



Service Charge Setting

Can you afford to get this wrong?

Perhaps Capsticks can assist...

Introduction

The social housing sector is going through unprecedented change and the need for housing providers to become more efficient in the delivery of their core services is essential. What with the 1% rent reductions and the right to buy proposals, this all means that housing providers will have to be innovative in ensuring that sufficient income is generated in order to deliver these core services and develop more homes.

Ensuring that rental income is collected is essential in order to deliver services, but what about the efficient setting and collection of service charges? Are you aware of what residents should be paying? And, are they paying?

Why focus on Service Charge Setting?

- 1% reduction in rents will put additional strain on maintenance budgets.
- Ensuring service chargeable items are kept affordable and recovered through the service charge
- Compliance with legislation to avoid regulatory investigations / downgrades
- Linking Development and Neighbourhood Teams at the design stage to set the correct budgets
- New Development with an Energy Centre / CHP? Need to unravel the contractual terms and recover energy charges?

How can Capsticks help?

Capsticks have both legal and consultancy expertise when it comes to service charge setting and service charge recovery. We have a track record in recovering vast sums to our clients.

How it works...

We have a step by step approach which means that your organisation can have the option of choosing a service to complement your existing resources, or you can receive the full service charge package.

The options include:

Service Review

We can review recent new schemes to establish if costs are being recovered through service charges

Energy Centre/CHP

Review and implement processes to ensure individual units pay for gas and electric usage

Contract Law

Advice on contracts and commitments contained within development contracts

Training

Training teams on how to set service charges, working with development colleagues at design stage to cover all services

Benefits of using our service

- Identifying good and bad practice to inform procedures
- Ensuring that your organisation does not subsidise personal utility costs and tenants receive cost effective utilities
- Enabling the recovery of utility costs
- Ensuring your organisation does not subsidise maintenance costs
- Complying with regulations
- Increasing revenue to your organisation
- Avoiding risks of legal challenge

How much does it cost?

Our costs can vary dependent on the range of services that you receive. For a detailed quotation please contact Chris Grose.

Our Expertise



JUSTIN KING
Consultant

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An accomplished, successful and extremely dedicated individual with extensive experience gained within the housing management sector, including senior management responsibility at Director level. Justin has a successful background and proven track record within the provision of a first-class customer service. Justin has strong leadership skills and has the ability to motivate and empower individuals to achieve their own potential and to make a significant contribution to the success and productiveness of the team. He possesses exceptional commitment, passion, time management, organisation, planning, decision making and interpersonal skills, utilising superior communicative and language abilities to build, develop and maintain beneficial relationships at all levels. A methodical and analytical thinker with a natural ability to resolve problems and identifying areas for improvement. Trained at Henley Business School on leadership and

change management, Justin uses his natural ability to lead people through change.



CLIVE ADAMS
Associate Lawyer

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Clive qualified as a solicitor in 1997 and is one of the founder members of the Asset Management Team. Clive provides specialist leasehold advice on all aspects of service charge recovery, S.20 consultation issues and procurement, applications to vary defective leases, boundary disputes, rights of way, forfeiture and leaseholder ASB and has successfully sought rescission of a Lease following the discovery of a fraudulent Right to Buy application. He appears regularly in the First Tier Tribunal (Property Chamber) and Upper Tribunal (Lands Chamber) on behalf of large national clients in respect of complex service charge cases.

Clive has acted for social landlords for most of his professional career and in addition to the work now undertaken in the Asset Management Team has also advised and represented clients in areas such as defending disrepair claims, anti-social behaviour possession and injunction claims, closure orders, committal applications, subletting and abandonment claims, evicting squatters from open land, Equality Act and Public Law challenges, and advising clients on their policies and procedures.

Clive has experience of Judicial Reviews and appeals, including several of his cases that have become leading cases in the Court of Appeal and Administrative Court.

Clive is regularly requested to appear on expert panels at National Housing Conferences and is in constant demand to deliver training to clients who appreciate his practical approach to complex legal issues.

How to get in touch...

For more information please contact:



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