

Service Charges

What to do before you come to the Forum with a case

- Go through your actual service charge bill and highlight all the concerns you have.
- Query any discrepancies you have with the service charge manager. It is much better to do this in writing as it will create a clear paper trail to monitor any progress you make.
- You can send an e-mail to *service.charges@hackney homes.org.uk* or post it to *Leasehold & Right to Buy Services, Service Charges Manager, 298 Mare street, London, E8 1HE.*
- If you are not satisfied with the response you receive, then request a breakdown of your service charges from the service charge manager. Be clear in your request, state that you would like a breakdown of your service charges for your block, as well as the whole estate.
- This breakdown should supply you with the job tickets for all the works undertaken in your block and estate for the whole year.
- If you are not sent the job tickets, request them specifically from the service charge manager.
- Keep all of your paper work together and in order.
- If you are still not satisfied with the response you get, then contact the Forum with all the correspondence you have sent and received from Hackney Homes, Leasehold & Right to Buy Services, along with a detailed description of what you think each discrepancy is.

Job tickets allow you to see how the charges have been calculated for the services, for which you are being charged. They will show how many times a job is raised, how many call outs for individual jobs or even sometimes the same job have been made, maintenance works completed, plants and flowers ordered and new equipment bought for the estate. You will know better than anyone if you did actually receive what you are being charged for!

It is a good idea throughout the year to take pictures of services you feel are not satisfactory, or you simply feel you are not receiving. This will help to back up your queries when the actual charges are released.