

## Resident Questions for Housing Area Panel

<b>Department</b>	Housing
<b>Date question raised</b>	28-03-2022
<b>Date of Area Panel</b>	17-03-2022
<b>Area in city</b>	East
<b>Star rating applied by residents</b>	3
<b>Deadline for officer response</b>	22-04-2022, 12pm
<b>Name of officer responding</b>	Simon Plotkin
<b>Department / team</b>	Leasehold Services Manager

**Title of question:** Service charge refunds

### **Issue raised by residents:**

Service charge refunds notified in September 2021 have still not been paid.

### **Background:**

At the beginning of the year leaseholders are given an estimate of costs for services, repairs and maintenance. They are then charged for this monthly. The following September an actual statement is sent out, accompanied by an invoice for additional costs or notice of a refund. Residents who were notified of a refund in September 2021 have still not received it.

### **Action requested by residents:**

It was agreed to raise this at all Area Panels.

- When will refunds be paid to residents?
- What action is being taken to ensure this delay doesn't happen again?

### **Officer Response:**

We have refunded many leaseholders and are continuing to do so. Staffing and system issues has meant that this has been a slower process than anticipated. If any leaseholder is due but has not yet received their refund please contact 01273 293074 or [rtleasehold@brighton-hove.gov.uk](mailto:rtleasehold@brighton-hove.gov.uk) and we will action this as soon as possible.

We are reviewing this process for the coming Certificate and will ensure this situation is not repeated.

### **Officer contact details:**

*Simon Plotkin, Leasehold Services Manager,  
[simon.plotkin@brighton-hove.gov.uk](mailto:simon.plotkin@brighton-hove.gov.uk)*

**Specific Action:**

*Continue to process refunds and take steps to ensure expected refunds for 2022 are not delayed.*

**Timeline:**

**Start date:** *In progress*

**End date:** *When Certificates for 2021/22 are issued in September 2022*