



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 a compliant service charge demand 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 30 days of the due date, a letter and copy of the service charge statement of account will be sent out stating that payment must be made.
- If payment has not been received within the 14 days following the statement reminder, the 1st 14 day chasing letter will be sent out. This chasing letter states that if payment is not made within 14 days, then a £60 late payment charge will be applied to the service charge account.
- If payment has not been received within the 14 days of the 1st 14 day chasing letter, a 2nd 14 day chasing letter is sent, and a late payment fee of £60 including VAT will be added to the owner's account. This 2nd chasing letter states that if payment is not made within the next 14 days, then another £60 late payment charge will be applied to the service charge account.
- If payment is still not forthcoming within the 14 days following the 2nd chasing letter, a final 7 day demand will be issued requesting payment to be made within 7 working days, and a final late payment fee of £240 including VAT will be added to the owner's account.
- At this stage the debt will be passed onto Bradys Solicitors for recovery.
- 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 inc VAT
14 days prior the due date	Service Charge demand sent	No fee incurred
30 days after the due date	Reminder statement sent	No fee incurred
No payment after 31-45 Days	1 st 14 day Chasing letter sent	No fee incurred
No payment after 46-60 Days	2 nd 14 day chasing letter sent	£60 fee incurred
No Payment after 61-75 Days	Final 7 Day reminder to be sent	£60 fee incurred
No Payment after 83 days	Passed to solicitors	£240 fee incurred

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