



Dean Lubaki
[REDACTED] 5 Station Road
London
N17 9LT

Account No.
Customer Ref. No.
Invoice No.
Date of Issue
Bill Payment No.

30/01/2026

Supply Address: [REDACTED] 5 Station Road London

We will provide you with notice of the date and amount of collection 10 Working days prior to collection of your Direct Debit.
THE AMOUNT DUE WILL BE COLLECTED FROM YOUR BANK ACCOUNT BY DIRECT DEBIT ON OR JUST AFTER 17/02/2026

Description	Meter Ref No.	From	To	Units	£ Per Unit	VAT Rate	Charge £ Ex. VAT
Metered Charges							
Heat	[REDACTED]	31/12/25 - 30/01/26	14745A	15943A	1,198 kWh	0.08130	5.0% 97.40
Other Charges							
Heat Standing Charge		31/12/25 - 30/01/26		31 days	0.40850	5.0%	12.66
C = Customers own meter reading							Total Charges Excluding VAT 110.06
E = Estimated meter reading							Total VAT @ 5.0% on £110.06 5.50
CL = Client supplied meter reading							Total Charges inc VAT 115.56
S = Service engineer meter reading							Balance on Previous Bill 66.57
A = Actual Reading							Total Transactions 66.57 CR
CR = Credit value							
Transactions during the period upto 30/01/2026							
[REDACTED]							
Account Balance							£115.56

If we have a full and accurate consumption history and can compare this month's bill with the same period last year we will place a graph in this section to show you how your bills compare.

Thank you for paying by Direct Debit. Should you have any queries regarding this bill please contact Switch2 Energy Limited on 0333 321 2010. Calls to this number are charged at 5 pence per minute including VAT from a BT landline, calls from other networks and mobile operators may vary.

Bills prepared on behalf of: Newlon Housing by Switch2 Energy Limited

VAT No. GB778532683

Property Reference: [REDACTED]

Tenant Reference: [REDACTED]

HB Reference: [REDACTED]

[REDACTED]
[REDACTED]
Millstream Tower
5 Station Road
London
N17 9LT

25-Sep-26

Dear [REDACTED]

**Service Charge Year End Statement for [REDACTED] Millstream Tower, 5 Station Road,
London, N17 9LT for the period ending 31st March 2026**

Enclosed within this letter, you will find a service charge statement for [REDACTED] Millstream Tower, 5 Station Road, London, N17 9LT covering the period from 1st April 2025 to 31st March 2026. The statement is a summary of the difference between costs incurred in providing the services to your property and the estimated costs we told you about last year.

The financial accounts which are used to produce your end of year statements have been examined by Mr P Banks, an accountant and the Deputy Finance Director, who is directly employed by Newlon. The examination of the accounts ensures that all costs incurred in the provision of services to your property are relevant costs included as expenditure in the service charge statement. It also provides you with reassurance that the expenditure is a true charge to the property and is in accordance with your lease agreement.

On the end of year statement for your property there may be a balancing charge. The balancing charge is the difference between what we estimated the costs to be and what the actual costs were. If the figures are shown without brackets, then this means that you are due a credit. If there are brackets then this means there is a shortfall. You do not need to do anything now. We will apply the balancing charge to your future estimate for service charges for the new financial year. If you have moved in to your property during the financial year, this statement will show any balance for the full financial year. We will apply the pro-rata amount reflecting the days of the year in your home.

We also enclose the Summary of Rights & Obligations. Where applicable, we have also included information on the Sinking Fund highlighting the contributions paid in, and any money we have spent. Where necessary we have complied with the provisions of Section 20 of the Landlord and Tenant Act 1985 in relation to long-term expenditure and major works as defined by the legislation. For environmental reasons, we are not including with this statement the Frequently Asked Questions document, as well as the Service Charge Glossary of Terms. They can be found on the Newlon website (www.newlon.org.uk). If you have trouble accessing the website and would like a copy of these documents, please contact us and we will send you a copy.

Should you wish to discuss any of the information contained within this letter or on the service charge statement, then please send an email to servicecharges@newlon.org.uk. Please use this email address to contact the Service Charge Team directly, as failure to do so may result in a delay in your query being responded to. We aim to respond within 28 days. We appreciate that the response time is outside our usual 2:10 standard but as this will be a busy time of the year an immediate response may not be possible. If we are able to respond earlier, then we will endeavour to do so.

