

Members of:



**NORWICH  
RESIDENTIAL  
MANAGEMENT**  
Wherry Road, Norwich, NR1 1WS  
Office: 01603 670050  
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www.norwichresidentialmanagement.co.uk

Norwich Residential Management & NRM  
are trading names of Norwich Residential Management Ltd

To: The Leaseholder within  
Leicester House RTM Co Ltd  
named on the enclosed  
Application for Payment

Date: 2<sup>nd</sup> July 2020

## **IMPORTANT INFORMATION REGARDING YOUR PROPERTY**

### **Leicester House RTM Company Ltd Account Adjustment for the period ended 31<sup>st</sup> December 2019**

Following our issue of the above on 11<sup>th</sup> June 2020 it has come to light that the calculation of this adjustment was incorrect. There were a number of items that caused the budget to fall into deficit for the 2019 period but, as stated in our last communication, the main ones were the lift repairs outside of the normal maintenance programme and the terrace/roof repairs following a water ingress issue.

The Service Charge is very specifically split at Leicester House so that Leaseholders are only paying for the services from which they benefit, for example the lift and communal corridors, as some properties have their own entrance so don't use the communal corridors and some are ground floor so don't use the lift. The Lease allows for this specific charging based on the below extract:

**PROPORTION** : A fair and proper proportion of the Estimated Service Charge or the Service Charge Adjustment as determined by the Company and/or Estate Management Company acting reasonably

The Account Adjustment was originally split without taking the specific splits into account (see Ref 1) so, following discussions with the Directors of Leicester House RTM Company Ltd, we have now amended the split of the total adjustment based on the exact lines where the budget was in deficit (see Ref 2). This means that each Leaseholder has now only been recharged for the specific items that they benefit from.

We have therefore amended your Account Adjustment amount (see Ref 3) and enclose your updated Application for Payment (AFP) for reference.

We apologise for any inconvenience this error may have caused you and we will ensure that any future adjustments are calculated in this way with a very specific breakdown of the budget lines that have been affected.

**Please turn over**

**PAYMENT OPTIONS:**

- **Payment in full of your account balance by 15<sup>th</sup> July 2020 via bank transfer:** please refer to your AFP for account details. Please put your Account Reference as the payment reference to allow us to allocate your payment.
- **Payment via Direct Debit:** If you are already registered for this service your Application for Payment (AFP) will be noted accordingly and your Account Adjustment will be collected in 4 equal installments from **15<sup>th</sup> July to 15<sup>th</sup> October 2020 inclusive**.
- **If you are not already registered it's not too late.** Please email [directdebits@nrmltd.co.uk](mailto:directdebits@nrmltd.co.uk) to request your unique link to sign up. You must register for Direct Debit by **Friday 10<sup>th</sup> July 2020** to allow us to collect the first payment on 15<sup>th</sup> July 2020. You will receive an email 3 days prior to each payment being taken from your bank account. There is no additional charge for this service.

Should you require any further information, please don't hesitate to contact us,

Yours sincerely

*Service Charge Team*

Norwich Residential Management



To avoid reminder letters and late payment fees  
sign up for Direct Debit for all your payments.  
Email us: [directdebits@nrmltd.co.uk](mailto:directdebits@nrmltd.co.uk)



Leicester House RTM Company Ltd		1a, 1 - 33 Leicester House, Thomas Wyatt Close, Norwich					
Assessment of Maintenance Charge for the period		01/01/2019	to		31/12/2019		
Date of this issue		04/10/2018					
		1	2	3	4	5	6
Type of Unit		1 Bed Apartment	2 Bed Apartment	2 Bed Apartment (Ground floor)	3 Bed Apartment	1 Bed Apartment Private Entrance	2 Bed Apartment Private Entrance
No. of Units of Type	34	6	18	4	2	1	3
Service Charge	1391.66	316.29	316.29	316.29	316.29	63.26	63.26
Reserve Charge							
<b>Total Cost</b>	<b>9,741.62</b>	<b>316.29</b>	<b>316.29</b>	<b>316.29</b>	<b>316.29</b>	<b>63.26</b>	<b>63.26</b>
<b>Contract Maintenance</b>							
Cleaning (inc communal windows)							
Residential Window Cleaning							
Caretaking Service							
EM Lighting /Smoke Ventilation							
Lift Maintenance							
<b>Insurance</b>							
Block Buildings & Public Laib Ins							
Terrorism Cover							
DOL							
Lift Insurance							
<b>Administrative</b>							
Management Fees							
Audit & Accountancy Costs							
Company Overhead & Contingency							
<b>Facilities Management / Maint</b>							
Minor Repairs	9741.62	1897.72	5693.15	1265.15	632.57	63.26	189.77
Elect. Repairs, Lights Bulbs							
Booster Pump / Water Storage							
<b>Utilities</b>							
Electricity - Common Parts							
Telephone / Broadband							
<b>Reserves</b>							
Redecoration Sinking Fund (5yrs)							
Reserve Fund (M&E)							
<b>Other Charges (excluded from SC)</b>							
Water Charges (Prepayment)							

