

Address

Our Ref.: Humberston Fitties SC & WR
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2nd July 2019

Dear

Humberston Fitties Chalet Park - Service Charge & Water Refunds

Property:

We are writing in respect of your service charge and water invoice for the period 1st April 2017 to 31st March 2018. The Council recently processed all refunds in relation to the service charge element and have now calculated the water refunds, where applicable.

The lease provides for water charges to be based on the following principle;

“..... an amount equivalent to the annual charge which would be payable by the Tenant to Anglian Water P.L.C. or its successors for the provision of water and sewerage services if such services were provided directly to the demised land by the said Anglian Water P.L.C. or its successors”.

If Anglian Water were to charge for such services directly to chalet owners then, in the absence of individual meters, it would base its charges on the Rateable Value of each chalet. This is exactly the same approach that the Council has consistently applied in respect of all chalet plot leases.

This approach has again resulted in surpluses being accrued. Furthermore, the process of calculating and issuing the respective water refunds that may be payable to the tenants has been complicated for the aforementioned period due to issues initially with the calculations of water to be billed to Bourne Leisure (due to an inaccessible water meter), and secondly due to Anglian Water meter issues and an inability to gain an accurate reading and associated final bill from them.

Unfortunately this has led to delays in calculating the surplus amount. Due to the length of time that has passed the Council has made the decision that despite not yet receiving final accounts from Anglian Water, tenants should be refunded at this point, where applicable. The Council has adopted a transparent approach to the refunds that ensures should further Anglian Water bills be received this will not be at the detriment of the tenants. The full details of the calculations are within the documents section at www.nelincs.gov.uk/humberston-fitties.

If you have not received either your service charge or water refund within the next two weeks from the date of this letter, please contact the Council's finance department quoting your invoice and customer numbers.

Yours sincerely

Estates & Valuation