



**LEASEHOLD
MANAGEMENT
POLICY**

2026 – 2029

LEASEHOLD MANAGEMENT POLICY

Adopted/Date Reviewed:	July 2020/2023/2026
Review Period:	3 Years
Next Review:	July 2029 (If regulations are amended, then changes need to be made immediately)
Contact Officer:	Danny Wyer Director of Property
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Policy Links:	Rent & Service Charge Policy Disposal Policy ASB Policy Complaints Policy Income Management Policy Equality and Diversity Policy Repairs and Maintenance Policy

Brief Policy Summary:
<p>The Policy sets out the mutual rights, responsibilities and obligations between Lincoln Housing Partnership as freehold owner and landlord and those on long leases such as leaseholders under RTB/RTA and Shared Ownership.</p>

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Introduction and Purpose

1. Lincolnshire Housing Partnership is committed to meeting its responsibilities to leaseholders under the terms of their leases, and to providing them with high-quality services in the management and maintenance of their homes.
2. We are committed to provide the same standards of customer care and performance standards to leaseholders as we do tenants.
3. This Policy sets out how we will exercise our responsibilities and obligations in respect of long leases, including those granted under the Preserved Right to Buy, Right to Acquire, and Shared Ownership arrangements. The terms of the individual lease will take precedence where responsibilities differ between properties or schemes. This policy will be implemented in accordance with the terms of each individual lease and all applicable legislation, regulations, statutory codes and regulatory standards. These include, but are not limited to, the Housing Acts 1985 and 1996; Landlord and Tenant Acts 1985 and 1987; Leasehold Reform, Housing and Urban Development Act 1993; Commonhold and Leasehold Reform Act 2002; Equality Act 2010; Fire Safety Act 2021; Building Safety Act 2022; Leasehold Reform (Ground Rent) Act 2022; Social Housing (Regulation) Act 2023; Leasehold and Freehold Reform Act 2024; and associated regulations, as amended or replaced.

Scope

4. The scope of this policy includes all domestic dwellings sold under leasehold arrangement where Lincolnshire Housing Partnership retains the freehold and fulfils the role of the Landlord.
5. Commercial leases and leases where Lincolnshire Housing Partnership are the lease fall outside the scope of this policy.

Policy Statement

The Lease

6. Lincolnshire Housing Partnership accepts it is bound by the terms of the leases granted to leaseholders by both Great Grimsby Borough Council, Cleethorpes Borough Council, North East Lincolnshire Council and Boston Borough Council prior to the transfer of ownership of properties to it through each historic Large Scale Voluntary Transfer (LSVT), and Shoreline Housing Partnership and Boston Mayflower prior to merger as

well as new leases entered into directly with LHP since then.

7. Prospective leaseholders will be given an introductory guide outlining the main points in the lease which will also emphasise the need for them to seek independent legal advice before committing themselves to purchasing the lease.
8. We provide all leaseholders with a “Leaseholders Handbook” that sets out the rights and obligations of both the leaseholder and Lincolnshire Housing Partnership and gives information about services provided by us. A lease is a contractually binding document and particularly deals with respective obligations for both the Leaseholder, and LHP as to statutory plant and equipment servicing, inspections, repairs and maintenance of said plant and equipment, along with the general maintenance of the building.
9. New leases issued by Lincolnshire Housing Partnership will require leaseholders, where this is a requirement of the individual lease, to demonstrate that they comply with legislative obligations in relation to health and safety. This should include all statutory required services, inspections and remedial works following said services, inspections (if any) with evidence of all required certifications supplied to LHP upon request.
10. We will provide inductions for leaseholder customers coming into our Sheltered Schemes or Extra Care units where there are a range of communal facilities being provided.

Services to Leaseholders

11. Building and fire safety
 - LHP will manage its landlord, Responsible Person and building safety responsibilities in accordance with applicable legislation. We will provide leaseholders and residents with relevant safety information, including fire safety instructions and information about fire doors, and will communicate arrangements for inspections, remedial works, access and emergencies.
 - Where the Building Safety Act 2022 leaseholder protections apply, LHP will assess liability before seeking to recover building safety or remediation costs. We will maintain appropriate records and issue or obtain prescribed landlord and leaseholder certificates where required.
 - Where shared ownership accommodation remains low-cost home ownership social housing, LHP will have regard to the Regulator of Social Housing's applicable consumer standards, except where a particular standard does not apply.
12. We are responsible for providing the following services (for which we will charge each

leaseholder their share under relevant terms of their lease) to leaseholders:

