



East Village *Leaseholder* *Handbook*





Contact information

There are a number of ways you can contact the Triathlon Homes Team.



By telephone:

020 8522 2012

Monday 8:00am – 8:00pm

Tuesday – Friday 8am – 5.00pm

You can call the same number outside of these hours for emergencies.



In person:

East Village Management Office,
80 Celebration Avenue, London, E20 1DB

Opening hours:

The Triathlon Homes team is available at the Village Management office Monday to Friday, 8:30am – 6pm and Saturday 9am – 12.30pm.



Online:

Email: info@triathlonhomes.com

Website: www.triathlonhomes.com

The information and fees featured in this booklet were correct at time of publication: June 2016. Fees are reviewed regularly and are subject to change.

For free translation phone:

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Introduction

Welcome to Triathlon Homes. This handbook gives you useful information about our services to make the management of your home easier. Inside, you'll be able to find out about:

- Triathlon Homes and our operational partners
- Your contacts in case you need help
- Our service standards
- How to get in touch with complaints or comments
- How you can get involved in your neighbourhood
- How to deal with antisocial behaviour
- The details of your lease
- How to have work carried out in your home
- Insuring your home
- Rent, ground rent and service charges
- How to buy extra shares in your home if you're a shared owner
- How to sell your home if you're a shared owner
- All about home maintenance

This handbook is not a legal document. It gives a summary of the terms of your lease and the relevant law. It does not replace the terms of your lease, your legal rights or any other legal agreement. You should always consult your lease first and seek appropriate legal advice if necessary.





About us

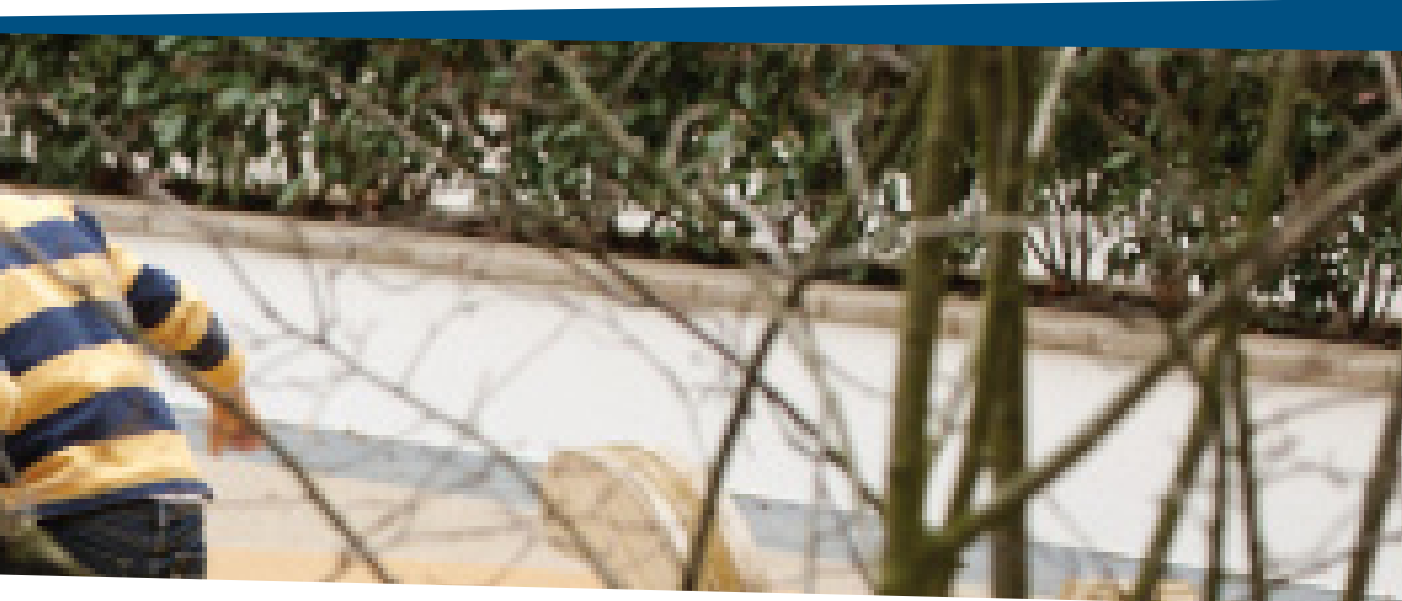
Triathlon Homes was established in 2009 with a vision to provide mixed tenure, affordable housing in Stratford. We are a limited liability partnership company formed by three organisations: East Thames; Southern Housing Group; and First Base. We worked in partnership with many others to develop the Olympic Village concept and, following the 2012 games, the apartments were turned into homes for families and sharers.

Triathlon Homes owns 1,379 homes in the East Village – which is just under half of all the existing properties in the village as of March 2016. The vast majority of our stock are affordable rented units, there are just over 400 shared owners/leaseholders. We deliver our services in the East Village through a housing management company called East Homes Services Limited (EHSL).

EHSL delivers all the day-to-day housing management, repairs and maintenance services for rented homes (internal demise). They also provide leaseholder services, including managing notices, service charges and sales and assignments. You can find out more about these services in other sections of this guide.

Estate services for communal and outdoor areas are provided by East Village Management Limited. Triathlon Homes is a partner in that company, so we have an active part to play in choosing services and setting standards and monitoring performance.

Residents are at the heart of everything we do. We will continually work with you, local partners and specialist agencies to meet your changing needs and improve our services.



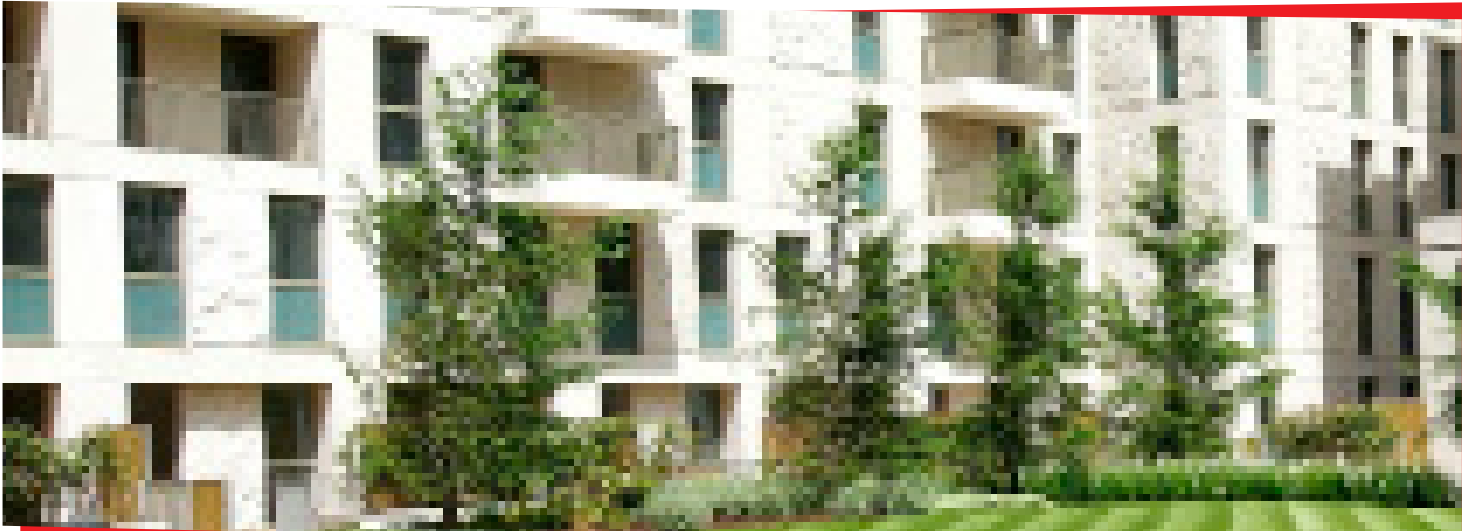
About our partner, East Village Management Ltd (EVML)

East Village Management Limited (EVML) was set up under the Framework Agreement between the Olympic Delivery Authority (ODA) and Triathlon Homes. EVML's purpose is to provide communal estate management services to the East (formerly Olympic) Village, which includes the following:

- Mechanical and electrical plant and equipment maintenance: lifts, electrical distribution, water quality etc.
- Systems maintenance: access control, CCTV, car park gates, TV and satellite etc.
- Fabric maintenance: cleaning and maintenance of all hard surface areas etc.
- Soft services: cleaning, landscaping, pest control, window cleaning etc.
- Window maintenance
- Management for the provision of utilities
- Health & Safety and environmental management
- Security: CCTV monitoring, fire safety management, patrolling of estate areas
- Management of all estate areas (external to plot courtyards, Get Living London cost only)
- Behind the Front Door Handyman Services (Get Living London only).

EVML is constituted of members. The voting rights of members are determined by the number of units they own or have a long-term interest in. Following the completion of the Agreement for the Sale and Purchase of Stratford Village Development Partnership Limited (SVDP), Qatari Diar Delancey (QDD) has a 51% share and Triathlon Homes has 49% share of EVML. The Triathlon Homes share is diminishing as Shared Owners staircase up to 100% ownership, where they become 'members' of EVML.

EVML also has a contract with Broadgate Estates (BEL) to provide management services expertise, including financial, logistic, procurement, technical advice and health & safety.



