your lease will specify if payments are due on a different date or period. If you are unsure about how often, or when to pay, please contact your Leasehold Officer, who will be happy to advise you.

You can pay

- By Direct Debit
- By phoning us with your credit or debit card
- By cheque.

You can request a payment card from us if you would like to pay online, at PayPoints, or use our 24/7 automated phone service.

For more information about paying please contact your Leasehold Officer.

## Insurance

If you are a shared owner or leaseholder you are responsible for taking out your own home contents insurance.

Wandle (or the Managing Agent if Wandle does not own the freehold for your building) is responsible for insuring the building.

If you live in a building owned by Wandle, you can contact our insurers direct when you need to make a claim (see Useful Contact details).

If you live in a building which is not owned by Wandle, please contact your Leasehold Officer for advice.

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## Service charge disputes

If you are unhappy with your service charge, please contact your Leasehold Officer to discuss your concerns and we will do our best to resolve the problem.

If this doesn't work, your dispute will be dealt with in accordance with our dispute procedure. We aim to resolve all such disputes within 30 days.

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## Making a complaint

If you have a complaint which relates to the way we have dealt with you or how we have responded to any enquiry, it will be handled in line with Wandle's formal complaints procedure. We aim to resolve formal complaints within 10 working days.



## If your freehold is not owned by Wandle

Many homeowners live in buildings where Wandle is not the freeholder. If this applies to you, we are still your point of contact for all day to day management and service charge enquiries. Even if the building is privately owned, Wandle sometimes has repair and cleaning responsibilities for the communal internal areas of your building. If you have any questions about this, please contact your Leasehold Officer, who will be happy to help.

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## Buying and selling

If you want to sell your home or buy more shares in your home, you will need to contact our Sales team on **0300 2000 116**, or you can email them on **sales@wandle.com**.

Remember, if you want to sell your shared ownership home you are required under your lease to let Wandle market it for you.

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## Joining a homeowners focus group

From time to time we may ask homeowners to take part in focus groups where you can work with us to review or comment on service standards, help in draft guides or handbooks, or share ideas about something new.

If you would be interested in joining such a group please let us know by emailing **leaseholdteam@wandle.com**.



## Useful contact numbers and who to contact

### To report a repair

Ring or email our Customer Services team

Tel: **0300 2000 120**

Email: [repairs@wandle.com](mailto:repairs@wandle.com)

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### To contact your Leasehold Officer

Ring our Customer Services team or email our dedicated Leasehold Inbox

Tel: **0300 2000 120**

Email: [leaseholdteam@wandle.com](mailto:leaseholdteam@wandle.com)

(All emails to the Leasehold team are checked daily and you will receive an automatic acknowledgement that your email has been received)

### If you are a shared owner wanting to sell or buy more shares

Ring or email our Sales team

Tel: **0300 2000 116**

Email: [sales@wandle.com](mailto:sales@wandle.com)

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### If you need to make a buildings insurance claim

If you live in a building owned by Wandle, contact Zurich Municipal and quote our policy number JHA 22S953-0013

Phone: **0800 028 0336** (24 hour helpline)

(If you live in a building not owned by Wandle ring our Customer Services team)

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## Contact us

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If you have any questions about the information in this leaflet, please get in touch.

By telephone: **0300 2000 120**

Lines are open Monday to Friday 8am – 6pm

By email: **[leaseholdteam@wandle.com](mailto:leaseholdteam@wandle.com)**