Please note that the Newlon response times do not affect your right to go to the First Tier Tribunal (FTT). More information about the FTT can be found on the enclosed summary of Rights and Obligations and at www.direct.gov.uk. If you wish to inspect the accounts and review receipts for 2025/26 then a request must be made in writing, please be aware you need to make the request within 6 months of the date of this letter.

Yours sincerely,

Natasha Patel

Natasha Patel
Assistant Director - Housing, Income and Investigations

Enc.

Statement of Accounts for Services for  Millstream Tower, 5 Station Road,
London, N17 9LT
Sinking Fund Statement (where applicable)
Summary of Rights & Obligations

Block

Newlon Housing Trust
Service Charge Statement of Account for the period 1st April 2025 to 31st March 2026

Scheme: Millstream Tower

Scheme Code: XXXX

Acc Code	Description	Scheme Estimated Budget	Actual Scheme Cost	Surplus (Deficit)
<u>Service Charge</u>				
24275	BUILDING MONITORING	18,364.50	14,477.21	3,887.29
24400	BULK RUBBISH	500.00	1,110.60	(610.60)
24730	COMMUNAL MAINTENANCE	8,914.00	26,028.93	(17,114.93)
24080	COMMUNAL CLEANING	42,000.00	55,653.59	(13,653.59)
24280	COMMUNAL ELECTRICITY	35,178.00	51,926.67	(16,748.67)
24320	COMMUNAL HEATING MAIN	106,000.00	120,301.82	(14,301.82)
24440	COMMUNAL TELEPHONE LINE COSTS	1,600.00	3,067.42	(1,467.42)
24680	FIRE EQUIP & EMERGENCY LIGHT	18,330.61	44,585.40	(26,254.79)
24700	LIFT SERVICES & REPAIRS	6,300.00	4,263.69	2,036.31
24481	PLANT ROOM	5,000.00	4,800.00	200.00
24430	RENEWABLE ENERGY	1,452.00	0.00	1,452.00
24140	PEST CONTROL	1,050.00	0.00	1,050.00
24270	CCTV & SECURITY SYSTEMS	525.00	1,443.38	(918.38)
24300	LIGHT BULBS & FITTINGS	787.50	594.66	192.84
24380	PALADIN HIRE & REFUSE CHUTES	5,250.00	2,742.48	2,507.52
24480	GARDENING & GROUND MAINTENANCE	1,575.00	3,398.07	(1,823.07)
24560	COMMUNAL WATER	367.50	0.00	367.50
24710	GATE ENTRY SYSTEMS	7,350.00	14,025.18	(6,675.18)
24740	COMMUNAL TELEVISION	2,625.00	5,616.60	(2,991.60)
24750	ROOF & MANSAFE SYSTEMS	9,000.00	11,412.00	(2,412.00)
24835	DRAINAGE & WATER PUMPS	3,806.25	20,927.18	(17,120.93)
24841	BUILDING SAFETY	9,344.00	9,344.00	0.00
24870	(SURPLUS)/DEFICIT	39,800.48	39,800.48	0.00
Total Service Charges		325,119.84	435,519.36	(110,399.52)

<u>Management Charge</u>				
24010	BUILDING INSURANCE	122,496.00	208,673.38	(86,177.38)
24850	MANAGEMENT FEE (leasehold)	14,880.00	14,880.00	0.00
24051	ADMIN FEE (tenants)	41,460.80	59,325.54	(17,864.73)
Total Management Charges		178,836.80	282,878.92	(104,042.11)

Total	503,956.64	718,398.28	(214,441.63)
--------------	-------------------	-------------------	---------------------

Your Deficit for 2025/26	(1,325.31)
---------------------------------	-------------------

Property

Newlon Housing Trust

Property Reference: [REDACTED]

Tenant Reference: [REDACTED]

HB Reference: [REDACTED]

[REDACTED] Millstream Tower, 5 Station Road, London, N17 9LT

Statement of Account for Services provided for the period 1st April 2025 to 31st March 2026

