

## RESIDENTS – ASK THE EXPERT

If you're confused about aspects of the property management industry and you would like to know what your obligations are as a leaseholder, why not '**Ask the Expert**'?, this page allows residents living in leasehold developments to submit their questions' relating to general property management questions and queries - we will share with others and respond to you via this page.

**"I would like to get a cat – am I able to keep a pet at my flat and is there a charge?"**

**Ms C. Hewitt, Nottingham**

### **Our Solitaire Expert Says:**

"Some Leases do not allow pets or specified animals', others allow them with consent from the Landlord. Check the Terms of your Lease before getting your cat. If it states no pets allowed I am afraid there is no way around it – you will not be able to keep a pet in your flat. If the Lease states that consent is required please write to your managing agent with your request. There is usually a charge and, with dogs in particular, you would have to ensure that the pet is kept without nuisance to your neighbours otherwise the consent could be revoked. "

**"I would like to have television channels from my home country of Germany, however the only way of getting these channels is with a private dish affixed to my balcony. Is this possible?"**

**Mr H. Wolfhanger, Kent**

### **Our Solitaire Expert says:**

"You will need to check the Terms of your Lease for a definitive answer, however, most leases do not allow satellite dishes to be fixed to the exterior of a building or balcony,. Please don't fix a satellite dish without permission from your managing agent or your Landlord otherwise you will be asked to remove it at your cost. If your building has a communal satellite dish maybe the satellite company can add the channels using the communal dish at a charge to you. Contact your managing agent in order to contact your building's Satellite maintenance company."

**If you have a general question relating to property management please email:**

**[asktheexpert@solitairepm.co.uk](mailto:asktheexpert@solitairepm.co.uk)**

**If you are a Solitaire resident please note that we will not be able to respond to maintenance or account queries that relate specifically to Solitaire managed developments in this section, you can do this by contacting our Customer Service department on 08450 345 790 (lo-call) or email**

**[customerservices@solitairepm.co.uk](mailto:customerservices@solitairepm.co.uk)**