



Your Karbon Homes service charge

As a Leaseholder you pay a service charge to cover the cost of managing and maintaining any internal and external communal areas at your home. The services provided will vary from scheme to scheme and may include items such as: cleaning, grounds maintenance, property maintenance and communal electricity.

If the lease allows, you may also pay into a 'sinking fund' which covers the cost of repairing and replacing communal items, for example the door entry systems.

The requirement to pay a service charge is set out in your lease.

The current system, prior to 1 October 2021:

We usually set your charges once a year. The charge is based on what we estimate it will cost to provide services to your scheme, but we also factor in any surplus or deficit carried forward from the year before.

This is then given to you on a service charge schedule when you're notified of your new charges for the coming year.

The new system from the 1 October 2021:

Going forward, we will be setting an estimated service charge for your scheme. The estimated service charge will highlight the expected cost of delivering services to you over the coming year. This will then be provided to you on a service charge schedule.

Within 6 months of the end of the previous financial year we will reconcile the scheme accounts, which means we'll compare the original estimated cost of providing the services with what it actually costs to provide them.

If we spend less than we originally estimated, you will receive a credit on your account. If we spend more than we estimated, we will make an additional charge to cover the outstanding amount for the previous year. Following the reconciliation you will be notified if any additional charges are due or if we'll be refunding you.