**Leaseholder’s letter objecting to demand for service charges-payment under protest**

[Landlord’s name]

[Landlord’s address]

[*Date*]

Dear [landlord’s name]

Re. (Insert address of leasehold flat/house)

I have received the demand dated (insert date) in the amount of £XXXX (insert amount demanded in the service charge).

My cheque in payment is enclosed and it is made strictly on the following basis:

* This is a payment under protest
* The service charges are not agreed or admitted
* The said payment should not be regarded as such an admission or agreement
* The right is reserved to challenge these charges at a court or tribunal.

I attach a schedule setting out my objections to the service charge costs being demanded and the reasons why.

I look forward to hearing from you.

Yours faithfully/sincerely

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| --- | --- | --- |
| **Service charge Item** | **Cost per flat** | **Comments** |
| Increase in insurance | £40 | This is an increase of just £40 per property for the full year ie just £3.33 of the £100 per month increase and therefore should not be used as a justification of the 40% increase in the monthly service charge. |
| Increase on electricity costs | 250% | We object to this on the basis this represents an abject failure of Rendall & Ritner to fulfil its duties by not securing best value contracts. R&R could and should protect the interest of the estate by hedging such contracts to manage the financial risks pertaining to price volatility as other similar organisations do. |
| Managing Agent fees | 10.3% | This is the maximum increase allowed under the contract so R&R have showed no restraint in maximising profit whilst failing to deliver any benefit to us as lease holding residents. Over the past 12 months service levels have decreased, there has been poor decision making, employment processes that have incurred costs that are recharged and the general look, feel and maintenance of the building and estate has got worse not better. Therefore, we argue that there should be a reduction rather than increase in management costs.  Whilst our affordable housing rent increases have been capped at 7% due to government intervention, the extortionate service charges make living here now far from affordable. |
| Internal total | 75.7% | This increase, including the items detailed above, is unjustifiable, does not represent best value and is not reflected in the maintenance of minimum standards let alone any improvement of the maintenance of the block. |