



**Service
Charge**
ASSOCIATES

Rent Collection

... benefitting your business

We provide a rent collection service for landlords and tenants to include lease reviews, apportionment calculations, invoicing and debtor control.

This service takes control of the rent collection process to ensure maximum recovery taking the following steps:

Lease Analysis

Your superior and sub-lease(s) are reviewed to check the rent, insurance, service charge and ancillary cost provisions. The mechanics for rent demands, VAT, apportionments, capped charges, rent free periods and any other relevant provisions are reviewed and reported.

Prior Year Assessments

We can review the amounts recovered to date and verify if there is any under charging in accordance with the leases. Once established, we compile documentary evidence of the charges and prepare a pack of information to be presented to your tenants or sub-tenants prior to raising demands.

Principal Rent

We track rent review provisions, break options and lease end dates to ensure that rent due to you is not only collected, but prior notification of key dates are reported and if required actively managed.

Insurance

We work with brokers to procure competitive annual insurance premiums, ensuring that the rebuilding costs are realistic and where appropriate arranging for reinstatement valuations as well as raising the annual insurance premiums.

Service Charge

Tenants' service charge liability varies annually, as do the sub-tenant service charges. We work with landlords' agents to ensure that budgets are produced in a timely manner to enable accurate cost recovery at the earliest opportunity.

Demised Electricity

Sub-tenant demised electricity needs to be apportioned appropriately and calculated to assess the correct charges based on fair usage or other lease provisions. We obtain information to validate the appropriate electricity charges to be invoiced, using where available sub-metering facilities provided at the building or alternatively assessing and agreeing consumption with your tenants.

Raising Demands

Invoices are clearly set out and sent with supporting documentation where required to ensure that sums demanded are understood, authorised and processed without queries being raised or delays incurred.

Debtor Control

All invoices are tracked on our debtor control software and actively managed to ensure that any outstanding invoices are being processed and paid in a timely manner. Escalation procedures for non-payment are discussed with each client and implemented as agreed.

Reporting

We provide concise reports of sums demanded, received or outstanding, with any additional criteria required to fit in with your own reporting requirements.

Regulation and Client Accounts

Our company and our practices are regulated by the Royal Institution of Chartered Surveyors (RICS). We set up discrete client bank accounts for each client with robust controls in place to ensure clients' money is securely and professionally treated. As part of the RICS regulation, we are audited on an annual basis to review our procedures and policies for your peace of mind.

Fund Transfers

Fund transfers of sums collected into our client accounts are set up to occur at agreed intervals to suit your requirements.

Protection

For your further peace of mind, we subscribe to the Client's Money Protection Scheme provided by the RICS.

Cost Effective Service

We tailor our service to provide you with the appropriate level of service required for your business at a cost that is designed to reduce overheads while improving efficiency of managing your portfolio.

Please see our website for further information about us and our other services or contact us to discuss your requirements.



Company registration number: 08052555.

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