



Your actual cost statement

September 2017



Your safety is our top priority. Please read the must know safety information section in this newsletter.

Enclosed with this newsletter is your actual cost statement for 2016/17.

It shows the amount you were charged for each service at the beginning of the year and the amount we actually spent by the end of the year.

- > If we have spent less on the services to your building and estate than we anticipated, a credit for the difference will be applied to your service charge account.
- > If we have spent more on the services to your building and estate than we estimated, the additional amount will be charged to your service charge account in April 2018, along with your estimate for 2018/2019.

READING YOUR STATEMENT

- 1. Service** Type of service we provide.
- 2. Number of properties sharing the cost**
The total number of properties in the block that benefit from the service.
- 3. Actual charge for 2016/2017**
This is the total amount spent on

providing services to your block or estate from April 2016 to March 2017.

- 4. Your share of actual cost 2016/2017**
The actual cost is divided by the total number of properties sharing the cost. This ensures the cost is spread evenly across all properties in the block that benefit from the service.

- 5. The amount you were charged for 2016/2017**

This is the amount you were charged in the estimated bill in April 2016.

- 6. Adjustment**

This is the difference between the amount we estimated we would spend and the actual cost. If the figure has a minus sign in front of it, this means the cost was less than we billed at estimate.

SCHEDULE OF ACTUAL COST STATEMENT 2016/17

EXAMPLE

1	2	3	4	5	6
Service	No of properties sharing the cost	Actual block charge for 2016/17	Your share of Actual cost 2016/17	Your estimated charge for 2016/17	Adjustment
Repair & Servicing Charges					
General building and estate repairs	20	0.00	0.00	35.00	-35.00
Technical Servicing & Repairs	20	1013.98	50.70	29.29	21.41
Heating Repairs					
Lift	0	0.00	0.00	0.00	0.00
Entry phone	0	0.00	0.00	0.00	0.00
Consumption Charges					
Electricity for communal lighting	20	759.20	37.96	24.96	13.00
Building Cleaning & Caretaking Charges					
Caretaking	20	8271.17	413.56	384.72	28.84
Pest Control	0	0.00	0.00	0.00	0.00
Communal Window Cleaning			3.50	3.50	0.00
Bulk Household Waste Removal	20	455.00	22.75	23.40	-0.65
Services to External areas					
Sweeping	20	890.49	44.52	41.09	3.43
Grounds Maintenance	86	5842.30	67.93	149.17	-81.24
Individual Lease Charges					
Ground Rent			10.00	10.00	0.00
Common Parts Building Insurance			56.00	50.00	6.00
Store Shed Rent			0.00	0.00	0.00
Drying Room Rent			0.00	0.00	0.00
Communal Heating			0.00	0.00	0.00
Management charge			111.03	146.17	-35.14
TOTAL			848.14	942.00	-93.86

Your account will be credited with £93.86

This is not a balance of your account.



ONLINE

lewishamhomes.org.uk/
homeownership



EMAIL

homeownershipservices@
lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes
(no stamp needed)



PHONE

0800 028 2 028



⚠️ Must know safety information

Not on your estate



We are removing personal items such as buggies and bikes which are left in shared areas.



In the event of a fire, items kept in shared areas can slow you down or prevent you from leaving your building. They can also delay how quickly the Fire Brigade can get in.

Help us keep you safe. Report items you see left in shared areas to us.

@ environmental.services@lewishamhomes.org.uk

Is your front door fire safe?

You are responsible for making sure your front entrance door is fire safe. Fire resisting front doors can save lives.

Take a look at our website to find out more.

lewishamhomes.org.uk/safetyforleaseholders

If you replace your front door, you must provide us with certificates or other documentation which show it has been fitted to the correct standards.

@ homeownershipservices@lewishamhomes.org.uk



Employ a qualified person to fit your front door.

Secured By Design front doors keep you fire safe and provide enhanced security.
securedbydesign.com

Security grilles & gates



We are removing security grilles and gates that may be attached to the shared areas of your building, including on the outside of front doors and walk ways.

Gates and grilles delay your escape just as personal items left in shared areas do. A delay during a fire, no matter how small, can put lives at risk.

We will write to everyone who has a grille or gate before we remove it and advise them of their appointment date.

We will not charge leaseholders for any costs associated with this work.

@ housingmanagement@lewishamhomes.org.uk



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes (no stamp needed)



PHONE

0800 028 2 028



⚠️ Must know safety information



If you sublet your property it is a legal requirement to provide your tenant with a gas safety certificate.

Quality Heating Services

Stay gas safe

You must make sure all gas appliances in your property are safe.



Our contractors Quality Heating Services (QHS) offer gas safety checks at discounted rates to resident leaseholders and landlords who sublet their property.



- > For your boiler and a cooker - £78 including VAT
- > If you have a gas fire too - £100 including vat

If you want to book your safety check with QHS quote **LH Lease.**

@ customer-services@qualityheating.co.uk

📞 01494 795 000

Shape our future



Have your say and shape how Lewisham Homes works. We're looking for new residents to join our Resident Scrutiny Committee and our Board.

📄 lewishamhomes.org.uk/board

📄 lewishamhomes.org.uk/residentscrutiny



Subletting

Renting out your property? Then let us know how to contact you. We need your address, telephone number and email so that we can send you important information about your property and contact you quickly in an emergency.

@ homeownershipservices@lewishamhomes.org.uk

📄 lewishamhomes.org.uk/subletting



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes
(no stamp needed)



PHONE

0800 028 2 028



NEW ENERGY SUPPLIER

Do you pay towards electricity in communal areas within your service charges?



We're proposing to change which company supplies electricity to these areas and have applied to the First-tier Tribunal Property Chamber (Residential Property) on behalf of Lewisham Council for dispensation from the consultation requirements.

This contract won't affect your individual electric bills.

You have the right to support or oppose our proposal.

Find out more:

lewishamhomes.org.uk/communalelectricity

IT'S EASIER TO CONTACT US



Haven't got time to ring us during office hours?

You can now chat to us online via our new web chat. Wherever you see the web chat icon, just click on it to have a one-to-one with our staff.



Protect your property



Protect the inside of your property and belongings by making sure your home contents are insured.

Choose your own insurer or take advantage of Ocaso SA's policy for Lewisham Council Leaseholders.

020 7377 6465

ocaso.co.uk



Keep on top of your service charges 24/7 at My Lewisham Homes. Check your balance, see transactions and download a statement.

lewishamhomes.org.uk



We can give you this information in any other way, style or language .

For other formats please contact us

@ homeownershipservices@lewishamhomes.org.uk