- Repairs and maintenance for those items under the lease which are stated to be landlord responsibilities. For flats this mainly relates to the structure of the building and to communal areas.
- Planned improvements to the communal areas of the block or the estate in question.
- Maintenance and safety checks to open spaces and communal areas.
- In some cases, cleaning and grounds maintenance.
- Receiving and dealing with complaints concerning anti-social behaviour from other leaseholders, customers or visitors.
- Calculating and providing clear information about charges.
- Preparing clear accounts for leaseholders relating to their service charge account.
- Preparing an informed costed plan for major works.
- Obtaining estimates for major works and consulting with leaseholders on these planned works.
- Providing a clear consultation and participation structure for leaseholders.
- Consulting with leaseholders on the standards of service to be provided.
- Providing support to Leaseholder representatives and Residents' Associations to enable them to carry out their role and participate in policy making.
- Maintaining building insurance for the structure of the building, where required by the lease.
- Administering statutory and voluntary lease extensions in accordance with current legislation and the relevant lease. The statutory process will not require a two-year ownership qualification where that qualification has been removed by law.
- Administering leasehold assignments including updating our records accordingly.

13. A description of an item as a landlord responsibility does not mean it may not be charged back to the leaseholder under the terms of each individual lease (as a service charge).

Service Charges

14. We will provide estimated and actual service charge information in accordance with the timescales and accounting arrangements contained in the relevant lease and applicable legislation. Information will clearly distinguish estimated charges, actual expenditure, adjustments and any balance payable or refundable.

15. Leaseholders will be offered a range of payment mechanisms for the payment of their service charges. At present Leaseholders are invoiced at varying intervals depending on the lease and the location of the property. Lincolnshire Housing Partnership will work towards introducing a single service standard for invoicing as part of the implementation of the new Housing Management System and through consultation with leasehold customers.
16. We will ensure that where a leaseholder is entitled to a Service Charge loan under the Housing (Service Charge Loans) Regulations 1992, any demand for a service charge will advise the leaseholder of their right to a loan.
17. We will ensure that demands for service charges and administration charges are issued in accordance with the lease and applicable legislation and are accompanied by the relevant prescribed summary of rights and obligations. Charges will be reasonable, clearly explained and supported by appropriate records.
18. In accordance with Section 20 of the Landlord and Tenant Act 1985, we will consult leaseholders where we intend to recover contributions above the applicable statutory thresholds for qualifying works or qualifying long-term agreements. Consultation will follow the applicable statutory procedure. Leaseholders will have the opportunity to make observations and, where the procedure permits, nominate contractors. We will have regard to observations received and explain our response. Where urgent works make full prior consultation impracticable, LHP will obtain appropriate legal advice and consider applying to the First-tier Tribunal for dispensation.
19. We will set out estimates of likely service charges expenditure for the first five years following the grant of a lease under the Preserved Right to Buy and Acquire provisions.
20. All new leases issued by Lincolnshire Housing Partnership shall include the provision of applying service charges for any cleaning and maintenance work to communal parts.

Other Charges

21. Lincolnshire Housing Partnership may charge for providing services to leaseholders where permitted by the lease and applicable legislation. Appendix 1 details the current standard charges. Charges will be reasonable, reviewed periodically and confirmed, including whether VAT applies, before the relevant service is provided.

Service charge arrears

22. Lincolnshire Housing Partnership will adopt a firm, fair and proportionate approach to recovering service charge arrears, taking account of relevant vulnerabilities and

financial difficulties and offering appropriate payment options.

23. If the leaseholders' account falls into arrears they will be formally advised,
24. Legal action will only be considered after reasonable attempts have been made to engage with the leaseholder, understand relevant vulnerabilities or financial difficulties, offer appropriate payment options and resolve the matter proportionately. Any action involving forfeiture will be treated as a last resort and undertaken only following specialist legal advice and compliance with all statutory preconditions, including any requirement for the breach or amount due to have been admitted or finally determined and applicable restrictions relating to small or short-standing debts.

