

23 April 2026

BECKETS GROVE PH2 (WYMONDHAM) ESTIMATED SERVICE CHARGE FOR THE YEAR

Your estimated service charge for Becketts Grove Phase 2 01.01.2026-31.12.2026

We've prepared your estimated service charge for the upcoming financial year, covering the period from 1st January 2026 to 31st December 2026. This estimate reflects the anticipated costs for managing your development, ensuring it remains safe, well-maintained and compliant with all current regulations.

Please note that this is an estimate only. At the end of the financial year, we'll compare these costs with the actual spending and any difference — whether a surplus or a deficit — will be reflected in your Year End accounts.

Service Charge Summary

For the upcoming year, the overall service charge will increase by 19.3%, from £75,351 to £89,877.

We're committed to being transparent about how we manage your service charge as effectively as possible. Included with this letter, you'll find:

- o Your Statement of Anticipated Service Charge Expenditure showing your estimated service charge based on your property's share.
- o Your Service Charge invoice
- o A Summary of Tenant's Rights and Obligations (only applicable to leaseholders)

For a detailed breakdown of the estimated service charge, including specific costs per schedule, please visit the 'Documents' section on My Home, our online portal. You can log in or register at firstport.co.uk/my-home/ or simply scan the QR code below.

Here are the key areas where we anticipate spending over the coming year:

Apartment Charge

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FirstPort Property Services is a trading name of FirstPort Property Services Limited
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Registered in England No. 2061041



- **Insurance** – The actual cost for the insurance between October 2025 and October 2026 is £1,339, and we have allowed for a bit more to cover the prepayment for the policy from October 2026-December 2026. We have also allowed for a sum to carry out the insurance revaluation when this becomes due.
- **Electricity** – According to previous years expenditure, we have allowed for £140-£150 per quarter.
- **Communal Window Cleaning** – This is to be carried out quarterly on the Communal windows only.
- **Communal area cleaning:** The annual contract cost is £839 and is to be provided by Community Property Care. There is a tailored specification in place, and the cleaning attendances are fortnightly throughout the year. We have also allowed for a small sum to carry out a deep clean of the carpets.
- **Fire Systems Maintenance** – This is a new line added to the estimate as previously, the costs for this allowance were within the Health & Safety Schedule. Fire Systems Maintenance is an allowance for the routine testing and servicing of the smoke detections system and the Automatic Opening Vents and emergency lighting system. The servicing is carried out 6 monthly, for the Smoke and AOV system and annual services are carried out on the Emergency Lighting system. These assets are also checked monthly by the Community Property care team. We are also required to carry out annual Electrical Equipment Testing which will fall within the Health & Safety Schedule.
- **General Maintenance** – This allowance has seen an increase as we have identified that the door entry system is failing and may require a replacement. In addition, the garden area does not get much sunshine and therefore the grass does not grow well. We are looking to carry out some remedial works to the gardens to improve it.
- **Reserve Contribution** – This has also increased in comparison to last year as we will be conducting an internal redecoration programme and will need to reinstate the reserve amount once the works have been completed.

Estate Charge

- **Insurance** – The actual costs in 2025/2026 was £4,452. We have reduced the collection for the Insurance Revaluation.
- **Landscaping:** The annual contract cost is £30,295 and is to be provided by Jake from the Community Property Care Team. Jake will be on site Monday – Friday, covering all three locations: Becketts Grove, Phases 1 and 2 and Elm Farm. There is a tailored specification in place, however, should you identify any issues on the managed areas, please feel free to reach out to Jake when he is on site, and he will be happy to assist. A copy of the specification and site plan of your development is available on My Home should you be interested in reviewing further details.

- **General Maintenance** – This schedule line has increased slightly due to the extensive tree works currently being undertaken across the development.
- **Playground Facilities** – This allowance covers the annual ROSPA inspections for all three playgrounds within the development. Any required remedial works will be funded from the general maintenance allowance.
- **Accounts preparation:** These fees cover the preparation for audit, review, and distribution of annual signed accounts for your development by our dedicated in-house accountants. Our fee is calculated on a number of factors, including the complexity of your scheme and the number of units.
- **Audit/Accounts certification fee:** This is charged by the external accountant for the review of the accounts. We benchmark these fees periodically to ensure they remain fair and competitive.
- **Reserve fund:** The contribution towards the reserve fund remains the same.

Upcoming major works

Major work are essential projects carried out to ensure the property remains safe, functional and well maintained, preserving its long-term value and compliance with regulations.

There are no major works planned within this service charge period.

Communal insurance

The property insurance market has softened in recent months. Some new insurers are offering residential block policies and existing insurers are now more confident to cover properties they may well have looked past in recent years. Properties that are well managed with general safety and fire risks being reduced or mitigated are expected to see the most improved premiums.

That said, insurers are still underwriting carefully. Strong, accurate construction information and claim free history remain the two biggest factors in securing the most competitive terms.