Acc Code	Description	Actual Scheme Cost	Your Share of Actual Cost	Your Share of the Estimate	Your Surplus or (Deficit)
<u>Service Charge</u>					
24275	BUILDING MONITORING	14,477.21	107.77	136.71	28.94
24400	BULK RUBBISH	1,110.60	8.27	3.72	(4.55)
24730	COMMUNAL MAINTENANCE	26,028.93	193.76	66.36	(127.40)
24080	COMMUNAL CLEANING	55,653.59	414.29	312.66	(101.63)
24280	COMMUNAL ELECTRICITY	51,926.67	386.55	261.87	(124.68)
24320	COMMUNAL HEATING MAIN	120,301.82	895.55	789.08	(106.47)
24440	COMMUNAL TELEPHONE LINE CO	3,067.42	22.83	11.91	(10.92)
24680	FIRE EQUIP & EMERGENCY LIGHT	44,585.40	331.90	136.46	(195.44)
24700	LIFT SERVICES & REPAIRS	4,263.69	31.74	46.90	15.16
24481	PLANT ROOM	4,800.00	35.73	37.22	1.49
24430	RENEWABLE ENERGY	0.00	0.00	10.81	10.81
24140	PEST CONTROL	0.00	0.00	7.82	7.82
24270	CCTV & SECURITY SYSTEMS	1,443.38	10.74	3.91	(6.83)
24300	LIGHT BULBS & FITTINGS	594.66	4.43	5.86	1.43
24380	PALADIN HIRE & REFUSE CHUTES	2,742.48	20.42	39.08	18.66
24480	GARDENING & GROUND MAINTEN	3,398.07	25.30	11.72	(13.58)
24560	COMMUNAL WATER	0.00	0.00	2.74	2.74
24710	GATE ENTRY SYSTEMS	14,025.18	104.41	54.71	(49.70)
24740	COMMUNAL TELEVISION	5,616.60	41.81	19.54	(22.27)
24750	ROOF & MANSAFE SYSTEMS	11,412.00	84.95	67.00	(17.95)
24835	DRAINAGE & WATER PUMPS	20,927.18	155.79	28.33	(127.46)
24841	BUILDING SAFETY	9,344.00	73.00	73.00	0.00
24870	(SURPLUS)/DEFICIT	39,800.48	296.28	296.28	0.00
Total Service Charges		435,519.36	3,245.52	2,423.69	(821.83)
<u>Management Charge</u>					
24010	BUILDING INSURANCE	208,673.38	1,460.48	957.00	(503.48)
24850	MANAGEMENT FEE (leasehold)	14,880.00	110.77	110.77	0.00
Total Management Charges		223,553.38	1,571.25	1,067.77	(503.48)
Total		659,072.74	4,816.77	3,491.46	(1,325.31)
Your Deficit for 2025/26					(1,325.31)



The accounts are prepared in accordance with the provision of your tenancy agreement and on an accruals basis

The accounts have been examined and the above statement details the cost of providing the services to your property
I certify that to the best of my knowledge and belief, the information relating to the preparation of the service charge statement
is accurate and complete.

Signed: *Mr P Banks*

Date: 25 September 2026

Mr P Banks, Deputy Finance Director

Service charges – Summary of your rights and obligations

- 
1. This summary, which briefly sets out your rights and obligations in relation to variable service charges, must by law accompany a demand for service charges. Unless a summary is sent to you with a demand, you may withhold the service charge. This summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.
 2. Your lease sets out your obligations to pay service charges to your landlord in addition to your rent. Service charges are amounts payable for services, repairs, maintenance, improvements, insurance and the landlord's costs of management, to the extent that the costs have been reasonably incurred.
 3. You have the right to ask the First Tier Tribunal to determine whether you are liable to pay service charges, repairs, maintenance, improvements, insurance or management. You may make a request before you have paid the service charge. If the tribunal determines that the service charge is payable, the tribunal may also determine:
 - Who should pay the service charge and who it should be paid to;
 - The amount;
 - The date it should be paid by; and
 - How it should be paid.However, you do not have these rights where:
 - A matter has been agreed or admitted by you;
 - A matter has already been, or is to be, referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the service charge or costs arose; or
 - A matter has been decided by a court.
 4. If your lease allows your landlord to recover costs incurred or that maybe incurred in legal proceedings as service charges, you may ask the court or tribunal, before which those proceedings were brought, to rule that your landlord may not do so.
 5. Where you seek a determination from the First- tier Tribunal, you will have to pay an application fee and, where the matter proceeds to an oral hearing, a hearing fee, unless you qualify for a fee remission or exemption. Making an application may incur additional costs, such as professional fees, which you may also have to pay.
 6. The First-tier Tribunal and Upper Tribunal (in determining an appeal against a decision of the First-tier Tribunal) have the power to award costs in accordance with section 29 of the Tribunals, Courts and Enforcement Act 2007.
 7. If your landlord:
 - Proposes works on a building or any other premises that will cost you or any other tenant more than £250, or
 - Proposes to enter into an agreement for works or services which will last for more than 12 months and will cost you or any other tenant more than £100 in any 12 month accounting period, your contribution will be limited to these amounts unless your landlord has properly consulted on the proposed works or agreement or a First-tier Tribunal has agreed that consultation is not required.
 8. You have the right to apply to the First-tier Tribunal to ask it to determine whether your lease should be varied on the grounds that it does not make satisfactory provision in respect of the calculation of a service charge payable under the lease.
 9. You have the right to write to your landlord to request a written summary of the costs that make up the service charges. The summary must:
 - Cover the last 12 month period used for making up the accounts relating to the service charge ending no later than the date of your request, where the accounts are made up for 12 month periods; or
 - Cover the 12 month period ending with the date of your request, where the accounts are not made up for 12 month periods.
 - The summary must be given to you within 1 month of your request or 6 months of the end of the period to which the summary relates whichever is the later.

