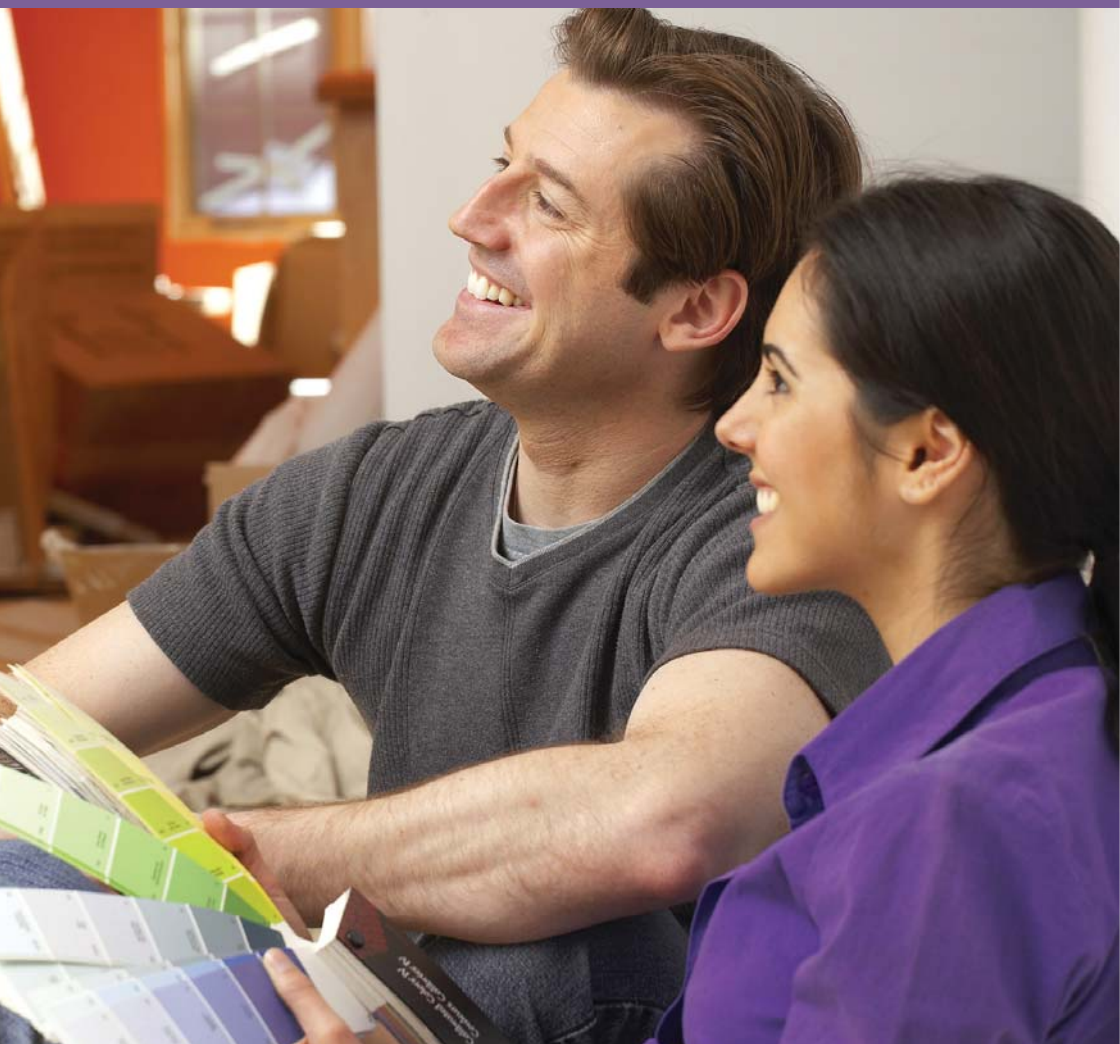


KNIGHTSTONE

Part of Arcadia Housing Group



Update for Home Owners



Welcome...

As promised in the last edition of KnightLife, this leaflet has been produced specifically for you, as home owners.

We have listened to you and this autumn edition of KnightLife will be the last that you receive.

It will be replaced from next spring, by a newsletter created just for home owners, which you will receive once every six months.

Key staff members of the Home Ownership team:



Richard Efford
Assistant Director of
Home Ownership &
Leasehold Services



Simon Wade
Head of Home Ownership



Moira Harries
Leasehold Services Manager

How are we doing?

