

Statement of Anticipated Service Charge Expenditure

As part of our commitment to improve transparency and communication to our customers we are introducing a new document which replaces the previous cost estimate.

This document outlines the Anticipated Expenditure associated for delivering those services on an annual basis to your development.

The 'Statement of Anticipated Service Charge Expenditure' outlines the amount that maybe required to; ensure communal areas and grounds are maintained, buildings are insured, utility costs such as gas and electricity are paid and that all residents can enjoy a clean, pleasant and safe environment.

The money you pay is only spent on your development. As the property owner you have a legal obligation to pay your service charges in accordance with the Terms of the Lease or Transfer. All monies received for your development are held in a development specific trust bank account.

For your benefit and peace of mind, all owners will receive a certified set of accounts after completion of the accounting year.

If the amount collected is **more than** the actual cost to maintain your development, your share of the difference will be credited to your account.

Should the amount collected be **less than** the cost to maintain your development we will invoice your share of the outstanding amount.

Customer primary contact address

A Customer
A Street
A Town
A County

A Postcode

Your Customer Account Number:
Please remember to quote this number whenever you contact us.

Name of property owner and development

Date: 11 Jan 2011

Ref: 3300001

Service Charge

Service Charge period: **1 Feb 2011 - 31 Jan 2012**

Individual Cost Schedule. Please refer to covering letter for further information reference codes.

Expenditure heading	Anticipated expenditure	Percentage	Anticipated share due
Schedule 1			
1300 Insurance	200.00		
1310 Rates	300.00		
1320 Electricity	400.00		
	900.00	50.0000%	450.00
Total anticipated expenditure	900.00		
Total on account payable			450.00

Internal account reference codes. Please ignore.

The total annual Anticipated Expenditure for the schedule.

The percentage of costs payable for services in accordance with the terms of your Lease or Transfer

Payment due date and the amount that is immediately payable

Your share of the cost payable by you for the service charge year

Charge details

Service Charge
Due on 1st February 2011 **225.00**

The Statement of Anticipated Service Charge Expenditure is not an invoice.

Frequently Asked Questions:

Q. Will I still receive a copy of the old version of the cost estimate in future?

A. No. This statement has been produced specifically for your property and will replace the previous cost estimate. You will still continue to receive a letter from your Property Manager explaining the breakdown of costs and any key changes.

Q. Would it be possible to still receive a copy of the old cost estimate?

A. Yes. We still produce the old style estimate for internal use. An electronic copy is available please visit our customer website 'Your Property Online' and register for development specific and financial information. The cost estimate can be located in the 'Useful Document' section. Alternatively, please contact our customer service team on **08453 370 272** (lo-call) or email: customercare@ompropertymanagement.co.uk who will be happy to provide a copy on request.

Q. Will I receive a Service Charge invoice?

A. Yes. The Service Charge invoice which covers the billing frequency accounting period is included with this pack.

Q. I also pay Ground Rent. Will this also be shown on this document?

A. No. The old cost estimate and the new Statement of Anticipated Service Charge Expenditure document relate only to the costs associated with the maintenance and upkeep of your development. This is known as the Service Charge. Ground Rent is payable to the Freeholder and is not used to maintain the development. Occasionally, we are instructed by the Freeholder to collect the Ground Rent on their behalf. Ground Rent and Service Charges are levied separately in accordance with legislation.

Q. If I lose this document, how can I obtain a copy?

A. Our Customer Service team will be happy to provide you with a copy of the Anticipated Statement of Expenditure. Please contact our Customer Services team on **08453 370 272*** (lo-call) or email: customercare@ompropertymanagement.co.uk

Q. Will the year end accounts I receive for my development look different as a result of this new estimate?

A. No. All other billing and accounting information will remain unchanged.

Q. How do you allocate the costs for my property?

A. The allocation is based on the terms of your Lease or Transfer. Please refer to this document for information.

Q. Where can I obtain a copy of my Lease/Transfer document that tells me my percentage?

A. At the time of your purchase you should have been provided with a copy of your Lease or Transfer. It is common for this document to be held with your mortgage provider, and a copy may be recoverable from the solicitor who acted on you behalf at the time of your purchase. A copy can also be obtained from the Land Registry. Please visit their website for information www.landregistry.gov.uk