

About management companies and managing agents



On developments where Hightown is not the owner or 'freeholder' of a building or land, the freeholder can appoint its own managing agent to carry out services such as grounds maintenance and caretaking. This agent is responsible for insuring and maintaining the building and the management of the block and estate, on behalf of the freeholder.

Hightown aims to manage as many services as possible, but where services are provided across the entire development, such as estate lighting or parking, they are likely to be the responsibility of the freeholder and arranged by the managing agent.

The managing agent takes instruction and their fee from the freeholder. The fee is passed onto leaseholders/shared owners as part of your service charge. This may be based on a specified percentage of the day-to-day service charges or a fixed annual fee, depending on your lease.

The charges for services provided by the managing agent are also passed on to you, as they are included in the service charges you pay to Hightown.

If you have any problems with the service that the managing agent is delivering, you should contact your Home Ownership Officer who will contact the managing agent. The Officer can also provide you with details of the managing agent's complaints policy. Complaints about the service provided by the freeholder or their agent cannot be referred through Hightown's complaints process.



Resolving issues that are the freeholder/ managing agent's responsibility

Hightown can help you to resolve issues by:

- raising the issue with the managing agent
- escalating any unresolved issues through the managing agent's complaints process
- investigating whether the managing agent belongs to a trade organisation (such as ARMA) that has a dispute resolution scheme, and considering if this could be used to bring about action
- contacting the freeholder to bring the matter to their attention
- in some cases, asking the freeholder for permission to complete the outstanding work and claiming the cost back from them.

What if there is still a problem?

After consulting with home owners, Hightown might escalate the matter further by:

1. serving a Preliminary Notice advising that consideration is being given to applying to the First Tier Tribunal for the appointment of a manager – this could lead to a First Tier Tribunal (Property Chamber) hearing

2. referring the matter to the First Tier Tribunal (Property Chamber)

Many of our leases allow Hightown to pass the cost of any action taken onto leaseholders and shared owners. These last two options are likely to involve costs, so Hightown would consult with residents before taking such action that could result in costs being passed onto them.

If you have any queries on managing agents please contact the Home Ownership Team on 01442 292343 or email home.ownership@hightownha.org.uk.



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大字版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی چھپائی یا بریل میں درکار ہے، برائے مہربانی رابطہ کریں
01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।

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A charitable housing association.

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