We would like to tell you about the improvements we are making to keep you better informed, achieve better value for money and improve our services to you.

In order to do this, some key changes have been made to our team. Richard Efford, Assistant Director, is now responsible for the overall Home Ownership Service which is divided into two key functions:

- **Home Ownership** sales managed by Simon Wade, Head of Home Ownership
- **Leasehold Services** managed by Moira Harries, Leasehold Services Manager

This new structure, which began last September, makes sure home owners are provided with a specialist dedicated service both as a buyer and afterwards, as a home owner.

We now have two teams, based in Bristol and Weston-super-Mare, to deal with your day-to-day questions and help you with any concerns you may have.

Eleanor Lowman and Elouise Luker are based in Weston-super-Mare. Claire Barker and Vicky Brady are based in Bristol. We are currently recruiting two people who will be based in Poole. This will help us provide a much more responsive service across the whole of the area in which we operate.

We are here to help you. We are happy to answer your questions and provide you with solutions. We can help with the day-to-day management of your home, respond to questions about rent or service charges, help with information on improvements and communal repairs, or any questions you have about your lease.

Improving our services

Over the last six months, we have carried out a thorough review to look at things we think we could do better and what you want us to improve for you. These include:

- improving our website
- publishing more information about the things that affect you
- improving the ways in which we communicate with you
- providing you with clearer information relating to the charges we pass on to you
- improving our repairs and maintenance services
- making sure you receive value for money from our service.

We are committed to involving you in the provision of our management and services. We need you to get involved to help us shape and steer these improvements. If you would like to take part, please contact us (see contact details on back cover).

Communicating with you

We are building up a 'Homeowners' Involvement Register'. This is a list of home owners interested in helping us via email, directly from your own home without needing to attend meetings. We would email the people on this list asking for comments on a project, and you will have the opportunity to give us your thoughts on matters which will help shape the future of the services we provide.

We are also keen to set up networks of people who are willing to meet and talk with us. If you have any thoughts or ideas on this, please contact us (see contact details on back cover).

Services we provide

Reporting repairs

If you live in a house, you are responsible for all repairs and maintenance to your home but we will look after any external areas that are shared. This might include private roads, lighting and children's play areas.

If you live in an apartment, you are responsible for all the internal repairs and maintenance of your home. We look after the communal parts of the building and the shared external areas on your behalf. We organise any work needed, pay for it, and then recover the cost from you through a service charge.

The repairs service is a big task for us. Did you know:

- we provide a repairs and maintenance service to over 10,000 properties?
- we carry out over 40,000 repairs each year?
- we complete 90% of emergency repairs in 24 hours?
- we complete 94% of routine repairs in 28 days?

Repairs Helpline Contact Details

Office	Telephone	Email
Bristol	0117 984 8181	Bristol@knightstone.co.uk
Chippenham	01249 765602	Chippenham@knightstone.co.uk
Poole	01202 505505	Poole@knightstone.co.uk
Taunton	01823 624201	Taunton@knightstone.co.uk
Weston-super-Mare	0845 850 7100*	Weston@knightstone.co.uk

*Local call rates apply from land lines.

Our dedicated Repairs Helpline is open between Monday and Thursday from 9am to 5pm, and between 9am and 4.45pm on Fridays.

If you need help with an emergency when the office is closed, please call the Repairs Helpline number. This will divert to our out of hours service. Otherwise, please call 01732 781995.

Consultation

We must consult you about major work and services when:

- an individual leaseholder will be charged £250 or more towards the work
- we have entered into a service contract which is longer than 12 months and your contribution will cost more than £100 in a financial year.

Services likely to fall into either of these categories include:

- Planned maintenance (such as lift servicing or adaptation equipment servicing)
- Cyclical maintenance (such as external and communal decorations)
- Renewal/Improvements (such as communal lighting, TV aerials, door entry systems)

We have a legal obligation to carry out this consultation. Unfortunately, these notices are not always simple to read but the need for the notices have been set out by Government so we have no choice.

During the course of this year, we will contact you to ask you about future planned projects such as:

- Digital TV Systems
- Gardening and Cleaning Contracts
- Fire Detection Equipment
- Servicing of Lifts

If you would like to find out more about how we select our contractors, please contact us.

Is now a good time to buy a bigger share in your home?

