

Leathermarket JMB runs your estate and we are managed by the people who live here

Homeowner Newsletter July 2026

Residents are the reason we are here



Dear Homeowner,

Thank you for your support over the last year and I am pleased to advise you that this is the celebration of our 30 years as well as the ballot to continue as Leathermarket JMB. We will be holding an event on Saturday 25th July from 12noon to 4pm to celebrate our birthday and you will receive more information near the date.

Our CEO Abbi Agana and her senior leadership team, Caroline Davis and Tina Bull are passionate about service improvement part of this was the transformation and the development of the Homeownership team which has Jennifer Dawn who is the manager and Shona our leaseholder's specialist, to be able to deliver specialist homeowners services. We now have an email address specifically for homeowner enquires: homeownerenquiries@lmjmb.org.uk and are frequently updating the website with useful information: <https://leathermarketjmb.org.uk/home-ownership>

Frequently asked questions

- *How are my service charges calculated?*

The cost of structural and communal services are fairly proportioned between all properties in your building and/or estate, based on the number of bedrooms within each property. Homeowners pay towards these services via annual service charge demands, with Leathermarket JMB recovering Tenants proportions from within the annual rents received.

Service charge demands are notified on an estimated basis ahead of the upcoming financial year, and then they are adjusted within 18-months based on the actual costs incurred between 1st April – 31st March. Major works service charges may be incurred over a longer period, in which case leaseholders are notified of the costs incurred every annum via a S20B notice until it is practicable to adjust the demands.

- *When are service charges due to be paid by?*

The Southwark lease states that estimated service charges are to be paid quarterly in advance from the 1st of April each year. Leathermarket JMB will also accept 12 equal monthly instalments for estimated demands.

Major Works service charges are subject to the same lease terms; however, Leathermarket JMB does offer residential leaseholders a range of interest free payment plans for demands above £1,200. The landlord does not operate a sinking fund due to the mixed tenure status of the building.

Once service charges are adjusted to reflect the actual costs incurred, credits are automatically allocated to the service charge account. Any increases will be notified via an actual demand, which is due to be paid within one-month of the invoice date. Discretionary payment options may be available dependent on the reasoning for the increase in charges.

- *Why have the estimated 2026/2027 service charges increased from last year's estimate?*

This is due to Leathermarket JMB considering the rise in service costs, national insurance, the minimum wage and consumer inflation (3.8%) since 2024. The scale of the increases within the 2024/2025 service charge adjustments in October 2025 called for Leathermarket JMB to review its process for calculating estimated service charges.

Using a 3-year blanket average was no longer a reasonable method and would put leaseholders at a disadvantage every annum if faced with large increases with only one month to pay the adjusted demand. Significant changes have taken place in reviewing the methodologies and these are still ongoing as different methodologies are used depending on the service.

- *Can homeowner communications be sent electronically?*

Leathermarket JMB uses an SMS service for emergencies or building specific updates, and the Leathermarket JMB newsletters are now also being sent out via email.

Individual copies of S20 notices, service charge demands and statements can be provided via email upon request but unfortunately, we are not yet set up with an automated system for the service delivery of personalized electronic data.

It is anticipated that by early 2027, homeowners will have access to an online portal where communications can be downloaded, and homeowners will be given the opportunity to opt in or out of automatic electronic communications.

- *How often are the service charge statements sent out?*

We strive to send you a statement after every estimated and actual billing run so that you are informed of your current service charge account balance. The account balance does not necessarily mean that payment is overdue, as you may be in an agreed payment plan.

If your statement shows 2 transactions for the same invoice, this will invariably be in regard to the actualisation of a revenue service charge year where there were both credits and debits against the estimate for the various services. This statement shows you the outstanding balance of the gross actual service charge, whether it be a debit or credit.

Major Works Service Charges that have been billed by Leathermarket JMB are shown on a separate statement.

The Homeownership team can produce the service charge statements in various ways; therefore, if you require a statement showing a running balance of the account rather than the standard method enclosed, please do not hesitate to email the team and request an alternate version.