10. You have the right, within 6 months of receiving a written summary of costs, to require the landlord to provide you with reasonable facilities to inspect the accounts, receipts and other documents supporting the summary and for taking copies or extracts from them.
11. You have the right to ask an accountant or surveyor to carry out an audit of the financial management of the premises containing your dwelling to establish the obligations of your landlord and the extent to which the service charges you pay are being used efficiently. It will be depend on your circumstances whether you can exercise this right alone or only with the support of others living in the premises. You are strongly advised to seek independent advice before exercising this right.
12. Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges that are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.

NHT-HS-SERVICECHARGES-RO-09/18

Newlon Housing Trust is a charitable housing association

Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE | Tel 020 7613 8080

Email customerservice@newlon.org.uk | Web www.newlon.org.uk

Newlon Housing Trust, registered with the Regulator of Social Housing L0006, HMRC charity reference no. EW91301, Community Benefit Society 18449R.



Mr DD Lubaki
Millstream Tower
5 Station Road
London
N17 9LT

3rd March 2026

Dear Mr DD Lubaki,

I am sorry we made an error on the letter we sent you on 26th February 2026 informing you of your new service charge. As a result I am sending this revised letter which outlines your new service charge.

The rent figure previously provided is correct. However, upon additional checks after the letters had been distributed we spotted an error and an amendment was required to the Building Monitoring (estate inspection) service charge element and, where applicable, the Roof and Mansafe charge (the systems for contractors to safely perform roof works). As a result of these adjustments, I needed to issue updated letters to ensure the information you receive is both accurate and complete.

Making these corrections now is important to ensure that the service charge budgets reflect the true cost of managing your building. This helps to prevent any unnecessary deficit at the end of the financial year and supports us in delivering services efficiently and transparently.

I apologise for any inconvenience caused and appreciate your understanding as Newlon work to provide accurate and fair information.

If you have any questions or would like further clarification, please do not hesitate to contact us by emailing servicecharges@newlon.org.uk.

Yours sincerely,



002122

Mr DD Lubaki

Millstream Tower
5 Station Road
London
N17 9LT

Rent and Service Charge Variation Notice from 1st April 2026 to 31st March 2027

Dear Mr DD Lubaki,

Property Address: Millstream Tower, 5 Station Road, London, N17 9LT

We are writing to let you know about the variation to your rent and/or service charge for the period of 1st April 2026 to 31st March 2027. From the 1st April 2026 your rent is £557.40 per month. We have also reviewed your service charges and your new charge will be £307.68 per month. Some of you may have a rent change later in the year and therefore in this letter your rent will remain the same but the service charge has been reviewed.

Please accept this as a demand for payment.

Please note your rent and the summary of your charges below. Please see enclosed for the full breakdown of the charges, which will be applicable to your property from the 1st April 2026.

 Your new monthly charge	Rent	£557.40
	Council Tax	£0.00
	Service Charge	£307.68
	Personal Charge	£0.00
	TOTAL	£865.08

Fire and Building Safety

The Fire Safety Act (2022) and the Building Safety Act (2022) have introduced a range of additional requirements for building owners and landlords. These include the requirement to carry out fire safety checks to the front entrance doors of residents' homes on an annual basis and to check all communal fire doors on a quarterly basis in buildings over 11 metres.

The Act also introduces a range of additional safety measures. The costs for carrying out any additional checks and activities will be recovered through service charges and are applicable from April 2025.

Advice and Support

If you claim Housing Benefit

Although Newlon will endeavour to inform Housing Benefit Departments of this change you are responsible for the charge and should ensure the increase is paid from the 1st April 2026.

At the top of this letter we have the latest HB reference number held on our system, please notify us if this is incorrect by contacting the Income Team.

If you claim Universal Credit

It is your responsibility to inform the DWP if you are in receipt of Universal Credit. Please note that they will not accept the change beforehand and change must be reported on your journal on the date of change 1st April 2026. Please complete the 'Confirm your housing cost' to-do to report the annual rent change, not the 'Changes of circumstances' to-do.

