



September 2026

Leaseholder & Shared Owner Forum

You Said	We Did
Customer Engagement	
Can Shared Owners have a separate meeting as a lot of the issues raised were around communal repairs which didn't apply for every customer?	Leasehold and Shared Owner Forum established with inaugural meeting on 10th September. Quarterly, in person meetings to follow, as agreed with customers.
Home Ownership Team	
What notice do you give for major works?	For major works, the statutory consultation process begins with a 30-day Notice of Intention consultation period. The overall consultation and procurement process typically takes between 3 and 6 months on average, depending on the scope of the works, the tendering process, and any observations received from leaseholders and shared owners. We recognise that the statutory consultation periods can feel like a short timeframe, particularly where there may be a significant cost involved. Where works are planned, such as cyclical or replacement programmes, we will aim to provide leaseholders and shared owners with as



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	much advance notice as possible, beyond the statutory minimum requirements to help residents plan ahead. However, where reactive major works are required, for example due to unforeseen health and safety issues or urgent repairs, it may not always be possible to provide extended notice periods. In these circumstances, we will still comply with all statutory consultation requirements and keep residents informed throughout the process. SHG can refer leaseholders and shared owners to Money Advice for support or you can contact them yourself directly on 0161 217 6016.
Is planned maintenance available to view so leaseholders and shared owners have an idea of potential upcoming costs?	The Asset Management Strategy is currently under review. This will help to plan works for coming years across all stock owned / managed by SHG. In addition, a new data system is currently being tested with an aim to provide enhanced data for SHG colleagues linked to planned works, estimated costs etc.



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	Currently, planned maintenance works for the coming twelve months are published on the Stockport Homes website on the Planned Maintenance Programme page . If you need further details on any of this information, please contact the Home Ownership team.
When costs have occurred, do you get longer than a year to pay back or is there a specific timeframe these payments need to be made?	Payments are requested in full but SHG can make arrangements with customers on making payments in instalments that are suitable to them. The length of time will depend on the amount. As with anything relating to charges due, if you need to discuss these or arrange a payment plan, please contact the Customer Finance team on 0161 217 6016.
What is SHG's tenant's responsibility for costs if a block contains tenants and leaseholders? Do leaseholders pay all costs?	In any mixed tenure block, the cost of any repairs / major works is divided by all properties within the block to calculate a charge per property. Leaseholders do not pay higher charges to reduce the cost to tenants. E.g – In a block of 4 properties containing two SHG tenants on top and 2 leaseholders below, the cost would be divided by 4.



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If the original lease is in someone else's name, is it still yours?	The original lease remains consistent as is a permanent deed and the physical document never changes meaning you could have a lease which was drafted decades ago. Your name will not be on it but your details will be registered with land Registry and your solicitor will also update the freeholder / managing agent so they know who to correctly serve any service charge notices on.
Is there a set cost for extending your lease?	There is not a set cost as lease extensions depend upon individual property valuations and how long you have left on your lease. You will also need to take your own legal advice and pay your solicitors costs amongst other charges. Please contact the Home Ownership team for more information or the Leasehold Advisory Service .
If a leaseholder / shared owner became ill and was unable to pay the mortgage, would SHG/Stockport Council buy back the property but allow the customer to still live there?	In any instance where as a leaseholder or shared owner faces financial difficulty in paying their rent or mortgage, we want you to reach out to our Customer Finance team on 0161 217 6016. We can offer money advice, repayment plans and support you in other housing options if staying in your current home is no longer a realistic option for you.



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How do I search for a Neighbourhood Housing Officer?	For any advice, you can contact the Home Ownership Team directly on 0161 218 1377 or Homeownership@stockporthomes.org . Or visit Stockport Homes' website and use the postcode search function found on the Your Neighbourhood Housing Officer page .
Repairs / Investment	
The costings for repairs completed by Three Sixty, for example, roof works, have seemed expensive in the past.	Legally, for any major works or works which will cost over £250 per leaseholder, a consultation process called Section 20, must take place. This includes giving leaseholders the opportunity to nominate a contractor who wants to tender for the required works. Further details around this are available within the S20 letter. In addition, leaseholders can have access to specific documentation linked to the proposed works for transparency and oversight.



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Do leaseholders have to pay for damage to communal areas that has been caused by a social housing tenant? Do leaseholders pay for damage caused by social housing tenants within their own flats – e.g, if they damage their kitchen.	Only communal repairs are recharged to leaseholders. If SHG are aware of the person who has caused the damage through evidence like CCTV and complaints made by yourselves or other tenants, the responsible person this will be held liable for the cost. Witnesses are always appreciated in these situations and this can be anonymous. Leaseholders do not pay for any repairs within social housing tenanted or empty properties.

Upcoming Agenda Items

Quality of contracts of works, for example, window cleaning

Estate Management and Communal areas e.g. relationship between social housing tenants and leaseholders / shared owners

Caretaking

Future meetings will be quarterly. The next meeting is arranged for:
Monday 18th January 2027 at Cornerstone, Stockport Homes, Edward Street, SK1 3NQ.
5.30pm – 7.30pm

The Customer Engagement Team will send you a separate email to invite you to attend nearer the time. Please complete to confirm your place and get in touch if you need any support with transport by emailing: customer.engagement@stockporthomes.org