Our values

About the tenancy

We are **customer-focused**. That means we're easy to approach, and we take the time to listen and respond to the needs of residents and others.

We are **collaborative**. We value different points of view, working co-operatively to achieve more together than we could alone.

We are **dynamic**. Our dynamic approach means we are constantly improving our services and reacting to people's changing needs and our evolving environment.

Equality and diversity

Our vision includes treating people fairly, and we expect everyone associated with us to act in this way. We promote equality and diversity by creating opportunities for residents, employees, and the communities we work in. We take action against unfair discrimination by any person or organisation connected with us.

We recognise that certain groups of people may face discrimination or may be disadvantaged in other ways. We treat everyone fairly and work to eliminate discrimination through promoting equality of access and opportunity for everyone.



Within the law there are nine protected characteristics to consider when delivering our services. These are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Gender or sex
- Sexual orientation.

We aim to ensure that members of these groups are treated in ways that meet their individual needs, and that they are not excluded from any services or activities that we offer. We promote their inclusion and challenge discrimination against them. We may ask for information about those areas so we can tailor our services to meet your individual needs.



Service standards

We want to deliver a first-class service by dealing with our customers in a professional, knowledgeable, respectful and friendly manner. Our customers are at the heart of our service and we understand the importance of listening to your feedback. We always aim to reach the highest standards of customer care and get it right first time.

Customer service

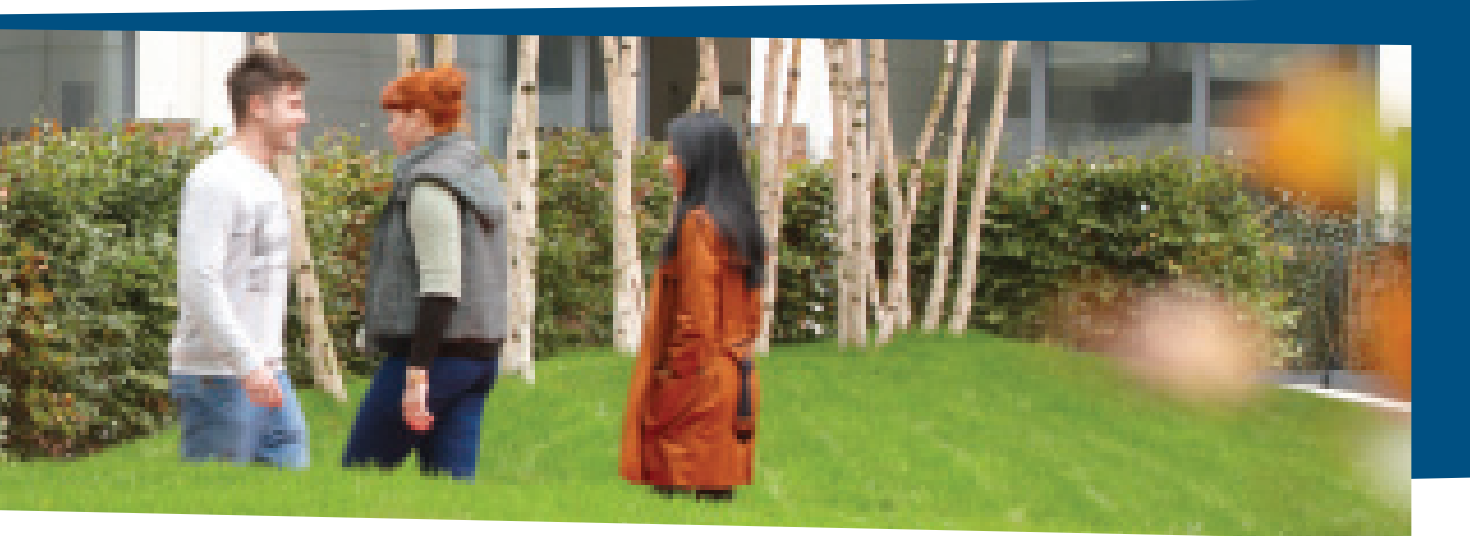
We promise to:

- Be professional and approachable, and listen to your queries carefully
- Be helpful and provide you with advice and information, including pointing you in the direction of additional services offered by other organisations
- Tell residents in writing when there are changes in staff who manage their home within 10 days of the new staff members starting
- Invite all leaseholders to attend their block walkabout 10 days in advance, and wait for feedback
- Provide access to a shared owner surgery on a weekly basis.

Calls and emails

We will answer calls and emails as quickly as possible. Within office hours we aim to answer our phones within 20 seconds, and only use an answerphone if we really need to. If you leave a message we will get back to you by the next working day.

We'll acknowledge all emails and letters within three working days and always provide you with a named person and contact number in our response.



Making and keeping appointments

If you have an appointment to see us, we'll see you within 5 minutes of the appointment time. If you don't have an appointment, we'll still see you but you may have to wait a little longer. If you are unable to come to the office, we can visit you in your home.

Rent and service charges

We will provide a rent and service charge statement every quarter, and offer a range of ways to pay your rent, including by direct debit, online or through PayPoint and at the Post Office.

We will give you a clear explanation of how your rent and service charges are calculated every year, and give one month's written notice if there are changes to your rent or service charges.

We will also help with confidential advice on any benefits you may be entitled to, which includes advice about which agencies can help you.

Parking

Parking is limited in East Village, and is not available for every household. Triathlon Homes has 202 undercroft parking bays across the village and 55 street parking bays, all of which are let to social housing residents in line with section 106 of the grant funding. However, we are working in partnership with Get Living London, the other landlord on East Village, to offer our residents undercroft parking.

If you are interested in renting a bay, please contact Triathlon Homes for further information.



Complaints and compliments

We want our customers to enjoy the best service. To help, we ask that you send us feedback and suggestions about the services you receive so we can work to make them even better.

Please get in touch if you're happy with the service you're getting and you'd like to let us know when we're getting it right. You can also make a complaint if you feel that we're not meeting your needs, or if you're unhappy with any of our services.

How to get in touch

By telephone 0208 522 2012

By email to complaints@triathlonhomes.com

In person: Triathlon Homes Team at Village Management Office, 80 Celebration Avenue, London, E20 1DB (Mon–Fri 8.30am–6pm and Sat 9am–12.30pm)

What happens after you get in touch?

As far as it's possible, we'll call you back to let you know we've received your comment or requests. Once we have it, we'll do our best to resolve it as soon as we can. If it's something that we can't fix informally, we'll pass it on to an investigating officer as a formal complaint, and we'll keep you updated throughout the process.

You can read our complete complaints procedure online at www.triathlonhomes.com/residents



Getting involved

We involve our residents in everything, because it's the best way to make sure we're offering the right services at the best possible standards. One of the main ways to get involved is our Leasehold Panel, which anyone can join, though there are many other ways to get involved too.

Leasehold panel

As a member of the panel, we will ask for your help in developing policies and procedures, discussing any changes we want to make to the leasehold service, developing future plans and lots more. If you would like to join the panel, please contact your Village Manager or visit www.triathlonhomes.com for more information.

Other ways to get involved

Here are some other ways you can get involved:

- Coming to local resident meetings
- Using the online communities and forums established by residents
- Attending focus groups
- Completing questionnaires and surveys to help shape the service we provide to you
- For more information about any of these, please contact your Village Manager.



Anti-social behaviour (ASB)

We expect residents and visitors to East Village to behave in a respectful and courteous way towards their neighbours. Most of the homes in East Village are apartments, so there will inevitably be the normal sounds of people getting on with their daily lives. We expect residents to be tolerant of their neighbours in regard to these daily sounds.

If anyone's behaviour crosses the line and causes alarm and distress, you must let us know. We will investigate the issues and take action. This type of behaviour is sometimes referred to as antisocial behaviour, and it includes the following:

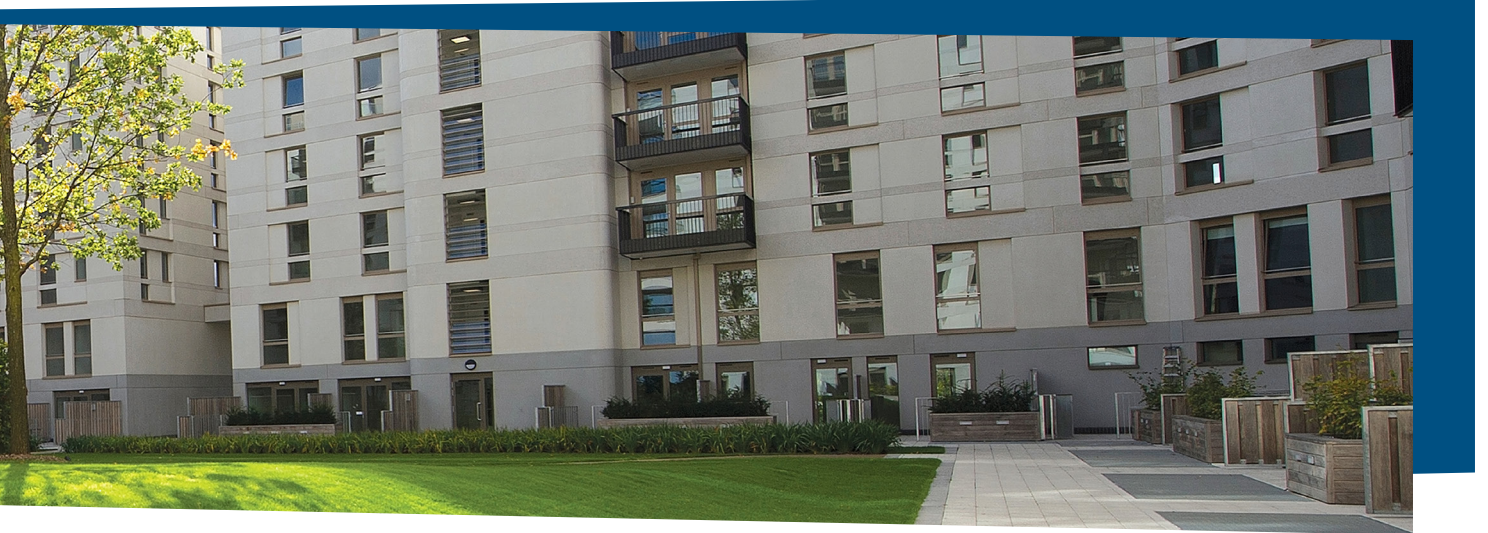
- Residents or visitors causing a nuisance or annoyance which affects East Village
- Violence including domestic violence, or threats of violence
- Harassment and intimidation of neighbours
- Groups who congregate in a threatening or intimidating way
- Drug use or drug dealing, graffiti, dumping rubbish, loud noises, and abandoned vehicles.

