

Leasehold Advisory Service

Media Pack

What is the Leasehold Advisory Service?

The Leasehold Advisory Service (LEASE) is a government-funded advisory body providing trusted, independent support to leaseholders and park homeowners. LEASE has three decades of expertise, offering free, tailored guidance and legal advice. In 2024/25, it helped 19,892 individuals with bespoke advice, and attracted more than 1 million website visits, cementing its role as a vital resource for navigating leasehold issues.

As leasehold reform accelerates, LEASE is working closely with the government to support the transition away from the feudal leasehold system, whilst continuing to support the considerable number who will continue to buy and live in leasehold properties.

LEASE is working to provide its services at a greater scale, by enhancing its digital services, deepening advisory expertise, and improving coordination with redress providers, to deliver clearer, more accessible support to more of the public. With a newly published strategy, and a new executive board in place to support its objectives, LEASE is evolving to better support leasehold and park homeowners.

Martin Boyd, Chair of the Leasehold Advisory Service says:

“For over a decade, I’ve campaigned for change of the feudal leasehold system and championed consumers hamstrung by this complex and unfair system. That experience continues to shape my perspective and approach, and it is why I welcome the change we are just now beginning to see in the leasehold system.

“Since joining LEASE in late 2023, the organisation has already undergone considerable transformation. While the organisation's commitment to providing clear, impartial guidance that empowers leaseholders to understand their rights continues, we now have a greater role to play in an evolving landscape.



“With a renewed remit from the government and meaningful leasehold reform underway, we will be improving our service, authority and insight to support this transition. As the regulatory landscape changes, and ownership structures adapt, it is clear that LEASE’s role will be more vital than ever. Through this period of change, we’ll be here, working hard to ensure homeowners have access to expert advice, innovative tools, and a stronger voice in creating a fairer and more transparent system for homeowners.”

Key Facts and Statistics

Demand for advice related to leasehold issues is consistently high:

- The LEASE website saw considerable traffic in 2024, with over 1.5 million visitors who accessed 1.6 million pieces of advice.
- With an estimated 5.24 million leasehold properties in England and Wales, over a fourth of leaseholders accessed our services in 2024.
- Due to the complex nature of many leasehold issues, LEASE stepped up to provide a considerable amount of bespoke advice to the public. In 2024, LEASE legal advisors directly assisted 19,892 customers across England and Wales, with 27,493 enquiries.

Top Topics

- Topics such as service charges dominate issues for leaseholders, with unreasonable or unexpected service charges top of the agenda for leaseholders seeking advice.
- The ten most common topics raised by users of LEASE’s advisory service are ranked below, highlighting the key issues leaseholders most frequently seek out LEASE for advice on, day to day:

1. Services Charges

2. Management

3. Repair

4. Breach of covenants

5. Lease extension
6. S20 Consultation

7. Fire safety

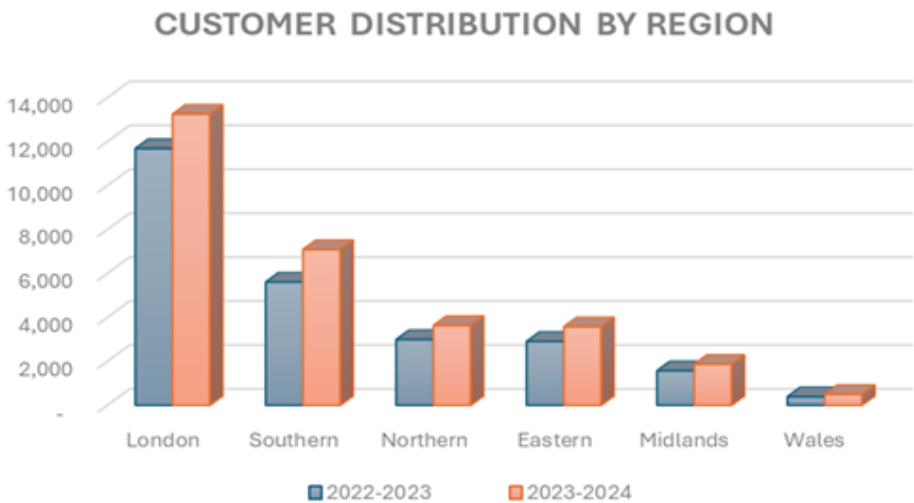
8. Freehold purchase

9. Redress schemes

10. Insurance

Geographic Distribution of Customers

- Large metropolitan areas see the greatest demand for LEASE’s services, with the South of England & London taking the largest share, clearly reflecting the fact leasehold properties predominantly affect those living in urban and developed areas, with leasehold properties being less common in rural locations.
- You can see the full distribution of LEASE’s customers in 2023/24 and 2024/25 below:



Leasehold properties remain a major part of the housing market

- Even with reforms promoting commonhold for new builds, leasehold properties remain a major part of the housing market.
- In 2022, 24% of sales in England and Wales were leasehold—rising to 52% in London and 77% in Manchester. While commonhold will gradually replace leasehold over time, LEASE's core services will continue to be essential.
- An estimated 40,000 new build flats are built every year in the UK.
- The move to a system of commonhold will be a slow and gradual one, as new commonhold properties slowly replace the existing stock of leasehold properties.

Leasehold issues hit younger generations hardest

- Government data shows 25–34-year-olds are far more likely to live in leasehold homes—14% of owner-occupied and 28% of leasehold social housing—compared to just 8% and 13% in non-leasehold homes.
- This reflects their higher presence in urban areas, where leasehold is more common.

How Can We Help?

LEASE is very happy to provide commentary for issues related to the leasehold system, including common issues affecting leaseholders, upcoming reforms, and the general leasehold news agenda.

This includes, issues, trends and developments affecting leasehold and park homeowners, on topics such as:

- **Service charges & hidden costs** - What common complaints and issues are leaseholders facing, and why they're important.
- **Leasehold reform** - A legal perspective on planned reforms to leasehold and commonhold law, and the potential impacts on leaseholders.
- **Leasehold extension** - How to extend a leasehold agreement, and what to look out for when following both formal and informal routes.
- **Ground rent** - Why leaseholders are trapped by escalating ground rents and what their options are.
- **Shared Ownership** - The difficulties shared ownership leaseholders are facing, and the legal context of this form of ownership.
- **Accountability** - How can leaseholders navigate the system when faults are the responsibility of investors and landlords that have since gone into administration?
- **Fire safety and building management** - Which fire safety issues are most prominent, and how can leaseholders manage these when issues are identified?
- **Redress and resolution** - Advice on when to engage with a redress scheme, and what to do when your property manager isn't part of one.
- **Right to manage** - Guidance on how to take on management of a building from a landlord, how it can be beneficial, and what common pitfalls to avoid.

Tips pieces or data articles - LEASE has its own repository of data and knowledge, it is happy lend these to titles looking to advise its readers on leasehold issues or find statistics to aid in storytelling and inform readers.

Contact Us



If you'd like to contact us to see how we might help, please email: lease@anotherword.com

Our senior team of legal advisors, along with the executive team are available for comment or interview across the breadth of issues laid out above and more. Please get in contact if you have any queries, and we'll be happy to help.

LEASE also makes its data publicly available, which you can find here: <https://www.lease-advice.org/about-us/data/>