

Management and Administration Fee 2019/20

Under the terms of your lease, we need to recover all the costs involved in managing your leasehold property.

These costs include: staffing costs for the leasehold services team, office rental, office running expenses, administration, computer systems, customer focus/contact center, housing management costs, and legal expenses. Under these headings come items like: service charges calculation, sending out service charge bills, debt collection, major works consultation, assignment of flats, and dealing with enquiries or disputes raised by leaseholders and some freeholders.

The housing management element of the costs relate to the services which are provided by the tenancy services and the repairs team, also included is the anti-social behaviour team and the residents participation team.

Your charge is levied in arrears and based on actual expenditure from 1 April 2019 to 31 March 2020, and will vary year to year. The total costs are divided between all our leaseholders and everyone is charged the same flat rate.

The breakdown of the costs for the 2019/20 period is detailed below:

Staffing Costs		£288,152.60
Office Running Expenses		£8,546.00
Customer Focus/Contact Centre		£111,973.50
Housing Management Costs		£262,242.57
Legal Expenses		<u>£40,428.00</u>
Total Costs	(a)	£711,342.67
The following are then subtracted from amount (a)		
Minus Legal Costs/Fees Collected Etc.		£19,179.00
Minus Freeholder Charge		<u>£41,075.71</u>
Rechargeable Costs to Leaseholders	(b)	£651,087.96
The Amount (b) is then ÷ by 2508 Lessees in Croydon		
The Cost per Leaseholder for 2019/2020 will be as follows:		£259.60