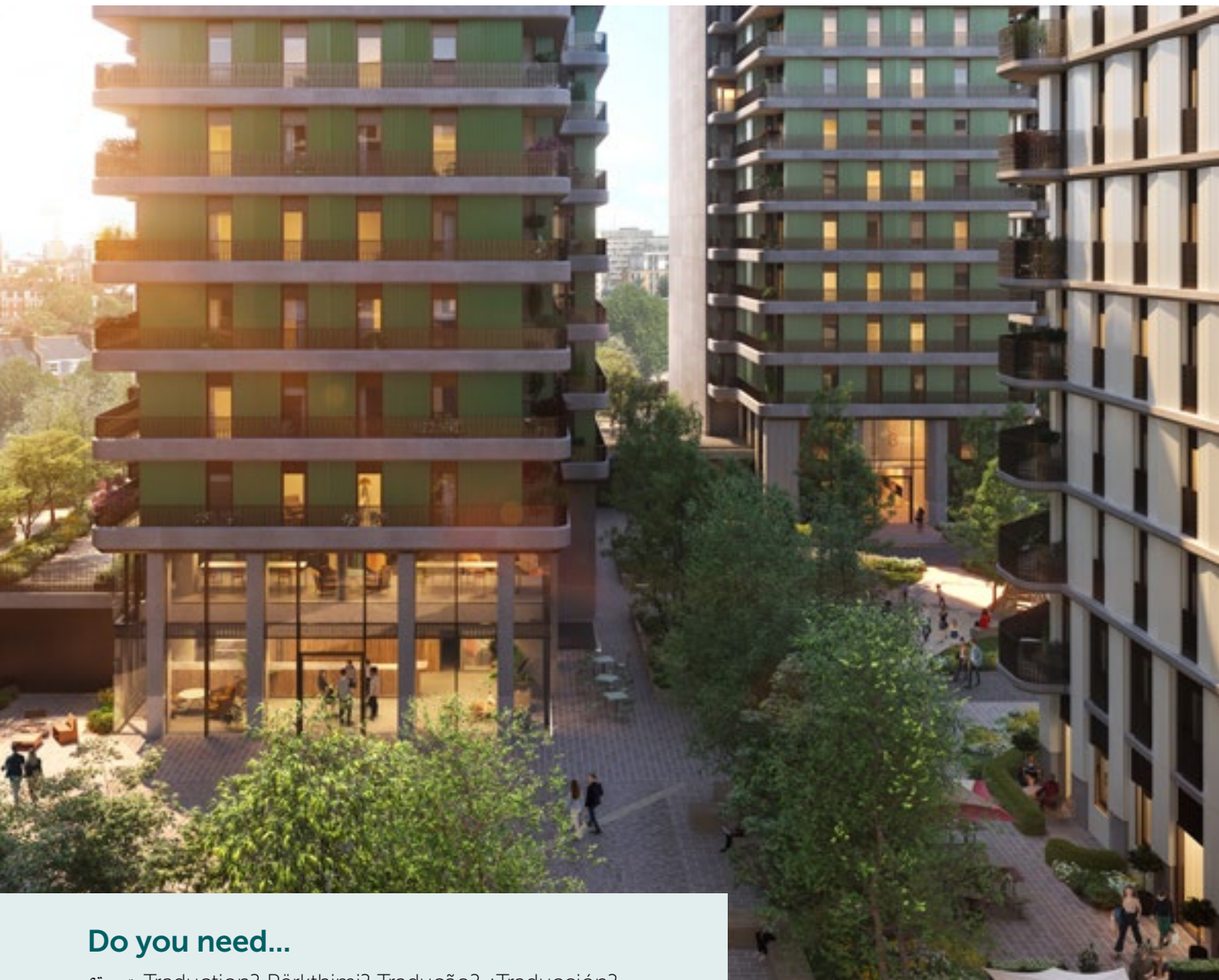


RETURNING TO EBURY BRIDGE

For Returning
Leaseholders

What to expect from your future estate
services and service charge

August 2024



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can help you. Please call us on **0800 011 3467**.



City of Westminster

Management of the Estate

As part of the regeneration of Ebury Bridge, the council has worked with the existing community on how the new estate should be managed once work has been completed. This includes the types of services residents wanted to see such as better security, cleaning and maintenance.

Earlier this year we consulted with residents on a management approach for the new Ebury that will support the running and upkeep of the new buildings, communal areas, energy systems and green space.

This management approach will ensure that everyone living in Ebury Bridge will enjoy a high level of service across the new neighbourhood and that a dedicated team will ensure the new buildings and facilities are secure, safe and kept in the best possible condition.

Following supportive feedback from residents, the council has now appointed an estate management provider, called Rendall and Rittner, who will provide an estate-wide service to all residents regardless of tenure.



Who are Rendall and Rittner?

Rendall and Rittner are a highly experienced property management company who have an excellent track record of delivering building management for residential estates and mixed-use block services.

They will be responsible for the day-to-day management of the estate and will be based at the Management Hub on the ground floor of Sutherland Apartments.

Their service will be responsible for services such as:

The Residential Blocks

- Communal repairs including maintenance of lifts
- Cleaning of communal spaces such as corridors and foyers
- Cleaning the refuse and recycling areas and making sure our waste teams have access to pick up the rubbish
- Estate and block security
- Door entry systems, vehicle access and fire protection

The Structure of the Blocks

- Gutter and façade cleaning – jet washing hard landscapes and walls
- Maintenance of the mechanical and electrical machinery that heats and cools the blocks
- Managing the heat and cooling contract with the energy provider External Spaces
- The amenities including the landscape, parks, walkways and pavements (trees, plants and play equipment etc)
- Car parking, cycle stores and estate roads
- Estate security including CCTV

Inspections and Health & Safety

- Carry out quarterly inspections of the estate and buildings
- Carry out surveys including the structure, fabric and machinery
- Undertake Health & Safety inspections, water quality testing, portable appliance testing, fire, and general risk assessments
- Ensure staff receive Health & Safety training

Once you move in, you will be further introduced to Rendall and Rittner and their onsite team for Ebury.