If you have any queries regarding the rent or payments, please contact our Income Team by sending an email to income@newlon.org.uk. If your query is related to the service charge, please send an email to servicecharges@newlon.org.uk.

If you are struggling financially please visit <https://www.newlon.org.uk/cost-of-living-support> or email financialinclusion@newlon.org.uk. The team can offer support and help to individuals, couples and households struggling to pay for food, fuel and other essential items of furniture and equipment. They can also provide guidance for problem debt and help with benefit claims.

As part of our commitment to lowering our carbon footprint we no longer send out paper versions of our Frequently Asked Questions (FAQs) or Glossary of Terms. You can locate both of these documents on the Newlon website. If you do not have access to the internet and would like a paper copy, please contact us and we will send one in the post.

Yours sincerely

Misba Bemath

Misba Bemath

Assistant Director of Housing, Income and Investigations

Enc.

Section 48 Notice

Estimated Service Charges

Summary of Rights and Obligations



Section 48 Notice

Notification of landlords address
for the service of Landlord and
Tenant Act 1987

To: Mr DD Lubaki of [REDACTED] Millstream Tower, 5 Station Road, London, N17 9LT

Property Address: [REDACTED], Millstream Tower, 5 Station Road, London, N17 9LT

Your landlord in respect of the above named property address:

Newlon Housing Trust

Under Section 48 of the Landlord and Tenant Act 1987 a landlord/managing agent must provide their tenant with an address in England and Wales where notices may be served on the landlord. Your landlord hereby gives you notice that they may be served with notices in (including notices of proceedings) at the following address by you, the tenant:

Newlon House
4 Daneland Walk
Hale Village
London
N17 9FE

Dated: 03/03/2026

Estimate of Budget for Services provided for the period 1st April 2026 to 31st March 2027

Account Code	Description	Estimated Annual Scheme Budget	Your Share of the Estimated Annual Budget Cost	Your Estimated Monthly Share of the Budget
	Service Charge	£	£	£
24080	Communal Cleaning	56,151.12	418.00	34.83
24140	Pest Control	1,092.00	8.13	0.68
24270	Cctv Or Security Equipment	661.50	4.92	0.41
24275	Building Monitoring	18,364.50	136.71	11.39
24280	Communal Electricity	56,668.72	421.85	35.15
24300	Light Bulbs & Fittings	787.50	5.86	0.49
24320	Communal Heating	114,000.00	848.64	70.72
24380	Paladin Hire & Refuse Chutes	5,460.00	40.65	3.39
24400	Bulk Rubbish Removal	500.00	3.72	0.31
24430	Renewable Energy	693.00	5.16	0.43
24440	Communal Telephone Line Costs	3,347.29	24.92	2.08
24480	Gardening / Grounds Maintenananc	1,732.50	12.90	1.07
24481	Plant Room	3,600.00	26.80	2.23
24560	Communal Water Rates	385.88	2.87	0.24
24680	Fire Equipt & Emergency Light	40,232.22	299.50	24.96
24700	Lifts Service & Maintenance	6,552.00	48.77	4.06
24710	Gate Entry System	7,644.00	56.90	4.74
24730	Communal Maintenance	8,914.00	66.36	5.53
24740	Communal Television Services	6,740.21	50.18	4.18
24750	Roof & Mansafe Systems	10,017.00	74.57	6.21
24835	Drainage & Water Pumps	3,996.56	29.75	2.48
24841	Building Safety	9,344.00	73.00	6.08
24870	Surplus/(Deficit)	12,212.11	0.00	0.00
	Sub Total £	369,096.11	2,660.16	221.66

	Management Fee	£	£	£
24010	Buildings Insurance	113,200.85	792.28	66.02
24850	Management Fee (Leasehold)	21,840.00	240.00	20.00
	Sub Total £	135,040.85	1,032.28	86.02
Annual Total £		504,136.96	3,692.44	307.68