How to report anti-social behaviour

If you need to report antisocial behaviour or harassment of any kind, please contact your Village Manager on 0208 522 2012 or by email to info@triathlonhomes.com. We will respond quickly and take your problem seriously.

If you need to report antisocial behavior or harassment Out of Hours, please contact one of the following:

- | | |
|--------------------------------------|--------------------|
| • Safer Neighbourhood Police: | Tel: 07843065871 |
| • London Borough Newham Enforcement: | Tel: 020 8430 2000 |
| • EVML Security Team: | Tel: 0208 221 7013 |



Some advice about anti-social behaviour action

- When you report a case of antisocial behaviour, please be patient while we investigate.
- Be realistic about what we can do. We need evidence before we can take legal action.
- Only the most serious cases are taken to court for breach of tenancy conditions.
- We will seek to resolve most problems through non-legal routes.
- Other agencies such as the Police and Newham Environmental Health team have different powers to deal with antisocial behaviour.
- We have learnt that regular reporting is the most effective way to deal with antisocial behaviour, so don't hesitate to contact us.

Partnership working to resolve ASB

Community Engagement Officers

EVML have Community Engagement Officers (CEO) in place during the summer to help with Courtyard activity and related matters. During the winter, our CEOs keep busy running community events for the Village, with funding provided direct from both Get Living London and Triathlon Homes.

LB Newham Noise Enforcement Team

Costs have been included in the Service Charge to instruct Newham's Noise Enforcement Team to attend our site across an 8 (approx.) week period during weekends and peak periods. They target noise and ASB to provide a sustainable balance in the community.

Police

EVML (funded by Get Living London) now has direct support from a team of Police Sergeants and Police Constables who are based on, or very near to, East Village. The EVML Security Team are also always on hand to assist.



About your lease

Your lease is a legal document which explains your rights and responsibilities as a leaseholder (or lessee) and the relationship between you and Triathlon Homes (or lessor) of your home. Your solicitor should have explained the lease before it was granted or assigned to you.

Leasehold ownership of an apartment is simply a long lease tenancy: the right to occupy and use the apartment for a long period, the 'term' of the lease. This will be 125 years and the apartment can be bought and sold during that term. The term is fixed at the beginning and so decreases in length year by year.

The ownership of an apartment relates to everything within the four walls of the property, including floorboards and plaster to walls and ceiling, but does not include the external or structural walls. The structure and common parts of the building and the land it stands

on are owned by the freeholder, who is responsible for the maintenance and repair of the external building. The freeholder employs an external managing agent to carry out the management duties on their behalf. This agent is East Village Management Limited (EVML).

A plan will be attached to your lease. This shows the boundaries of your home and the building that includes it.

The lease contains legally binding responsibilities both for you and Triathlon Homes. There are also some statutory requirements that ensure you have information and are consulted before major works are carried out.

At East Village, there are two types of shared owners (the number and type of unit is fixed):



1. Shared ownership (part buy, part rent)

This option allows shared owners (part buy, part rent) to buy a share in their property of 25% or more, and pay rent on the remaining share. You will be able to buy a larger share in your home in a process called 'staircasing'. The price paid will be based on the market value of your home at that time, as determined by an independent Royal Institute of Chartered Surveyors (RICS) valuer. We will provide you with a panel of independent valuers to choose from.

There are some costs involved in staircasing such as the valuation fee, solicitor's fees and administration fees. Shared owners can increase their ownership of the home to 100%. As the ownership share increases, the rent paid decreases. If you buy 100% of your home, you become a leaseholder, and continue to pay service charges but not rent, other than the annual ground rent.

2. Shared ownership (restricted equity)

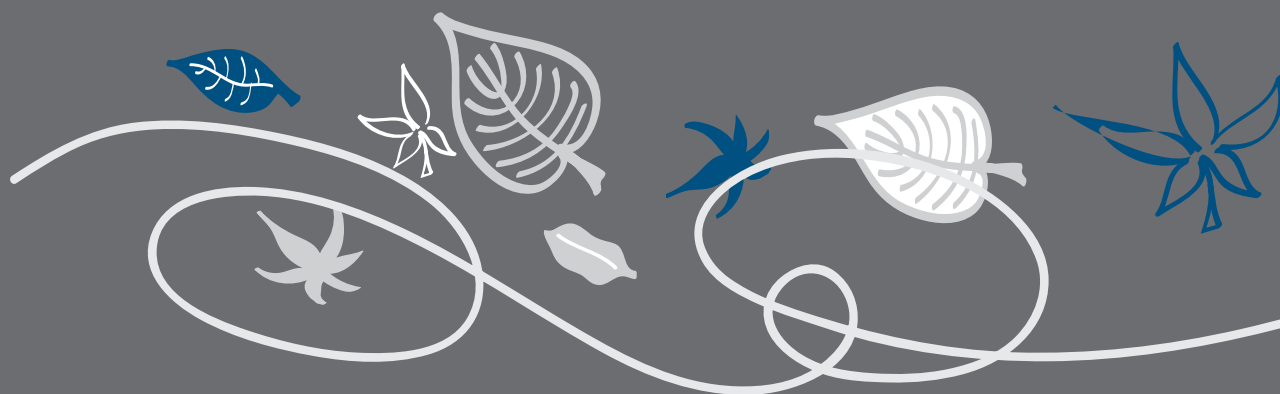
This option allows shared owners (restricted equity) to buy a large percentage of their home (up to 80%) at the outset. There is no rent to pay on the remaining share, other than the annual ground rent. The remaining equity share is owned by Triathlon Homes. Shared owners (restricted equity) are not able to increase their ownership to 100%.

What your lease tells you

Your lease contains a lot of information. This normally includes the following items;

- Definitions of the main terms in your lease
- The length of time your lease is for — your lease is 125 years from the commencement date of the lease
- What you have bought, including a plan showing your home and garden, garage or shed. If your home is an apartment, it also shows the block your apartment is in
- Your responsibilities
- Our responsibilities
- Information on rent and service charges
- How to buy more shares in your home
- How to sell your home.

There are some differences in leases, depending on whether the lease is shared ownership, restricted equity, or long lease. It is important that you understand your own lease and the conditions in it. Breaking the conditions could have serious consequences. You should read your lease carefully and get advice from a solicitor or Citizens Advice.





General requirements

As a leaseholder you have the right to live peacefully in your home. In return, you must meet the conditions of your lease. These are outlined below. Please note that this list is not exhaustive and you should always consult your lease.

- Pay rent, service charges, ground rent, buildings insurance and all other charges – including your share of the costs of major works
- Pay for all utilities supplied to your home. These might include electricity, gas, phone lines and internet access
- Allow us (the landlord) access to your home to carry out repairs we are responsible for, and to inspect the property
- Ask for permission to carry out alterations, additions and improvements to your home
- Not to cause any nuisance or allow any guest to cause a nuisance to others around you
- Not to keep any pets without our permission
- Not to run a business from your home without our permission
- Only park in your allocated bay or garage (if any)
- Tell us if you want to sell your home
- Get permission from us before deciding to sublet your home
- Not to put up a TV aerial or satellite dish outside your apartment or on the building
- Provide us with a copy of any legal notice that affects your home, such as a possession order from your mortgage lender
- Not to borrow additional money against the property without our permission.

Repairs – internal

Keep your home in good repair. This includes repairing, renewing or replacing all the fittings, fixtures and services to your home. You are responsible for looking after everything that is inside your home, as outlined below.

- Inside walls that are not part of the main structure
- Plasterwork
- Ceilings and floorboards or flooring
- Decoration and general repairs inside your home
- Doors and doorframes, including your front door
- Toilet, sink and bath fixtures and fittings
- Kitchen fittings and appliances
- Cleaning your window glass
- Make sure that a qualified electrical engineer carries out any electrical work to your home
- Tanks, pipes, plumbing, wiring and drains supplying water and electricity to your home. Please refer to the diagram on page 45 to understand which parts of the system fall within your responsibilities
- Individual central heating, hot water systems and radiators, please refer to the diagram on page 45 to understand which parts of the system fall within your responsibilities
- Balcony decking.

