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Leasehold Management Pack (FAQs)

Can the buyer request and pay for a pack?

Only the Seller or their solicitor can request a pack. We do not provide a pack to the buyer or the buyer's solicitor.

I have a buyer that wants to complete the purchase of the property immediately, how long does it take to send a pack?

The pack will typically be provided to you within 15-20 working days on receipt of your payment. We do however offer an express service for a premium fee and the pack will be sent to you within 3-5 working days.

Why am I required to pay an administration fee for information about my property?

Genesis charges a fee to cover the general administrative requirements in compiling your property information.

My solicitor has sent you an LPE1 Questionnaire to complete, is it the same as the pack you provide?

Genesis has produced its very own comprehensive management pack which replaces the LPE1 questionnaire. We reject all LPE1 requests on the basis that our pack provides all the information necessary to facilitate the sale.

I have been asked to pay for another pack by the managing agents for the freeholder; do I have to pay for this if I have purchased a pack from you?

There are instances where we advise that information for the property may need to be sought from the freeholders/managing agents. If a charge is applicable to extract this information you may be required to pay the fees.

We have received the pack, but the buyers have requested further information and clarification, will I have to pay another fee?

If you receive further enquiries from the buyer there is an administrative charge of £60 should the list of enquiries be extensive. The buyer should be advised to review the Management pack carefully as some enquiries may already be covered.

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