Your Estimated Monthly Share of the Budget is £307.68



Service Charges – Summary of your rights and obligations

1. This summary, which briefly sets out your rights and obligations in relation to variable service charges, must by law accompany a demand for service charges. Unless a summary is sent to you with a demand, you may withhold the service charge. This summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.
 2. Your lease sets out your obligations to pay service charges to your landlord in addition to your rent. Service charges are amounts payable for services, repairs, maintenance, improvements, insurance and the landlord's costs of management, to the extent that the costs have been reasonably incurred.
 3. You have the right to ask the First-tier Tribunal to determine whether you are liable to pay service charges, repairs, maintenance, improvements, insurance or management. You may make a request before you have paid the service charge. If the tribunal determines that the service charge is payable, the tribunal may also determine:
 - Who should pay the service charge and who it should be paid to;
 - The amount;
 - The date it should be paid by; and
 - How it should be paid.
- However, you do not have these rights where:
- A matter has been agreed or admitted by you;
 - A matter has already been, or is to be, referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the service charge or costs arose; or
 - A matter has been decided by a court.
4. If your lease allows your landlord to recover costs incurred or that maybe incurred in legal proceedings as service charges, you may ask the court or tribunal, before which those proceedings were brought, to rule that your landlord may not do so.
 5. Where you seek a determination from the First-tier Tribunal, you will have to pay an application fee and, where the matter proceeds to an oral hearing, a hearing fee, unless you qualify for a fee remission or exemption. Making an application may incur additional costs, such as professional fees, which you may also have to pay.
 6. The First-tier Tribunal and Upper Tribunal (in determining an appeal against a decision of the First-tier Tribunal) have the power to award costs in accordance with section 29 of the Tribunals, Courts and Enforcement Act 2007.
 7. If your landlord:
 - Proposes works on a building or any other premises that will cost you or any other tenant more than £250, or
 - Proposes to enter into an agreement for works or services which will last for more than 12 months and will cost you or any other tenant more than £100 in any 12 month accounting period, your contribution will be limited to these amounts unless your landlord has properly consulted on the proposed works or agreement or a First-tier Tribunal has agreed that consultation is not required.
 8. You have the right to apply to the First-tier Tribunal to ask it to determine whether your lease should be varied on the grounds that it

does not make satisfactory provision in respect of the calculation of a service charge payable under the lease.

9. You have the right to write to your landlord to request a written summary of the costs that make up the service charges. The summary must:

- Cover the last 12 month period used for making up the accounts relating to the service charge ending no later than the date of your request, where the accounts are made up for 12 month periods; or
- Cover the 12 month period ending with the date of your request, where the accounts are not made up for 12 month periods.
- The summary must be given to you within 1 month of your request or 6 months of the end of the period to which the summary relates whichever is the later.

10. You have the right, within 6 months of receiving a written summary of costs, to require the landlord to provide you with reasonable facilities to inspect the accounts, receipts and other documents supporting the summary and for taking copies or extracts from them.

11. You have the right to ask an accountant or surveyor to carry out an audit of the financial management of the premises containing your dwelling to establish the obligations of your landlord and the extent to which the service charges you pay are being used efficiently. It will depend on your circumstances whether you can exercise this right alone or only with the support of others living in the premises. You are strongly advised to seek independent advice before exercising this right.

12. Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges that are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.

If you would like this letter in large print, audio, Braille or any other format, please contact us or ask a member of staff.



Property

Newlon Housing Trust

Property Reference: [REDACTED]

Tenant Reference: [REDACTED]

HB Reference:

[REDACTED] Millstream Tower, 5 Station Road, London, N17 9LT

Statement of Account for Services provided for the period 1st April 2024 to 31st March 2025

Acc Code	Description	Actual Scheme Cost	Your Share of Actual Cost	Your Share of the Estimate	Your Surplus or (Deficit)
<u>Service Charge</u>					
24275	Building Monitoring	13,099.77	108.35	143.30	34.95
24730	Communal Maintenance	16,175.45	133.79	16.54	(117.25)
24280	Communal Electricity	9,770.53	80.81	290.97	210.16
24440	Communal Phones	3,525.80	29.16	4.34	(24.82)
24680	Fire Equip & Emergency Li	36,046.22	298.15	151.62	(146.53)
24700	Lifts Services	6,634.21	54.87	52.11	(2.76)
24481	Plant Room	119,759.42	990.57	827.13	(163.44)
24430	Renewable Energy Mtce	660.00	5.46	12.01	6.55
24080	Communal Cleaning	45,307.32	374.75	425.56	50.81
24140	PEST CONTROL	0.00	0.00	8.68	8.68
24270	CCTV & Security Equip	1,143.16	9.46	4.34	(5.12)
24300	LIGHT BULB & FITTINGS	0.00	0.00	6.51	6.51
24380	PALADIN BIN HIRE	0.00	0.00	43.42	43.42
24400	Bulk Rubbish Removal	1,092.41	9.04	30.40	21.36
24480	Gardening & Ground Mtce	2,896.36	23.96	13.03	(10.93)
24560	COMMUNAL WATER	0.00	0.00	3.04	3.04
24710	Door & Gate Entry System	8,275.28	68.45	60.79	(7.66)
24740	Cable TV & Aerials	5,479.68	45.32	21.71	(23.61)
24750	Roof & Mansafe Systems	5,728.50	47.38	13.03	(34.35)
24835	Drainage and Water Pumps	5,200.43	43.01	31.48	(11.53)
24841	BUILDING SAFETY	0.00	0.00	0.00	0.00
24725	Extraction Systems	360.00	2.98	0.00	(2.98)
Total Service Charges		281,154.54	2,325.51	2,160.01	(165.50)

