First Floor, Unit 1, Elstree Gate, Boreham wood, WD6 1JD
t: 0333 577 6656
e: support@pod management.co.uk
www.pod management.co.uk

Muzeyyen Erturk
Flat 1303, Barnacle House
1 Hemlock Street
London
E14 0YW

Date: 13 May 2025
Invoice No: 118981
Customer Ref: 188PR1-1124A

# Invoice

Re: A1.13.03 - Flat 1303, Barnacle House

| From | To | Description | Due Date | Amount |
|---|---|---|---|---|
| 24/04/2025 | 30/06/2025 | Half Yearly Service Charge in advance | 13/06/2025 | £452.51 |
| | | | Total Due: | £452.51 |

PLEASE NOTE WE DO NOT ACCEPT PAYMENT BY CHEQUE. ANY RECEIVED WILL NOT BE BANKED.

IMPORTANT NOTES
1) Your lease / transfer may contain provisions regarding interest on late payment. In order to avoid interest charges being added to your account, the charges above should be paid on or before the due date.

2) If you are selling your property you must ensure that the full outstanding balance is paid prior to completion. Arrangements should also be made between the parties for a suitable retention to be held in respect of any undertermined charges yet to be debited to the account.

3) Please note we will issue an automated payment notification, upon receipt and allocation of your payment, if you have elected for email to be your preferred method of communication. If you do not receive this notification, please contact support@pod management.co.uk.

4) Please note that if your payment is late, reminder letters will be issued to you and administration charges will be added to your account. These charges will be clearly detailed on any correspondence you receive.

Pursuant to the Landlord and Tenant Act 1987 sections 47 and 48 that your Landlord's name and registered address is St William Homes LLP, Berkeley House, 19 Portsmouth Road, Cobham, Surrey, KT11 1JG and all notice (including notice of proceedings) should be served upon the landlord at their stated registered office address Berkeley House, 19 Portsmouth Road, Cobham, Surrey, KT11 1JG

Have you checked out our health and safety hub? The hub provides important guidance on how to stay safe in and around your building, including fire safety, emergency procedures, and general building safety tips. Click the link below or use the QR code for more information.

www.pod management.co.uk/health-safety-hub

## Remittance Advice

You can make payment directly in to the following account:

Name: POD General Client Account, Sort Code: 230580, Account No: 28090471
IBAN: GB80 MYMB 2305 8028 0904 71
BIC CODE: MYMBGB2L

Please use the reference 188PR1-1124A on all payments so we can easily identify you.

# SUMMARY OF TENANTS' RIGHTS AND OBLIGATIONS FOR ENGLAND ONLY FROM JULY 1ST 2013

1) This summary, which briefly sets out your rights and obligations in relation to variable service charges, must by law accompany a demand for service charges. Unless a summary is sent to you with a demand, you may withhold the service charge. The summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.

2) Your lease sets out your obligations to pay service charges to your landlord in addition to your rent. Service charges are amounts payable for services, repairs, maintenance, improvements, insurance or the landlord's costs of management, to the extent that the costs have been reasonably incurred.

3) You have the right to ask a First-tier Tribunal to determine whether you are liable to pay service charges for services, repairs, maintenance, improvements, insurance or management. You may make a request before or after you have paid the service charge. If the tribunal determines that the service charge is payable, the tribunal may also determine -

- who should pay the service charge and who it should be paid to;
- the amount;
- the date it should be paid by; and
- how it should be paid.

However, you do not have these rights where -

- a matter has been agreed or admitted by you;
- a matter has already been, or is to be, referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the service charge or costs arose; or
- a matter has been decided by a court.

4) If your lease allows your landlord to recover costs incurred or that may be incurred in legal proceedings as service charges, you may ask the court or tribunal, before which those proceedings were brought, to rule that your landlord may not do so.

5) Where you seek a determination from the First-tier Tribunal, you will have to pay an application fee and, where the matter proceeds to an oral hearing, a hearing fee, unless you qualify for a fee remission or exemption. Making an application may incur additional costs, such as professional fees, which you may also have to pay.

6) The First-tier Tribunal and the Upper Tribunal (in determining an appeal against a decision of the First-tier Tribunal) have the power to award costs in accordance with section 29 of the Tribunals, Courts and Enforcement Act 2007.

7) If your landlord

- proposes works on a building or any other premises that will cost you or any other tenant more than £250, or
- proposes to enter into an agreement for works or services which will last for more than 12 months and will cost you or any other tenant more than £100 in any 12 month accounting period,

your contribution will be limited to these amounts unless your landlord has properly consulted on the proposed works or agreement or the First-tier Tribunal has agreed that consultation is not required.

8) You have the right to apply to the First-tier Tribunal tribunal to ask it to determine whether your lease should be varied on the grounds that it does not make satisfactory provision in respect of the calculation of a service charge payable under the lease.

9) You have the right to write to your landlord to request a written summary of the costs which make up the service charges. The summary must -

- cover the last 12 month period used for making up the accounts relating to the service charge ending no later than the date of your request, where the accounts are made up for 12 month periods; or
- cover the 12 month period ending with the date of your request, where the accounts are not made up for 12 month periods.

The summary must be given to you within 1 month of your request or 6 months of the end of the period to which the summary relates whichever is the later.

10) You have the right, within 6 months of receiving a written summary of costs, to require the landlord to provide you with reasonable facilities to inspect the accounts, receipts and other documents supporting the summary and for taking copies or extracts from them.

11) You have the right to ask an accountant or surveyor to carry out an audit of the financial management of the premises containing your dwelling, to establish the obligations of your landlord and the extent to which the service charges you pay are being used efficiently. It will depend on your circumstances whether you can exercise this right alone or only with the support of others living in the premises. You are strongly advised to seek independent advice before exercising this right.

12) Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges which are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.