

marrie hough <marrholm@hotmail.co.uk>

6/3/2025 15:28

Fw: Service change increase 12 Juno Lane

To admin@brookvaleresidentsassociation.co.uk

From: Lee-Michelle Poppleton <Lee-Michelle.Poppleton@aster.co.uk>**Sent:** 06 March 2025 12:36**To:** marrholm@hotmail.co.uk <marrholm@hotmail.co.uk>**Cc:** Nick Pope <Nick.Pope@aster.co.uk>**Subject:** Service change increase 12 Juno Lane

Good Morning Ms Hough,

Your recent email regarding your service charge increase has been sent to me as your regional service charge officer.

Aster operates variable Service Charges which means that at the start of a financial year estimated budgets are applied in advance for the coming year and then reconciled with the actual figures at year end. At the end of the financial year, Aster has 6 months to reconcile the estimated budget against the actual costs of services that are invoiced and paid in that financial year, to establish any differences, and any credits or deficits between the budgets and the actuals are either credit back or invoiced in accordance with your lease, these are referred to as prior year adjustments.

Below I have provided a timeline for the service charge process:

Timeline:

1. Financial year – 1st April until 31st March (unless otherwise stated in your legal documentation).
2. Estimated service charges for the coming year– Notification sent yearly in February.
3. Year-end reconciliation process – Between May and end of September.
4. Year-end reconciliation statement - Letter sent by the very latest between June to September once the reconciliation has been finalised.

The letter you have recently received is to advice of your new budgets.

Management Company Costs

I have attached the Management Company invoices that have been applied for the financial year 2023-24, included in invoice 1 is a breakdown of what is covered by the Management Company. The invoices we received from the Management Company in the financial year are for different years. This can happen with newer developments as often the Management Company won't take over the site until the developer fully hands the maintenance over to them so they will then invoice for part of the first year as well as invoicing for the current year and then in advance for the next year. We have used the value of these invoices to set your 2025/26, however as these invoices cover multiple years your budgets have been set to high. I will rectify this, and a letter will be sent to advise you of the new lower budget amount.

In 2023/24 you paid an annual budget of £336.47 however the Management Company invoiced a total of £532.13 so the deficit of £195.68 has been added to your 2025/26 budgets and a prior year adjustment. This means your currently your new monthly budget is £45.67 plus the prior year adjustment of £16.31. As I mentioned above, I will correct the budget value which will reduce the overall amount.

Your current monthly budget for the service is £29.72 however you are receiving a monthly prior year adjustment credit back of £25.46. This is because in 2022/23 you paid this budget however Aster was not invoiced by the management company, so the value is being returned to you via your current service charges.

Management Fees

The Management Fee which is charged by Aster is calculated as an overall percentage of costs for the

services provided. The fee covers the work involved in preparing and communicating the service charges as well as other costs associated with management of the lease and the building. For your service charges the management fee is based on 15% of the Management Company Costs, the Buildings Insurance is not included in the calculation.

As we are going to reduce the budget amount for the Management Company budget you will also see a reduction in this.

Please accept my apologies that we have not got your service charge budgets correct, I hope I have been able to reassure you that it will be resolved

I am also sorry to hear about the issues that you are experiencing regarding the management of the estate, your Regional Housing Officer has been forwarded your email who is the best person to help regarding the issues.

Kind regards

Lee

Lee-Michelle Poppleton
Senior Service Charge Officer

My working hours are Tuesday to Thursday 7.30am to 6.00pm and Friday 8am – 5pm

Phone 0333 400 8222

Email lee-michelle.poppleton@aster.co.uk

Sometimes I may work flexibly so please don't feel you need to respond to an email from me if I send it during your non-working time

We're working towards our vision of ensuring everyone has a home. What we do enables better lives. We provide safety and security through a range of housing and services. For more information, visit www.aster.co.uk

From: marrie hough <marrholm@hotmail.co.uk>

Sent: 22 February 2025 11:39

To: Rent Increase <rent.increase@aster.co.uk>

Subject: Service change increase and problems with Brookvale

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Dear Sir/Madam,

I am writing to formally express my strong objection to the recent increase in rent and service charges for my property at 12 Juno Lane, Havant, Hants, PO9 5FN. I received notification of these changes on 19 Feb 2025. I am still waiting on a call back after phoning on the 19th Feb 2025

My previous charges were as follows:

- * Rent: £542.86
- * Management Company Costs: £4.23
- * Building Insurance: £7.42
- * Management Fees: £0.22
- * Total: £563.06

The new charges are:

- * Rent: £560.23 (Increase of £17.37, approximately 3.2%)
- * Management Company Costs: £61.98 (Increase of £57.75, approximately 1365%)
- * Building Insurance: £8.37 (Increase of £0.95, approximately 12.8%)
- * Management Fees: £3.10 (Increase of £2.88, approximately 1309%)
- * Total: £642.01 (Increase of £78.95, approximately 14.2%)

This represents a substantial increase of £78.95 per month, bringing my total monthly payment to