



Helpful information about the booklet you receive explaining your actual service and other charges

We look at the amount we charged you against what we spent, the difference can be we owe you or you owe us.

We have reviewed the charges for the past year and there is £47.78 owed back to you

Dear Ms Ab Sample

I am writing to provide you with your year end Service Charge statement for 1 April 2023 to 31 March 2024.

These accounts have been prepared by Notting Hill Genesis and examined by independent auditor Beever and Struthers.

As it cost us less to provide these services than we estimated you are owed £47.78. This will be applied to your rent account before 9 June 2025. The following pages show how this amount has been calculated.

The most convenient way to check when the credit has been applied, and to request a refund if your account is in credit, is via My Account.

17 June 2025

Property reference
99999999

Property address
**2 High Street, Anytown, Anyshire,
Ab12 3cd**

Payment reference
99999999

If you have any queries about your service charge, please contact your Property Management Officer
Brighth Perez on **02039870941**

If you have any questions, login to My Account and search for 'Rent and Service Charge Enquiry'. Give as much information as you can and your Property Management Officer will get back to you.

If there is an additional amount you owe us we will include information with details on how to make a payment.

Ways to make a payment

Online with My Account

You can make payments online by clicking the My Account login link on our website at nhg.org.uk.

It's quick and easy to register – all you need is your full name, date of birth, payment reference number **99999999** and email address. If you have any problems or need assistance just send an email to myaccounthelp@nhg.org.uk or use the live-chat on our website.

Telephone / Online banking

Payments can also be made directly into our bank account:

Notting Hill Home Ownership
Sort Code **20-27-55** Account Number **60104329**

Please use your payment reference number **99999999** when making any payments.

Standing order

If you pay by standing order remember to adjust the amount you currently pay to the new amount.

Debit or credit card

To make a card payment just contact your Property Management

Support services to help you

To help you, we have a wide range of support, including our welfare benefits team, hardship fund and resident support programme alongside our partnerships with local support agencies designed to help you with many areas of your life from money and jobs to health and wellbeing.

You'll find more information about all our support services at nhg.org.uk/supportservices



This notice constitutes a demand for payment.
Payments are due to the Landlord and

Example and numbers are for illustration purposes only

This shows what we thought your share of the running cost for your building/estate would be and what it actually cost with the balance that you owe us or we owe you.

These schedules show each service and the annual estimate, annual actual cost and the percentage share of the actual cost. You might pay into multiple schedules (Estate, Block, Core) depending on the services that we provide and the residents that benefit from this.

This is the cost that Notting Hill Genesis charges you to manage the communal areas relating to your home - this is the only cost that is retained by Notting Hill Genesis.

A reserve fund consists of the opening balance (which includes previous years contributions and interest to date), total funds collected for the accounting year and any additional amount. The breakdown also shows if we spent any money.

How we worked out your actual service charges

£1,914.48

Total charged to your NHG account based on estimate

£1,866.70

Total actual expenditure apportioned to your property

£47.78

Balance due to you

In the statement below we have compared the estimate service charges we sent you with the actual charges for 2023/24.

Description	Total annual estimated cost	Total annual actual cost	The % that applies to you (rounded to 2 d.p.)	Your share of the actual cost
Costs relating to ST AIDANS COURT (W13)				
If you live in a flat, a block is the building that your flat is within. Costs for your block are divided only between the properties within your block, such as internal lighting or cleaning.				
SVC - Transfer to Cyclical I&E	£10,000.00	£9,999.96	9.09%	£909.00
SVC (AMT) Commun/Emg lighting maintenance contract	£0.00	£130.20	9.09%	£11.84
SVC (AMT) Fire Risk Assessment	£264.00	£0.00	9.09%	£0.00
SVC (AMT) Fire Servicing and Maintenance	£0.00	£65.10	9.09%	£5.92
SVC Examination Fee	£235.00	£217.88	9.09%	£19.81
SVC Bulk Refuse Disposal	£60.00	£0.00	9.09%	£0.00
SVC Cleaning	£1,643.20	£1,534.28	9.09%	£139.47

Description	Total annual estimated cost	Total annual actual cost	The % that applies to you (rounded to 2 d.p.)	Your share of the actual cost
SVC DTD Repairs	£675.00	£39.60	9.09%	£3.60
SVC Electricity	£850.00	£1,618.60	9.09%	£147.14
SVC Estate Maintenance	£500.00	£0.00	9.09%	£0.00
SVC Gardening	£1,217.66	£1,325.74	9.09%	£120.51
SVC Insurance	£2,160.00	£2,304.06	9.09%	£209.44
SVC Pest Control	£150.00	£0.00	9.09%	£0.00
Total block costs	£17,754.86	£17,235.42		£1,566.73

Management fee

£299.97

Your total share of the actual costs	£1,866.70
Less the total estimated costs already charged	-£1,914.48
Amount owed to you	£47.78

Reserve fund: ST AIDANS COURT (W13)

Opening Balance	£108,192.17
2023/24 Contribution	£9,999.96
2023/24 Additional contribution from unit sale	£0.00
2023/24 Expenditure	-£2,106.00
Interest	£5,487.63
Closing Balance	£121,573.76

Total annual estimated cost

This is how much we expected the service to cost overall for all residents for the entire year.

Total annual actual cost

How much it actually cost for all residents for the entire year.

The % that applies to you (rounded to 2 d.p.)

This is the percentage of the overall cost that will be allocated to your property. Please note that '2 d.p.' means to two decimal places.

Your share of the actual cost

This is your share of the actual cost for the year.

