



«Tenant_Reference» Customer Reference
«Tenant_Email_Address1» Customer Email
«Property_Surveyor_Tel1» Office Phone
«Property_Description» Property

Dear Resident,

Service Charge Budget

The Service Charge Budget for the new financial year has recently been finalised. The budget is an estimate of how much will be spent to maintain and operate your development during the next financial year. Please find enclosed an invoice that requires payment and several documents, including:

- **Annual Service Charge Budget Estimate** shows your *estimated* service charge for the new financial year, based on your percentage share of the service charge budget.
- **Service Charge Invoice** shows your service charge for the current period, based on the estimate.
- **Statement of Account** shows the amount you need to pay now. If your Statement has a *positive* balance, please pay this amount before the due date on the invoice. If your Statement has a *negative* balance, your account is in credit and this will be off-set against a future charge.

We have worked with Directors of your Management Company to produce a realistic, cost-effective budget which takes account of the current situation in relation to the fire safety. The working principle has been to retain the budget at the existing level where possible, allowing for higher reserve contribution in those schedules, where reserves have been depleted by the Waking Watch service costs in the financial year 2020-21.

Review of the past year

We take great pride in managing your estate in partnership with the Directors of your Management Company. In addition to the regular maintenance and inspections, below is a summary of the past year.

- Following the advice from the Ministry of Housing, Communities and Local Government, we have completed assessment of the materials on the external walls of all block at Admiralty Quarter. The assessment found that remedial works need to be carried out on all 19 blocks.
- The government announced Building Safety Fund (BSF) for the remedial works on the external walls for blocks over 18 meters tall. An application has been submitted and initial funding of £2.2 million has been secured which allowed Encore to instruct a lead consultant who is currently preparing the tendering exercise. The application made included all of the blocks on the estate (due to close proximity to the taller blocks), however, to date, the BSF agreed to add on Brunswick House, Gloucester House and Keppel House.
- Due to the combustibility of the materials, the evacuation policy in Centurion House, Ramillies House, Hamburg House, Mermaid House, Unicorn House and Admiralty Quarter was changed from 'stay put' to 'simultaneous evacuation'. This also meant that a waking watch service needed to be put in place to support the evacuation in case of fire. The government announced a Waking Watch Relief Funding and we managed to secure this funding. The funding allowed us to install additional fire alarms and therefore to stand down the waking watch.
- New security steel doors at the carpark level have been installed.
- Some of the bin stores had new flooring installed.
- Carpets have been cleaned.
- Dirt trapping mats have been installed outside the lifts.
- LED lights in the lifts have been installed.
- The internal redecoration project has been completed (a few floors remaining in Admiralty Tower).

Encore Estate Management Ltd	Cambridge	01223 866980	encoreestates.co.uk
	London	0207 4264970	info@encoreestates.co.uk
	Nottingham	0115 9648180	2 Hills Road, Cambridge CB2 1JP
	Berkshire	01344 823650	

A company registered in England at the above address incorporating JM Estates and Capital Property Management. Reg No. 04985188



Focus for next year

In addition to the regular maintenance and inspections, next year will be focused on the following areas:

- Progression of the remedial works to the external walls.
- New bin store floors in the Cross Street blocks.
- Possible Amazon locker installation on site.
- Installation of improved locks and springs for gates leading to bike stores.
- Installation of improved site signage.
- Improvement of satellite signal for Cross Street blocks.
- Installation of Virgin Media Internet.
- Improved lawn treatment.
- Regular drain jetting to prevent blockages.

What to do

- Please pay the balance shown on your Statement of Account. The payment methods and due date are shown on the invoice.
- We understand that some people may have financial difficulties currently. If this is your case, please contact our accounts team at service.charge@encoreestates.co.uk.

It is worth remembering how service charges work. The money you pay goes in your estate's unique bank account, as do the payments from your fellow neighbours (it isn't paid to Encore). Together, all of these payments make up 100% of the service charge budget. If some owners don't pay, that effectively leaves a 'hole' in the service charge fund. This disadvantages everyone as there won't be sufficient funds to pay the contractors who provide crucial services. It is also a breach of your lease/transfer.

Have you registered for MyPropertyOnline?

If you haven't done so already, please register for our secure online portal, MyPropertyOnline. This is so we can communicate important updates and messages relating to your development on a real time basis. You will be able to see updates on the virtual noticeboard, view your account information and make payments. You can register by going to our website www.encoreestates.co.uk and clicking on the MyPropertyOnline button.

For your security, the details you use to register must match **exactly** the information we hold for you which is shown below (you must include any spaces and characters in the name):

Customer Reference: **«Tenant_Reference»**
Name: **«Tenant_Alt_Name»**
Email: **«Tenant_Email_Address I»**

If you already receive your correspondence by email, you can register straight away. If no email address is shown above, you will need to register your email address first as a security measure.

Communicating by email

Given the current circumstances where posting letters is difficult, **it is essential that we can correspond by email**, especially in an emergency. If you haven't provided us with your email, please complete this form: www.encoreestates.co.uk/help/go-paperless.html

Are your contact details correct?

If your contact details (shown at the top of this letter) are incorrect, or change in the future, you are required to advise us in writing by completing the relevant form on the Help page of our website: www.encoreestates.co.uk/help. Even if your correspondence preference is email, we always need your current postal address.

Thank you for your prompt attention to this matter. If you have any questions, please contact us on the details above. Please quote your customer reference number in any correspondence.

We also attach a Resident Update letter from the board. We would like to thank the Directors of your Management Company for donating their time and experience for the benefit of your estate. Stay safe and well.

Yours

On behalf of the Managing Agent