

# Queenswood Management Association Limited

Company No: 1008511 Registered in England and Wales  
Registered Office: 164 Cranbrook Road, Ilford, Essex, IG1 4NR

3 June 2010

To all Queenswood Gardens lessees

Dear Fellow Lessee

## SERVICE CHARGES

For the second year in succession, the board has decided not to increase the monthly service charge, in recognition of the continuing economic climate. In order for us to do this, we must keep a tight rein on expenditure, accept that a lower amount will be transferred to our reserves at the end of the year than was previously the case – and make sure that debtors are chased so that as little of our income as possible goes uncollected.

The vast majority of lessees pay their service charges promptly. Occasionally some fall a little behind when they forget to increase their standing orders when the charge increases. We do know that some lessees have difficulty from time to time because of their own financial circumstances (loss of employment or reduced income are not uncommon at present) – our managing agents, Hull & Company, are always prepared to discuss problems with lessees sympathetically, and can generally find a way forward that works for both parties. There are a very small number of cases that are more complicated – complex inheritance issues can take a long while to sort out, for example.

There is a small minority of lessees who fail to respond to requests from Hull & Company to put their service charge account in order, and who do not provide Hull & Company with any valid reason as to why they should not pay the amount that is outstanding. When the sums involved are significant, we do take legal action – a number of cases are being progressed right now. But some lessees – typically around four or five at any one time – owe relatively small amounts, where the cost of legal action can be greater than the amounts we could recover. Whilst each might owe only a few hundred pounds at most, this adds up to a significant sum.

Many lessees have expressed the view to us that it is wrong that those lessees who fail to live up to their responsibilities still make full use of their rights. We believe it is time to redress the balance. You will be aware that under the terms of the lease, lessees have the right “*to park not more than one private vehicle*” in the parking bays, and that their “*visitors may park their private vehicles . . . for a reasonable time*”. The same clause in the lease that grants those rights also says that the rights conferred by it are “*subject to the payment by the Lessee of his due proportion of all costs charges and expenses*”. In other words, with the right for you or your visitors to park a vehicle comes the responsibility to pay your service charges.

The board has therefore decided that, with effect from 1 July 2010, if a lessee is in arrears with their service charges and fails to respond to a request from Hull & Company to either pay their outstanding charges or give a reason why they cannot, they may have their parking permits (including visitors' permits) suspended until such time as the service charge arrears have been paid. Where a flat is rented out by a lessee who is in arrears, the suspension will include the tenant's parking permits. Where a lessee who is in arrears is "borrowing" a permit from another lessee to cover a second vehicle, the "borrowed" permit will also be suspended.

Each case will be assessed on its merits and in cases of genuine hardship, the suspension may not be enforced – but this is wholly dependent on defaulting lessees engaging in a dialogue with Hull & Company.

Obviously, if you are up-to-date with your service charges, this change in policy will not affect you. If you are in arrears with your service charges, we encourage you to contact Hull & Company as soon as possible to settle the outstanding amount so that your parking permits are not suspended.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Griff Griffith', written over a horizontal line.

Griff Griffith  
Company Secretary