Cost of capital works

25. In carrying out capital works we will seek competitive quotes wherever possible to obtain best value for money and minimise leaseholders' contributions.
26. Leaseholders will be able to apply for renovation grants where these are available.
27. We will only recover from leaseholders the monies due from them towards the cost of capital works where the terms of the lease allow this.
28. Leaseholders will be encouraged to meet any charge in full by making a lump sum payment.
29. LHP may consider Forbearance where the amount payable exceeds £2000. The full payment is invoiced and is due forthwith (or in accordance with the timescales set out in the lease) but if the leaseholder makes payments within a reasonable timeframe, the landlord will forbear on recovering the debt in accordance with its debt policy and procedures.
30. We will engage leaseholders as early as reasonably practicable about intended major works, including the likely scope, provisional cost, timing, available payment options and material changes to estimates, to assist them in planning for longer-term financial liabilities.

Leaseholder Improvements

31. Any leaseholder wishing to carry out improvement works to their home must first obtain our consent as landlord.
32. The leaseholder will be required to submit full details of the proposed work, including plans, and proof of planning permission and building control consent where this is applicable. In addition, leaseholders will be required to provide copies of certificates or guarantees where the work affects part of the building for which Lincolnshire Housing

Partnership is responsible.

33. Requests for consent will be acknowledged, tracked and determined within published timescales, subject to receipt of all necessary information. The decision to grant or refuse consent will be provided in writing with reasons. Consent may be conditional on inspection and provision of certification. We may impose reasonable conditions to protect the structure, fire and building safety, our interests and those of neighbouring residents.
34. Subject to the terms of the individual lease, permission will be refused where the proposed improvement or alteration:
 - Adversely affects the structure of the building for which Lincolnshire Housing Partnership is responsible and, therefore, Lincolnshire Housing Partnership's future maintenance liabilities.
 - Makes the property dangerous or creates a health and safety risk.
 - Involves a loft conversion to a flat.
 - Would involve changes to rights of way or communal areas or other residents' legal rights.
 - Would reduce the value of the building or creates an aesthetically undesirable appearance.

Sub-letting

35. We will allow leaseholders to sub-let their property subject to this being a condition in their lease, and provided they obtain written permission from us beforehand.
36. We will ensure that leaseholders fully understand that they are responsible, under the terms of their lease, for the actions of their tenant. LHP can request a copy of the tenancy agreement they use for sub-letting to ensure it includes these terms.
37. Leaseholders will be required to provide information about occupiers and emergency contacts only where this is necessary for a defined purpose, permitted by the lease or law, and supported by appropriate privacy information, retention arrangements and a lawful basis. Relevant changes of occupancy must be notified to Lincolnshire Housing Partnership where required by the lease or applicable law. Subletting by shared owners is generally restricted and will only be considered where permitted by the individual lease, applicable funding or regulatory requirements and any exceptional-circumstances procedure.

Breaches of the Lease

38. Appropriate action will be taken whenever Lincolnshire Housing Partnership becomes aware that a leaseholder is acting in breach of the terms of their lease. Such breaches include but are not limited to:
- Unapproved works to the leased property.
 - Improper use of the leased property or common parts.
 - Failure to maintain, or damage to the leased property or common parts.
 - Storage of personal belongings in the communal parts leading to an increased risk of fire or the escape being impeded.
 - Refusal of access to our employees or agents and contractors where reasonable notice for access to inspect or carry out works was given.
 - Harassment, anti-social behaviour or neighbour nuisance.
 - Unauthorised subletting by shared owners.
39. In all such cases we will:
- Review the evidence to confirm whether there is a breach.
 - Consider the most appropriate way of resolving the breach depending on its nature and seriousness.
 - Contact the leaseholder requiring them to remedy the breach.
40. If the breach continues, further action will be taken, which may include seeking an injunction, advising the leaseholder's funder, or taking action against the leaseholder for the forfeiture of their lease.
41. If the breach continues, proportionate further action may be taken. This may include seeking an injunction, notifying a mortgage lender where permitted or required by the lease, law or relevant lender arrangements, or, as a last resort, considering forfeiture. Any forfeiture action will follow specialist legal advice and all applicable statutory safeguards and preconditions.

Complaints

42. Leaseholders and shared owners may make complaints through LHP's Complaints Policy. Complaints will be handled in accordance with the statutory Housing Ombudsman Complaint Handling Code. Customers will be informed of their right to refer

eligible complaints to the Housing Ombudsman Service and of the role of the First-tier Tribunal (Property Chamber) in determining relevant leasehold disputes. The complaints process does not replace statutory tribunal or court procedures.

