



Capsticks' leasehold service charges project

The concept

Leasehold service charges is a complex issue and we appreciate that if services charges are not calculated effectively, or managed appropriately, it can have a negative effect on income maximisation. This often results in the need to write off large sums of money, and in the current climate of efficiencies and commercial financial focus, this can have a major impact on housing providers.

The concept of this project is to work much closer with our clients to ensure that they are equipped with the right skills and knowledge to continuously improve the setting, management and collecting of appropriate service charges, therefore maximising income collection with full cost recovery. In addition to this, there may also be a reduction in legal spend chasing service charge debt and defending service charge disputes.

How it works

The project will consist of a combination of workshops, tailored consultancy, legal advice and good practice sharing. Each workshop will be attended by all clients that sign up to the project. This will provide an excellent opportunity to work with like-minded organisations and allow shared learning to take place. These workshops have been specifically designed by our leasehold service charge experts and promise to deliver thought provoking ideas that will add value to your approaches and maximise full cost recovery.

What does the project include?

- master-class workshops for up to five members of staff to attend
- consultancy days
- one free leasehold service charge dispute review per client
- 15% discount on all Capsticks housing advisory service products
- ongoing "free telephone leasehold service charge advice" during the life of the project from our specialist leasehold service charge expert

Masterclass workshops will focus on:

- understanding leases and for what it is possible to charge
- apportionments and reasonableness
- benchmarking and reasonableness of administration and management fees
- policy and procedure, making sure you do what you need to do in order to achieve full cost recovery.

The consultancy...

You will be able to benefit from bespoke consultancy provided by our leasehold service charge experts, which will be targeted at improving your approaches to service charge setting and full cost recovery. The bespoke consultancy service will cover a variety of issues including:

- the review and development of policy and procedures
- lease reviews, apportionment and calculations
- FTT dispensation
- Section 20 consultation and QLTA's
- working with staff to develop understanding and importance of service charges
- facilitating leaseholder and stakeholder workshops
- understanding repayment arrangements for major works
- improving income collection and working towards full cost recovery
- facilitating problem solving sessions with Leaseholder groups.

1 x free legal review of service charge dispute case

Each client that signs up to this project will receive one free intervention up to the value of £750.00 for a case review of an existing service charge dispute case.

Why should we sign up?

We believe that this exclusive package can enhance your overall approach to leasehold service charges and ultimately result in full cost recovery. We have specialist expertise in managing leasehold service charges from practitioner to legal experts. This concept is designed to assist our clients on the journey through service charge recovery, and not just becoming involved when legal action is required. We anticipate that the benefits of signing up to this project will lead to:

- improved policy, procedure and strategy
- enhanced staff awareness of the importance of service charges in maximising income recovery for their organisation
- learning from experts and other likeminded organisations
- improved leaseholder involvement and satisfaction levels
- increased transparency and consistency of service charge management.

Who leads this project?

Our head of housing advisory service, Chris Grose will lead this project alongside our leasehold and service charge expert Mark Fitch. Mark has 23 years of practical experience in home ownership management in a variety of roles and organisations, including traditional Housing Associations, LSVT's, Local Authorities and ALMO's. This has included dealing with shared ownership, RTB & RTA, private owners and managing agents.

Mark has extensive knowledge and experience of service charge setting, review and collection practices together with the establishment and review of sinking funds, administration charges and management fees.

In addition to this Mark has practical experience of first tier tribunals, in terms of dispensation applications, proactive applications for service charges and major works, and successfully defending service charge dispute cases.

How much does it cost?

Total cost of **£5,000 plus VAT**

There will be a limited number of places that we can cater for. So, to avoid disappointment, please do contact us to book your place. We aim to start the project in January 2018 and it will run for 6 months in total.

Payment can be made in April to accommodate annual budgets.

For more information please contact:



CHRIS GROSE
Head of Housing Advisory Services
07894 807446
Chris.grose@capsticks.com



JO MCLACHLAN
Projects Co-ordinator
0113 323 1068
Jo.mclachlan@cbs.capsticks.com



CLIVE ADAMS
Associate
01962 678 360
Clive.adams@capsticks.com