

SERVICE CHARGE FAQ'S

What is my Service Charge spent on?

The Service Charge is spent on carrying out the Freeholders obligations as set out in your Lease. At the end of the financial year, the Service Charge accounts are certified by an independent accountant and distributed to the Leaseholders as per the terms of the Lease. These show the income and expenditure for your development. We also provide you with an Annual Report which provides details on the expenditure and information on what is proposed for the forthcoming year.

How can I pay my Service Charge and/or Ground Rent?

Payment of Service Charge and/or Ground Rent can be made either by cheque, BACs/Bank Transfer or by cash payment at our office. Please do not send cash through the post. Payments should be made in accordance to your lease.

I can't afford to pay my Service Charge, what can I do?

We realise that sometimes personal circumstances can change and it can be difficult to meet Service Charge payments as set out in the Lease. Depending on certain conditions, you may be able to pay by monthly instalments. Please contact us promptly to discuss.

Where are the Service Charge monies held for my property?

In line with the Residential Management Code of Practice, we hold single separate Client Trust Accounts for each property. Any interest earned is paid directly to the Client Account and not to Jacksons.



MAINTENANCE FAQ'S

How do I report a maintenance repair?

By either telephoning our office or by sending us an email.

What do I do if I have or spot a maintenance emergency?

Should you have a maintenance emergency please contact us using the details provided. If the emergency is out of hours, please call our office & follow the instructions given on the message service.

I am experiencing a water leak into my flat from the flat above. What do I do?

Please urgently notify the occupant of the flat where the water is believed to be coming from. If the occupant is not home, please contact us. Using our emergency contact service if out of hours.

OTHER FAQ'S

I wish to sub-let my property. What information do I need to provide to you?

Depending on the terms of your Lease, you may need consent from the Freeholder or Management Company. There may be various obligations imposed under the terms of your lease. Please contact us to obtain the relevant information. There may be an Administration charge associated with this. It is important that we hold contact details for your subtenant in case of emergency.

Can Jacksons find me a suitable tenant for my property?

Yes. Jacksons have a Lettings department and can advertise the flat for rent, find suitable tenants, deal with the tenancy agreement, references and guarantee documents. We can even manage the flat on your behalf. Please call Emma Mitchell for our competitive terms.

My neighbours are causing a nuisance, what can I do?

If the nuisance, perhaps an out of control party, is occurring at the weekend then you should contact the noise and pollution department at the local council (Brighton & Hove City Council on 01273 293541). In all other circumstances during normal business hours please contact our office.

I would like to make alterations to my property. What do I need to do?

Most Leases state that no alterations can be made without prior consent from the Freeholder. Some Leases do not permit any alterations. We recommend that you contact us in the first instance before incurring any other costs. We will be please to take you through the appropriate procedure according to the terms of your lease. You will be responsible for reasonable costs on a complete indemnity basis.

Am I allowed to keep a pet in the property?

Your Lease should state what the protocol is for pets. Most Lease's state that no pets are allowed without prior consent. Some leases prohibit pets entirely. Please contact us for advice [before getting your pet.](#)

