



DIBLEYS HERITAGE LTD

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14th March 2023

Dibleys Heritage Ltd - Estimated Service Charges - Leasehold 3 Bedroom House With Heating April 2023 – September 2023

The Board of Directors have now reviewed the final legal costs relating to the Tribunal, that the Company is liable for, and the implications that this has to the estimated service charge for the remainder of the current financial year up to the 30th of September 2023.

The Board of Directors have also assessed the discount the company has received through the Governments Energy Bill Relief Scheme (EBRS) which runs between the 1st of October 2022 & the 31st of March 2023, for residents on the communal heating system.

Following these assessments, the Board of Directors have taken the decision to amend the estimated service charge from the 1st of April 2023 until the 30th of September 2023.

The Company will therefore be reducing the expected gas costs across the estate by £3,360 overall. This will result in a reduction of gas costs to all properties on the communal heating system for the next 6 months.

The Company will start to recover the £36,450 of legal fees incurred by the Company during the acquisition of the S20 dispensation. These costs will be collected over 18 months with a third of costs, £12,150, being recovered in the next 6 months with the remaining £24,300 being collected over the 12 months of the 2023-2024 financial year. These costs have been spilt over an 18 month period to keep the costs per month lower than they would be if they were collected over 12 months. This will increase the legal fees payable by all properties estimated service charges over the next 18 months.

No other changes have been made to any other area of the estimated service charge.

The Company has the responsibility of recovering any costs incurred and has right to adjust and reissue the estimated service charges under the provisions in your leases and covenants.

The Board of Directors have therefore decided on the following adjustments to the estimated service charges for your property type from the 1st of April 2023 as follows.

As you are the owner of number 5 Dibleys, which is classed by the Company as a Leasehold 3 Bedroom House With Heating, the estimated service charge of your property type will be increasing by £28.49 per calendar month resulting in a new monthly payment of £433.43 from the 1st of April 2023 until the 30th of September 2023.

A full breakdown for your property type including budget details of the estimated service charge over the next 6 months can be found in the information pack enclosed.

You will also find enclosed a standing order form which you will need to take to your bank to facilitate the adjustment of your current service charge payment to Dibleys Heritage Ltd, with the initial payment being due on the 1st April 2023.

If you own a garage, your garage service charge will remain £15.00 per calendar month and does not require a change in standing order.

The Company is aware of numerous assistance payments residents may be able to claim to offset the increase in estimated service charges.

These payments are specifically designed to assist people to pay the increase in the cost of living, and these are paid directly to residents not the Company.

All residents are encouraged to seek out what assistance they may be entitled to, to assist them through these difficult times.

Yours Sincerely



Mrs Elizabeth Sweet

Board Chair

For and on behalf of the Board of Directors

Dibleys Heritage Ltd.



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Service Charges - Summary of Tenants' Rights and Obligations.

1. This summary, which briefly sets out your rights and obligations in relation to variable service charges, must accompany a demand for service charges. Unless a summary is sent to you with a demand, you may withhold the service charge. The summary does not give a full interpretation.
2. Your lease sets out your obligations to pay service charges to your landlord in addition to your rent. Service charges are amounts payable for services, repairs, maintenance, improvements, insurance or the landlord's costs of management, to the extent that the costs have been reasonably incurred.
3. You have the right to ask a leasehold valuation tribunal to determine whether you are liable to pay service charges for services, repairs, maintenance, improvements, insurance, or management. You may make the request before or after you have paid the service charge. If the tribunal determines that the service charge is payable, the tribunal may also determine:-
 - who should pay the service charge and who it should be paid to;
 - the amount;
 - the date it should be paid by; and
 - how it should be paid;

However you do not have these rights where-

- a matter has been agreed or admitted by you;
 - a matter has already been, or is to be referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the service charge arose; or
 - a matter has been decided by a court.
4. If your lease allows your landlord to recover costs incurred or that may be involved in legal proceedings as service charges, you may ask the court or tribunal, before which those proceedings were brought, to rule that your landlord may not do so.
 5. Where you seek a determination from the leasehold valuation tribunal, you will have to pay an application fee and, where the matter proceeds to a hearing, a hearing fee, unless you qualify for a waiver or reduction. The total fees payable will not exceed £500, but making an application may incur additional costs, such as professional fees, which you may also have to pay.
 6. A leasehold valuation tribunal has the power to award costs, not exceeding £500, a party to any proceedings where: -
 - it dismisses a matter because it is frivolous, vexatious or an abuse of process; or
 - It considers a party has acted frivolously, vexatiously, abusively, disruptively or unreasonably.

The Lands Tribunal has similar powers when hearing an appeal against a decision of the leasehold valuation tribunal.

