



# LEASEHOLDERS' HANDBOOK



WEALD LIVING

BY SAXON WEALD

# CONTENTS

	PAGE
1 WELCOME.....	3
2 YOUR LEASE .....	4
3 RIGHTS AND RESPONSIBILITIES .....	4
• REPAIR RIGHTS	
• YOUR RIGHT TO BE CONSULTED	
• SELLING YOUR PROPERTY	
• SUB-LETTING YOUR HOME	
• KEEPING YOUR CONTACT DETAILS UP-TO-DATE	
• NOISE, NUISANCE AND NEIGHBOURS	
• HARASSMENT AND VIOLENCE	
• WORKING FROM HOME	
4 REPAIRS, MAINTENANCE AND IMPROVEMENTS.....	6
• HOMEFIX	
• REPORTING A COMMUNAL REPAIR	
• EMERGENCY REPAIRS	
• STANDARD REPAIRS	
• PLANNED MAINTENANCE	
• RECHARGEABLE REPAIRS OR MAINTENANCE	
• GROUNDS MAINTENANCE AND GARDENS	
• MAKING IMPROVEMENTS TO YOUR HOME	
• ELECTRICAL AND GAS WORK	
• PUTTING UP SATELLITE DISHES AND AERIALS	
• THE FRONT DOOR	
5 CLEANING .....	8
6 INSURANCE .....	8
• BUILDINGS INSURANCE	
• MAKING A CLAIM	
• CONTRACTORS	
• HOUSEHOLD CONTENTS INSURANCE	
7 SERVICE CHARGES .....	9
• PAYING YOUR SERVICE CHARGE	
• UNABLE TO PAY YOUR SERVICE CHARGE?	
8 RIGHT TO BUY AND RIGHT TO ACQUIRE.....	10
9 ADMINISTRATION FEES.....	10
10 INDEPENDENT ADVICE.....	11



## 1 WELCOME

---

This leaseholders' handbook is provided to give you an introduction to Weald Living, an explanation of your service charges and an outline of your rights and responsibilities as a leaseholder and ours to you as your landlord.

Weald Living sits within Saxon Weald and covers the services we provide to home owners and private market renters. Saxon Weald, established in 2000, is a charitable community benefit society and manages approximately 6000 social rented properties in addition to its Weald Living homes.

We hope you find this guide useful, but if you want to know more about your rights and responsibilities as a leaseholder, or need some independent advice, there's a list of contacts at the back of this handbook.

Where you see £ in this guide, it means that there is an administration charge for this service. Please see page nine for a guide to these costs.

To find out more about Weald Living or to find other useful information about living in your home please visit [www.wealdliving.com](http://www.wealdliving.com).

We recommend that you set up and manage your account at [MyWealdLiving.com](http://MyWealdLiving.com). This is the easiest and safest way of making payments, logging communal repairs and keeping in touch with us.



## SELLING YOUR PROPERTY

You do not need to contact us before putting your property on the market unless you have purchased in the first place through the Right to Buy or Right to Acquire schemes. Further information on this can be found in Section 8.

When you place your property on the market your estate agents may ask you some questions about your service charges, the ground rent and the length of the lease.

Once you have found a buyer your solicitors will need to contact us to request a Leasehold sale enquiry pack (LPE1). (£) This includes information about your lease and service charges and is required as part of the sales process.

Once the sale is completed your buyer's solicitor will send through an official Notice of Transfer so we can register the new owner.

## SUB-LETTING YOUR HOME

Your lease will state whether you are allowed to sub-let your property. You may need to apply to Saxon Weald for permission and give us notice that you will be sub-letting. (£) If you want to sub-let please get in contact and we can advise you further.

When you sub-let you will be responsible for making sure that your tenants abide by the same conditions that are detailed in your lease.

## KEEPING YOUR CONTACT DETAILS UP-TO-DATE

Please advise us of any changes to your contact details. This will allow us to contact you quickly if there is an emergency, as well as send you information such as appointment reminders by text. You can manage your own contact details by logging into your account at [mywealdliving.com](https://mywealdliving.com).

