

# Leaseholders

## Your key rights

You have rights under the law and further rights under the terms of your lease with Stonewater.

This document sets out your key rights in these two areas. 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:

- Landlord and Tenant Act 1985 and 1987
- Commonhold and Leasehold Reform Act 2002
- 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 occupy your home

You have a right to occupy your home without interruption or interference from Stonewater during your lease, as long as you keep to your lease agreement. Stonewater has some rights in law, for example if we need to access the building for

urgent repairs. Normally, a right to occupy can only be ended by a court order. However, if you forfeit your lease and no-one is living in the property, Stonewater could regain possession without a court order.

## 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 policies

and practices. We will not unreasonably refuse permission for you to make improvements which you plan to pay for yourself to help a disabled person in your household to enjoy their home.

## The right to challenge reasonableness of service charges and the right to consultation

You have a right to challenge the reasonableness of variable service charges. We will give you a notice every year which sets out a summary of your rights and the notice of proposed service charges. You also have a general right to be consulted on major works and the implementation of any long-term

contracts unless the First Tier Property Tribunal says there is no need to consult. Under Section 22, variable service charges customers also have the right to ask for further information and to inspect documents relating to their service charges within six months of receiving the summary.

## 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.

# Your rights under your lease

## Your key rights are:

### The right to sublet or part with possession of the whole

You have the right to sub-let your home and to part with possession of the whole of the property.

You may need our written permission beforehand depending on the precise wording of your lease; we will not unreasonably withhold permission.

### The right to make alterations to the interior of the property

You may have a limited right to make alterations or additions to the inside of your property depending

on the precise wording of your lease. In any event you will need our written permission beforehand; we will not unreasonably withhold permission.