

CROYDON CHURCHES HOUSING ASSOCIATION

Homeownership Administration Charges

At ccha, we charge a fee for some of our homeownership services. Please refer to the table below for details.

As a responsible landlord, we recognise that all charges incurred on behalf of a homeowner must be both reasonable and fair. We must also be able to recover charges compliantly. ccha have adopted a commercial approach to the process of administration fees and unless otherwise stated expect payment prior to the activity commencing.

Administration fees are incurred when a homeowner makes a request for an administrative service or action for their individual needs which is not a service chargeable cost. Current housing sector practices focus on administration fees and the intention is to ensure that charges are fair, so it is imperative ccha charge fairly and do not pass these individual costs on to the rest of the homeowner community.

Historically, Housing Associations have put all costs related to homeowner management functions into the annual management fee. When this is the case and the Management Fee is accurately calculated, it normally results in a much higher fee, which may not prove sustainable, nor does it reflect good practice if all homeowners are paying a higher charge for the individual transactions of other homeowners.

ccha clearly defines the services we provide within our management fee. Everything else administrative must be subject to an administration fee where the Law and/or Lease permit.

Our administration fee approach covers instances where:

- a) there is a request for information or assistance and/or this request is determined to be over and above the strict requirements of the lease & statute.
- b) a lease transaction/transfer/assignment is taking place.
- c) a resident is in breach of the lease.
- d) an enquiry for a specific activity is requested by an individual resident for his/her personal benefit (alterations, pets, lease amendments, notices)

When assessing our fee, we consider the cost of delivering the specific request and also the reasonableness of our charge. The accepted approach to determining reasonableness is to identify and compare our charges with similar organisations in the sector. Appendix 1 shows a summary of the 'hi-lo' range of fees for specific chargeable activities across our sector, alongside the average fee for that activity (in 2014 & 2017 respectively). Appendix 2 shows the charging profile across c.45 Housing Associations.

Appendix 3 shows the fees charged by other similar sized Housing Associations from 2019/2020.

As we have recently launched our Homeowner service we have aimed to use a median charging profile for the majority of chargeable requests and once we are able to review our actual workload impact per chargeable activity and determine the cost of each activity, we will review the charges to ensure they reflect real costs whilst remaining reasonable.

Appendix 4 confirms the procedure for staff processing the charges.

Homeownership Administration Charges

Service	Charge	VAT	Total including VAT
Pre-Sale Solicitor Enquiry: Where ccha is Freeholder Where ccha is not Freeholder	£200 £80	+ £40 VAT + £16 VAT	£240 £96
Notice of Transfer	£60	+ £12 VAT	£72
Notice of Charge	£60	+ £12 VAT	£72
Approval of Deed of Covenant	£60	+ £12 VAT	£72
Certificate of Compliance	£80	+ £16 VAT	£96
Lease extension Administration Charge	£250	+ £50 VAT	£300
Remortgage fee/ Providing approval/ Providing information for the lender	£100	+ £20 VAT	£120
Abortive staircasing fee	£150	+ £30 VAT	£180
Providing consent to transfer a shared ownership lease (e.g. joint to sole ownership or adding a new lessee)	£100	+ £20 VAT	£120
Request to sublet	£80	+ £16 VAT	£96
Request for home improvements (alterations) Basic Complex	£60 £160	+ £12 VAT + £32 VAT	£72 £192
Retrospective consent for home improvements Basic Complex e.g. requiring surveyor to visit	£60 £160	+ £12 VAT + £32 VAT	£72 £192
Administration fee for dealing with a Licence to alter/ deed of variation/ or supplemental lease	£200	+ £40 VAT	£240
Loft conversion administration - solicitors / surveyors fees will be in addition to this	£1,000	+ £200 VAT	£1200
Copy of lease	£20	+ £4 VAT	£24

Version History	
Name	Homeownership Administration Charges
Version Code	1.0
Lead Officer	Director of Customers
Colleague Consultation	May 2019
Resident Consultation	N/A
Date of Issue	September 2022
Date of Review	September 2025

APPENDIX 1

Fee profile hi-lo and median

Fee Type	Low	High	Average Fee Level 2017 (2014)
Pre sale solicitors enquiry	50	360	148 (189)
Notice of charge	30	100	65 (53)
Notice of transfer	30	102	65 (54)
Deed of variation	40	750	265 (72)
Re-mortgage application	30	130	75 (76)
Additional borrowing on mortgage	30	130	75 (93)
Copy of lease	15	100	60 (N/A)
Sub letting application	30	170	91 (114)
Arrears letter	15	25	20 (25)
Major Works Management Fee	8%	15%	12% (N/A)