## NOISE, NUISANCE AND NEIGHBOURS

Please be considerate of your neighbours. Noise is the biggest cause of neighbour disputes. Please discuss any noise issues with your neighbours before you speak to us, as they may be unaware that they are causing a disturbance.

We take firm and prompt action to deal with disruptive residents, but we will need your help to collect the necessary evidence to manage the case.

## HARASSMENT AND VIOLENCE

It is a condition of your lease that you or anyone living with you or visiting you will not cause, commit or threaten any form of harassment, nuisance or other antisocial behaviour. All other tenants and leaseholders are bound by the same condition.



## WORKING FROM HOME

Although your lease says you can only use your property as a home, there are certain types of work that we will grant permission for. However, anything that would disturb your neighbours will not be permitted.

## USING COMMUNAL AREAS SAFELY

Communal areas are shared spaces for everyone to enjoy. To keep these areas safe, clean and accessible, we ask all residents to follow a few simple rules.

For fire safety reasons, residents are not permitted to store any personal items in communal areas, except for a small door mat outside your home. This means no plants, furniture, bikes, mobility scooters, pushchairs, or other belongings can be left in hallways, landings, corridors or shared entrances.

It's very important that communal areas are kept completely clear. Items left out can become trip hazards and may block escape routes in the event of a fire. To keep everyone safe, any items left in communal areas may be removed.



## 4 REPAIRS, MAINTENANCE AND IMPROVEMENTS

As a leaseholder, you are responsible for all repairs, maintenance and decoration inside your home, including any services when they only serve your flat.

Saxon Weald is responsible for undertaking all repairs to the structure of the block and shared services.

This includes:

- carrying out internal/external painting
- replacing building components, such as rainwater goods, soffits and fascias
- maintaining communal gardens and pathways
- maintaining communal aerials and door entry systems

The cost of work undertaken on the building is shared in accordance with the terms of your lease. Costs are split across all the homes in the block/estate and are paid by both leaseholders and tenants. Tenants are not subsidised by leaseholders - their share of the cost is met through their rental payments.

### HOMEFIX

Weald Living employs HomeFix, an in-house team, to maintain our properties. All members of HomeFix staff wear a uniform and carry identification.

### REPORTING A COMMUNAL REPAIR

Log into your account at [mywealdliving.com](https://mywealdliving.com) to report the repair online, or for an emergency repair call us on 01403 226060.

### EMERGENCY REPAIRS

We will treat the repair as a priority and attend as soon as an operative becomes

available. Our out-of-hours repairs are completed by Osbornes rather than HomeFix.

Emergency repairs may include:

- a burst water pipe or failure of the water supply system
- electricity supply failure (if not caused by the electricity supply company)



## COMMUNAL REPAIRS

We aim to complete communal area and external repairs within 28 days (sooner if it is a health and safety hazard).

## PLANNED MAINTENANCE

This is work that we need to do in order to keep homes, buildings and estates in good condition. It may be work that is carried out as a one-off job, annually, or as identified in our planned works programme. It includes external painting and the replacement or maintenance of parts of a building that wear out (e.g. roof tiles).

These repair bills are dealt with on your annual service charge bill. Where your contribution towards this work is likely to exceed £250 we will consult with you as required by law.

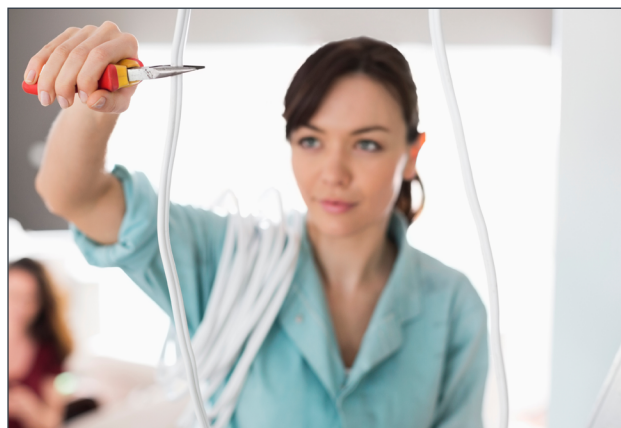
If you have financial difficulty paying your service charges for large one-off major works, please contact us so we can work with you to agree alternative payment arrangements.

