

## CRAWLEY HOMES DIVISION

Contact: Leasehold Services Team

Date: AS ACCOMPANYING INVOICE

Direct Line: 01293 438323/ 438491/  
438401/ 438335

Our Ref: SS.Lease.Serv.October2020

Email: leasehold.services@crawley.gov.uk



Dear Sir/Madam

### **LEASEHOLD FLATS - MANAGEMENT CHARGES**

In accordance with the terms of your Lease, the Council is obliged to recover the estimated costs incurred in providing services to and maintaining the block described in your lease.

The accounting period is for the 12 months 1 April 2020 – 31 March 2021, but as provided for in the terms of the Lease, the annual estimate is payable in two halves - one payment being due in April and one payment due in October, within 21 days of the invoice date in each case.

**However, payment by Direct Debit either by two half yearly instalments on 1 May and 1 November each year, or by ten monthly instalments on the 1<sup>st</sup> of each month from May to September and then November to March following the issue of the April and October invoices is now being offered to lessees.**

**PLEASE SEE FURTHER INFORMATION OVERLEAF.**

Yours faithfully

A handwritten signature in black ink, appearing to read 'K Belton'.

**Mrs Kim Belton  
Leasehold Services Manager**

If you, or someone you know, needs help to understand the documents and would like them in a different format such as large print, Braille or MP3 file, or in a different language, please contact us on 01293 438257 or email [housing.news@crawley.gov.uk](mailto:housing.news@crawley.gov.uk)

**Terms of Payment - As set out in your Lease:**

- The amount for 2020/21 is based on estimated costs for the full financial year and is payable half-yearly in advance. In some cases major works referred to may start after the invoice is payable. The invoice also includes the reconciled amount for the charges relating to the financial year 1 April 2019 to 31 March 2020. (See schedule of Management Charges)
- Monthly instalment facilities are not available under the terms of the lease and if the account remains unpaid after 21 days, the Council is entitled to charge interest at 2% above its Bankers Base Rate.
- **However, payment by Direct Debit either by two half yearly instalments on 1 May and 1 November each year, or by ten monthly instalments on the 1<sup>st</sup> of each month from May to September and then November to March following the issue of the April and October invoices, is offered to lessees.**

Methods of payment are listed on the back of the invoice and include by post, at the Cashiers Office, by telephone, post office/paypoint and home banking and via the Crawley Borough Council website, <http://www.crawley.gov.uk/payments>. Select Online Payments, Sales Invoices.

You can pay this invoice over the telephone using a debit or credit card (except American Express). Please ring the automated payment number on 01293 438312 and select option 2 "Sales Invoices". Please have your invoice number ready, as you will be asked to supply this information.

**Queries about the terms of your Lease:**

- You are advised to consult your solicitor.

**Queries as to the standard of service or charge for service:**

- **The account must still be paid as set out in the letter.**
- External painting is carried out to a property on a cyclical basis. The estimated charge is your proportion of the estimated total cost of the block, even if your flat has low or maintenance free areas such as UPVC windows.
- Any enquiries should be made in **writing** to the Crawley Homes Division, Environment & Housing Directorate at the Town Hall and marked for the attention of the officer shown.

**a) Building Maintenance, including Responsive Repairs**

**Mario D'Andrea, Responsive Repair Manager 01293 438 253**

***Any repairs should be reported to Crawley Repairs Team on 01293 438 111, where you will be asked to give an appointment time that fits in with you.***

**b) Written Permission for Alterations & Improvements**

Contact: via switchboard 01293 438 000

- **East Surveyors** (Pound Hill, Maidenbower, Northgate, Three Bridges, Bewbush & Forge Wood)  
**E. Surveyors.east@crawley.gov.uk**
- **South Surveyors** (Furnace Green, Tilgate, Broadfield & Gossops Green)  
**E. Surveyors.south@crawley.gov.uk**
- **West Surveyors** (Ifield West, Ifield, Langley Green, West Green & Southgate)  
**E. Surveyors.west@crawley.gov.uk**

Specific grounds maintenance issues can also be raised through the Amenity Services contacts: - [Amenity.Services@crawley.gov.uk](mailto:Amenity.Services@crawley.gov.uk) and telephone number 0800 587 5888.

**c) All other items and payment queries -**

Leasehold Services

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**Insurance:**

- Comprehensive building insurance for your flat is in force for the sum shown on the invoice. If you have any queries with regard to the valuation please write to the Property Services Division, Resources Directorate, for the attention of the Assets Surveyor – Contact Telephone Number 01293 438 365.
- Should you need to contact the insurers please telephone Lewis Cave on 01245 341212. The general day-time office number is 01245 341200. Alternatively, out of hours, ring 0845 070 9500.