



Paying your major works service charges

The Home Ownership Service and the Leaseholder Forum understand that large service charge bills for major works are difficult to pay and there are a range of options to help you to pay these bills

Instalment plan

- 10 months interest free instalments, by arrangement. This option can be extended by negotiation with your Property Accounts Officer depending in your circumstances. (This concession is not available to leaseholders who are sub-letting their properties)
- A loan or top-up from your mortgage lender
- A loan from a high street bank or building society

Deferred payment, by arrangement

A nominal payment of £50.00 per month may be accepted for up to 3 months from the date of the invoice. To allow you to review your finances, obtain a loan and/or seek independent financial advice.

The Right to a Loan

If the charges (including annual service charges) exceed £2,000.00 in the financial year, and the lease was granted less than 10 years ago, then you will qualify for a right to a loan from the Council. The interest rate is variable.

There is an administration fee of £100.00. The loan will be secured by a mortgage on the property. Applications for a loan should be made in writing to the Home Ownership Service within six weeks of the date of the demand. The Property Accounts Team will then supply information as to the terms of the loan and the period within which the offer must be accepted.

Voluntary Charges

In extreme circumstances a voluntary charge can be agreed if you cannot afford to repay your capital works service charges in any other way. The debt in this case, will be registered as a charge against your property with the Land Registry.

This means that the debt will be cleared when your property is sold or transferred. Interest is charged and this can either be paid monthly or can be added to the outstanding charge.



You will be considered for this option if you meet the following criteria:

- You have no mortgage on your property
- You have no access to additional finance
- You are not eligible for a service charge loan
- You have insufficient savings
- The property is your only or a principal home

If you have exhausted all other options and meet the above criteria, you may request an application form from the Property Accounts Team. A non-refundable application fee of £100.00 is payable. There will also be fees for valuation and conveyancing, which are variable and can be paid upfront or added to the loan.

You are advised to seek independent legal and financial advice if you wish to apply for either of these options.

Useful Contacts

Home Ownership Service
4th Floor, Woolwich Centre
35 Wellington Street
Woolwich, SE18 6HQ

Office opening times:
Monday to Thursday 9.00am to 5.30pm
Friday 9.00am to 4.30pm

Email: Home.Ownership@royalgreenwich.gov.uk

Service Charge Team

For all general enquiries relating to the construction of your invoice. Please contact

020 8921 4238 020 8921 4232

Property Accounts Team

For all enquiries relating to payment of service charges. Please contact

020 8921 4067 020 8921 4015
020 8921 4093 020 8921 4095

Cleansweep Contact Centre

020 8921 4661

Repairs Contact Centre

020 8921 8900

Advice Centres

Citizens Advice Bureaux

Tel: 08451 202 931

www.greenwichcab.co.uk

Law Centres

Greenwich Community Law Centre

187 Trafalgar Road

Greenwich SE10 9EQ

Tel: 020 8305 3350

Open: Monday-Tuesday 1.00pm – 3.00pm
Thursday 4.00pm – 6.00pm

LEASE

The Leasehold Advisory Service is an independent service that provides free advice to leaseholders.

Fleetbank House
2-6 Salisbury Square
London
EC4Y 8JX

Tel: 020 7832 2500

Email: info@lease-advise.org

www.lease-advise.org

First-tier Tribunal

The First-tier Tribunal acts as an independent arbitrator to decide whether service charges are reasonable.

10 Alfred Place
London
WC1E 7LR

Tel: 020 7446 7700

rplondon@hmcts.gsi.gov.uk