APPENDIX 2

Actual Admin Charge profile across c.45 HAs in 2017

Admin fees comparison 2017

Fee type	HA0	HA1	HA2	HA3	HA4	HAS	HA6	HA7	HA8	HA9	HA10	HA11	HA12	HA13	High fee	Low fee	Average
Resales/Landlords Enquiries (Flats & Apartments) - Electronic	£300.00	£210.00	£175.00	£100.00	£300.00	£100.00		£180.00	£200.00	£100.00	£200.00	£300.00	£100.00		£300.00	£100.00	£178.64
Resales/Landlords Enquiries (Flats & Apartments) - Paper	£360.00	£210.00	£175.00	£100.00	£360.00	£100.00	£250.00	£180.00	£220.00	£100.00	£200.00	£300.00	£100.00	£450.00	£450.00	£100.00	£211.15
Resales/Landlords Enquiries (SO houses & Man Co's) - Electronic	£150.00	£210.00	£175.00	£100.00	£300.00	£100.00		£180.00	£50.00	£100.00		£300.00			£300.00	£50.00	£189.38
Resales/Landlords Enquiries (SO houses & Man Co's) - Paper	£198.00	£210.00	£175.00	£100.00	£360.00	£100.00	£200.00	£180.00	£75.00	£100.00		£300.00			£360.00	£75.00	£180.00
Technical further enquiries - Electronic	£150.00	£90.00			£90.00	£15 per question		£60.00	£15 per query			£60.00			£150.00	£60.00	£75.00
Technical further enquiries - Paper	£198.00	£84.00			£120.00	£15 per question	£100.00	£60.00	£15 per query			£60.00			£198.00	£60.00	£84.80
100% leaseholder remortgage enquiries - Electronic	£150.00	£90.00	£100.00	£70.00	£180.00	£45.00		£72.00	£100.00		£30.00	£50.00	£60.00		£180.00	£30.00	£79.70
100% leaseholder remortgage enquiries - Paper	£198.00	£90.00	£100.00	£70.00	£240.00	£45.00	£100.00	£72.00	£100.00		£30.00	£50.00	£60.00		£240.00	£30.00	£87.00
Owner occupier houses sale enquiries - Electronic	£150.00	£72.00	£175.00	£100.00	£300.00	£100.00		£180.00			£50.00	£300.00	£100.00		£300.00	£50.00	£153.00
Owner occupier houses sale enquiries - Paper	£198.00	£90.00	£175.00	£100.00	£360.00	£100.00	£200.00	£180.00			£50.00	£300.00	£100.00		£360.00	£50.00	£165.50
Notice of transfer	£90.00	£72.00	£30.00	£40.00	£90.00	£50.00	£100.00	£72.00	£70.00		£50.00	£60.00	£75.00		£102.00	£30.00	£64.45
Notice of charge	£90.00	£72.00	£30.00	£40.00	£90.00	£50.00	£100.00	£72.00	£70.00		£50.00	£60.00	£75.00		£100.00	£30.00	£64.45
Deed of covenant	£108.00	£72.00	£30.00		£110.00	£40.00	£100.00		£120.00		£40.00	£50.00	£60.00		£120.00	£30.00	£62.20
Copy lease (from LR)	£55.00	£54.00	£40.00	£25.00	£55.00	£20-£30	£100.00				£20.00	£65.00	£20.00		£100.00	£20.00	£42.11
Copy of lease if held in our records	£36.00	£30.00	£40.00	£25.00	£35.00	£15.00	£100.00		£45.00		£35.00				£100.00	£15.00	£34.50
Insurance policy document			£45.00	£25.00			£25.00					£30.00			£45.00	£25.00	£31.25
Standard valuation fee (basic market valuation)	£225-£350		£200.00			£135-£200	£200-£300	£175-£250				£200.00	£250-£350		£350.00	£175.00	-
Lease extension/enfranchisement valuations	£430.00		£300.00			£200-£300	£350-£450	£495.00	£400.00		£360.00	POA	£100.00		£495.00	£100.00	-
Lease extension admin fee	£205.00	£228.00	£125.00	£250.00		£125.00	£200-£300		£250.00		£200.00	£50.00			£300.00	£50.00	£153.50
Enfranchisement admin fee (per unit)	£350.00	£420.00			£350.00	£160.00	£100.00		£500.00			£100.00			£500.00	£100.00	£232.86
Home improvements (permission request - basic)	£77.00	£60.00	£50.00	£75.00	£180.00		£100.00	£120.00	£50.00		£25.00				£180.00	£25.00	£73.33
Home improvements (permission request - complex)	£205.00	£100.00	£150.00	£150.00	£410.00		£200.00	£180.00	£50.00		£100.00				£410.00	£50.00	£148.89
Home improvements (Survey in respect of alterations)	£185.00	£130.00			£185.00		£100.00	£180.00	£180.00					POA	£205.00	£100.00	£129.17
Home improvements (Survey and licence)	£318.00	£130.00	£75.00		£185.00			£120.00	£180.00						£350.00	£75.00	£115.00
New lease plan drafting	£108.00	£130.00					£250.00					£60.00			£250.00	£60.00	£110.00
Rent reference - Right to buy/acquire				£25.00											£25.00	£25.00	£25.00
Loft licence admin fee	£318.00	£130.00	£50.00		£500.00			£120.00							£350.00	£50.00	£160.00
Retrospective consent with surveyor visit	£185.00	£130.00	£150.00	£175.00	£410.00		£200.00	£180.00	£180.00		£25.00				£410.00	£25.00	£161.11
Removal of land charges entries	£215.00			£50.00			£65.00	£200.00			£40.00				£235.00	£40.00	£71.00
Deed of postponement	£118.00	£190.00		£75.00	£150.00		£45.00	£100.00	£90.00			£50.00			£190.00	£45.00	£84.44
Deed of variation/rectification administration fee	£205.00			£250.00	£500.00		£40.00	£200.00	£100.00			£50.00	£750.00		£750.00	£40.00	£236.25
Remortgaging and further advance fees	£118.00	£72.00	£100.00	£70.00			£45.00	£100.00	£72.00		£30.00				£130.00	£30.00	£59.89
Buying more shares/staircasing	£215.00	£0.00	£150.00	£225.00			£130.00	£200.00							£235.00	£60.00	£127.50
Repaying equity loan	£215.00	£216.00	£150.00	£175.00			£65.00		£175.00			£30.00			£235.00	£30.00	£115.86
Repaying My Choice Homebuy loan	£215.00	£0.00	£150.00						£175.00			£30.00			£235.00	£30.00	£88.75
Equity loan transfers, licence to assign and lease extensions	£118.00	£72-£228	£150.00				£85.00		£90.00			£50.00			£150.00	£50.00	£75.00
Major works management fee	15%	15%	£1,250 min		15%	15%	15%	15%	9%	10%	10%	10%	8%	9%-15%	15%	8%	12%
Notice to sublet	£154.00	£30.00	£75.00	£75.00	£155.00		£80.00	£150.00	£96.00		£50.00	£40.00		£75.00	£170.00	£30.00	£75.09
Postponing right to buy discount repayment	£113.00	£180.00					£45.00								£180.00	£125.00	£75.00
Portability	£1,250.00							£1,200.00							£1,375.00	£1,200.00	£600.00
Certificate of compliance	£120.00	£90.00	£75.00	£150.00			£60.00	£100.00				£10.00			£150.00	£10.00	£69.38
Copy of Service Charge account			£30.00					£25.00			£20.00		£40.00		£40.00	£20.00	£28.75
Copy of audit certificate			£30.00					£25.00							£30.00	£25.00	£27.50
Share/Membership certificate			£30.00					£25.00							£30.00	£25.00	£27.50
Additional copies of correspondence			£30.00					£25.00							£30.00	£25.00	£27.50
Late Service charge reminder							£25.00				£15.00				£25.00	£15.00	£20.00

