



## Information about fees and charges.

Your lease sets out the way the service charge is organised and what can be charged. This leaflet shows a summary of the charges, how they are worked out and what the money is spent on.

### Management fee.

Your management fee covers the overheads and costs incurred by S4B to manage your block. The types of things covered by the management fee are the production and issuing of:

- Annual service charge estimates.
- Quarterly statements
- Annual service charge statements/year end accounts

The management fee also covers

- Regular visits to site to visually check its condition, health and safety compliance and assess the standard of services we are providing.
- The out of hours emergency service
- Dealing with service charge related queries
- Office overheads such as heating, lighting, printing, IT, etc.

The fee is a fixed 10% of the total costs incurred and is in line with the fees charged by other similar organisations. This fee is essential for us to be able to administer service charges. We do not make a profit from this or any other service charge costs.

### Admin fees.

Administration fees are charges for additional services that are provided outside of the management fee. Our current fees are enclosed. Please note that fees are subject to change.

### Lease extension fees

If you wish to extend your lease, you will be responsible for the cost of a valuation, any legal fees applied by Manchester City Council, your own legal fees and the premium payable for the value of the lease extension. These fees differ depending on the type of property, number of years left on the lease, etc. Please contact us if you wish to extend your lease and we will refer the case to Manchester City Council's legal team.

## Legal fees.

For some of our services you will also have to pay our legal fees. Where legal fees are payable, this is made clear in the list below and all fees will be confirmed in writing. Legal fees will vary and are subject to change, so it's important that you request written confirmation of all fees.

## Payment of fees.

All fees must be paid in advance, unless we specify otherwise. Fees are non-refundable. We will provide bank details so payments can be made by bank transfer. It is important that you check the bank details carefully and include the payment reference you are given. If you are using a Solicitor who is making a payment on your behalf, they must include the payment reference. If no payment reference is included your payment may not be received. We will not provide any services without receipt of payment.

## Administration Charges – Summary of tenants' rights and obligations

1. This summary, which briefly sets out your rights and obligations in relation to administration charges, must by law accompany a demand for administration charges. Unless a summary is sent to you with a demand, you may withhold the administration charge. The summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligation you should seek independent advice.
2. An administration charge is an amount which may be payable by you as part of or in addition to the rent directly or indirectly:
  - for or in connection with the grant of an approval under your lease, or an application for such approval;
  - for or in connection with the provision of information or documents;
  - in respect of your failure to make any payment due under your lease; or
  - in connection with a breach of a covenant or condition of your lease.

If you are liable to pay an administration charge, it is payable only to the extent that the amount is reasonable.

3. Any provision contained in a grant of a lease under the right to buy under the Housing Act 1985, which claims to allow the landlord to charge a sum for consent or approval, is void.
4. You have the right to ask the First-tier Tribunal whether an administration charge is payable. You may make a request before or after you have paid the administration charge. If the tribunal determines the charge is payable, the tribunal may also determine:
  - who should pay the administration 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 this right where:

- a matter has been agreed to or admitted by you;
  - a matter has 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 administration charge arose; or
  - a matter has been decided by a court.
5. You have the right to apply to the First-tier Tribunal for an order varying the lease on the grounds that any administration charge specified in the lease, or any formula specified in the lease for calculating an administration charge is unreasonable.
6. Where you seek a determination or order 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 fee remission or exemption. Making such an application may incur additional costs, such as professional fees, which you may have to pay.
7. 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 Tribunal, Courts and Enforcement Act 2007.
8. 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, a 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.

## Administration fees.

SERVICE/ACTIVITY	FEE (£)
REQUESTS FOR PERMISSION	
Request to Keep a Pet	50
Request for Permission to Run a Business	100 + legal fees if applicable
Request for Home Improvement or Alteration	100 + legal fees if applicable
Request for Retrospective Consent for Home Improvement or Alteration	350 + legal fees if applicable

SERVICE/ACTIVITY		FEE (£)
REQUESTS FOR PERMISSION		
Request to Sublet		50 + legal fees if applicable
Request to Change Name on/Add Name to an Account		10
RE-SALES		
Landlord Enquiries (Management Pack)		250
Landlord Enquiries - each additional enquiry		15
ENFORCEMENT ACTION		
Breach of lease (excluding non-payment of charges)		25 per letter/ call / visit
ASB Letter or Phone call		35 per letter/ call
ASB or breach of lease legal instruction		250
ASB legal letter		200 per letter + fees and postage
Removal of items stored in communal area or fly tipping		Varies by volume / items + £20 admin fee
COPY DOCUMENTATION		
Copy budget, year-end account statement, invoice or any other document or report (each)		50 per document
Copy accounts, receipts and other documents (S22 Request)		50p per page
Copy accounts, receipts and other documents (non S22 Request)		
Number of properties on scheme	Number of hours, calculated at £20.50 per hour	Administration fee payable
0 to 50	4	£82
50 to 100	6	£123
Over 100	8	£164

SERVICE/ACTIVITY	FEE (£)
COPY DOCUMENTATION	
Copy of Lease	20
Copy letters or correspondence	20
MORTGAGE ACTIVITY	
Mortgage Reference	50
REPLACEMENT FOB/KEY	
Replacement Fob/Key	Varies +£10 Admin fee
Key cutting authorisation letter (where applicable)	5
INCOME RECOVERY ACTION	
Section 146 Notice	125
Payment Plan Agreement	30
Late Service Charge/Ground Rent Reminder (per letter)	20