These are the services we provided or budgeted for. Some headings might appear in different schedules due to the fact similar services are provided at estate and block levels.

Example and numbers are for illustration purposes only



Helpful information about the booklet you receive explaining your new rent, service and other charges

This is the overall amount you need to pay each payment cycle.

From 1 April 2025 your new monthly charge will be £624.87

Dear Ms Ab Sample

I am writing to let you know about what you will need to pay for your property from 1 April 2025.

The new amount of £624.87 is due on the first of each month and includes your:

- share of the total rent **£387.10**
- estimated service charges **£221.11**
- ground rent **£16.66**

The following pages show how this has been worked out.

Please make arrangements to pay your new rent from 1 April 2025. See below for 'Ways to make a payment'.

Money advice

We review your charges each year as set out in the rent review clause of your lease agreement and usually in line with the Retail Price Index. At the next rent review this means that the

23 May 2025

Property reference **14146981**

Property address

**5 High Street, Anytown, Anyshire,
PO57 C0D3**

Payment reference **50103600**

If you have any queries about your service charge, please contact your Estate Operations Manager **Danielle Browne** on **0203 815 1126**

If you have a query about your rent charge or making payment, please contact your Property Management Officer **James Thompson** on **0203 8150106**

If you have any questions, login to My Account and search for 'Rent and Service Charge Enquiry'. Give as much information as you can and your property management officer will get back to you.

A top level summary and breakdown of what is included in the overall amount with further information contained in the following pages of the booklet.

How we work out your rent

From 1 April 2025 your new rent each month will increase from £353.97 to £387.10

the annual increase between September 2022 RPI and September 2023 RPI plus half a percent.

£707.94

The gross rent per month fixed at the rent review on 1 April 2025



1.0936

RPI Index for September 2022 was 347.6
RPI Index for September 2023 was 378.4
Increase 9.36% (1.0936) = (378.4/347.6)+0.005



£774.21

The gross rent per month fixed at the rent review on 1 April 2025

The amount of rent you actually pay is based on the share of the property on which rent is due.

£774.21

The gross rent per month fixed at the rent review on 1 April 2025



0.5

Your share is 50% and you pay rent on the remaining 50%



£387.10

This is the rent you need to pay per month from 1 April 2025

This page only applies if you are a shared owner. The calculation for how we work out your rent is outlined in your lease.

Example and numbers are for illustration purposes only

The total estimated charge for the year

This is how much we think your share of the running cost for your building/estate will be from next year.

The amount you pay each month

This is how much you'll pay on a per payment cycle.

These are the services we expect to provide over the next year.

Some headings might appear in different schedules because similar services may be provided at estate and block levels.

You might pay into multiple schedules (Costs relating to...) depending on the services that we provide and the residents that benefit from this.

This is the cost that Notting Hill Genesis charges you to manage the communal areas relating to your home – this is the only cost that is retained by Notting Hill Genesis.

How we work out your estimated service charges

£2,651.67
The total estimated charge for the year



£221.11
The amount you pay each month



Description

Total annual estimated cost

The % that applies to you (rounded to 2 d.p.)

Your estimated share is

Costs relating to STRATFORD HALO ESTATE

An estate is the communal areas surrounding your property, with the properties within these areas sharing costs, for example grounds maintenance of the grassed areas on the estate.

SVC - Agency Staff Cost	£15,000.00	0.1%	£15.50
SVC - Staff costs - salaries	£546,689.00	0.1%	£564.73
SVC (AMT) Site security maintenance contract	£56,547.87	0.1%	£58.42
SVC Audit	£9,818.48	0.1%	£10.15
SVC Bulk Refuse Disposal	£10,000.00	0.1%	£10.33
SVC Electricity	£10,000.00	0.1%	£10.33
SVC Estate Maintenance	£162,350.04	0.1%	£167.71
SVC Fire Safety Maintenance	£3,210.00	0.1%	£3.32
SVC Gardening	£20,000.00	0.1%	£20.66

Description

Total annual estimated cost

The % that applies to you (rounded to 2 d.p.)

Your estimated share is

SVC Pest Control	£10,000.00	0.1%	£10.33
SVC Water	£2,134.00	0.1%	£2.21
Total estate costs	£845,749.39		£873.69

Costs relating to AMBER COURT OPAL COURT RUBY COURT E15

If you live in a flat, a block is the building that your flat is within. Costs for your block are divided only between the properties within your block, such as internal lighting or cleaning.

SVC (AMT) Cold water system maintenance contract	£1,621.26	0.34%	£5.46
SVC Insurance	£82,620.00	0.34%	£278.14
	£13,750.00	0.34%	£46.29
			£329.89

SVC - Transfer to Sinking Fund I&E

SVC Building Safety

Total core charges

£2,900.00
£106,432.16

£1,211.49

Management fee

£236.60

Your share of the estimated cost

£2,651.67

Notes

1. If Notting Hill Genesis is not your freeholder, or if services are provided to your property by an external managing agent, you may incur further charges on an annual, half yearly or quarterly basis.
2. The administration fee is Notting Hill Genesis's charge for management of your account, which includes rent calculation, computation and collection.

Changes to your estimated service charges

Total annual estimated cost

This is how much we expect the service to cost overall for all residents for the entire year.

The % that applies to you (rounded to 2 d.p.)

This is the percentage of the overall cost that will be allocated to your property. Please note that '2 d.p.' means to two decimal places.

Your estimated share is

This is your share of the cost for the year.

Example and numbers are for illustration purposes only