Pathways

Management and Administration Charges

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The homes Pathways provides are typically newly built houses on larger developments. These developments often include shared areas such as roads, footpaths, green spaces, and landscaping that need ongoing maintenance.

The cost of maintaining these shared spaces is covered by a service charge, often referred to as an estate charge for houses.

As Pathways usually owns only a small number of homes on each development, the overall management of these areas is handled on behalf of the wider development.

In most cases, the developer will set up a management company (Man Co) to look after the estate. This company will usually appoint a managing agent to deliver services such as maintaining green spaces, street lighting, and other communal areas.

Some developments may have minimal shared areas, while others may require more extensive maintenance, which will be reflected in the estate charge.

Management fees

A management fee covers the cost of managing and overseeing services on a development, usually provided by a managing agent.

Pathways does not currently charge a management fee, as we are not responsible for delivering services on the developments where we own homes.

If this changes in the future for example, if we take on responsibility for managing services - we may introduce a management fee. If we do, we will update this document: the latest version of which will always be available on our website.

Management fees charged by managing agents will vary depending on the services provided. You can find details of these costs in your annual service charge estimate and year-end accounts. If you need help locating this information, we're here to help, please get in touch using the details below:

- Email: hellopathways@lloydsliving.co.uk
- Phone number: 0345 030 6546

Administration fees

If you ask for consent for something that isn't automatically allowed under your lease, a fee may apply for us to review your request.

We'll always consider your request carefully. However, there may be times when we're unable to give consent. If this happens, we'll explain the reasons clearly, so you understand the decision.

In some cases, we may need to involve third parties, such as managing agents or specialist consultants. Where this is required, you may need to cover their costs. We'll always let you know in advance before any additional costs are incurred.

Some documents are available free of charge through your online account or on our website.

If you're having trouble finding what you're looking for, or need any help, please get in touch with us using the contact information in this document or our online enquiry form, we are here to help.

	Service area / service	Fee includes VAT where applicable
	Management, resales, sales, transfer of ownership and re-mortgages	
1	**Resales fee** – where Pathways finds you a buyer for your share of your home, we make a charge equivalent to 1% of the value of your share. If your lease sets a different fee, we will charge whichever is lower.	1% of shares value
2	**Staircasing admin fee** – only for buying additional shares of 5% or larger. In addition to the staircasing fee, you will also incur fees for valuation of your home and your solicitor's fee. These respectively are likely to be in the range £250-450 and £700-1200 or potentially more. There is no admin charge for 1% staircasings.	£200
3	**Management fee** – Pathways does not charge a management fee as we do not currently provide any estate services. Agents' management fees will be provided in their annual estimated service charge demands and year end accounts.	N/A
4	**Building insurance admin fee** – This annual fee is for arranging and renewing the buildings insurance for your home and for the collection of the premium.	£50 per annum
5	**Pre-sales enquiry pack** - When selling your home (house on an estate), the buyer's solicitor will want information about your home and the estate. Pathways will need to collate and provide at least some of this information. Our fee for doing this is £80 plus VAT. If we must get information from the Man Co's agent, they may also make a charge which we will need to pass on to you.	£96 (inc. VAT)
6	**Additional pre-sale enquires** – It is common for there to be some clarifications following pre-sales enquiry packs being provided, we will deal with these within the cost of the pre-sales pack. If, however, there are significant enquiries, we may make an additional charge.	£60 (inc. VAT)
7	**Re-mortgage approval** - same lender without additional borrowing.	£80
8	**Re-mortgage approval** - same lender with additional borrowing*.	£100
9	**Re-mortgage approval** - change of lender without additional borrowing.	£100
10	**Re-mortgage approval** - change of lender with additional borrowing*.	£120
11	**Transfer of ownership† only** - Joint to Sole or Sole to Joint, includes cost of receipting notices.	£80
12	**Transfer of ownership†** - Joint to Sole or Sole to Joint (including re-mortgage/additional borrowing[1]), includes cost of receipting notices.	£180
13	**Engrossment fee** - charge to produce the contract and the lease.	£180 (inc. VAT)

* Where you are asking for additional borrowing, we may also ask you to pay for valuation advice; this could cost somewhere in the region of £300 - £400 or more.

† The fees for transfer of ownership are not related to any eligibility/affordability assessments which may be needed before we can consent to a transfer of ownership.

Deeds		
14	**Deed of variation** – when required by customer.	£150 (inc. VAT)
15	**Deed of postponement** – when required by customer.	£120 (inc. VAT)
16	**Deed of covenant** (additional charges may be required by the Man Co and/or their agent.)	£96 (inc. VAT)

Notices and certificates		
17	**Receipt of notice of charge (only)**	£60 (inc. VAT)
18	**Receipt of notice of transfer (only)**	£60 (inc. VAT)
19	**Receipt of notice of transfer & charge**	£96 (inc. VAT)
20	**Certificate of compliance**	£60 (inc. VAT)

Provision of documents / information		
21	**Copy of lease (hard copy provided by post)** – Available free of charge in My Account or you can buy a copy directly from the Land Registry. Your solicitor should have provided you with a copy when you bought your home.	£30 (inc. VAT)
22	**Insurance summary of cover** once per year (supply copy in post) available free of charge on Pathways website.	Free of charge

Leaseholder requests for consent / approvals / variations etc.		
23	Approval to sublet	Free of charge
24	Consent for pet	Free of charge
25	Approval for minor alterations	Free of charge
26	Approval for alterations (simple)‡	£100
27	Approval for alterations (complex) minimum fee. If we need to have complex drawings and/or calculation checked, we may need to employ consultants. You will need to cover the consultants charges for their services‡.	£250
28	Visit to inspect improvement‡	£50 per visit plus costs

Other services		
29	**Other services/requests** - £100.00 minimum, plus £100 per half day where needed.	£100

‡ Pathways does not charge a fee to consider disabled alterations. If Pathways incur fees from consultants these will be recharged.

Administration Charges – Summary of tenants' rights and obligations

(1) This summary, which briefly sets out your rights and obligations in relation to administration charges, must by law accompany a demand for administration charges. Unless a summary is sent to you with a demand, you may withhold the administration charge. The 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) An administration charge is an amount which may be payable by you as part of or in addition to the rent directly or indirectly for or in connection with the grant of an approval under your lease, or an application for such approval; for or in connection with the provision of information or documents; in respect of your failure to make any payment due under your lease; or in connection with a breach of a covenant or condition of your lease. If you are liable to pay an administration charge, it is payable only to the extent that the amount is reasonable.

(3) Any provision contained in a grant of a lease under the right to buy under the Housing Act 1985, which claims to allow the landlord to charge a sum for consent or approval, is void.

(4) You have the right to ask a First-tier Tribunal whether an administration charge is payable. You may make a request before or after you have paid the administration charge. If the tribunal determines the charge is payable, the tribunal may also determine who should pay the administration 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 this right where a matter has been agreed to or admitted by you; a matter has 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 administration charge arose; or a matter has been decided by a court.

(5) You have the right to apply to a First-tier Tribunal for an order varying the lease on the grounds that any administration charge specified in the lease, or any formula specified in the lease for calculating an administration charge is unreasonable.

(6) Where you seek a determination or order 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 fee remission or exemption. Making such an application may incur additional costs, such as professional fees, which you may have to pay.

(7) The First-tier Tribunal and the 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.

(8) Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges which 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, a 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.

This document relates to Pathways only.

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