

Collection of Service Charges

The Service Charges should be paid on or by the due date, which is the date of the invoice. We aim to send out invoices at least two weeks before the due date.

If we do not receive payment within twenty-one days of the due date, we send a polite reminder, which we call our 'Number One'. This asks for payment within the next seven days.

If payment is not forthcoming, a further reminder is then sent out, which we call our 'Number Two'. If payment is not received within a further seven days, the matter will be placed in the hands of our Debt Collector.

If the account is sent to the Debt Collector, then an invoice for £75.20 Referral Charges is issued, and an invoice for interest to date will accompany this. If payment is received by return, the Referral Charges invoice may be cancelled, but the interest charges will remain. The Debt Collector will invoice you for the Collection Costs, which start at £100.00 + VAT and will rise in proportion to the steps taken. The Debt Collector may contact your mortgagee, if applicable, and may commence proceedings in the County Court.

Interest charged is paid to Hurford Salvi Carr Property Management towards the costs of arrears collection.