

BLOCK MANAGEMENT DIVISION

GUIDANCE NOTES ON PAYING YOUR SERVICE CHARGE

The date on which your service charge is due is stipulated in your lease. Please understand that out of fairness to other leaseholders and in fact all concerned in the management of your building/s, you will incur extra costs if your payment is late. This is not open for negotiation. In particular, leaseholders who have paid their service charge on time should not have to cover costs resulting from late or non-payment by fellow leaseholders. Please do not call our staff in an effort to pressure them to waive charges to cover our costs in dealing with late payments. A rigid policy exists in this regard in order to safeguard the balance in the service charge account. This rigid policy is supported by the vast majority of leaseholders and upheld by law.

Payments by cheque

All service charges are due to be paid by cheque posted or delivered to our office by the due date. Payments received in any other manner will result in extra costs to be borne by the leaseholder. It is imperative that the leaseholder's name, contact details and address of the apartment/house for which the service charge is being paid are written on the reverse side of the cheque.

Late payments by cheque

The date that cheques that are received is logged and any costs we have incurred in pursuing arrears up to that date must be passed on to the defaulting leaseholder.

Payments by credit card – by phone

Charges vary depending on what payment terms are specified in your lease. Debit card payments present no charge but a standard transaction charge of 2% plus VAT is applied where credit cards are used. For payments by American Express the transaction charge is 3.35% plus VAT.

Payments by credit card – by email

For security reasons, we cannot accept credit card payments by email.

Payments by cash

For security reasons, we cannot accept any payments by cash.

Payment by instalments

Some Freeholders or Management Companies allow payment by instalments where the leases require annual payments on account. In such circumstances, there will always be additional charges to cover administrative costs. Please email sarahlambert@adderstonegroup.com if you wish to find out whether this facility is available to you.

The Adderstone Group is a group of businesses under common ownership linked together for practical and marketing purposes. The main trading business is Adderstone Group Ltd, which comprises the following Divisions:

Development Division

E: development@adderstonegroup.com

Construction Division

E: construction@adderstonegroup.com

Property Management Division

E: propertymanagement@adderstonegroup.com

Block Management

E: blockmanagement@adderstonegroup.com

Trading Division

E: trading@adderstonegroup.com

General Enquiries

E: office@adderstonegroup.com