<u>Management Charge</u>					
24010	BUILDING INSURANCE	120,007.68	937.56	937.56	0.00
24850	Management Fee (leasehold)	30,720.00	240.00	240.00	0.00
Total Management Charges		150,727.68	1,177.56	1,177.56	0.00

Total	431,882.22	3,503.07	3,337.57	(165.50)
--------------	-------------------	-----------------	-----------------	-----------------

Your Deficit for 2024/25	(165.50)
---------------------------------	-----------------

Block

Newlon Housing Trust

Service Charge Statement of Account for the period 1st April 2024 to 31st March 2025

Scheme: Millstream Tower

Scheme Code: 

Acc Code	Description	Scheme Estimated Budget	Actual Scheme Cost	Surplus (Deficit)
	<u>Service Charge</u>			
24275	Building Monitoring	17,325.00	13,099.77	4,225.23
24730	Communal Maintenance	2,000.00	16,175.45	(14,175.45)
24280	Communal Electricity	35,178.00	9,770.53	25,407.47
24440	Communal Phones	525.00	3,525.80	(3,000.80)
24680	Fire Equip & Emergency Li	18,330.61	36,046.22	(17,715.61)
24700	Lifts Services	6,300.00	6,634.21	(334.21)
24481	Plant Room	100,000.00	119,759.42	(19,759.42)
24430	Renewable Energy Mtce	1,452.00	660.00	792.00
24080	Communal Cleaning	51,450.00	45,307.32	6,142.68
24140	PEST CONTROL	1,050.00	0.00	1,050.00
24270	CCTV & Security Equip	525.00	1,143.16	(618.16)
24300	LIGHT BULB & FITTINGS	787.50	0.00	787.50
24380	PALADIN BIN HIRE	5,250.00	0.00	5,250.00
24400	Bulk Rubbish Removal	3,675.00	1,092.41	2,582.59
24480	Gardening & Ground Mtce	1,575.00	2,896.36	(1,321.36)
24560	COMMUNAL WATER	367.50	0.00	367.50
24710	Door & Gate Entry System	7,350.00	8,275.28	(925.28)
24740	Cable TV & Aerials	2,625.00	5,479.68	(2,854.68)
24750	Roof & Mansafe Systems	1,575.00	5,728.50	(4,153.50)
24835	Drainage and Water Pumps	3,806.25	5,200.43	(1,394.18)
24841	BUILDING SAFETY	0.00	0.00	0.00
24725	Extraction Systems	0.00	360.00	(360.00)
	Total Service Charges	261,146.86	281,154.54	(20,007.68)

	<u>Management Charge</u>			
24010	BUILDING INSURANCE	120,007.68	120,007.68	0.00
24850	Management Fee (leasehold)	30,720.00	30,720.00	0.00
24051	ADMIN FEE (tenants)	38,872.03	32,231.61	6,640.42
	Total Management Charges	189,599.71	182,959.29	6,640.42

Total	450,746.57	464,113.83	(13,367.26)
--------------	-------------------	-------------------	--------------------

Your Deficit for 2024/25	(165.50)
---------------------------------	-----------------

Property

Newlon Housing Trust

Property Reference: [REDACTED]

Tenant Reference: [REDACTED]

HB Reference:

[REDACTED] Millstream Tower, 5 Station Road, London, N17 9LT

Statement of Account for Services provided for the period 1st April 2023 to 31st March 2024

