

Understanding some of your charges

If you live in a building managed by a third-party managing agent, you may wonder what this means for your services and charges. These are called **Third Party Managing Agents Charges. We want to help explain each charge and why there may have been an increase.**

In some cases, the property owner (landlord or freeholder) appoints a managing agent to take care of estate management. It's their responsibility to make sure communal areas are maintained, repairs are carried out, and compliance with safety regulations is met.

Managing agents negotiate contracts with service providers which could mean costs rise due to inflation. Increased demand for services or changes to regulatory requirements could also see an increase.

Third-party managing agents handle a range of responsibilities, including:

1. Arranging repairs and maintenance for communal areas.
2. Managing service contracts such as cleaning, landscaping, and security.
3. Ensuring health and safety compliance.
4. Collecting and managing estate service charges.

How does this work and affect you?

1. The charges you pay contribute to the costs of services arranged by the managing agent.
2. If you have issues with maintenance or communal areas, you may need to report them through the managing agent rather than directly to us.

The managing agent charges PA Housing for the costs of managing the estate and building where you live. We, in turn, then charge you for these costs. We may also add

additional charges to this if we provide any additional services including our own internal management costs.

As we don't provide the services to you directly, we're reliant on the managing agents providing us with their own estimates of costs and the detail of the service provided. It's important that we provide you with all the information you need to understand what you're paying for, but sometimes we don't always get this ahead of us letting you know what you need to pay us. Where this is the case, you'll sometimes just see Third Party Managing Agent costs listed on your service charge budget and we'll endeavour to provide further details to you soon so you can see exactly where your money is being spent.

We have a dedicated internal team who work with the managing agents to ensure the charges are fair and reasonable, and represent good value.

Do you have any questions?

If you have any questions about your Third Party Managing Agents Charges or the managing agent for your building, please contact us or visit our website for more information.

www.pahousing.co.uk