What will the council still be responsible for?

You will still receive your service charge bills from Westminster City Council. For leasehold queries (through the council's Leasehold Team) you will still contact the council's Housing Service Centre.

Services delivered by the council would include;

Leasehold Services

- Your relationship with Westminster City Council will not change and management of all leasehold services remain with the council
- Elements such as lease requirements, adaptations, subletting and sales will be through Westminster City Council
- For any Major Works or changes to your lease you would receive section 20 consultation notices from the council
- Your Service Charge bills will come from Westminster City Council

When you move into your new home you will receive key information such as:

- Westminster Council's leaseholder handbook
- Home user guides and access to instructional videos for using new equipment in your home.
- Good neighbourhood agreement, outlining the considerations of being a 'good neighbour'
- Fire safety and waste management information

You will be provided with further information about these documents as part of welcome information when you move in.



Your Service charge

Service charges are the costs to pay for the day-to-day running of the new estate (such as managing, maintaining and insuring the homes). Tenants and Leaseholders will contribute their share of the total cost through their rent or an annual bill.

These costs are shared equally and a leaseholder's contribution is described in their lease.

With new services and dedicated estate management (that the estate did not previously have), service charges will increase to reflect the additional benefits and services to residents.

We're committed to providing all our residents with value for money and quality services. The council does not make a profit from the money collected and will ensure that a high-quality estate management service is provided and maintained.

At the new Ebury the service charge will vary depending on the size of your property and some of the specific charges delivered to your block and estate. For leaseholders within block 8 (Mandeville Apartments) the table below outlines these costs:

	Service Charge Per Annum*
1 Bed 2 persons	£2,362.94
2 Bed 4 persons	£4,725.88
3 Bed 5 persons	£5,907.36
4 Bed 6 persons	£7,088.83
4 Bed 7 Persons	£8,270.30

* Estimated service charge

Your Service Charge: Frequently Asked Questions

Why are my service charges different to my neighbours?

The service charge paid by each individual household varies due to your lease percentage, which is calculated by the bedspaces within your home. It is possible for properties that seem very similar to have different numbers of bed spaces, which means you will pay a different proportion of the costs. If different works or services are provided, then the service charges are also different.

Why have the overall service charges for leaseholders increased across Westminster?

Leaseholders in Westminster (and across the whole of the UK) have seen an increase in their service charge bills. These have driven by an increase in inflation and rising insurance premiums. We've worked to keep costs down and ensure that residents are protected from larger increases in the future.

Why can't the Council simply reduce the service charges and subsidise the costs?

Services provided to tenants and leaseholders are paid for from the Housing Revenue Account (HRA), but the cost of services received by leaseholders must be funded by leaseholders.

This is because the HRA is a ring-fenced account regulated by Central Government. This means that the money that is spent from this account on services can only fund services for Council tenants and is paid for from the rents and service charges that tenants pay into it. If we were to reduce the service charges for leaseholders, tenants would be subsidising leaseholders through their rent.

How are major work service charges paid?

Major works service charges are for necessary repairs, renewals, and in some cases, improvements which we can't do under the normal day-to-day repairs arrangement due to the amount of work involved. The council will write to you before going ahead with any work to tell you what we are planning and how much you are likely to be charged. We will also give you an opportunity to comment and ask questions. Major works projects are 'large scale' repairs such as window or roof replacements, fire safety work and communal decorations.

You can read more about major work services in the 'Major work service charges explained' booklet by scanning the QR code.



Major Works Booklet

There is a range of support options available to support with Major work service charges which is explained in this booklet.

What support is available to support with service charges?

We know that increased service charge levels could be challenging for families and individuals. We're on hand to talk through your options. In addition we offer:

- Payment plan support options and we can discuss extended payment terms
- Support from our service charge collection team with financial services available to you, including those aimed at the rising cost of living via our cost of living support hub.
- An extensive range of payment options for major works services charged. This includes payment terms from 12 months to 300 months, with interest free options. We also offer a new Discretionary Service Charge loan with payment terms up to 25 years.



All this information can be found at www.westminster.gov.uk/housing/leaseholders under service charges.

Bookable One To One Support

If you are worried about how to pay your service charges, please do not hesitate to contact us. We will work with all our leaseholders on a case-by-case basis to ensure we are offering you means of support available.

To help support leaseholders in understanding your future service charge and what support you may need we are holding bookable appointments at Ebury Edge on 6 September 12-8pm. The appointments will allow the council to work with you to provide additional support. This will be with advisors from our service charge collection team. To book an appointment please email eburybridge@westminster.gov.uk

If you cannot make an appointment on this date, we will arrange an appointment at a convenient time for you.



Book a 20 minute online appointment

You can now book 20 minute online appointment to discuss your service charge account with a leasehold advisor. This service is available every Monday, Tuesday, Thursday, and Friday from 9am to 5pm and on Wednesdays from 9am to 8pm.




To book your online appointment scan the QR code.

For further information visit www.westminster.gov.uk/housing/leaseholders/service-charges



For further information

Our leasehold advisers will be able to discuss the options and support you with a payment option which works for you.

 0800 358 3783

 housing.enquiries@westminster.gov.uk



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