

Homeowner Administration Fees

On a number of occasions Stonewater carries out work for individual homeowners which is not covered by the management fee. On these occasions we charge a direct administration fee which is payable in advance of the work undertaken.

We charge these fees in order to cover our costs. This includes the administration and stationary costs, the staff time involved in carrying out the work and our wider business overheads such as the costs to operate from our offices and maintain our computer systems.

Our fees are benchmarked with similar organisations providing similar services and are reviewed on an annual basis.

All fees are inclusive of VAT. Please be aware there may be clauses in your lease which supersede the fees quoted.

Buying and selling your home

Re-Sales Admin Fee

When you advise us that you are selling your home we will make an administration charge for the work involved in updating our systems and accounts. This fee is as follows:

Shared Owners	£1500 (or as specified in lease)
Leaseholders	£120
Retirement	£240

We charge an enhanced fee for our retirement properties to cover the additional costs of the work involved in approving potential buyers to ensure they meet the criteria required to live in the scheme.

Back to Back Admin Fee

Where you are able to, and chose to sell your home at 100% on the open market, we charge a back to back fee of **£350** inc VAT. You will also be liable for the cost of any estate agents fees.

Solicitors Enquiry Pack

During the selling or buying of a property your Solicitor will contact us with a list of questions relating to the property and wider scheme. This can involve a lot of administration work and may involve a number of staff from different departments to answer all enquires made. Our fees for dealing with such enquires is **£200** (inc VAT). Please note if there is a management company



involved, they may charge a separate fee for their own management pack. Please check this with your solicitor.

Further Enquiries

If after answering the routine enquiries normally made by solicitors your solicitor requests additional information we will make an extra charge of **£60** for dealing with the supplementary enquires.

Register Assignments

This applies to shared owners only and covers the costs involved in legally registering a new owner. The charge is **£120**.

Buying further shares

If you are a shared owner and wish to buy further shares in your home we will charge you a **£240** administration fee to cover our costs of dealing with the transaction.

Have you considered the benefits of buying further shares in your home and increasing the amount of equity that you own? Stonewater can easily guide you through the process. Why not contact us and talk to one of our Sales and Services Coordinators who will be happy to help.

Lease extensions

If you are a leaseholder your lease will have a term. This term is typically 99, 125 or 990 years from when the property was originally sold or developed to be sold. If your lease was to run down to zero then you would have to hand the keys back to Stonewater at the end of the term.

In practice this rarely, if ever, happens and most leaseholders have a legal right to extend their lease by serving notice on the Landlord and paying a fee agreed by an independent specialist surveyor. When the number of years remaining on your lease runs down to around 80 years this can affect the value of your home and if you were to sell or re-mortgage your home the lender involved would usually insist that you extend the term of the lease.

Stonewater will voluntarily extend your lease for a lower fee at any time upon application without the need for you to serve legal notice on us whether you have that right or not. Our administration fee for extending a lease is as follows:

Statutory Legal Notice	£360
Voluntary Negotiated	£240



We charge less for a voluntary negotiated lease extension as the procedure is less complicated and there are no imposed time scales on issuing counter notices.

You should note that this is the administration fee only and does not include the cost of the valuation or the actual cost of extending the lease. You will also need to consider you will be liable for your own legal costs, and Stonewater's.

If you are a leaseholder or shared owner and think your lease is getting close to only having 80 years term left to run we would advise you to take independent advice as soon as possible. The sooner you extend your lease the more cost effective the transaction will be.

Consents

There are a number of occasions where your lease or freehold transfer will require that you obtain Stonewater's permission first such as carrying out alterations to or sub-letting your home. Our fees for granting consent are as follows:

Sub-letting

Leaseholders	£180
Retirement	£240

We charge an enhanced fee for our retirement properties to cover the additional costs of the work involved in approving your tenant to ensure they meet the criteria required to live in the scheme. If you are a shared owner you are prohibited from sub-letting your home under the rules of the shared ownership scheme.

Alterations

Simple alteration consent	£120
Complex alteration consent	£240
Surveyors Visit	£120 (in additional to the above)
Retrospective consent – simple	£120
Retrospective consent – complex	£240

Upon application we will rate the complexity involved in the alteration and advise you of the fee. If a Stonewater Property Surveyor is required to visit your home, then there will be an additional cost for this service.

Where there is a mix of simple and complex items being requested at the same time the base rate will be the complex item i.e. **£240** inc VAT.



If you have carried out alterations without Stonewater's consent when you come to sell your home the buyer's solicitor will ask for proof of consent and you will need to apply to us retrospectively. We will make an additional charge for this. If you do carry out alterations to your home without our consent where required, you are in breach of your legal agreement and could be at risk of legal action.

Lenders

If your lease requires that you need our consent to change your mortgage lender, mortgage product or to obtain a further advance against the property our fees for considering our consent is **£175**.

Late payment charges

If you do not pay your Service Charge on time and we are required to send you a reminder we will apply an administration fee of **£30**. Please also note that your lease may allow us to charge interest on any debt outstanding. We will also recharge any legal costs incurred in pursuing outstanding debts owed to Stonewater.

Other fees

There follows a list of other fees that we charge in addition to the management fee:

Deed of Postponement	£120
Deed of Covenant	£100
Removal of land registry restriction	£240
Notice of Transfer	£100
Lease Variations	£300
Copy Documents	£30
Certificate of Compliance	£100
Transfer of Equity	£120
Commercial Unit Leases	£240
Boundary/Ownership enquiries	£90
Copy of Lease/Transfer Document	£48

Administration Charges – Summary of Tenant’s Rights & 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 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 (Property Chambers) 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 is 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 the First-tier Tribunal for an order varying the lease on the grounds that any administration charge specified in the lease, or any formula specified in the lease for calculating an administration charge is unreasonable.
 - (6) Where 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.