## RECHARGEABLE REPAIRS OR MAINTENANCE


If we have to make a repair because of damage caused by you, a member of your family or a visitor to your home, we will charge you for the whole cost of the work. This also applies if we have to remove rubbish created by you – including that left in a roof space or on fire escapes.

## GROUNDS MAINTENANCE AND GARDENS

Weald Living employs a grounds maintenance contractor to look after communal gardens and open spaces. Please contact our customer support team if you have any concerns about the upkeep of these areas. If you have a garden you are responsible for keeping it tidy.



## MAKING IMPROVEMENTS TO YOUR HOME

If you want to make improvements or alterations to your home, or change fixtures and fittings e.g. your kitchen, bathroom, boiler etc you will need to apply to us for permission. Details of how to do this and an application form are available on our website. 

We would not refuse any applications without good reason but we do need to make sure that the alterations would not compromise the structure of the building or health and safety of everyone in the block.

We may need to set out some conditions on the works such as using suitably qualified tradesmen.

It is important to gain formal permission for alterations as your solicitors will need to provide a copy of this to a purchasers' solicitors if you were to sell your property at a later date.

## ELECTRICAL AND GAS WORK

You must ask for permission if you intend to replace or alter the heating, gas or electrical systems in your home. £ Work must be carried out by an suitably qualified and registered engineer.

All electrical work must comply with the latest edition of the the IEE wiring regulations (BS7671). Your registered installer should issue a certificate of competence when the work is finished. Keep this, as you will need to produce it when selling your home. We strongly advise you to get your gas appliances serviced each year.

## PUTTING UP SATELLITE DISHES AND AERIALS

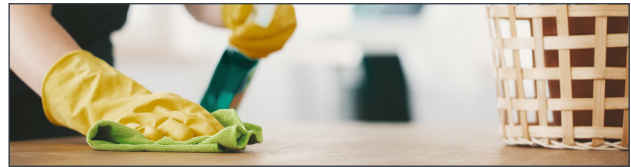
You need to get our written consent before installing any of these. £ If there are already satellite dishes on your building you will need to apply to your local council for planning permission to put up another.

## THE FRONT DOOR

If the front door of your flat or your store cupboard door open on to an internal communal area they must meet current fire safety standards. If the door fitted doesn't meet this criteria we will insist that you update for your own safety as well as everyone else in the block. Altering your front door by fitting a letter box or any other change could compromise the safety of the door. If you are changing the door, or making any alterations to it, apply to us for permission so that we can ensure the safety standards are suitable. £

## 5 CLEANING

Weald Living employs a contractor to clean the internal communal areas of blocks. If you have concerns about the upkeep of these areas, please contact our customer support team.



## 6 INSURANCE



### BUILDINGS INSURANCE

As the landlord of your property, Saxon Weald takes out buildings insurance. The insurance premium is included in your service charge. You will receive a copy of the summary of cover every year with a service charge invoice. You can visit our office to read the complete policy.

The policy provides cover for the full cost of rebuilding your flat and block. It provides cover against accidental loss, destruction or damage and includes damage caused by a natural disaster. The policy does not cover wear and tear.

### MAKING A CLAIM

You can find the details of our insurers on our website [www.wealdliving.com](http://www.wealdliving.com). You can contact them direct to make a claim.

## CONTRACTORS

Please ensure that anyone you employ to carry out work inside your home is covered by public liability insurance.

