



Late/Non- payment Arrears Procedure

It is very important that you pay your service charge on time in accordance with the terms and of your Lease/Title Deed. Late Payments have a huge impact on the levels of service and maintenance we can provide and ultimately affect your development and your neighbours.

If you are having problems or concerns paying your account, please contact us immediately as we may be able to help.

Our policy on late payment is as follows:

- Agree the procedure with the client ensuring compliance with the lease, legislation and code of practice.
- PJJS will issue and compliant service charge demand in a minimum of two weeks prior to the 'due date' as per the terms of the Lease/Title Deed.
- If no payment is received within 14 days of the due date (i.e. 1st January) a letter will be sent confirming payment must be made before the end of the month.
- If payment has not been received by the end of the first month a further reminder will be sent which allows a further 7 calendar days for payment to be made. At this stage a late payment fee of £60 including VAT will be added to the owner's account.
- Following the above process, if payment is still not forthcoming, a final demand will be issued requesting payment to be made within 7 working days, another late payment fee of £60 including VAT will be added and further advising the should the debt remain after the period, the debt will be passed onto Solicitors for recovery, Additional information to be sent at this point – Solicitor details including their fees and Landlord & Tenant Act Information.
- Any arrears referred to the Solicitors (on client's instruction) are also reported to the Directors to keep them informed of the numbers of arrears.
- Should Further action be required, the client may be required to indemnify the agent.

Process	Action Taken	Fees Applied
14 days prior the due date	Service Charge demand sent	
14 days after the due date	14 days letter sent	No fee incurred
No payment after 14-28 Days	7 Day reminder to be sent	£60 fee incurred
No Payment after 35 Days	7 Day reminder to be sent	£60 fee incurred
No Payment after 42 days	Pass to solicitors	£60 fee incurred (Pass to Solicitor)

PJJS Management Services
The Barn, Lested Farm
Plough Wents Road
Chart Sutton
Maidstone, Kent
ME17 3SA