7. If your landlord-

- proposes works on a building or any other premises that will cost you or any other tenant more than £250, or
- propose to enter into an agreement for works or services which will last for more than 12 months and will cost you or any other tenant more than £100 pounds in any 12 month accounting period,
- your contribution will be limited to these amounts unless your landlord has properly consulted on the proposed works or agreement or a leasehold valuation tribunal has agreed that consultation is not required.

8. You have the right to apply to the leasehold valuation tribunal to ask it to determine whether your lease should be varied on the grounds that it does not make satisfactory provision in respect of the calculation of service payable under the lease.

9. You have the right to write to your landlord to request a written summary of costs which make up the service charge; The summary must-

- over the last 12-month period used for making up the accounts relating to the service charge ending no later than the date of your request, where the accounts are made up of 12-month periods; or
- Cover the 12-month period ending with the date of your request, where the accounts are not made up for 12-month periods.

The summary must be given within 1 month of your request or 6 months of the end of the accounting period to which the summary relates whichever is the later.

10. You have the right, within six months of receiving a written summary of costs, to require your landlord to provide you with reasonable facilities to inspect the accounts, receipts and any other documents supporting the summary and take copies or extracts from them.

11. You have the right to ask an accountant or surveyor to carry out an audit of the financial management of the premises containing you're your dwelling, to establish the obligations of your landlord and the extent to which the service charge you pay is being used efficiently. It will depend on your circumstances whether you can exercise that right alone or only with the support of others in the premises. You are strongly advised to seek independent legal advice before exercising the right.

12. Your lease may give your landlord the right of re-entry or forfeiture where you have failed to pay charges which are properly due under the lease. However, to exercise that right a landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, tribunal or by arbitration that the amount is due, The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.

