

**Copy of cover letter that is issued with service charge statements**

26<sup>th</sup> September 2012

Department: Leasehold Services  
Contact Name: Mr Ashok Pai  
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Email: LeaseHoldServices@slough.gov.uk  
Our Ref: Account statements

2011/12

«FName»  
«Address\_1»  
«Address2»  
«Address3», «Address4»  
«Address5»

**Service Charge Statement 2011/2012 - «Re2»**

Please find enclosed your service charge statement for the financial year ending 31<sup>st</sup> March 2012. This statement details the actual costs incurred by Slough Borough Council on the management, maintenance and services provided to your block and/or estate for the financial year April 2011 to March 2012.

It includes details of the actual costs of all services provided to your block during the financial year along with the costs of grounds maintenance provided to your estate, if applicable and the costs have been apportioned to your property in accordance with the terms of your lease.

The balance on the statement reflects the final costs for the year in column (D) minus the sum already invoiced on account (your estimated charges invoiced in April 2011) in column (E). Please note that a figure with a minus (-) in front of it denotes a credit and will reduce your next service charge demand by this amount. If there is an amount owing, a debit, this will be added to your October service charge demand.

The October 2012 half-yearly invoice will be issued directly by the Revenues Team and it should include the balance from the 2011/2012 statement. If you have any queries regarding this invoice, your standing order payments or have any difficulties paying, please call Slough Borough Council's Revenues Team on **01753 875318/875309/875311** to discuss payment options available. Free independent advice on debt problems or welfare benefits may be obtained from the Citizens Advice Bureau on 0845 1203712.

If you have any queries regarding the service charge calculations please contact the Leasehold Team directly on 01753 875407 or [LeaseHoldServices@slough.gov.uk](mailto:LeaseHoldServices@slough.gov.uk). We would like to consult you on any services you would like to add/change to the management of your block if appropriate therefore, we will be discussing this at the next leaseholder's forum and will send an invite shortly.

## Appendix D

*If you would like further details of the actual works or a breakdown which have been carried out during the year, please email me as above or write to me at the following address: Leasehold Department, Slough Borough Council, St Martins Place, 51 Bath Road, Slough, Berkshire, SL1 5UF.*

Yours sincerely



Ashok Pai,  
Leasehold Services Team