It is important that you keep to the conditions of your lease. If you break any of the conditions we may take you to court. If the court considers the breach to be serious you could lose your home without any compensation or payment for your lease, and have to pay our court costs.



Repairs – external

- Tell us if any repairs are needed in shared areas
- Report all emergency repairs to the communal areas.

Your rights

You have specific rights that are included in your lease.

- You have the right to live in your home without being disturbed by us as long as you pay all the charges you are responsible for under the lease, and do not break any conditions of your lease. This is known as ‘quiet enjoyment’.
- You have the right to use the shared parts of the building and estate, such as communal gardens and, in some cases, car parking areas.

What happens if you break a condition of the lease?

If you break a condition of your lease, we can take action against you. This can include taking action through the courts. In very serious situations, we can ask the courts to make an order for ‘forfeiture’, which means your lease could be terminated.



Our responsibilities

Through EVML we are responsible for the repair and maintenance of the main structure and outside of the building.

EVML are also responsible for the shared parts and any shared services to your building. But we will charge back to you any costs we incur in providing these services if your lease allows it. The areas EVML are responsible for will depend on the type of property you live in, but will generally include the following:

- Insuring the building (but not your contents)
- Allowing you to live in your home without substantial interference by us as long as you pay all the charges you are responsible for under the lease, and you do not break any conditions of your lease
- To collect rent, ground rent and service charges to cover your share of the costs of the repair, upkeep and management of your estate
- To make sure that service charges are reasonable and explain how we have worked them out
- To consult you about issues that may have an effect on the services we provide
- To consult you before carrying out any major work to your block of apartments or estate. Major work is classed as any qualifying work costing more than £250 including VAT for any leaseholder
- To consult you before entering into a long-term agreement (more than 12 months), which may cost you over £100 in a year
- To manage your sinking or reserve fund accordingly to your lease. A sinking fund is a sum of money set up to pay for major works
- To keep the structure and shared areas (inside and outside) of apartments clean, tidy, well-maintained and in good repair





- Advising on increased charges based on estimated costs for the new financial year starting 1 April.

Balconies and windows

Schedule 1 (3) of your lease explains that: 'The Premises do not include: the glass in the windows, and the whole of the window frames of or in the premises; and all window furniture; and the slabs, columns and all structural parts and the screens, fences, walls, balustrades and the glazing panels of the balconies'. Residents are, however, responsible for 'the surface of the floor coverings of the balconies'. This means keeping your balconies clean and maintaining the decking is your responsibility.

You'll also see in your lease, under Block Services, that EVML is responsible for renewing, repairing, maintaining, decorating or otherwise treating, rebuilding, replacing and keeping free from and remedying all defects whatsoever and cleaning the main structure and exterior including the roofs, foundations, doors, lifts and lift machinery, windows, window frames and window furniture and balconies of the block.

Under Plot Services in your lease, you will see that EVML is responsible for renewing, repairing, maintaining, decorating or otherwise treating, rebuilding, replacing and keeping free from and remedying all defects whatsoever and cleaning the main structure and exterior including the roofs, foundations, doors, lifts, and lift machinery, windows, window frames and window furniture of all buildings and works on the Plot not in the Block Services.

EVML is responsible for repairs to the structure, unless the damage or maintenance issue is attributed to misuse. If it is due to misuse, then you will have to cover the costs of repair through our EVML specialists.



Maintenance responsibilities

Mechanical ventilation heat recovery (MVHR) ventilation system

The MVHR is a system connected to the individual apartments. It's essentially an advanced extractor fan. There is a system of communal pipes and ducting which the landlord will maintain, however the individual system within the property is the leaseholder's responsibility. The maintenance is relatively straightforward. Leaseholders should remove the filter, clean out the dust, preferably with a Hoover, and reinsert. There are online resources.

If leaseholders are concerned about the performance of their unit, please contact the original manufacturer Vent-Axia directly. Their contact details can be found under 'Manufacturers contact details'. Triathlon Homes also have a number of replacement filters which you can purchase from our office.

Heating and hot water system

East Village is served by a centralised energy service provided by East London Energy (ELE) and serviced by ENGIE. There are three tiers of responsibility:

- Primary: the source of the energy/heat
- Secondary: the system that takes the heat from the plant to the home, this includes parts that it connects to in the home, specifically the heat exchange unit
- Tertiary: the parts of the heating and hot water system that are inside the home.

The Primary and Secondary elements are the responsibility of EVML, and any matter relating to their failure should be reported to the

Triathlon Homes managing agent East Homes.

The Tertiary elements are the responsibility of shared owners. Any problem arising from these elements will need to be managed by the household. Your first point of contact is ELE.

ELE bill issues

These should be taken up with ELE directly. ELE have confirmed that they are investigating consumption/high bill issues. Any customers who are concerned about their bill can contact them directly.

Elson unit

The lease places no obligation on Triathlon Homes to service the Elson unit. ELE provides a maintenance and service package which leaseholders can opt into.

Warranties

Warranties were given in the contracts arranged between the Olympic Delivery Authority and the contractors building the village at the time of construction. If you think there is a defect in any part of your property that dates from its construction, you will need to claim against the developer, Stratford Village Development Partnership (SVDP). Under the terms of the lease and sales agreements, Shared owners are responsible for pursuing these claims through contacting the National House Building Council.



Manufacturer contact details

National House Building Council (NHBC)

As a shared owner of a new home with a NHBC warranty, you have a ten year Buildmark Choice cover, which provides the following:

During the first 2 years

In the first 2 years the builder or contractor is responsible for fixing damage that occurs as a result of their failure to build to the NHBC Standards. There is no excess for this part of the policy.

During years 3 to 10

From the end of the first 2 years until the home is 10 years old, NHBC provide insurance to cover the cost of putting right physical damage in specified parts of the home.

There may be an excess to pay for this part of the policy. You can call them on 0800 035 6422 and ask for '**Customer Services**' for further information and advice.

Mechanical Ventilation Heat Recovery (MVHR)

Vent-Axia

Service and maintenance enquiries can be emailed to servicing@vent-axia.com.

Replacing filters will make sure your ventilation unit is working at its best. The name of the unit in your property is a Vent-Axia Sentinel 200 with Cooker Hood, and the product code for a pair of filters is 441774. To order replacement filters please call 0344 856 0590 or e-mail sales@vent-axia.com.

Triathlon Homes also have a number of replacement filters which you can purchase from our office.

East London Energy

For general enquiries, the Customer Services department will assist with registration, account and technical enquiries. You can reach them from Monday to Friday 8am to 6pm, and Saturdays 8am to 1pm.

Alternatively, you can contact them via:

Telephone: 0800 520 2002

Email: enquiries@eastlondonenergy.co.uk

Post:

East London Energy
Kings Yard,
1 Waterden Road,
Queen Elizabeth Olympic Park,
London E15 2GP

In person:

East London Energy
The Kings Yard Visitors Centre
1 Waterden Road
Queen Elizabeth Olympic Park
London E15 2GP



Property transactions

Staircasing - buying additional shares in your home

When you buy extra shares in your home, it's called 'staircasing'. You'll see this term in your lease. The greater the share you buy in your home, the less rent you pay to Triathlon Homes. If you staircase to 100%, you become an outright leasehold owner, and pay no rent except ground rent to us, along with continuing to pay service charges.

In most cases you can buy more shares (provided you buy a minimum of 10%) until you own your home outright. However, there might be restrictions on the maximum amount of shares you can buy, or when you can buy them. For example, if you are a shared owner in a restricted equity property you will only be able to own up to an 80% share.

What you pay for the extra shares is based on the open market value of your home at the time you buy them. The valuation must be carried out by a Royal Institute of Chartered Surveyors (RICS) registered surveyor (not an estate agent) and instructed via Triathlon Homes (a panel of valuers is provided for you to choose from).

You will have to pay any costs associated with buying extra shares, such as valuation fees and solicitors' fees. Therefore care must be taken when deciding the additional share you wish to buy.

We'll confirm your new rent figure to allow you to calculate the extra shares you can afford to buy.

Staircasing - how it works

1. Contact Triathlon Homes to request application to Staircase. Search for a solicitor to act for you.
2. Speak with your lender and /or Financial Advisor about purchasing a further share in your home to ensure you can obtain additional funds and the costs involved.
3. Complete the staircasing application form, select your surveyor and return the form to Triathlon Homes.
4. Triathlon Homes instruct the surveyor (RICS qualified) to obtain a current open market value of your home.
5. The valuer sends Triathlon Homes two copies of the valuation report on your home with comparables (this is valid for three months).
6. We check the valuation report and issue an offer letter to you with an authorisation form (subject to a financial interview).
7. Financial Interview undertaken by our Financial Advisor to ensure affordable (if purchasing an interim share).
8. You check the offer and complete the Staircasing Authorisation Form which requires the name and address of your solicitor, Financial Advisor and mortgage provider.
9. Instruct your solicitor. Contact your Financial Advisor or lender and apply for your mortgage
10. Return the staircasing authorisation form to Triathlon Homes. We instruct our solicitors to send the legal packs to your solicitor.
11. Your mortgage offer is issued. Send a copy to your solicitor to forward to our solicitor for approval. Your solicitor completes the



legal work and sets the completion date with our solicitors.