Leicester House RTM Company Ltd		1a, 1 - 33 Leicester House, Thomas Wyatt Close, Norwich					
Assessment of Maintenance Charge for the period		01/01/2019	to		31/12/2019		
Date of this issue		04/10/2018					
		1	2	3	4	5	6
Type of Unit		1 Bed Apartment	2 Bed Apartment	2 Bed Apartment (Ground floor)	3 Bed Apartment	1 Bed Apartment Private Entrance	2 Bed Apartment Private Entrance
No. of Units of Type	34	6	18	4	2	1	3
Service Charge	9741.62	314.56	314.89	201.32	315.28	187.47	187.63
Reserve Charge							
<b>Total Cost</b>	<b>9,741.62</b>	<b>314.56</b>	<b>314.89</b>	<b>201.32</b>	<b>315.28</b>	<b>187.47</b>	<b>187.63</b>
<b>Contract Maintenance</b>							
Other Income (Interest / electric from Residential Window Cleaning Caretaking Service EM Lighting /Smoke Ventilation Lift Maintenance)	-541.65	-15.93	-15.93	-15.93	-15.93	-15.93	-15.93
<b>Insurance</b>							
Block Buildings & Public Liab Ins Terrorism Cover DOL Lift Insurance	118.26	3.24	3.55	3.55	3.95	3.08	3.24
<b>Administrative</b>							
Management Fees Audit & Accountancy Costs Company Overhead & Contingency	-24.72	-0.73	-0.73	-0.73	-0.73	-0.73	-0.73
<b>Facilities Management / Maint</b>							
Minor Repairs Elect. Repairs, Lights Bulbs Booster Pump / Water Storage	8014.84	239.08	239.09	239.09	239.09	210.53	210.53
<b>Utilities</b>							
Electricity - Common Parts Telephone / Broadband	-717.85	-22.90	-22.90	-22.90	-22.90	-7.71	-7.71
<b>Reserves</b>							
Redecoration Sinking Fund (5yrs) Reserve Fund (M&E)	14.19	0.47	0.47	0.24	0.47	0.24	0.24
<b>Other Charges (excluded from SC)</b>							
Water Charges (Prepayment)							

Apt No.	New Adjustment 1/7/20	Previous adjustment figure	Change	Comments
1	<b>187.63</b>	63.26	124.37	Previously too low share of roof costs (own entrance so minor repairs normally communal area
2	<b>187.63</b>	63.26	124.37	Previously too low share of roof costs (own entrance so minor repairs normally communal area
3	<b>201.32</b>	316.29	-114.97	Lift repair costs removed from minor repairs
4	<b>201.32</b>	316.29	-114.97	Lift repair costs removed from minor repairs
5	<b>201.32</b>	316.29	-114.97	Lift repair costs removed from minor repairs
6	<b>201.32</b>	316.29	-114.97	Lift repair costs removed from minor repairs
7	<b>187.63</b>	63.26	124.37	Previously too low share of roof costs (own entrance so minor repairs normally communal area
8	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
9	<b>314.56</b>	316.29	-1.73	Minor adjustment from full review
10	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
11	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
12	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
13	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
14	<b>314.56</b>	316.29	-1.73	Minor adjustment from full review
15	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
16	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
17	<b>314.56</b>	316.29	-1.73	Minor adjustment from full review
18	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
19	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
20	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
21	<b>314.89</b>	316.29	-1.40	Minor adjustment from full review
22	<b>314.56</b>	316.28	-1.72	Minor adjustment from full review
23	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
24	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
25	<b>314.56</b>	316.28	-1.72	Minor adjustment from full review
26	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
27	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
28	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
29	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
30	<b>314.56</b>	316.28	-1.72	Minor adjustment from full review
31	<b>314.89</b>	316.28	-1.39	Minor adjustment from full review
32	<b>315.28</b>	316.28	-1.00	Minor adjustment from full review
33	<b>315.28</b>	316.28	-1.00	Minor adjustment from full review
1A(34)	<b>187.47</b>	63.26	124.21	Previously too low share of roof costs (own entrance so minor repairs normally communal area
	<b>9741.62</b>	9741.62		