

Freeholders

Your key rights

Where you have a liability to pay for estate charges you will have a relationship with Stonewater. You have rights under the law and further rights with Stonewater under the terms of any covenants in your conveyancing deed.

If you are unsure of your rights you can contact us at Stonewater or take independent legal advice.

Your rights under the law

You have rights under the following legislation:

- Leasehold Reform, Housing and Urban Development Act 1993
- Leasehold and Freehold Reform Act 2024
- Schedule 2 Data Protection Act (2018) and General Data Protection Regulation (GDPR)
- Equality Act (2010)
- Housing Ombudsman Scheme.

These rights include:

The right to see your personal information

Stonewater has a policy on personal information and data protection. It explains how Stonewater uses, keeps and sometimes shares customers' personal information. You have the right to see your housing file and computer information held

about you, and to record in writing any inaccuracies or disagreements. Stonewater has the legal right to withhold some information, and a duty to give you the reasons why.

The right to reasonable adjustments for people with disabilities

You have a right to ask Stonewater to make reasonable adjustments for people with disabilities, and we have a duty to make those adjustments.

Reasonable adjustments can apply to our relevant policies and practices.

The right to challenge estate charges

You have a right to challenge liability to pay and the reasonableness of estate charges in the First Tier Tribunal.

You also have a general right to be consulted on major estate works to be funded by an estate charge.

The right to complain

Stonewater has a complaint procedure in line with the requirements of the Housing Ombudsman Service's Complaint Handling Code. We are keen

to hear customer feedback about our complaint handling service, as we are always looking for ways to improve customer satisfaction.