12. We issue the completion statement which breaks down the staircasing transaction and confirms rent, service charges and ground rent applicable after completion.
13. You complete the staircasing transaction before the three month expiry of your valuation (failure to achieve the three month deadline will result in you having to pay for a new survey and the application process will have to start again).
14. Triathlon Homes confirms your new rent and service charge payment.

The selling process for shared owners

All shared owners are able to sell their share of their home if they want to move. Under the terms of the lease, shared owners must notify Triathlon Homes when they want to do this.

The selling price is based on a RICS independent valuation. There will also be some costs involved including the valuation fee, an energy performance certificate (a legal requirement for all sellers) and an administration fee for Triathlon Homes (which is only payable on completion).

Triathlon Homes have eight weeks to find a suitable buyer from the date you return the acceptance to sell based on valuation price. If we can't find you a suitable buyer within eight weeks, you can sell your home through the estate agent of your choice.

To start the sales process, you must submit an instruction form to Triathlon Homes. You will also need to:

- Have a valuation carried out by a Royal Institute of Chartered Surveyors (RICS) registered surveyor (not an estate agent) and instructed via Triathlon Homes. A panel

of valuers is provided for you to choose from

- Meet the valuation costs and any other legal fees incurred when selling your home, including legal expenses incurred by Triathlon Homes
- Allow Triathlon Homes 8 weeks from the date of live marketing commencing to find a suitable buyer. We charge a fee of 1% of the full market value plus VAT, payable upon completion if we successfully nominate a buyer.

Before you can put your home on the market for sale with us or anyone else you must obtain an Energy Performance Certificate (EPC) from an EPC provider. We have a number of providers used by previous leaseholders, or you can visit the Domestic EPC register at www.epcregister.com for other providers.

In the unlikely event that we have not found a buyer within eight weeks, you can choose to either continue to market your property with Triathlon Homes or instruct an estate agent. If you decide to market with an estate agent, you must advise us in writing so that we can write to them about the terms of the sale.

All potential buyers of shared ownership resale properties must meet the affordable home requirements and be registered and approved by Triathlon Homes, and if required, the local Homebuy Agent and Local Authority.

Similar to when you bought your home, buyers will be allocated following an affordability assessment undertaken by one of our panel Independent Financial Advisors.

Their job is to ensure applicants are meeting the government's requirements for shared ownership homes. In circumstances where it is difficult to find a buyer, we may approve a buyer to buy the whole of your home subject to terms and conditions. This would not apply to restricted equity properties.



At the end of the nomination period, we will review all applications and will approve the buyer whose need for housing is the greatest. If we have not found a buyer, you can sell your home privately through an estate agent. You can sell either your share or the whole property. This means buying the remaining shares and selling at the same time – not for restricted equity properties.

You will be responsible for paying any estate agent fees and our solicitors legal fees and disbursements. Please tell us which estate agent you are using and we will contact them to explain the procedure, as we will still need to approve the buyer. Once we have approved a buyer, you will need to find a solicitor to act on your behalf (we can provide a list of experienced solicitors). Once your solicitor and your buyer's solicitor have completed the legal work, you will be ready to sign contracts and agree a completion date.

Before your sale is completed, we will tell your solicitor about any missed payments on your account, which will need to be paid before the sale can complete. On completion, we will close your rent account and open an account for your buyer. Your buyer will then arrange to collect your keys. You should both check the meter readings and tell the utility companies that you are no longer the owner from that date (and to forward any bills before that date to your new address), and give them the name of the new owner.

As part of the sales process the buyers solicitor will raise a number of enquiries for Triathlon Homes to answer these include confirmation about repairs, service charge, arrears, ASB, resident disputes planned works etc. There is a fee for this of £250 (+VAT). Generally this takes up to 15 working days to answer as they are questions requiring detailed responses. Generally there are in excess of 80 questions. Additional enquiries after these are charged at a fee of £50 (+VAT) per set.

The selling process for outright leaseholders

If you own 100% of your property, you may pay an estate agent to sell your property on the open market. The lease of your property will remain with Triathlon Homes and we will continue to manage and collect the ground rent and service charges for the building. It's important that your solicitor provides us with the new owner's details so that we can update the ownership.

Remortgaging and scale of charges

When you originally bought your home you will have financed your home with the help of a mortgage. Your personal finances can change significantly in a short period of time, so we recommend that you review your finances regularly with the help and support of a mortgage adviser or your lender.

There are lots of mortgage deals available and we are aware that your customers want to take advantage of them. As we have a financial interest in your home it is important that we are aware of and agree to any changes to your property, your borrowing and or your lender.

Shared owners need to be aware that mortgage details are held as part of the legal records linked to leases. Any change of detail will usually require notification by your solicitor. A change of name, 'Notice of Transfer' or a change of lender details, 'Notice of Charge' will be sent to us for approval by your solicitors. There is a standard charge of £60 (+VAT) for each notice.

You'll need to consult us if you do any of the following:

Not increasing the loan but moving to a better interest rate;

Many leaseholders take advantage of lenders rates at the end of their current deal. This may be a fixed or cap rate product or base rate



tracker. Changing interest rates means you will either:

- **Stay with your existing lender or**
- **Transfer to another lender.**

In both cases you will to advise Triathlon Homes of your intentions. We will then require you to provide us with the following;

- A copy of your mortgage offer from your proposed lender
- Written confirmation of the current value of your home, if changing lenders this will come from your new lender (this can either be a copy of the lenders valuation report or some lenders show this on the mortgage offer)
- Written confirmation from your existing lender of the outstanding balance (redemption statement)
- A short written explanation from you advising us why you want to change lender or interest rate
- Payment to Triathlon Homes for the administration work involved (£60 +VAT) and the 'Notice of Charge' (£60 +VAT).

Increasing the mortgage, further advance;

This is only allowable for debt consolidation (where the debt relates to the 'product fee charge by the lender' and in no other circumstance). This includes when you are applying for money to carry out home

improvements. In this circumstance you should ensure that you have permission for the home improvement works before applying for an increase in the mortgage. We expect this to be a very rare occurrence in East Village.

This work would cost £100 (+VAT) administrative charge plus £60 (+VAT) for Notice of Charge.

Change of deeds, or change of name;

This is a more substantial piece of work requiring a reassessment that the applicants still meet the financial criteria for shared ownership and Triathlon Homes would need to engage a solicitor to deal with legal matters relating to this transaction.

Costs would include £100 (+VAT) for administration; legal charges (to be advised on the specific case); Notice of Charge £60 (+VAT) and Notice of Transfer £60 (+VAT).

In some circumstances remortgaging can involve adding or removing someone from the mortgage and lease. This is known as a deed of transfer or transfer of equity and you will need to take legal advice on the process. If you are a leaseholder of a shared ownership property, any changes to the ownership must be approved by Triathlon Homes and meet with the government's affordable homes criteria.



Remortgage with home improvements

If you are undertaking a further advance for home improvements you will need to complete a 'Right to Improve' form; providing details of what you wish to do. This form is available from the team, with this form you will need to provide:

- Plans
- Building regulations/permission from local authority if necessary
- Estimate of costs
- Full details of work to be carried out.

The process is straightforward; send us all the above information and we will process your application. We are only able to begin the process once we have received all these documents along with the relevant fees.

The fees for this process are £90 (+VAT) for minor home improvements and £180 (+VAT) for major home improvements.

Some home improvements, mainly major structural works, require regular visits from our surveyor which will incur additional costs per visit.

Home improvements

If you want to carry out alterations or improvements to your home you must get our permission before any work starts. Permission will not be unreasonably withheld, but we may have to carry out inspections or investigate further before we can make a decision. East Village has a communal heating system and therefore a change to a bathroom or kitchen may require specialist advice. This is because such change could damage the system and you

may be liable to repair the whole system as this could affect all properties within the building.

You must first refer to your lease to see what our requirements are for making alterations. Interviews and conversations with you about personal and confidential matters will be carried out in private.

Typically you will need to ask us before you do any of the following:

- Changing the existing internal layout
- Fitting wooden flooring
- Replacing kitchen and bathroom units
- Any alteration to the external fabric of the building (i.e. doors, windows, roof)
- Anything which requires scaffolding or access to communal facilities.

If you employ someone to carry out approved work for you, it is important to check that they are suitably qualified to a proper standard, and that they have appropriate insurance.

You should also remember that for some work such as improvements or additions to the property you will need to obtain other approvals before proceeding. Examples include planning permission or building regulations approval.

You are not allowed to carry out works to areas of the building that you do not own such as communal areas, basements or roof spaces, even if your property has access to these areas.

If you make any improvements or alterations without first obtaining written permission, you will be breaching the terms of your lease.



Other lease-related information

Extending your lease

All Triathlon Homes leases are for a term of 125 years. Once there are 80 years or less remaining on the lease it is known as being 'short'. Many leaseholders will already be aware that when a lease becomes 'short' it affects the value of that lease and may create difficulties if you wish to sell or remortgage.

