

# Information for leaseholders and shared owners

## 3: What are my service charge payments?

You will usually pay a monthly or annual service charge to Thirteen. The charges you will pay are detailed in your lease and can include:

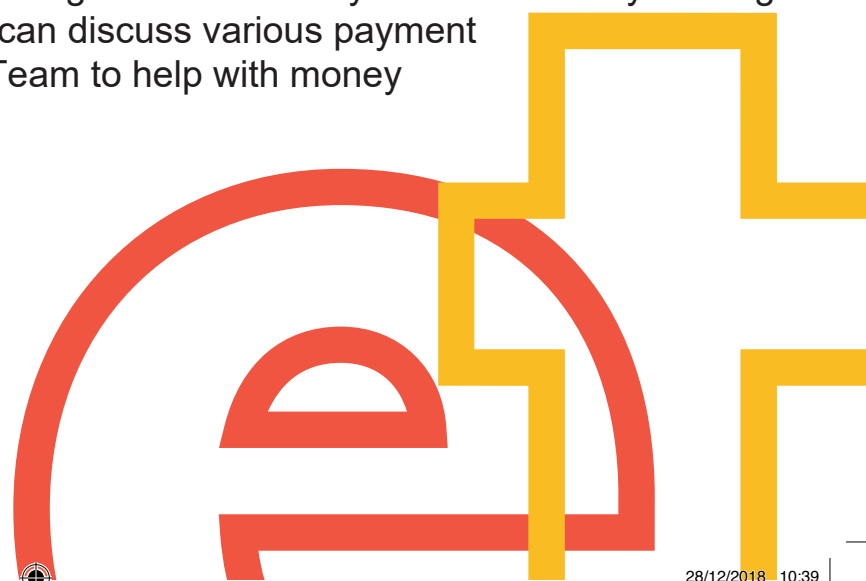
- services (grounds maintenance, cleaning)
- utilities (communal heating, electricity and water)
- major works (eg communal decoration)
- repairs (communal areas)
- maintenance (emergency lighting, lifts, fire alarm testing)
- sinking fund
- audit
- buildings Insurance
- management costs.

### What is a sinking fund?

Some leases allow for a sinking fund which builds up money to cover the cost of future major repairs such as replacing a roof. These funds are designed to avoid leaseholders having to pay large bills when work needs to be carried out. The funds are collected within the service charge and placed in separate accounts. Clear records are kept of all payments made. The contribution is based on what we know about the lifecycle on the property and the lifespan of major components.

### Service charge arrears

Service charges are payable as per the terms of your lease. If you are dissatisfied with the service provided, contact the Leasehold Management Team. If you have difficulty making your payments, contact Thirteen to as we can discuss various payment plans and refer you to our Money Advice Team to help with money management and debt issues.



Withholding service charges is a breach of lease and could lead to legal action being commenced which could then result in the loss of your home, we would recommend speaking to Thirteen Group prior to taking this action.

Please be aware we are able to apply to mortgage lenders for non-payment of service charge, this could result in you incurring further costs from your lender.