ESTIMATED SERVICE CHARGE - 3 BEDROOM HOUSE - APRIL 2023 - SEPTEMBER 2023

	Leasehold				Freehold			
	With Heating		Without Heating		With Heating		Without Heating	
	6 MONTHS	MONTHLY	WEEKLY	WEEKLY	6 MONTHS	MONTHLY	WEEKLY	WEEKLY
HEATING								
Gas Costs	£ 623.11	£ 103.85	£ 23.97	£ 23.97	£ 623.11	£ 103.85	£ 23.97	£ -
Heating System Maintenance	£ 50.84	£ 8.47	£ 1.96	£ 1.96	£ 50.84	£ 8.47	£ 1.96	£ -
Heating Reserves	£ 21.88	£ 3.65	£ 0.84	£ 0.84	£ 21.88	£ 3.65	£ 0.84	£ -
Total	£ 695.83	£ 115.97	£ 26.77	£ 26.77	£ 695.83	£ 115.97	£ 26.77	£ -
PROPERTY								
Brickwork Maintenance	£ 43.43	£ 7.24	£ 1.67	£ 1.67	£ 43.43	£ 7.24	£ 1.67	£ -
Door Maintenance	£ 24.49	£ 4.08	£ 0.94	£ 0.94	£ 24.49	£ 4.08	£ 0.94	£ -
Guttering Maintenance	£ 24.49	£ 4.08	£ 0.94	£ 0.94	£ 24.49	£ 4.08	£ 0.94	£ -
Roof Maintenance	£ 271.47	£ 45.25	£ 10.44	£ 10.44	£ 271.47	£ 45.25	£ 10.44	£ -
Windows Maintenance	£ 114.10	£ 19.02	£ 4.39	£ 4.39	£ 114.10	£ 19.02	£ 4.39	£ -
Buildings Insurance	£ 30.81	£ 5.10	£ 1.18	£ 1.18	£ 30.81	£ 5.10	£ 1.18	£ -
Property Reserves	£ 42.86	£ 7.14	£ 1.65	£ 1.65	£ 42.86	£ 7.14	£ 1.65	£ -
Total	£ 551.45	£ 91.91	£ 21.21	£ 21.21	£ 551.45	£ 91.91	£ 21.21	£ -
ESTATE								
Boundaries	£ 10.71	£ 1.79	£ 0.41	£ 0.41	£ 10.71	£ 1.79	£ 0.41	£ 0.41
Buildings	£ 21.43	£ 3.57	£ 0.82	£ 0.82	£ 21.43	£ 3.57	£ 0.82	£ 0.82
Carparks	£ 5.36	£ 0.89	£ 0.21	£ 0.21	£ 5.36	£ 0.89	£ 0.21	£ 0.21
Drains	£ 8.04	£ 1.34	£ 0.31	£ 0.31	£ 8.04	£ 1.34	£ 0.31	£ 0.31
Electrical	£ 21.43	£ 3.57	£ 0.82	£ 0.82	£ 21.43	£ 3.57	£ 0.82	£ 0.82
Equipment	£ 3.57	£ 0.60	£ 0.14	£ 0.14	£ 3.57	£ 0.60	£ 0.14	£ 0.14
Grounds Maintenance	£ 234.82	£ 39.14	£ 9.03	£ 9.03	£ 234.82	£ 39.14	£ 9.03	£ 9.03
Grounds Renovation	£ 13.39	£ 2.23	£ 0.52	£ 0.52	£ 13.39	£ 2.23	£ 0.52	£ 0.52
Health & Safety	£ 21.43	£ 3.57	£ 0.82	£ 0.82	£ 21.43	£ 3.57	£ 0.82	£ 0.82
Pathways	£ 66.96	£ 11.16	£ 2.58	£ 2.58	£ 66.96	£ 11.16	£ 2.58	£ 2.58
Pest Control	£ 8.04	£ 1.34	£ 0.31	£ 0.31	£ 8.04	£ 1.34	£ 0.31	£ 0.31
Signage	£ 5.36	£ 0.89	£ 0.21	£ 0.21	£ 5.36	£ 0.89	£ 0.21	£ 0.21
Trees	£ 21.43	£ 3.57	£ 0.82	£ 0.82	£ 21.43	£ 3.57	£ 0.82	£ 0.82
Electric	£ 33.48	£ 5.58	£ 1.29	£ 1.29	£ 33.48	£ 5.58	£ 1.29	£ 1.29
Waste	£ 31.25	£ 5.21	£ 1.20	£ 1.20	£ 31.25	£ 5.21	£ 1.20	£ 1.20
Water	£ 2.68	£ 0.45	£ 0.10	£ 0.10	£ 2.68	£ 0.45	£ 0.10	£ 0.10
Estate Reserves	£ 18.75	£ 3.13	£ 0.72	£ 0.72	£ 18.75	£ 3.13	£ 0.72	£ 0.72
Total	£ 528.13	£ 88.03	£ 20.31	£ 20.31	£ 528.13	£ 88.03	£ 20.31	£ 20.31
COMPANY								
IT Equipment	£ 8.93	£ 1.49	£ 0.34	£ 0.34	£ 8.93	£ 1.49	£ 0.34	£ 0.34
Software	£ 44.64	£ 7.44	£ 1.72	£ 1.72	£ 44.64	£ 7.44	£ 1.72	£ 1.72
Telephone/Broadband	£ 17.86	£ 2.98	£ 0.69	£ 0.69	£ 17.86	£ 2.98	£ 0.69	£ 0.69
HM Land Registry	£ 10.71	£ 1.79	£ 0.41	£ 0.41	£ 10.71	£ 1.79	£ 0.41	£ 0.41
Certified Accounts	£ 20.09	£ 3.35	£ 0.77	£ 0.77	£ 20.09	£ 3.35	£ 0.77	£ 0.77
Liability Insurance	£ 5.36	£ 0.89	£ 0.21	£ 0.21	£ 5.36	£ 0.89	£ 0.21	£ 0.21
Professional Consultation	£ 10.71	£ 1.79	£ 0.41	£ 0.41	£ 10.71	£ 1.79	£ 0.41	£ 0.41
Sundries	£ 4.46	£ 0.74	£ 0.17	£ 0.17	£ 4.46	£ 0.74	£ 0.17	£ 0.17
Supplies	£ 8.93	£ 1.49	£ 0.34	£ 0.34	£ 8.93	£ 1.49	£ 0.34	£ 0.34
Training	£ 6.70	£ 1.12	£ 0.26	£ 0.26	£ 6.70	£ 1.12	£ 0.26	£ 0.26
HMRC	£ 50.89	£ 8.48	£ 1.96	£ 1.96	£ 50.89	£ 8.48	£ 1.96	£ 1.96
Payroll Services	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Pensions	£ 16.07	£ 2.68	£ 0.62	£ 0.62	£ 16.07	£ 2.68	£ 0.62	£ 0.62
Salaries	£ 272.32	£ 45.39	£ 10.47	£ 10.47	£ 272.32	£ 45.39	£ 10.47	£ 10.47
Company Reserves	£ 18.75	£ 3.13	£ 0.72	£ 0.72	£ 18.75	£ 3.13	£ 0.72	£ 0.72
Total	£ 496.42	£ 82.76	£ 19.09	£ 19.09	£ 496.42	£ 82.76	£ 19.09	£ 19.09
LEGAL								
Company Law	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Conveyancing Law	£ 44.64	£ 7.44	£ 1.72	£ 1.72	£ 44.64	£ 7.44	£ 1.72	£ 1.72
Employment Law	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Litigation Law	£ 283.93	£ 47.32	£ 5.07	£ 5.07	£ 283.93	£ 47.32	£ 5.07	£ 5.07
Legal Reserves	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Total	£ 328.57	£ 54.76	£ 6.79	£ 6.79	£ 328.57	£ 54.76	£ 6.79	£ 6.79
SERVICE CHARGE TOTAL	£ 2,600.40	£ 433.43	£ 94.17	£ 94.17	£ 1,904.57	£ 317.46	£ 67.40	£ 67.40