A lease extension is a statutory right for 100% owned apartments, provided you meet the qualifying criteria. The statutory process is a formal process whereby following advice from your solicitor and valuer, you serve a S40 Notice on Triathlon Homes. After instructing our valuer to visit your home, we will then serve a counter notice before formal negotiations begin. It is not a statutory right for a shared owner to have a lease extension granted, however we recognise the benefits of lease extensions for our leaseholders and so we offer an informal process to extend your lease. This is by asking us to instruct a valuer from our panel to value the property and provide a lease extension valuation. This process is often cheaper and we also allow 100% leaseholders to use this informal process. Please contact us if you would like to discuss this option.

Shared owners and lodgers

There may be circumstances where a shared owner would like to have a lodger, this is allowable but we ask that you let us know if you are doing this so that we can ensure we are up to date on your household make-up.

By doing this we can better deal with any issues that come up that relate to the profile of the household.

Subletting

Subletting is where you let your whole property to another person and you charge them rent.

As a **shared owner**, you are not allowed to sublet your home. This is one of the terms of your lease. In some special circumstances, we do give permission for you to sublet your entire home. Subletting your home without permission is very serious, and we will take legal action against you if you break this term of the lease.

If you are a **long leaseholder owning 100% of the equity** in your property then you can sublet your home. However, you will need to give us a contact address whilst you are not living there.

You will remain responsible for paying the relevant charges for your property. If your tenant causes a nuisance then you will be responsible and you could lose your home. There is a charge for this permission.

Varying the lease

Occasionally, we are asked to approve a variation to the lease. Variations will only be agreed if they are not to the detriment of other customers or the mortgage provider.

Succession of a lease

What happens on the death of a shared owner will depend on whether the lease was in joint or sole names and the terms of the lease. We will abide by the directives in the will or intestacy rules regarding inheritance of the estate, so you should always make a will that explains what you want to happen in the event of death.



Leasehold enquiries

Your buyer's solicitor may raise questions regarding the property. These may be detailed requests regarding service charge expenses, service charge account, major works, sinking funds, ground rent, disputes, fire assessments, insurance and building regulations. These enquiries need to be forwarded to Triathlon Homes for a response.

There is a fee for this of £250 (+VAT). Generally this takes up to 15 working days to answer as they are questions requiring detailed responses. Generally there are in excess of 80 questions. Additional enquiries after these are charged at a fee of £50 (+VAT) per set.

Notices

The buyer's solicitor should issue Triathlon Homes with a Notice of Transfer (change of name) or Notice of Charge (change of lender) that informs us of the name of the new owner and lender. If you are remortgaging, your solicitor will issue a charge notice to advise us of the new lender. These are legal requirements and again have to be checked and approved.

It is very important that we receive these Notices as without them, we cannot update our records and you as the seller will still be liable for any rent and service charges. The buyer and mortgage provider will also not be recorded on our records, and not covered on our building insurance policy. There is a fee of £60 (+VAT) for a Notice of Transfer and £60 (+VAT) for a Notice of Charge.

Probate

Probate is the legal term for a transaction when a person has died. We will need to receive a copy of the death certificate and upon receipt of this will update our record.

If the deceased has a Will then an executor to the estate will be appointed based on the Will set by the deceased. If there is no Will, letters of administration will be required. We will need to then know what the person entrusted with dealing with the property wants to do. This might be to sell, keep for a family member or staircase to 100% ownership.





Insurance, rent and ground rent

Buildings insurance

East Village Management Limited (EVML) are responsible for arranging buildings insurance, and will charge you a fee for the cost of this. Your buildings insurance covers the structure of your home, including:

- Walls
- Window frames
- Communal areas
- Roofs.

Your buildings insurance protects these parts of your home against damage caused by:

- Fire
- Flooding
- Subsidence.

Your buildings insurance does not cover:

- Your day-to-day home repairs and maintenance
- Deterioration
- Wear and tear
- Damage to personal contents, including carpets and some wooden floors (subject to third party assessment).

If you make a claim you will probably be asked to pay an excess charge (the portion of any claim that is not covered by the insurance provider). The amount you have to pay will depend on the type of claim you make.

Contents insurance

The buildings insurance policy does not cover the contents of your home. You are responsible for your own contents insurance.

How the rent is calculated

Rent is reviewed every year, as explained in your lease. The rent is reviewed on an 'upwards only' basis. This means that the level of rent will not go down when it is reviewed. However, any increase in the rent will be capped at a figure representing the retail price index (RPI) plus 0.5%. This means that where the RPI is zero or negative, the most the rent can increase is by 0.5%.

Ground rent

If you are a leaseholder or shared owner living in a townhouse or apartment, you have to pay ground rent. Ground rent is the rent you pay for the piece of land that your apartment or house is built on. It is £250 for a one bedroom property, £350 for a two bedroom property and £400 for 3 bedrooms and over. Details of how much your ground rent is, how often you need to pay it and when this is reviewed are set out in your lease. We will send you an invoice each time you need to make a payment.



About service charges

Service charges are your share of the cost of providing services in the block or plot where your home is. This includes the cost of keeping the communal areas clean, gardening, as well as maintenance for lifts and security systems. You can read the full list of services later in this guide.

These services are delivered by East Village Management Limited (EVML) across the whole of East Village. As a resident of East Village you'll see the 'Team East Village' staff out and about.

Please remember that Triathlon Homes does not own the building that your home is located within. The buildings are owned and managed by East Village Management Limited (EVML) and they are responsible for providing all communal services at East Village. Triathlon Homes has to pay EVML for the services delivered and we recover the costs from homeowners and tenants through your service charge. We work very closely with EVML to ensure services are delivered to the right standard, but if you ever have any feedback or concerns, please let us know — you can find our contact details in the 'Compliments and complaints' section of this guide.

The timetable for the year

The timetable for a service charge year is as follows:

February

In February we send an estimated service charge for the year ahead, starting on the 1st April, which is the start of the new financial year. This is payable from the 1st April.

April

If you pay by direct debit, we will update your monthly direct debit with the new charge so

you do not need to do anything. If you pay a different way, you will need to pay the new amount due from 1st April.

September

In September, we finalise our accounts for the financial year ending 31st March. At this time, we will send you a service charge summary showing the actual cost of the services delivered. How we deal with surpluses or deficits is explained in detail later in this guide.

Estimated service charges

Every February we send all home owners and social rented tenants a service charge schedule. This tells you the estimated service charges you are expected to pay for the next financial year (April to March the following year). This is based on the service charge budget we receive from EVML. They work out how much they think it will cost them to provide the communal services during that financial year.

You have to pay an estimated service charge as stated in your tenancy agreement or lease. Social rent tenants pay the service charge weekly. Homeowners pay monthly.

The difference between estimated and actual service charges

At the end of the financial year, when the final cost of providing the services is known, we will send you an annual statement telling you what has been spent. We will compare the total against the estimate that we charged earlier in the year.

If the actual costs are higher than the amount charged there may be a deficit, where you owe a little more than you paid. Your lease or tenancy agreement requires you to pay your share of any deficit.



If the actual costs are less than charged, there may be a credit which is carried forward and used to offset the cost of the next year's service charges.

How annual service charges are calculated

EVML calculates the estimated cost of providing services to your block and/or plot and then calculates your home's share of the total. The calculation includes amounts for plot charges and block charges. As we progress through the year, every penny that is spent is recorded and allocated to the appropriate plot/block. EVML can only charge for allowable items.

Your service charge depends on whether you live in an apartment or town house, the number of services you receive, and the services that you are required to contribute to. Your service charge schedule will show the percentage of the total block and plot service costs that are your home's share, reflecting the type, location and size of your home.

For example, a 2-bedroom apartment measuring 70m² must pay a block cost and plot cost. The total block cost will be divided by all the homes that have access to services in the block. If 70m² amounts to 1% of the total floor area of all the apartments in that block, the resident will be expected to contribute 1% of the block charges.

Plot charges relate to services that all homes receive, whether or not it is an apartment or town house. In the example of the apartment that measures 70m², if the property is 0.30% of the total floor area of all the homes in the plot, that apartment will be charged 0.30% of the total plot charge.

Your home's share of the total is on all service charge schedules you receive.

Households do not contribute towards the

maintenance of the car park areas. Car park costs, including gates and barriers, are paid by the car park users through EVML.

How to pay your service charges

Your lease or tenancy agreement says you have to pay your service charge based on the estimate you receive. If you do not pay your service charge you will be in breach of your lease or tenancy agreement and this may result in you losing your home.

The following methods of payment are available:

- Direct debit
- Payment card
- Credit card/debit card
- Standing order
- Online payment.

What should I do if i'm having problems paying?

If you are having problems paying for your service charges and rent, you should contact us straight away to explain your situation. We may be able to provide assistance to review your finances and consider a payment plan for you. You must not ignore the situation as this could lead to court action and you could lose your home. We may also be able to put you in contact with Welfare Benefits Advisors or direct you to the appropriate support services, such as the Citizens Advice Bureau and debt counselling agencies, who can give you general financial and benefits advice to help you make the most of your income. You can also phone the 24-hour National Debtline on 0808 808 4000



Service charge items

PLOT charges

These costs are divided between all the homes within each plot on East Village and include work carried out to grounds and shared areas that serve the entire plot. Some of these services are paid for within social rents, which is why they are not also within the service charge.

