

When to pay

Estimated service charge

Before the start of each financial year (1st April), we estimate how much it will cost to provide services to your property, block and estate for the coming year.

We will send you an invoice which will include your estimated service charge, building insurance and ground rent, together with a summary of your rights and obligations.

Your lease says you should pay your service charges in advance either in 3 or 6 monthly instalments based on your estimated service charge bill.

You can pay your service charge in full straight away or in 10 monthly instalments by Standing Order or Direct Debit, if your account is up to date or you have come to an agreement with us to pay your arrears. For more information about ways to pay your service charge – see page 6.

Actual service charge

After the end of each financial year (31st March), we work out how much it actually costs to provide services to your property, block and estate. We will send you a statement before 30th September, which will tell you how much the services you received in the previous year actually cost.

If your actual service charge is less than the estimated service charge, we will credit your service charge account with the difference.

If your actual service charge is more than the estimated service charge, we will send you an invoice for the additional amount you owe. You must pay this amount within 28 days.

If you need more detailed information about your bill, ask us for a breakdown of the costs we use to calculate your service charges. The list will show repair jobs, horticulture services, and energy consumption for your block and estate.

Leaseholder Services team

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