



Leasehold management

Getting to grips with the basics

A one-day, practical, workshop covering everything you need to know about leasehold management and administration



Tuesday 27 September 2011
Thursday 29 September 2011

Birmingham
York

[Book now](#)

[Book now](#)

Tuesday 4 October 2011

London

[Book now](#)

Leasehold management is a complex area. Many struggle to fully grasp all the legalities and principles. Mistakes can be costly to put right.

Whether you are new to leaseholder services or need a refresher, whether leasehold management is your full-time job or just a small part of it, this one-day course will get you up to speed with the basics.

Our strong line-up of experts:

Katie Cohen, **Claire Prince** and **Derek Payne**, housing law experts from JPC Law, will explain all the legislation in straightforward, easy-to-understand terms. **Jackie Dickins** brings many years of leasehold management experience and will explain how to put the principles into practice. **Steve Wood**, our finance expert, will de-mystify and simplify leasehold finance.

A full day of practical and informative sessions, pitched at exactly the right level – to arm you for everyday service delivery:

- **Understanding the basic terms:** leaseholder, shared owners, Right to Buy, Right to Acquire
- **Knowing the legislation:** the lease, rights and obligations, consultation (S.20), disputes and the leaseholder valuation tribunal (LVT)
- **The elements of leasehold finance explained:** service charges, management fees, ground rents, sinking funds

- **How to manage your operation:** major works, S.20 consultation, repairs, managing agents, service charge administration
- **Communicating with your customers:** engaging with different types of leaseholders, sub-letting, sales and re-sales.

Need more advice?

Individual advice sessions running throughout the breaks – if you have a specific question you'd like answered, you can book an individual appointment with one of our specialist advisers on the day.

Still not sure about something? Exclusive offer to all delegates – contact our advice hotline after the session for further guidance and advice.

Who should attend?

This course will be essential for new entrants to leaseholder services, experienced staff transferring to leasehold management, or staff from housing management, finance, estate management, administration or customer service at any level who need to deal with leasehold issues.

Early bird discounts are available – 10% off for all bookings made before Friday 19 August.

Delegate fee:

£262.00 (plus VAT at the applicable rate). The fee includes refreshments, lunch and a detailed information pack. [Please inform us in advance of any special dietary requirements.](#)



Discounts

Discounts are available to members of The Housing Quality Network and LEN – [please click on booking link above for further details.](#)



4.5 CPD hours

Registration 9.30am
Start 10.00am
Finish 4.00pm



Contact us

This is an HQN LEN event. To find out more – please go to www.hqnetwork.co.uk, phone 0845 4747 004 or [click here for more information.](#)



[Information](#)