Service charge item	Explanation	Item breakdown	Home Owner
Management and staffing	This covers the cost of East Village Management's staffing that support and deliver the management services to the plot.	Estate Director Services Coordinator Supervisor Services Coordinator Estates Manager Building Manager Building Technician Night Building Technician Utilities Operative (Day Technician) Community Engagement Officer Recruitment costs Staff training and development Costs Uniforms and PPE Payroll processing costs Management office Welfare facilities	✓
Electricity	This covers the cost of providing external lighting on the plot including courtyards	Electricity	✓
Roads and path maintenance	This covers the cost of maintenance and repairs to the roads and paths.	Hard surface and block paving	✓
CCTV maintenance	This covers the cost of maintenance and repairs to the CCTV security systems.	CCTV CCTV call outs	✓



PLOT charges

Health and safety assessment	This covers the cost of health and safety risk assessments, which are a statutory requirement.	Facilities and H&S Manager Assistant Facilities Manager/ Facilities & Helpdesk co-ordinator General Risk Assessment Quality assurance Evac chairs Noise enforcement	✓
Caretaker/ Concierge Service	This covers a handyman service that will inspect and carry out minor non-technical repairs, a centralised office for the management of parcels, post and deliveries for all residents and a security team dedicated to monitoring the CCTV and fire management systems.	Handyman Security - CCTV and fire safety Management Parcel store	✓
Bulk refuse/waste management	This covers the cost of managing the refuse and recycling bins in the refuse areas and the removal of bulk rubbish.	Waste operatives Vehicle maintenance Waste costs - bulky waste removal	✓
Grounds maintenance	This covers the cost of maintaining external areas on your plot and any gardening work such as grass cutting, pruning shrubs, weeding, flowerbeds, planting, the sweeping and maintenance of hard landscaping and footpaths and litter picking.	Courtyard operative Courtyard and roof garden landscaped areas Contingency for additional landscaping Courtyard Irrigation System Irrigation non pot dye annual test Salt and gritting Ecological management	✓



PLOT charges

Water	This covers the cost of supplying the water for all cleaning and washing of communal areas. This is not a charge for the supply of water to your home.	Water	✓
Drainage maintenance	This covers the cost of maintenance and repairs to the drainage systems.	Drainage systems	✓
Water treatment	This covers the cost of testing the water tanks.	Water hygiene testing and tank chlorination	✓
Communal boiler maintenance	This covers the cost of testing and maintaining the heating network in the communal areas of the plot.	District heating system water testing Building management system LTHW secondary network call out	✓
Water pump maintenance	This covers the cost of maintenance and repairs to the water pumps.	Water pressurisation pump service	✓
Electrical periodic testing	This covers the cost of maintenance and repairs to the various electronic components and systems in the plot.	Main switchgear and LL Distribution Boards Fixed wire test Thermal image Automatic transfer switches Motor control centre panel PAT testing	✓
General repairs	This covers the cost of any general repairs that need to be carried out to the external communal areas of your plot.	Air conditioning (comms rooms etc.) Mobility scooter charging points Car park and bin store extract Fans Specialist EXTERNAL Reactive works not covered by Handyman Equipment hire (access/lifting, testing, meters, etc.) Consumables - lamps, fuses, tools etc. Contingency for spares - replacement pumps, signs, minor equipment	✓



PLOT charges

Fire	This covers the cost of maintenance and repairs to the fire equipment	Colt ventilation smoke extract Maintenance Smoke extract call outs Sprinkler systems Fire extinguisher servicing	✓
Fire risk assessment	This covers the cost of fire risk assessments, which are a statutory requirement.	Fire risk assessments	✓
Playground equipment maintenance	This covers the cost of maintenance and inspecting the play area equipment.	Play areas maintenance and inspection	✓
Pest control	This covers the cost of any pest control work carried out to the plot.	Pest control Pest control - ad hoc	✓
Insurance	This covers the cost of insuring the communal areas of the plot.	Buildings, terrorism and excess liability Additional covers Insurance re-valuation Insurance claim excesses	✓
Audit fee	This covers the cost of getting the service charge accounts audited by qualified independent auditors.	Audit and accountancy	✓
Company Secretary/Legal Fees	This covers the cost of EVML's legal fees and company secretary.	Company secretarial Legal Services Management audit	✓
Welfare office refit		Projects	✓



PLOT charges

Management fee	This covers the cost of EVML's managing agent's fee relating to the management of the plot communal areas and services.	Plot management fee	✓
Sink Fund	This fund is held by EVML to build up a reserve of money which can pay all or some of the cost of future major repairs and improvements to the plot. The money is collected from homeowners only and paid into a Trust account whereby the money earns interest that stays in the Reserve Fund. Items normally paid for from the fund include planned and replacement works, resurfacing of paths and roads, bike store and bin store areas, gates, CCTV equipment etc.	Reserve Fund	✓
Depreciation	This is a cost for social rented tenants for the depreciation and replacement of certain items in the external communal areas such as lighting, CCTV and security equipment, entry system and gates.	Reserve Fund	✗



Service charge items

BLOCK charges

These costs are divided between all the homes within each block within your plot on East Village and include works carried out to the internal communal areas.

Service charge item	Explanation	Item breakdown	Home Owner
Management staffing	This covers the cost of East Village Management's staffing that support and deliver the management services to the block.	Estate Director Services Coordinator Supervisor Services Coordinator Estates Manager Building Manager Senior Building Technician Building Technician Night Building Technician Utilities Operative (Day Technician) Recruitment Costs Staff training and development Costs Uniforms and PPE Payroll processing costs Management office Welfare facilities	✓
Cleaning	This covers the cost of cleaning and maintaining the internal communal areas in your block.	Cleaning Supervisor & Cleaner Cleaning materials	✓
Caretaker/ concierge services	This covers a handyman service that will inspect and carry out minor nontechnical repairs and a team dedicated to monitoring the CCTV and fire management systems.	Handyman Security - CCTV and fire safety management	✓



BLOCK charges

Window cleaning	This covers the cost of cleaning all communal windows (both internally and externally).	Window Technician Window Cleaning Windows, frames and window furniture	✓
Lighting conductor maintenance	This covers the cost of maintenance and testing the lightning protection systems.	Lightning protection services	✓
TV aerial	This covers the cost of the communal TV/Radio satellite systems installed to serve all homes in your plot. This is separate to any fees you pay to providers for subscriptions to particular services.	TV/satellite integrated Reception systems TV/satellite call outs	✓
Fall arrest system maintenance	This covers the cost of maintenance and testing the safety harness system.	Safety Harness System (Plot 10 only)	✓
Façade inspection	This covers the cost of cleaning and inspecting the external cladding of the block.	Façade inspection - assisted abseil Façade cleaning	✓
Roof maintenance	This covers the cost of maintenance and repairs to the roof.	ETFE Roof Maintenance (Plot 9 only)	✓
General repairs	This covers the cost of any general repairs that need to be carried out.	Specialist EXTERNAL Reactive works not covered by Handyman	✓



BLOCK charges

General repairs	This covers the cost of any general repairs that need to be carried out to the block.	Mobility Scooter Charging Points Equipment hire (access/lifting, testing, meters, etc.) Consumables - lamps, fuses, tools etc. Contingency for spares - replacement pumps, signs, minor equipment Specialist INTERNAL Reactive works not covered by Handyman	✓
Health and safety assessment	This covers the cost of health and safety risk assessments which are a statutory requirement.	Facilities and H&S Manager Assistant Facilities Manager/Facilities & Helpdesk co-ordinator General risk assessment Evac chairs	✓
Lift maintenance and repairs	This covers the cost of maintenance, servicing and repairs of lifts. This excludes the electricity to power the lifts.	Lift Sump pump (incl. two men H&S and access hoist) Lift maintenance and repair Lift call out (malicious)	✓
Electricity	This covers the cost of providing internal lighting for your block, running of lifts, water pumps and any other equipment.	Electricity	✓
Heating	This covers the cost of providing heating to the internal communal areas. This is not a charge for the supply of heat to your home.	Communal lobby underfloor heating	✓



BLOCK charges

Water	This covers the cost of supplying the water for all cleaning and washing of communal areas. This is not a charge for the supply of water to your home.	Water	✓
Drainage maintenance	This covers the cost of maintenance and repairs to the drainage systems.	Drainage systems	✓
Water treatment	This covers the cost of testing the water tanks.	Water hygiene testing and tank chlorination	✓
Water pump maintenance	This covers the cost of maintenance and repairs to the water pumps.	Water pressurisation pump service	✓
Communal boiler maintenance	This covers the cost of testing and maintaining the heating network in the communal areas of the plot.	District Heating System Water Testing Building management system LTHW secondary network call out	✓
Lighting conductor maintenance	This covers the cost of maintaining and testing the lightning protection systems.	Lightning protection services	✓
Electrical periodic testing	This covers the cost of maintenance and repairs to the various electronic components and systems in the block.	Main switchgear and LL distribution Boards Fixed wire test Thermal image Automatic transfer switches Motor Control Centre Panel PAT Testing	✓
Emergency lighting maintenance and repairs	This covers the cost of maintaining and repairing emergency lighting system.	Emergency lighting system	✓