Implementation

- 43. LHP will delegate to the Chief Executive responsibility for ensuring that this policy is communicated and implemented.
- 44. We will maintain procedures which ensure effective implementation of this policy, including reasonable adjustments, accessible information and communication preferences. Appropriate management information will be used to monitor service charge queries, Section 20 compliance, arrears, complaints, alteration requests, assignments and leaseholder satisfaction.
- 45. We will provide training for colleagues to ensure they fully understand the wider issues surrounding leaseholders, our approach and policy, the legislative framework and procedures.
- 46. The ongoing adherence and development of this policy will be subject to a separate action plan.

Equality, Diversity and Inclusion

- 47. We will promote equality, diversity and inclusion in all aspects of our dealings with leaseholders. All customers have the right to be treated fairly and equitably, with due regard to all characteristics protected under the Equality Act 2010
- 48. An Equality Impact Assessment has been completed for this policy and is attached as Appendix 3. We will collect and use relevant equality information lawfully and proportionately to monitor service provision, identify barriers or disparities, support reasonable adjustments and test whether our commitments are being met. The Equality Impact Assessment will be reviewed alongside this policy and following any material change.

Responsibility

- 49. All teams delivering front-line services will do so in accordance with this policy. LHP considers leaseholders to be customers, and service areas will support their access to relevant services in accordance with the lease and this policy.

Consultation

50. In line with our values, we will support and encourage our leasehold customers to work with us to review, develop and improve our services. We will create a dedicated online portal for leaseholders and shared owners to contribute to and help us develop:

- Separate Leaseholder and Shared Ownership Introductory Guides.
- Our approach and documentation dealing with Section 20 Consultation.
- Content for a leaseholder portal.
- Understanding of levels of customer satisfaction and feedback.

Leaseholder Officer Role

51. LHP will have a Leasehold Officer who will liaise with leaseholders and also advise the business on how to act in accordance with this policy, the legislation and individual lease requirements. The expectation is that individual service areas will undertake their roles as normal with a requirement to adhere to this policy and the requirements of the individual leases.

Review

52. We will review this policy, associated procedures and colleague training needs at least every three years to ensure continued legal compliance, measurable performance and service improvement. The policy and procedures will also be reviewed following a material change in legislation, regulation or statutory guidance. LHP will monitor commencement of further leasehold reforms and implement them through policy or procedure when they take effect. A comprehensive review of LHP's leasehold management approach and operating model will be undertaken during 2027.

Appendix 1: Leasehold Charges

Service	Charge Net VAT
Notice of Transfer	£35
Notice of Charge	£35
Notice of Transfer and Charge	£57
Certificate of Compliance	£35

Deed of Covenant	£35
Licence to Assign	£35
Deed of Postponement	Fee to be advised on enquiry
Lease Copy – Obtained from own archives	£25
Leasehold Management Pack – Standard	£68
New Lease Plan	Fee to be advised on enquiry
Remortgage – Consent for Shared Owners	£35
Remortgage – Consent for Shared Owners, and solicitor's enquiries	£57
Remortgage – Solicitors enquiries for leaseholders	£57
Lease Extension – Standard Admin Charge Note: This is accompanied with a valuation fee plus legal costs which is subject to the 'market value' valuation fee and our separately agreed legal costs at the time this is processed.	£57
Alterations Minor – Request to carry out Home Improvements minor	£37
Alterations Major – Request to carry out Home Improvements	£68
Alteration – Retrospective Consent	Fee to be advised once application has been fully received.

Appendix 2: Leasehold Management Policy Action Plan

Policy Objective	Responsibility	Date
Publish and distribute an LHP Leaseholder Guide and a Shared Owner Guide developed in consultation with the Service Improvement Panel. (completed)	Leasehold Officer	Draft 30/09/20 Publish 31/12/20
Develop and provide a Leaseholder	Leasehold Officer	31/12/2021

portal that provides all compliance and future planned investment requirements for the block developed in consultation with the Service Improvement Panel.		
Commence leaseholder inductions for complex buildings (Sheltered and Extra Care).	Leasehold Officer	Inductions have commenced, currently working on individual guides for each building. 31/12/20
Consult with leaseholders and introduce a single invoicing process and timescale for all leasehold customers.	Rent & Service Charge Manager	31/12/2021
Review individual leases to determine if any compliance requirements on the leaseholder. Provides details and addresses to the Compliance Team.	Leasehold Officer	
Add components in QL for all leasehold properties where there is compliance requirement. Begin monitoring and undertake enforcement action where lease requirement not being met.	Compliance Manager	
Consultation to be undertaken with the Compliance team where variation of the lease occurs to ensure compliance requirements are included.	Leasehold Officer Compliance Manager	