## HOUSEHOLD CONTENTS INSURANCE

We strongly advise that you take out personal household contents insurance to cover yourself against burglaries and accidental damage to your own belongings and those of other people. This would cover accidents such as your washing machine leaking into another home.

## 7 SERVICE CHARGES

Your service charge is used to cover the costs of managing and maintaining the block and the surrounding area on your behalf.

Service charges are split across all the homes in a block or estate and are paid by leaseholders and tenants. Tenants are not subsidised by leaseholders and leaseholders are not subsidised by tenants.

Your service charge may include:

- day-to-day building repairs
- electricity for lighting communal areas
- grounds and estate management
- buildings insurance
- cleaning of communal areas
- the costs of planned and cyclical maintenance when it is carried out

Your lease explains how your service charges are calculated and when they're due. Each year, we prepare an estimate of the charges for the upcoming year from April to March. You'll receive this estimated service charge statement around February.

Once the financial year ends in March, we work out the actual amount that was spent. We then compare this with the estimate and produce a balancing statement. This usually results in either a small credit owed to you, or a small balance for you to pay.

## PAYING YOUR SERVICE CHARGE

You can choose from several convenient ways to pay your service charges, and we'll outline all the available options on your invoice. If you prefer to pay by direct debit, you'll have the flexibility to spread the cost over monthly instalments.

## UNABLE TO PAY YOUR SERVICE CHARGE?

You should talk to us immediately, as we may be able to reach an arrangement to help you pay what is owed. If you do not pay your bill and don't contact us, we will take legal action to recover the outstanding money. Where your mortgage lender has required it, we will inform them of service charge debts.


Please be aware that if we have to take legal action to recover your service charge, you will be responsible for paying any legal costs incurred.

If you are having difficulty paying your service charge you can seek advice from Citizens Advice or another charity that offers debt advice. If you are in receipt of benefits you may also find it useful to contact the Department for Work and Pensions.



## 8 RIGHT TO BUY AND RIGHT TO ACQUIRE

---

If you bought your flat from Saxon Weald through one of these schemes, you need to apply to us for permission to sell it and may be required to offer it back to us before it can be sold.  This applies in the first 10 years after purchase.

If you decide to sell your home within five years of buying it, you'll need to repay a proportion of the discount you received. The repayment is based on how the property's value has changed since your purchase, as well as the time that has passed. Any improvements you've made to your home are not included in the calculation, so please remember to keep your receipts. There are certain exceptions to these rules, namely the:







- transfer from one partner to another in the case of a divorce settlement
- transfer to a beneficiary as part of a will
- transfer into joint names following a marriage.

You can leave your lease to someone in your will, but if they sell within five years from the date of purchase, they will also have to repay some discount.

## 9 ADMINISTRATION FEES

---

Here's a guide to some of our leaseholder administration fees as at April 2026. We will always let you know the current cost on application.

SERVICE	FEE (Net of VAT)	FEE (Including VAT)
 Leasehold sale enquiry pack (LPE1)	£210	£252
 Home Improvement or other application	£85	£102
 Sub-letting registration fee	£85	£102
 Registration of legal notice	£65	£78
 Providing a copy of your lease	£40	£48
 Deed of Covenant or Certificate of Compliance	£65	£78

## 10 INDEPENDENT ADVICE

If you would like some independent advice or help understanding your lease and service charges, we suggest you visit the Leasehold Advisory Service website, where you will be able to download, or order, a comprehensive guide to your legal position.

### LEASE - The Leasehold Advisory Service

Fleetbank House, 2-6 Salisbury Square, London, EC4 Y 8JX

Tel: 020 7832 2500

Email: [info@lease-advice.org](mailto:info@lease-advice.org)

[www.lease-advice.org](http://www.lease-advice.org)

Other organisations who provide helpful information and advice about your lease and help with managing your finances:

### ARMA - The Association of Residential Managing Agents

Tel: 0207 978 2607

Email : [info@arma.org.uk](mailto:info@arma.org.uk)

[www.arma.org.uk](http://www.arma.org.uk)

### GOV.UK

The government's information website at [www.gov.uk/leasehold-property](http://www.gov.uk/leasehold-property)

### Citizens Advice

Tel: 0344 477 1171

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Shelter

One-to-one, personalised help with housing issues.