Acc Code	Description	Actual Scheme Cost	Your Share of Actual Cost	Your Share of the Estimate	Your Surplus or (Deficit)
<u>Service Charge</u>					
24080	Communal Cleaning	39,720.86	328.54	425.56	97.02
24140	Pest Control	0.00	0.00	8.68	8.68
24280	SC - Communal Electricity	29,695.48	245.62	236.56	(9.06)
24300	SC - Light Bulbs & Fittings	169.13	1.40	6.51	5.11
24380	Paladin Hire and Refuse C	533.00	4.41	43.42	39.01
24400	SC - Bulk Rubbish Removal	409.19	3.38	30.40	27.02
24330	Renewable Energy Mtce	660.00	5.46	12.01	6.55
24440	SC - Communal Phones	1,599.44	13.23	4.34	(8.89)
24480	SC - Gardening & Ground Mtce	2,543.98	21.04	13.03	(8.01)
24481	SC - Plant Room	6,921.25	57.25	35.05	(22.20)
24560	Comm Water	0.00	0.00	3.04	3.04
24710	SC - Door & Gate Entry System	5,606.95	46.38	60.79	14.41
24680	SC - Fire Equip & Emergency Li	18,089.80	149.63	95.53	(54.10)
24700	SC - Lifts Services	5,318.64	43.99	52.11	8.12
24730	SC - Communal Maintenance	17,470.17	144.50	14.33	(130.17)
24740	SC - Cable TV & Aerials	4,455.00	36.85	21.71	(15.14)
24750	SC - Roof & Mansafe Systems	10,716.00	88.64	13.03	(75.61)
24835	SC - Drainage and Water Pumps	9,184.42	75.97	31.48	(44.49)
24270	Building Monitoring	11,359.06	93.95	143.30	49.35
24320	SC - Communal Heating Mtce	0.00	0.00	0.00	0.00
24321	SC - Communal Heating - Utilit	106,196.71	878.38	0.00	(878.38)
Total Service Charges		270,649.08	2,238.62	1,250.88	(987.74)
<u>Management Charge</u>					
24010	BUILDING INSURANCE	113,551.36	887.12	887.12	0.00
24850	MANAGEMENT FEE (leasehold)	30,720.00	240.00	254.09	14.09
Total Management Charges		144,271.36	1,127.12	1,141.21	14.09
Total		414,920.44	3,365.74	2,392.09	(973.65)
Your Deficit for 2023/24					(973.65)

Block

Newlon Housing Trust

Service Charge Statement of Account for the period 1st April 2023 to 31st March 2024

Scheme: Millstream Tower

Scheme Code: 

Acc Code	Description	Scheme Estimated Budget	Actual Scheme Cost	Surplus (Deficit)
<u>Service Charge</u>				
24080	Communal Cleaning	51,450.00	39,720.86	11,729.14
24140	Pest Control	1,050.00	0.00	1,050.00
24280	SC - Communal Electricity	28,600.00	29,695.48	(1,095.48)
24300	SC - Light Bulbs & Fittings	787.50	169.13	618.37
24380	Paladin Hire and Refuse C	5,250.00	533.00	4,717.00
24400	SC - Bulk Rubbish Removal	3,675.00	409.19	3,265.81
24330	Renewable Energy Mtce	1,452.00	660.00	792.00
24440	SC - Communal Phones	525.00	1,599.44	(1,074.44)
24480	SC - Gardening & Ground Mtce	1,575.00	2,543.98	(968.98)
24481	SC - Plant Room	4,237.20	6,921.25	(2,684.05)
24560	Comm Water	367.50	0.00	367.50
24710	SC - Door & Gate Entry System	7,350.00	5,606.95	1,743.05
24680	SC - Fire Equip & Emergency Li	11,550.00	18,089.80	(6,539.80)
24700	SC - Lifts Services	6,300.00	5,318.64	981.36
24730	SC - Communal Maintenance	1,732.50	17,470.17	(15,737.67)
24740	SC - Cable TV & Aerials	2,625.00	4,455.00	(1,830.00)
24750	SC - Roof & Mansafe Systems	1,575.00	10,716.00	(9,141.00)
24835	SC - Drainage and Water Pumps	3,806.25	9,184.42	(5,378.17)
24270	Building Monitoring	17,325.00	11,359.06	5,965.94
24320	SC - Communal Heating Mtce	0.00	0.00	0.00
24321	SC - Communal Heating - Utilit	0.00	106,196.71	(106,196.71)
Total Service Charges		151,232.95	270,649.08	(119,416.13)
<u>Management Charge</u>				
24010	BUILDING INSURANCE	113,551.36	113,551.36	0.00
24850	MANAGEMENT FEE (leasehold)	30,720.00	30,720.00	0.00
24051	ADMIN FEE (tenants)	22,425.07	27,467.86	(5,042.79)
Total Management Charges		166,696.43	171,739.22	(5,042.79)
Total		317,929.38	442,388.30	(124,458.92)
Your Deficit for 2023/24				(973.65)