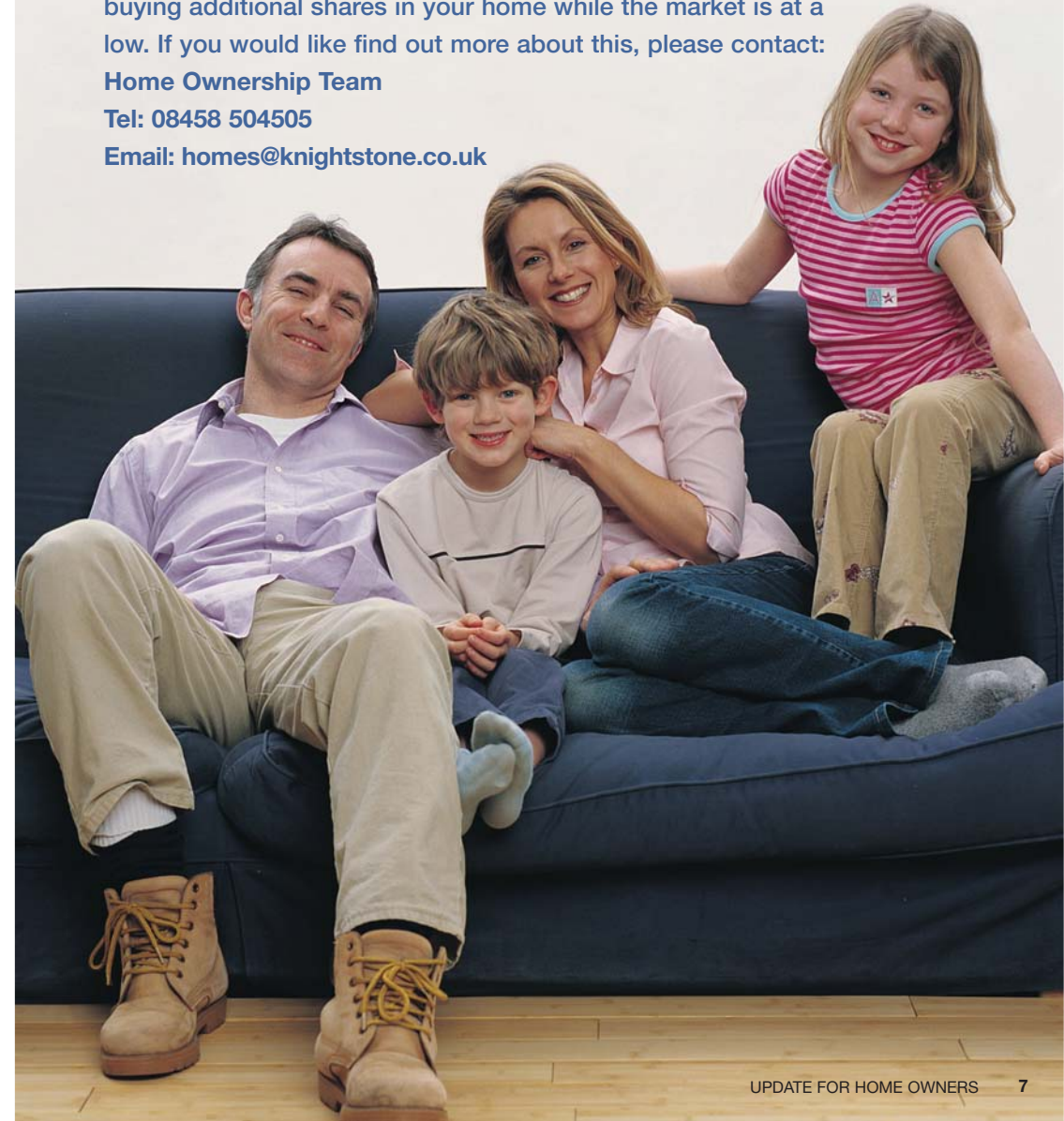
Even though there have been many negative reports about the property market in the media recently, the National Housing Federation have stated their belief that: "The average house price in England will rise by 25% over the next five years".

If this prediction is right, now may be a very good time to consider buying additional shares in your home while the market is at a low. If you would like find out more about this, please contact:

Home Ownership Team

Tel: 08458 504505

Email: homes@knightstone.co.uk



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Email: homes@knightstone.co.uk

www.knightstone.co.uk

If you have an idea for a story in the newsletter, please let us know. We would love to hear from you.



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