Free helpline: 0808 800 4444

[www.shelter.org.uk](http://www.shelter.org.uk)

### Step Change Debt Charity

Debt advice available to all, including debt management plans.

Tel: 0800 138 1111

[www.stepchange.org](http://www.stepchange.org)

### National Debtline

Free, confidential and independent telephone helpline for anyone in debt.

Tel : 0808 808 4000

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

### Horsham Debt Advice Service

11 Queen Street, Horsham, West Sussex RH13 5AA .

Tel: 01403 258040

[www.hdas.co.uk](http://www.hdas.co.uk)

### Money Advice Service

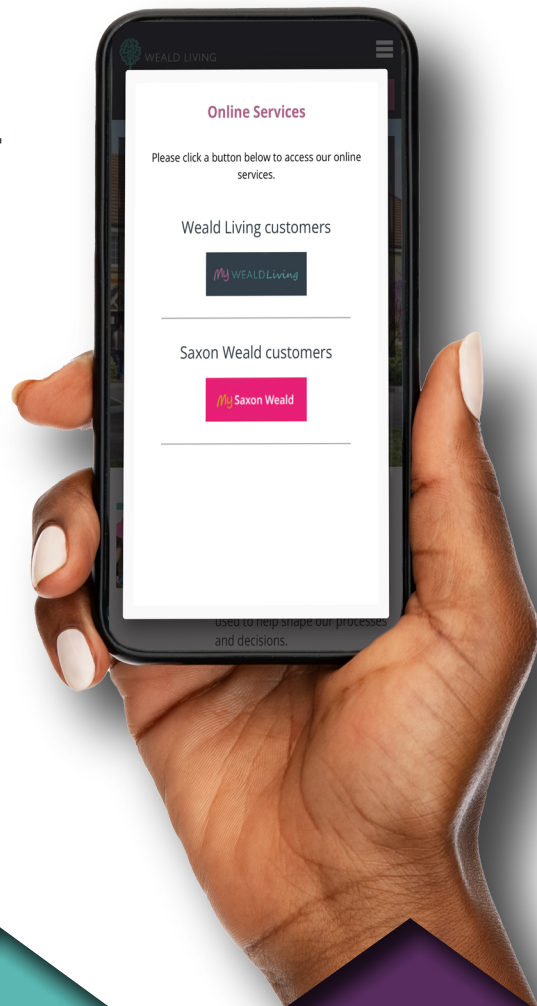
Offer independent advice to help people manage their money .

Tel: 0300 500 5000

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

# 😊 Online, anytime, anywhere

Our easy-to-use, online services put you in charge of your home, anytime, anywhere. They provide secure access to your information and are available 24 hours a day, seven days a week from a desktop, laptop, tablet or mobile.



Pay your rent or service charges



Book repairs, manage appointments



View and update your details

Sign up today at [www.wealdliving.com](http://www.wealdliving.com).

## YOUR OPINION MATTERS

Whether you have a question, concern, complaint or compliment, we welcome your feedback. Simply email [info@wealdliving.com](mailto:info@wealdliving.com).

We also carry out regular customer surveys as your input helps us to ensure that we are offering the right services and that we continually improve them. Your help with these is appreciated.

INFORMATION CORRECT AS OF APRIL 2026

Weald Living  
Saxon Weald House  
38-42 Worthing Road  
Horsham, West Sussex  
RH12 1DT  
t: 01403 226060  
e: [info@wealdliving.com](mailto:info@wealdliving.com)  
[www.wealdliving.com](http://www.wealdliving.com)



WEALD LIVING  
BY SAXON WEALD