

Cheltenham Borough Council

Cabinet Housing Committee – 1 April 2026

Leasehold Ownership Policy

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Matt Ward – Head of Housing Services

Executive summary:

This policy outlines Cheltenham Borough Council's (CBC) approach to managing leasehold properties that it owns or manages. Its purpose is to ensure compliance with relevant legislation, promote transparency, and support positive and constructive relationships with leaseholders.

This policy provides information for leaseholders and staff involved in delivering services to leaseholders. This includes customer services, housing services, leasehold services, asset management, and property services.

CBC is committed to meeting its statutory duties and responsibilities under the terms of each lease. The Council will provide leaseholders with a high standard of customer care in the management and maintenance of their homes, including clear information about service charges and a full explanation of leaseholders' rights and responsibilities.

Recommendations:

1. The Cabinet Housing Committee recommends that Cabinet approves the Leasehold Ownership Policy.
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1 Background

1.1 In general, the leasehold team oversees the general management of all CBC leasehold properties with support from other services including Housing Services, Asset Management, Property Services, One Legal and Repairs Services.

1.2 Leaseholders should be provided with a copy of the lease by the solicitor acting on behalf of the purchaser.

1.3 CBC will comply with legislation and in accordance with the Council's lease which is what the Leasehold Ownership Policy sets out.

1.4 Key information will be sent to new leaseholders in their welcome letter. At present CBC manages 428 Leasehold properties across its housing stock.

2 Main content

2.1 A lease agreement is a legally binding contract between a landlord (or freeholder) and a tenant (or leaseholder) that sets out the terms under which the tenant can occupy and use a property for a specified period. The specific lease and associated legislation take precedence over any conflict with this policy.

3 Equalities Impact Assessments

3.1 An Equalities impact assessment has been completed for this policy and can be found in the appendices

4 Key risks

4.1 Key risks are set out in the risk register at Appendix 1.

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Appendices:

- i. Risk Assessment
- ii. The Leasehold Ownership Policy Summary
- iii. The Leasehold Ownership Policy
- i. The Leasehold Ownership Policy Equality Impact Assessment

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	<p>This policy outlines Cheltenham Borough Council's (CBC) approach to managing leasehold properties that it owns or manages. Its purpose is to ensure compliance with relevant legislation, promote transparency, and support positive and constructive relationships with leaseholders.</p> <p>If the Council fails to adopt a clear policy then this could result in lost income or being taken to tribunal for failure to adhere to its covenants contained in the lease.</p>	Director of Governance, Housing and Communities	4	3	12	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	June 2026