

What each section means

We have listened to your feedback and put together a statement which we hope is clear and informative. Below are explanations of the figures which appear overleaf on the sample statement.

1

This is the address of the property at which you are a leaseholder and we are the freeholder

2

This figure is the amount we estimated you would contribute towards responsive repairs and maintenance of communal areas and the structure of the building. This amount appeared on the invoice we sent you in April 2023. This estimate included all the types of repair listed on the left hand side of your statement.

3

This figure is your proportion of the amount we have spent carrying out external communal repairs to your scheme during the financial year. Your proportion of the actual costs of carrying out other types of repair is also listed on separate lines in this column called "Actual Cost".

4

This figure is the amount we estimated you would contribute towards the energy supply to communal areas. This estimated amount appeared on the invoice we sent you in April 2023. Your lease tells you which services you receive and pay for. Your proportion of the estimated costs of providing other services is also listed on separate lines in this column called "Estimated Cost".

5

This figure is the total amount we estimated you would contribute towards repairs and services provided to your scheme in 2023/2024.

6

This figure is your proportion of the total cost of carrying out repairs and providing services to your scheme in 2023/2024.

7

If this figure is in (brackets), that means that it has cost us more to carry out repairs and provide services than we originally estimated in April 2023. If this figure is not in brackets then it has cost us less to carry out repairs and provide services than we originally estimated.

8

This is the balance on your annual service charge statement. If there is a value in the deficit to be paid row then this is the amount that you are required to pay us as set out in your lease. If there is a value in the surplus to be received row then this means you will receive a credit to your service charge account which can go towards paying your current or next year's service charge invoice.

If you are required to make a payment then an invoice will accompany your statement. The invoice amount is in addition to the routine service charge payments that you may already be making towards the estimated service charges for 2024/25. If you have received major works to your building then we will issue separate requests for payment for these works.