First Floor, 1 Elstree Gate
Borehamwood, WD6 1JD
T: 0333 577 6656
E: support@podmanagement.co.uk
W: podmanagement.co.uk

D

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

Your customer reference number 188PR1-1124A

3 June 2025

Dear Muzeyyen Erturk

Your Service Charge information for A1.13.03 - Flat 1303, Barnacle House

You recently received a letter from us to let you know who we are and that we are the appointed managing agent for your development. We are now writing to you to introduce how the finances are managed in relation to your development. Enclosed with this letter you will find your first Statement of Account and a Statement of Anticipated Service Charge Expenditure for your property. To help you make sense of these important documents and your service charge please read the FAQs below.

Please note that the initial charge on your statement reflects the period from your completion date to the **24th of April 2025.** Your completion payment is also noted on your statement and in **December** the half yearly charge will be raised for the period **1st January 2026 – 30th June 2026.** The half yearly amount is noted on your budget document (toward the bottom) for reference also.

We want to ensure we have correct, and up to date contact details for you and therefore we would be grateful if you could please complete our customer contact form which can be found here: https://www.podmanagement.co.uk/customer-contact

What are service charges?

When you purchased your property, you would have entered into a contract, often referred to as a lease or transfer in the context of property. This contract or document sets out your obligations and one of these will be to pay what is commonly called service charges. Service charges are monies collected to fund the ongoing maintenance and management of your development. Putting it simply service charge money goes toward making sure the building you live in is safe, clean and comfortable. That means day-to-day tasks, like mowing the lawn, can be taken care of and it means bigger jobs, like refurbishing the lifts, can also be funded as and when needed. And, if something goes wrong – like the underground carpark gets flooded – the service charge would help ensure these costs are covered also.

How are service charges calculated?

The cost of your service charge will vary depending on a number of factors. Variables like the number of homes at the development, the facilities available and the location of your home will all have an impact.

The service charge for your development is based on an estimate or budget we prepare for the coming year which takes account of all the estimated running costs relating to the communal areas of your development.

Generally, service charges are payable by everyone living at the development, or whomever benefits from the service charges being collected to fund ongoing maintenance. The charges are divided up into portions – the method of doing so is normally identified in your lease or transfer document, it could be based on property size, the number of properties or other relevant and fair metrics.

Shortly after the end of each financial year we account for what has been spent and compare this to the estimate at the start of the year. Any difference is then distributed to owners or collected to ensure you only ever pay for the

First Floor, 1 Elstree Gate
Borehamwood, WD6 1JD
T: 0333 577 6656
E: support@podmanagement.co.uk
W: podmanagement.co.uk

D

actual costs of running the development. This means that any unused funds from the original budget for the year would be credited back, however if there is an overspend, we would need to collect this shortfall.

How to pay my service charge?

It's important you make sure you are up to date with your payments in order to ensure the development has the necessary funds for it to be suitably maintained moving forwards.

Payments can be made by BACS to the account listed on the enclosed invoice. Please ensure you include your customer reference number which can be found on the Statement of Account.

What if I do not pay my service charge on time?

When any professional managing agent collects service charges they should, as POD does, hold the service charges in a separate trust account specific to your respective development.

This trust account essentially holds the pot of money that can be utilised to instruct repair works, fund regular cleaning and place insurance, amongst other things.

As a result, if there is not enough money in this pot to fund any necessary work or activities, for example the placing of buildings insurance, we simply cannot proceed to instruct what is necessary.

Therefore, any payment delays can potentially impact the ongoing provision of services to your development.

Above and beyond this if items such as the building insurance premium cannot be paid this can potentially impact your mortgage, or any other comparable financing arrangements. Therefore, we do have to pro-actively ensure the collection of service charge funds.

Documents enclosed:

- **Your Statement of Account**

  This document provides a list of the recent transactions on your account. This means it will show the items we have invoiced for, any payments we've received and if you have an outstanding balance to pay. The one enclosed within this pack will reflect the monies you paid upon completion.

- **A Statement of Anticipated Service Charge Expenditure**

  This document provides a breakdown for the estimated expenditure to be incurred during the current service charge period and sets your contribution toward the same.

If you have any questions about any of these documents, please feel free to contact us by email at support@podmanagement.co.uk or by telephone on 0333 577 6656.

Yours sincerely,
POD Management