

Administration Charges

Plumlife charges a management fee on all of the properties it owns or manages. This fee is for covering its costs connected with delivering and supervising day-to-day services to your home and development. The level of fee depends on the number of services delivered e.g. window cleaning, gardening, repairs, communal electricity, etc, etc.

An Administration Charge is a fee for services carried out by us on your behalf and which does not come under the monthly management fee. Such work includes handling enquiries during the re-sale of your home, duplicate sets of accounts, dealing with permissions under the lease, etc. Details of the charges are shown below along of what it covers. These charges are reviewed from time to time. All charges include VAT.

Please note that a number of documents are available to download for free from the Plumlife website www.plumlife.co.uk. Some documents will only be available once you have logged in to the **Plumlife Portal**.

	SERVICE	CHARGE
1	Management Enquiries - Flats When you are selling your home the buyer's solicitor will want information regarding the service charge, buildings insurance, maintenance, etc. Plumlife will complete collate this information and forward direct to the solicitor.	£200
2	Management Enquiries – Houses with services When you are selling your home the buyer's solicitor will want information regarding any estate charge, buildings insurance, etc. Plumlife will complete collate this information and forward direct to the solicitor.	£120
3	Management Enquiries – Houses with no services When you are selling your home the buyer's solicitor may request additional information regarding buildings insurance, etc. Plumlife will collate this information and forward direct to the solicitor.	£75
4	Management Company documents If a management company exists and you require a copy of the Memorandum & Articles of Association.	£30
5	Copy of Lease If you require a copy of your lease then you can obtain this from your solicitor, mortgage lender or HM Land Registry. If you wish Plumlife to provide you a copy we will charge for this.	£50

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6	Copy of Service Charge Accounts Service charge accounts (where applicable) are issued annually by no later than 30 September each year. If you wish Plumlife to provide you with copies of the last 3 years accounts then we will charge for this.	£50
7	Buildings Insurance Plumlife is responsible for providing buildings insurance on leasehold properties. A certificate of insurance is available free of charge. If you want a copy of the full insurance documents then we will charge for this.	£30
8	Fire Risk Assessment If you live in a building with shared corridors and stairways then we are obliged to undertake a Fire Risk Assessment (FRA). This is a report from an independent expert advising on the safety of these areas. If you want a copy of the FRA then we will charge for this.	£30
9	Subletting If your lease allows you to sublet your home with the prior permission of your landlord, Plumlife, then we will charge you for doing this.	£75
10	Home Improvement If you want to undertake a major improvement to your home e.g. adding a conservatory, internal alterations, etc. then you will need our permission to do so.	£75
11	Change of Name If you have changed your name through marriage or Deed Poll then you need to inform us so we can change our records.	£60
12	Refinancing If you are looking to change mortgage lender, borrow more money on your property or transferring equity on a shared ownership home you will need our permission.	£75
13	Notice of Assignment On sale or transfer of a property, legal notice needs to be served on Plumlife for us to update our records. This needs to be acknowledged and returned to your solicitor.	£60

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14	Deed of Covenant On completion of a sale the lease may require the buyer to enter into a Deed of Covenant to ensure they comply with the terms of the lease. This needs to be executed and returned to your solicitor.	£60
15	Certificate of Compliance When buying or selling a property, in order to register the property sometimes the land registry needs to be sent a certificate of compliance due to a restriction within your lease.	£60
16	Notice of Charge On using your shared ownership home as security for a mortgage or loan then Plumlife will need to approve and acknowledge this.	£60
17	Non-Payment Letter If you miss a payment on your account including refused Direct Debits, Standing Orders or cheques we will write to you chasing payment.	£18
18	Notice of Seeking Possession If you live in a shared ownership home and do not pay your monthly rent to Plumlife then we will seek to take possession of the property. We will issue a Notice of Seeking Possession under Schedule 2 of the Housing Act 1988.	£60
19	Notice of Forfeiture If you live in a leasehold property and fail to comply with the terms of the lease, including not paying service charge or ground rent, then Plumlife will seek to forfeit your lease. A Section 146 Notice under the Law of Property Act 1925 (as amended) will be served on you.	£60

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ADMINISTRATION CHARGES - SUMMARY OF TENANTS' RIGHTS AND OBLIGATIONS

- (1) This summary, which briefly sets out your rights and obligations in relation to administration charges, must by law accompany a demand for administration charges. Unless a summary is sent to you with a demand, you may withhold the administration charge. The summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.
- (2) An administration charge is an amount which may be payable by you as part of or in addition to the rent directly or indirectly:-
 - for or in connection with the grant of an approval under your lease, or an application for such approval;
 - for or in connection with the provision of information or documents in respect of your failure to make any payment due under your lease; or
 - in connection with a breach of a covenant or condition of your lease.If you are liable to pay an administration charge, it is payable only to the extent that the amount is reasonable.
- (3) Any provision contained in a grant of a lease under the right to buy under the Housing Act 1985, which claims to allow the landlord to charge a sum for consent or approval, is void.
- (4) You have the right to ask a First-tier Tribunal whether an administration charge is payable. You may make a request before or after you have paid the administration charge. If the tribunal determines the charge is payable, the tribunal may also determine:-
 - who should pay the administration charge and who it should be paid to; the amount;
 - the date it should be paid by; and
 - how it should be paid.However, you do not have this right where:-
 - a matter has been agreed to or admitted by you;
 - a matter has been, or is to be, referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the administration charge arose; or
 - a matter has been decided by a court.
- (5) You have the right to apply to a First-tier Tribunal for an order varying the lease on the grounds that any administration charge specified in the lease, or any

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formula specified in the lease for calculating an administration charge is unreasonable.

- (6) There you seek a determination or order from the First-tier Tribunal, you will have to pay an application fee and, where the matter proceeds to an oral hearing, a hearing fee, unless you qualify for fee remission or exemption. Making such an application may incur additional costs, such as professional fees, which you may have to pay.
- (7) The First-tier Tribunal and the Upper Tribunal (in determining an appeal against a decision of the First-tier Tribunal) have the power to award costs in accordance with section 29 of the Tribunals, Courts and Enforcement Act 2007.
- (8) Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges which are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, a tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.



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