

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA101019-4428

31 October 2019

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 10 October 2019. Your request has been dealt with under the Freedom of Information Act (2000).

You asked for:

I'm interested in any data you may have around fees paid by leaseholders to property managers, mainly with regards to service costs and management fees. I found the following report from 2012 on your [website](#)¹.

In it you have statements such as "we charge a management fee which is 15 per cent of the leaseholder's total service charges with a minimum charge of £50 capped at £500" and "ARMA (the Association of Residential Managing Agents) estimates the average service charge bill to be around £1,800 – £2,000 per annum in London, although they can reach up to £5,000" – this suggests that you do have some data around this. Would it be possible to get that data and ideally a more up-to-date set of numbers than 2012 ones?

Our response to your request is as follows:

We can today confirm that the GLA does not hold the information you have requested. Whilst the GLA has freehold interests in a number of residential developments, the leaseholder will be the party that undertakes and administers any service charge arrangements that are applicable on the property. As such we do not hold any data / information relating to that which you have asked for.

The evidence base that was used for the report that has been quoted was provided through a variety of people and organisations making submissions. At Appendix 3 of that report it states the list of contributors of which the GLA are not named.

¹

https://www.london.gov.uk/sites/default/files/gla_migrate_files_destination/Highly%20charged%20report%20March%202012.pdf

The Royal Institution of Chartered Surveyors (RICS) has issued best practice standards for organisations to use when managing service charges, including the Service Charge Residential

Management Code, 3rd Edition. The below link (valid as at 29.10.2019) will take you to the relevant section of the [website](#)².

Hopefully this will provide you with some guidance on how managing agents and leaseholders should be managing service charges across their properties.

Should you require any professional advice on residential leasehold service charges, the RICS will also be able to recommend professionals within your area who will be able to assist.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely


Senior Property Surveyor– GLA Portfolio

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

² www.rics.org/uk/upholding-professional-standards/sector-standards/real-estate/servicecharge-residential-management-code/