

Service charges



সার্ভিস চার্জগুলি

服務費

সর্বিস থার্চস

سرویس چارجز

Opł aty za usł ugi



Why do I have to pay service charges?

When you bought your lease, in effect you became a 'shareholder' in the building your flat is in. This means you have a responsibility to pay your share of the costs of maintaining and managing the building.

If you owned a freehold house, you would have to pay all the costs of managing and maintaining your house. As a leaseholder you share those costs with your landlord and other leaseholders. If you have not owned a home before, the cost of running it can come as a shock.

As your landlord we have a duty to maintain the building and charge you your share of the cost. We also have to pay our share. The costs are shared among all the flats in the block (unless a cost belongs only to one flat or to part of a block) using a formula based on rateable values. Although rates are no longer charged, rateable value is a useful method of splitting the charges. Under the lease this is the method we must use.

- Your landlord is a local authority; Commission for New Towns or a development corporation established by an order made under the New Towns Act 1981; Housing Action Trusts; The Broads Authority; a National Park authority; The Housing Corporation; a housing trust; a housing trust which is a charity; a registered social landlord or fully mutual housing association which is not a registered social landlord; an authority established under section 10 of the Local Government Act 1985.
 - The property is not purpose built, the landlord is resident and less than one half of the flats are held on long leases.
 - The property is included within the functional land of any charity.
11. To arrange for a management audit to establish whether service charges are being spent in a cost-effective way. However, you do not have this right if:
- You have a business lease.
 - There is no long residential lease.
12. For leasehold houses, to apply to a LVT to determine whether insurance cover in respect of a nominated insurer clause in the lease is satisfactory, or the premiums excessive. However, you do not have this right if:
- The matter has been agreed or admitted by you.
 - The matter has been or is to be referred to arbitration pursuant to a post-dispute arbitration agreement.
 - The matter has been the subject of a determination by a court or arbitral tribunal.

Forfeiture

You should be aware that most leases provide the landlord with a right of re-entry or forfeiture if service charges which are properly due, are not paid. However, a court order is required for this, and it may not proceed unless you have admitted that you are liable to pay the amount or it is finally determined by (or on appeal from) a Leasehold Valuation Tribunal (LVT), a court, or arbitral tribunal as being due. Forfeiture may also not proceed if the outstanding service charge (or a combination of service charge, rent and administration charge) is less than £350, unless the unpaid amount or any part of it has been outstanding for more than three years.

How to contact us

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You can also contact us using our online reporting forms
Please note our website is speech enabled and you can adjust
the size of the text and translate it to other languages.

Getting our information in another format

If you would like any part of this document explained,
translated or provided in another format such as large print,
audio or Braille, please contact our Customer Services Team
on 0800 408 2000.

সর্বিস সৰ্ভগুণি

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের
প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

1. 服務費

本文件可根據需要以不同格式提供，例如大字體、點字或語音。如有需要，請聯絡我們的
協助。查詢請電：0800 408 2000。

Chinese

સર્વિસ ગ્રાહકો

જો તમે આ દસ્તાવેજ કોઈ ભાષા અથવા સ્વરૂપમાં પ્રાપ્ત કરવા માંગો, અથવા જો તમે કોઈ સહાયકની સેવાની
પ્રાપ્તિ માંગો, કૃપા કરી અમારી સંપર્ક માનો.

Gujerati

سروس

یہ دستاویز آپ کی کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ہر زبان کی خدمات میں سہولت فراہم کرنے کے لیے
میں سے رابطہ کرنے کی ضرورت ہے۔

Urdu

Opłaty za usługi

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz
usług tłumacza, skontaktuj się z nami.

Polish