Management fee

We understand that rising costs continue to impact both households and businesses, and we're committed to keeping increases as reasonable as possible. To ensure we can continue delivering the reliable, professional service you expect, our management fee will increase by 3% for the 2026 financial year.

This adjustment reflects a combination of factors, including:

- **Employment costs:** changes to National Insurance, pension contributions and continued increases in the national minimum wage.
- **Regulatory compliance:** additional responsibilities under evolving fire safety, health and safety and leasehold reform legislation requiring greater coordination, administration and monitoring. Please note that site-specific remedial works and statutory improvements are not included within your management fee.

- Technology and service improvements: investment in digital systems, cybersecurity and sustainability initiatives that enhance how we manage your development.

We remain focused on managing costs responsibly and ensuring that every pound contributes directly to maintaining safe, compliant, and high-quality property management services.

ADDITIONAL CHARGES FOR RESIDENTS NOT REGISTERED WITH MY HOME

I would like to inform you that FirstPort is rapidly moving towards becoming a paperless business.

As part of this transition, additional charges will soon be applied to service charges for residents who do not use the **My Home Portal**.

I would therefore like to take this opportunity to encourage all residents to register for a **My Home** account.

Through the portal, you can easily:

- View your account details and statements
- Check your account balance
- Make secure online payments
- Receive development updates and important notifications via text and email
- Raise and view open cases associated with the account

If your property is rented, the portal also allows you to add your tenant's details so they can receive relevant site updates.

Please remember to review and manage the permissions for any additional users added to the account.

Please contact me should you require a user guide to assist you with setting up an account.

Thank you for your cooperation as we continue to improve our communication and sustainability efforts."

We hope this gives you a clear understanding of the work we are doing to ensure we deliver the best value for your money. If you have any questions or would like further information, please contact me on **07399 463 738**.

Yours sincerely,

Emma Offei
Estate & Property Manager
FirstPort



Frequently Asked Questions

What is the service charge and what does it cover? The service charge is the money you pay to help cover the costs of maintaining and managing your development, including communal areas like hallways, gardens and parks, as set out in your Lease or Transfer in England or Wales, or your Deed of Conditions in Scotland.

It covers the cost of a range of activities we carry out to efficiently manage your development, such as general maintenance of the communal areas, planning for major works and unexpected costs, Health & Safety and risk assessments compliance, insurance cover or mechanical equipment maintenance.

Where is the service charge held? When you and your neighbours pay your service charges, the money is held in a bank account under what's called a statutory trust. This means that should anything happen to FirstPort, your money is kept safe.

The account is held completely separate from all other FirstPort accounts and the money you pay, along with any interest earned, can only be used for your development.

Why is my service charge different from my neighbour's? Service charges are shared fairly between all properties, but the amount each homeowner pays can vary depending on your individual share (apportionment) set out in your lease or transfer document. Factors like the size of your property or access to extra facilities (like parking or a garden) can affect how much you pay. So, if your home is larger or includes more shared services, your service charge may be slightly higher than your neighbour's.

The date you complete your property purchase can also affect the amount of service charge you pay in your first year. For example, if your financial year runs from the beginning of April to the end of March and you move in June, you may be responsible for around 10 months of service charge, whereas someone moving in January would pay closer to 3 months.

I'm finding it hard to pay my service charges. Is there any help available? We understand that things can get tough sometimes. If you're having difficulty paying your service charges, please get in touch with us - we may be able to offer support or work out a solution together.

You might also want to speak with your mortgage provider, as they may be able to help by adding the amount you owe to your mortgage.

Fire Safety Information. The Fire Safety (England) Regulations 2022 made it a legal requirement for responsible persons of all multi-occupied residential buildings to provide residents with fire safety information about their apartment or block.

This is available at firstport.co.uk/firesafety. If you require the information in a different format, please contact your Property Manager.

Statement of Anticipated Service Charge Expenditure

Beckets Grove Ph2 (Wymondham)

Date: 1 Jan 2026

Estate Service Charge

Ref: 21100000065

Service Charge period: **1 Jan 2026 - 31 Dec 2026**

Expenditure heading	Anticipated expenditure	Percentage	Anticipated share due
S5 Gen Res - Estate			
Contribution-Reserve	1,000.00		
	1,000.00	0.2857%	2.86
S6 Estate Charge			
Insurance	4,500.00		
Insurance Revaluation	100.00		
Grounds Maintenance	30,295.00		
General Maintenance	10,000.00		
Playground Facilities	1,000.00		
Management Fees	29,565.00		
Accounts Preparation Fee	634.00		
Audit/Accounts Cert Fee	872.00		
Company Secretarial Fees	687.00		
H&S and Risk Assessments	400.00		
	78,053.00	0.2857%	223.01
S9 Equip Res - Estate			
Contribution-Reserve	1,000.00		
	1,000.00	0.2857%	2.86
Total anticipated expenditure	80,053.00		
Total on account payable			228.73
Charge details			
Estate Service Charge			
Due on 1st January 2026			228.73