

Correspondence and Non-Resident Leaseholders (NRLs)

Section	Description	Send to NRL	Send to NRL sub-tenant	comments
Antisocial behaviour team	Advising of complaint of noise or ASB from the property	X		
Antisocial behaviour team	Any general letter to a block asking for witnesses to ASB		X	
Tenancy Management	Any notification of repair defect and access requirements affecting another property	X	X	Suggest letter is copied to the sub-tenant to facilitate speedy access
Estate Services	Emergency notification - utilities failure		X	Usually notices in communal area: Gas, electricity, water, communal heating.
Home Ownership	All section 20 consultation and associated correspondence	X		
Repairs	Notification of recharge for works that HFI has completed - either works to the NRL flat or to HFI flat affected.	X		
Special projects	All consultation regarding planned tenant compact/estate security works	X		
Mechanical & electrical	Any letters relating to access for digital TV connection, rewire, gas rerun etc for which access to LH property is required	X		The NRL will be responsible for arranging access
Estate Services	Any general letter to a block clarifying domestic rubbish/recycling arrangements		X	only of interest to residents
Estate Services	Any communication asking for ideas for Tenant Compact expenditure	X		
Estate Services	Local surveys on Caretaking and communal repair standards	X		NRL pays for caretaking service and communal repairs and will have an interest.
Corporate	Newsletter	X		
Corporate	Annual Report	X		
Corporate	Business plan	X		
Corporate	Annual Tenant Survey			to HFI tenants only
Corporate	Leaseholder satisfaction survey	X		

General principles: A privately renting tenant of a NRL does not have a relationship with HFI. Always obtain correct correspondence address from iWorld (for individuals) or ICT (for block mailing lists). NRL must receive:

- 1) any **correspondence** or **consultation** relating to proposed improvements or works to the communal areas for which **the leaseholder will be expected to pay** in service charges or major works charges.
- 2) any request to remedy disrepair in the LH property which is affecting other HFI managed property or communal areas or any request for access for HFI to inspect.
- 3) any correspondence relating to anti-social behaviour or harassment perpetrated by the sub-tenant of the NRL
- 4) any request for feedback on Caretaking standards or Estate communal repairs