BLOCK charges

Dry riser maintenance	This covers the cost of maintaining and dry riser system.	Dry riser systems	✓
Entryphone maintenance and repairs	This covers the cost of servicing, maintaining and repairing the door entry system (does not include apartment entryphones).	Access, Intercom and UPS Power Assisted Doors Doors and Gates, Access intercom call outs	✓
CCTV maintenance	This covers the cost of maintenance and repairs to the CCTV security systems.	CCTV CCTV call outs	✓
Fire	This covers the cost of maintenance and repairs to the fire equipment.	Colt Ventilation Smoke Extract Maintenance Smoke extract call outs Sprinkler systems Fire alarm and fire detection	✓
Lift telephone	This covers the cost of telephones lines connected to the lifts	Lift telephone	✓
Fire risk assessment	This covers the cost of fire risk assessments, which are a statutory requirement.	Fire risk assessments	✓
Pest control	This covers the cost of any pest control work carried out to the plot.	Pest control Pest control - ad hoc	✓
Insurance	This covers the cost of insuring the communal areas of the block.	Buildings, terrorism and excess liability Additional covers Insurance Re-Valuation Insurance claim excesses	✓
Lift Insurance	This covers the cost insurance of lifts	Engineering insurance and inspection	✓

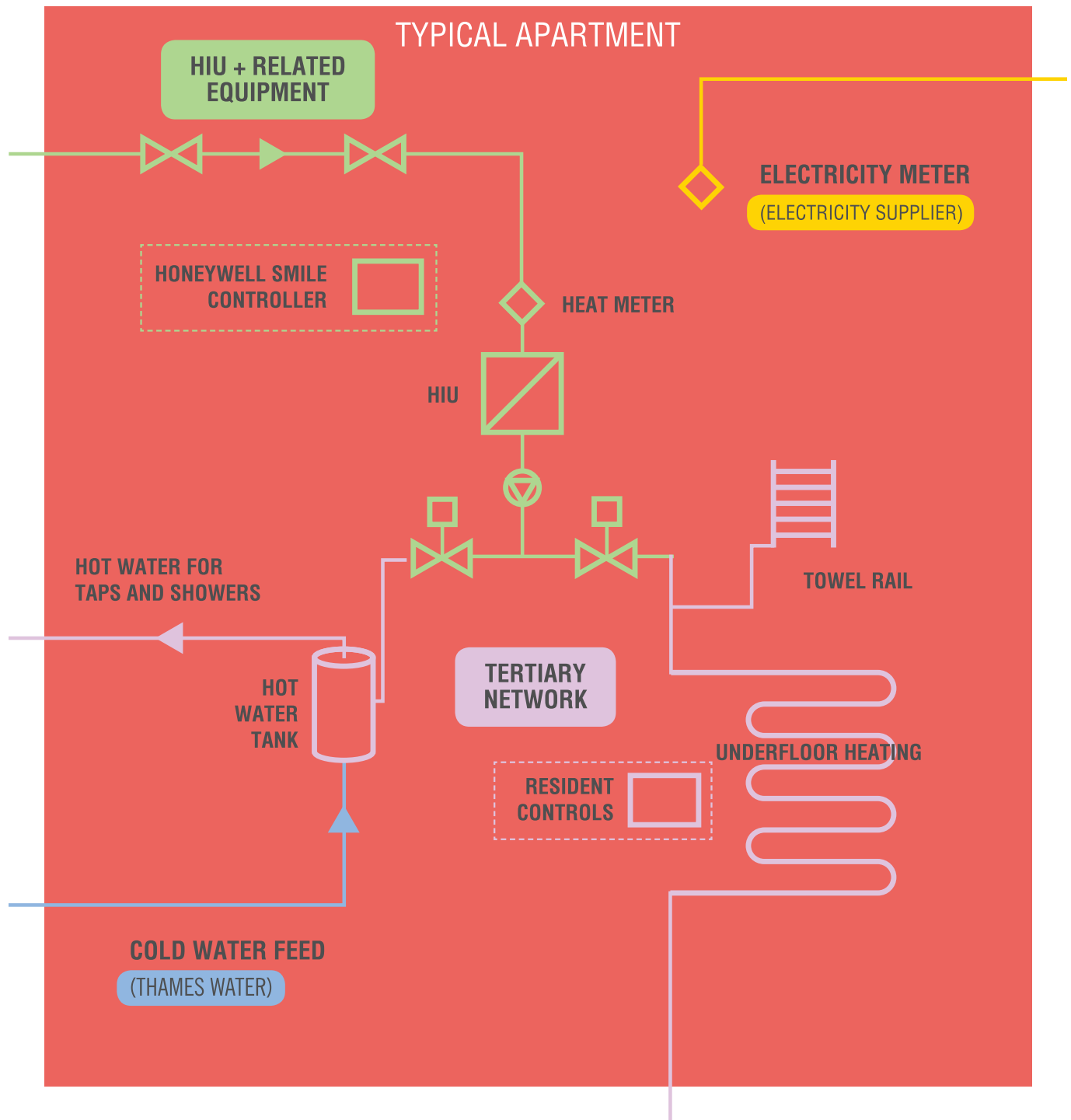


BLOCK charges

Welfare Office Refit		PROJECTS	✓
Management fee	This covers the cost of EVML's managing agent's fee relating to the management of the block communal areas and services	Block management fee	✓
Sink Fund	This fund is held by EVML to build up a reserve of money which can pay all or some of the cost of future major repairs and improvements to the block. The money is collected from homeowners only and paid into a Trust account whereby the money earns interest that stays in the reserve fund. Items normally paid for from the fund include planned and replacement works such as flooring, doors, lighting, windows, lifts, door entry systems, CCTV equipment, roof & redecoration.	Reserve Fund	✓
Depreciation	This is a cost for social rented tenants for the depreciation and replacement of certain items in the internal communal areas such as flooring, doors, lighting, lifts, and CCTV equipment.	Reserve Fund	x



Your apartment heating and hot water system layout (indicative)





CONTACTS

TRIATHLON HOMES

General enquiries

Call us on 020 8522 2012 between:

Monday: 8am-8pm

Tuesday-Friday: 8am-5pm

Visit us in person at:

80 Celebration Avenue

London E20 1DB

Open Mon-Fri 8.30am-6pm

and Sat 9am-2.30pm

Email: info@triathlonhomes.com

For day-to-day matters, speak with Triathlon Homes' managing agent East Homes Services Limited (East Homes), whatever the topic. East Homes runs the contacts centre and is responsible for processing demands, payments, enquires, and complaints.

East Village Management Ltd (EVML)

All matters relating to your home and your experience at East Village should be directed to Triathlon Homes. The only exception to this is for security matters on the estate, which should be directed to EVML on 020 8221 7013 (24/7 service).

Sales, staircasing and remortgaging enquiries

Cara Brockman, Sales Executive

Tel: 020 8522 4017

Email: cara.brockman@triathlonhomes.com or cara.brockman@east-thames.co.uk

Teo Simpson, Sales Executive

Tel: 020 8522 3258

Email: teo.simpson@east-thames.co.uk

For initial enquiries please call 0300 303 7333. You can also email homeownershipteam@triathlonhomes.com or homeownershipteam@east-thames.co.uk

Reporting a communal repair

You can call us on 020 8522 2012 or email repairs@triathlonhomes.com to report a communal repair. The standard hours in which you can report a repair are:

Monday: 8am-8pm

Tuesday-Friday: 8am-5pm

Only emergency repairs should be reported between 8pm and 8am (out of office hours).

LEASE-RELATED ENQUIRIES

Leasehold Advisory Service (LEASE)

An independent agency which is funded by the government. It provides free legal advice to leaseholders, landlords, professional advisors, managers and others on the law on residential leasehold and commonhold.

Leasehold Advisory Service

31 Worship Street

London EC2A 2DX

Phone: 0207 374 5380

www.lease-advice.org

Email: info@lease-advice.org

Residential Property Tribunal Service

The public body that provides tribunal services including Leasehold Valuation Tribunals (LVTs). LVTs make decisions about various types of disputes relating to residential leasehold properties.

10 Alfred Place

London WC1E 7LR

Email: rplondon@hmcts.gsi.gov.uk

Telephone: 0207 446 7700



The Association of Residential Managing Agents (ARMA)

ARMA works only on matters relating to the management of residential leasehold blocks of flats.

178 Battersea Park Road
London SW11 4ND
Phone: 0207 978 2607
www.arma.org.uk

National Housebuilders

Phone: 0800 035 6422
Open Mon-Fri 8:30pm–5:30pm

FINANCIAL ADVICE

Citizens Advice

Your local Citizens Advice Bureau is a good place to find free advice on legal, money and other problems.

Newham (East End) Citizens Advice Bureau
20 Freemasons Road
London E16 3NA
Phone: 0208 525 6377
www.eastendcab.org.uk

Money Advice Service

Free and impartial money advice, set up by government.

Phone: 0800 138 7777
www.moneyadvice.service.org.uk

National Debtline

Offers free, confidential and independent help over the phone.

Phone: 0808 808 4000
www.nationaldebtline.co.uk

REGULATORY BODIES

Homes and Communities Agency (HCA)

Provides funding for affordable housing, brings land back into productive use and improves quality of life by raising standards for the physical and social environment.

110 Buckingham Palace Road
Victoria, London SW1W 9SA
Phone: 0300 123 4500
www.homesandcommunities.co.uk
Email: mail@homesandcommunities.co.uk

OTHER

Independent Housing Ombudsman

Norman House
105-109 The Strand
London WC2R 0AA
Phone: 0300 111 3000
www.housing-ombudsman.org.uk

homes
triathlon
triathlonhomes.com