APPENDIX 3

HQN Management Fees and Additional Charges Benchmarking 2020

Housing associations (below 1,000 leasehold stock) Additional fees charged

	Leasehold stock	Home improvement admin	Pre-sale enquiry pack	Lease extension	Lease variation	Mortgage valuation	Further advance	Consent fees	Stair - casing	Notice of transfer	Copy of the lease	Solicitors requests	Loan provider requests	Legal document provision	Deed of postponement	Sub-letting admin fee	Arrears management fees
Coastline Housing	472	£30 / £60	£180	£500		£250				£75	£30					£90	
Alliance Homes	508	£42	£252	£120				£42		£60	£60	£54			£180	£30	
Rochdale BH	617		£96	£500	£500					£96	£25	£96					
Red Kite CH	660	£91	£208	£235						£72	£39		£72		£117	£65	
Phoenix CH	851	£175	£225	£200	£200			£100		£175	£40	£75	£75		£500		£75
Plus Dane	915	£50	£100	£210		£95				£65	£35					£55	

* Any box left blank means that the organisation doesn't charge for this element, or didn't make a charge in the category in 2019/20

APPENDIX 4

ccha Homeowner Admin Fee Process

- 1. Homeowner/third party request administration work.**
- 2. Inform Homeowner/third party of cost.**
- 3. Request Finance set up sundry debt and provide invoice.**
- 4. Provide invoice to Homeowner/third party.**
- 5. Collect payment and inform Finance.**
- 6. Carry out work and provide to Homeowner/third party.**