




Service charge review - summary of outcome to be signed off

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Cc Mica Joseph <Mica.Joseph@nhg.org.uk>

 1 attachment (120 KB)

SVC review - summary table..pdf;

Hi all,

I hope you are well.

We have completed our review of the accounts for all 18 blocks and 5 estates managed by the Places & Estates (P&E) team at Woodberry Down for the financial years 2020–21, 2021–22, and 2022–23.

Please refer to the attached table for a high-level summary of figures. **Please note, this table is subject to final sign-off.**

Summary of refunds

The refunds due to residents are primarily the result of several key factors, including:

- Missing costs we cannot evidence (e.g., electricity, cleaning)
- Misallocated charges due to coding discrepancies
- Incorrectly applied costs
- Removal of costs from general needs accounts related to services we cannot recharge under Section 11 of the LTA 1985.

It is important to note that these refunds do not reflect the quality or delivery of services during the period in question.

Some charges were incorrectly applied, particularly affecting general needs/social rent residents—for example, communal and in-flat repairs. These costs have been removed, as they are not chargeable to general needs residents, which has contributed to the higher refund amounts.

All costs are charged in accordance with the terms of residents' leases and tenancy agreements to ensure full compliance with legal and regulatory requirements.

This refund process ensures that residents across all tenures are only billed for costs that are appropriate to their service charge obligations. This approach upholds our commitment to fairness and transparency.

Please be aware that the figures shown in the third rows of the table represent an **average across all properties**. Individual outcomes will vary significantly. Some properties may be in deficit, others may receive no refund, and some may be due varying levels of surplus. As such, it is essential that this message is communicated carefully and clearly managed until we can confirm the specific impact for each individual resident.

We are yet to receive final sign off so there may be changes however we want to be transparent and share our position. This represents our final draft of the position following a thorough review to be signed off. We ask that you please do not share with residents at this stage.

Thank you for your patience.

Thanks,

Jada Guest

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