Include a section on Compliance and its importance in the Leaseholders Handbook.	Leasehold Officer Compliance Manager	
Review whether the Repairs team comply with Section 20 requirements to ensure our legal requirements are being followed.	Leasehold Officer Repairs Manager	
Policy Objective	Responsibility	Date
Review current process where leaseholders report repairs to ensure it is considering the lease requirements and following our Customer First objectives.	Leasehold Officer Repairs Manager	
Review current process where leaseholders report repairs to ensure it is considering the lease requirements and following our Customer First objectives.	Leasehold Officer Repairs Manager	
Start sending 'Introductory guide' to prospective leaseholders outlining the main points in the lease which will also emphasise the need for them to seek independent legal advice before committing themselves to purchasing the lease	Leasehold Officer	
Review induction process for leaseholder customers coming into our Sheltered Schemes or Extra Care	Leasehold Officer Integrated Living and	

units where there are a range of communal facilities being provided.	Support Service Manager.	
Establish system to review and update QL with full details of all occupiers of properties, including emergency contact details for the Leaseholder if access is required in the case of an emergency, and Equality, Diversity and Inclusion information.	Leasehold Officer	
Ensure details of 'how to make a complaint' and the First-Tier tribunal service in the Leaseholders Handbook.	Leasehold Officer	
Create Leaseholder / Shared Ownership area of the 'Get Involved' hub.	Leasehold Officer Customer Engagement and Development Manager	
Add Leaseholder Charges into QL and start adding these to the account as part of the respective process.	Leaseholder Officer	
Policy Objective	Responsibility	Date
Continue to explore options to support leaseholders paying for capital works, including the potential introduction of 'slush funds'.	Leasehold Manager Investment Manager	

Provide more information for shared owners for purchasing additional shares through staircasing.	Sales Manager	
Provide clarity on service charges and transparency on costs.	Rent & Service Charge Manager	
Review the way we can improve two-way communication with leaseholders, including briefing colleagues on how to respond to leasehold enquiries.	Leasehold Manager	

Lincolnshire Housing Partnership (LHP) Equality and Quality Impact Assessment (EQIA)

Title of Policy/Event/Decision: Leaseholder Management Policy

Lead Officer(s): Danny Wyer

Date of EQIA: 22/09/26

Scope and Purpose	
Briefly describe the policy/event/decision being assessed:	The Leasehold Management Policy sets out Lincolnshire Housing Partnership's approach to managing leasehold and shared ownership properties, including rights and responsibilities, service charges, consultation, repairs, building safety, complaints, lease extensions, subletting, and customer engagement. The policy ensures compliance with relevant legislation and establishes service standards for leaseholders and shared owners.
What is the aim or purpose of this policy/decision?	To ensure leaseholders and shared owners receive fair, transparent, and consistent services whilst enabling LHP to meet its legal and contractual obligations as landlord. The policy seeks to promote effective communication, customer involvement, equality of access, and compliance with leasehold legislation.
Which departments or groups will be affected by this policy/event/decision?	<ul style="list-style-type: none">• Leaseholders and shared owners.• Property and Compliance Teams.• Repairs and Maintenance Teams.• Rent and Service Charge Team.• Customer Experience and Engagement Teams.• Income Management Team.• Housing Management Teams.• Contractors and agents acting on behalf of LHP

Data Collection and Evidence

<p>What data or evidence have you used to identify how different groups may be affected? (e.g., tenant demographic data, service usage statistics, consultation feedback)</p>	<ul style="list-style-type: none"> Leaseholder and shared ownership customer profiles. Customer complaints and feedback. Housing Ombudsman Complaint Handling Code requirements. Consultation with customers through scrutiny and engagement activities. Equality Act 2010 requirements. Service performance and satisfaction information. <p>Existing reasonable adjustment records</p>
<p>What does this data tell you about the potential impacts on different equality groups?</p>	<p>The policy itself is intended to apply equally to all leaseholders and shared owners, with some groups requiring additional support to access services, understand complex leasehold information, or participate in consultation activities. Disabled customers, older customers, customers with language barriers, and customers with vulnerabilities may require reasonable adjustments or alternative communication methods to ensure access to services.</p>

RAG Impact Assessment on Protected Characteristics

Use the RAG system to assess the level of potential impact for each protected characteristic:

- Red (High Risk):** Significant potential for negative impact requiring immediate action to mitigate.
- Amber (Medium Risk):** Some potential for negative impact, which can be mitigated with changes.
- Green (Low or No Risk):** Little to no negative impact identified.

Ensure that you state reasons (the why) for your justifications.

Protected Characteristic	Impact (Positive, Negative, Neutral)	RAG Rating	Description of Potential Impact	Mitigation/Enhancement Actions	Responsible Officer
Age	Neutral	Amber	Older leaseholders may require additional support accessing information;	Provide information in accessible formats; offer alternative communication methods and additional support where required.	Danny W.

			policy commits to accessible communication and support.		
Disability	Neutral	Amber	Reliance on written information, portals and consultations could disadvantage some customers with additional needs.	Ensure digital content meets accessibility standards; offer reasonable adjustments and alternative engagement methods	Danny W.
Gender Reassignment	Neutral	Green	No adverse impact identified. Services are provided irrespective of gender identity.	Continue monitoring feedback and ensure services remain inclusive and respectful of all gender identities.	Danny W.
Marriage and Civil Partnership	Neutral	Green	No adverse impact identified	No action required. Continue to monitor for any unintended impacts	Danny W.
Pregnancy and maternity	Neutral	Amber	Major works/repairs, inspections and appointments may require flexibility	Offer flexible appointment scheduling and consider individual circumstances when arranging visits or works.	Danny W.
Race	Neutral	Amber	Customers with limited English proficiency and language barriers may struggle.	Provide translation or interpretation support where needed; use clear and accessible communication	Danny W.
Religion or Belief	Neutral	Green	No adverse impact identified	Continue to consider religious needs when arranging appointments and service delivery.	Danny W.

Sex	Neutral	Green	No direct adverse impact identified. The policy applies equally to all leaseholders. There is potential for differing experiences relating to caring responsibilities, or engagement opportunities.	Monitor complaints, satisfaction, and engagement data by sex. Ensure flexible engagement methods and access for all customers.	Danny W.
Sexual Orientation	Neutral	Green	No adverse impact identified	No action required. Continue to promote an inclusive and non-discriminatory service.	Danny W.

Mitigating Negative Impact

What actions will you take to reduce or mitigate any identified negative impacts? Provide specific mitigation measures for each characteristic where a negative impact (Red or Amber rating) was identified.	<ul style="list-style-type: none"> Continue to provide reasonable adjustments where required. Offer information in accessible formats upon request. Record and respond to customer communication preferences. Monitor complaints, service requests, and customer feedback for any disproportionate impacts. Provide colleague training on equality, diversity, inclusion, and vulnerability awareness. Engage with leaseholders and shared owners to identify and address barriers to participation and service access.
Who is responsible for implementing these actions?	Director of Property Leaseholder Officer

Consultation and Engagement

Have you consulted any stakeholders or equality groups? If so, who and how?	<ul style="list-style-type: none"> The policy has been reviewed by the Customer Scrutiny Panel. Feedback from leaseholders and shared owners has informed policy development and future actions relating to communication and engagement.
What feedback have you received,	<ul style="list-style-type: none"> Clear communication regarding service charges. Greater transparency and customer involvement.

and how has this influenced your assessment?	<ul style="list-style-type: none"> • Accessible information. • Improved engagement opportunities for leaseholders and shared owners
Decision Making	
How has this EQIA informed or influenced the final decision?	The EQIA confirms that the policy is unlikely to adversely affect any protected group and supports the inclusion of commitments relating to reasonable adjustments, accessible information, customer engagement, and fair treatment.
Were any changes made to the policy/decision as a result of the EQIA?	No
Monitoring and Review	
How will you monitor the actual impact of the policy/decision once it is implemented?	<p>Monitoring requests for reasonable adjustments. 100% records reviewed and updated</p> <p>Monitoring service requests with 90% of customers reporting adjustments were effective</p> <p>Monitoring complaints with annual reduction of complaints from disabled leaseholders concerning access barriers</p> <p>100% of leaseholder documents available in accessible formats</p>
When will the policy/decision be reviewed?	Every 3 years
Sign-Off EQIA Completed By: <i>Lead Officer(s) Name(s):</i> <i>Date:</i>	Danny Wyer
Approved By: <i>Approval Name:</i> <i>Date:</i>	<i>Jess Hyland</i> <i>12 Oct 26</i>