



E&J Estates



Handy Guide for Homeowners

November 2021

Welcome to E&J Estates

E&J Estates carries out a range of administrative tasks for your landlord, and supports homeowners with the services they need from when they first buy their properties, to when they sell, and at all points in between.

We have produced this guide as a handy reference for homeowners, which we hope answers the most common queries we receive.

For more detailed information, visit our website, www.eandjestates.co.uk. You may find the FAQ section, arranged by subject matter, useful in directing you to the right place in E&J Estates, and in advising how we can help you.

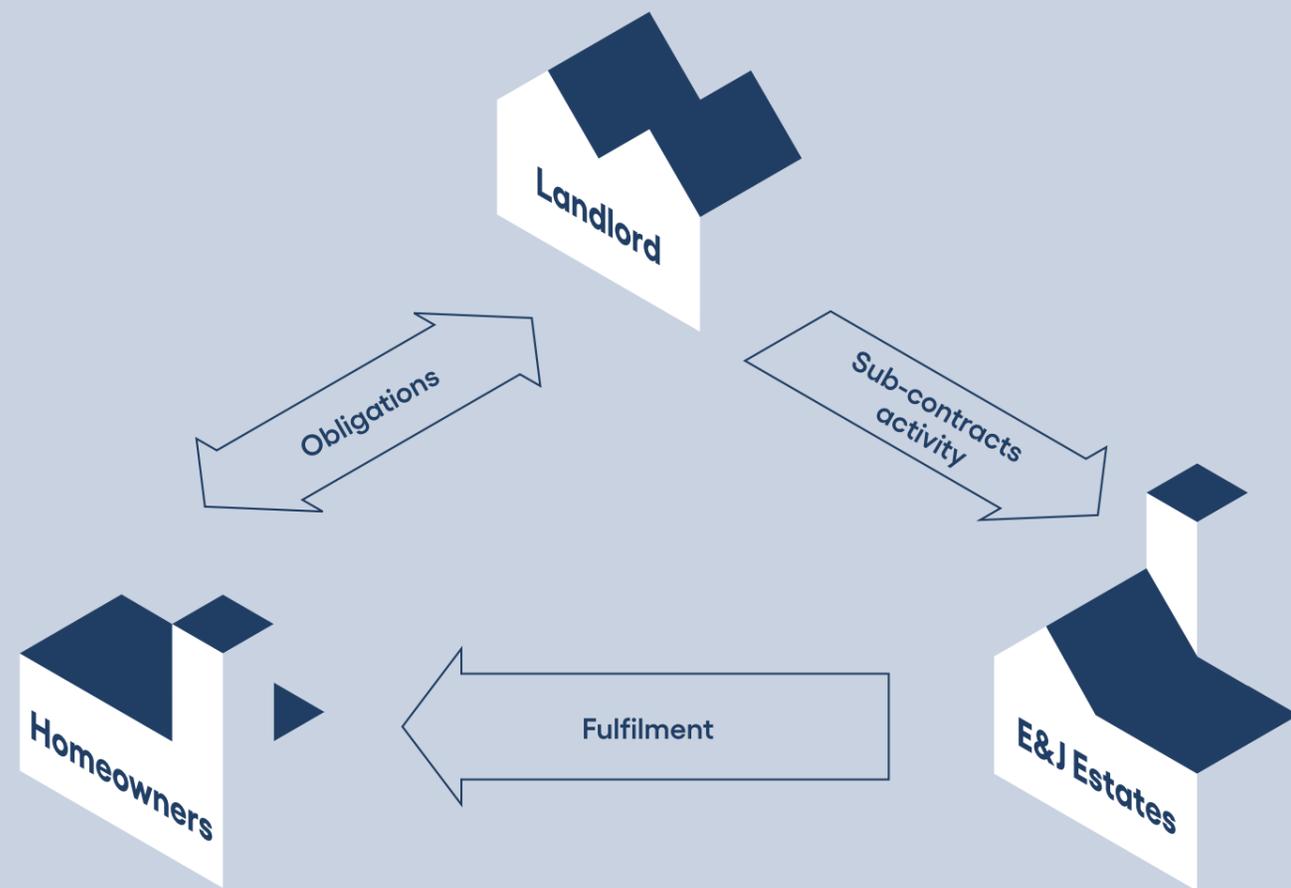


The relationship between Homeowner, Landlord and E&J Estates.

Your landlord usually owns the freehold of your property, but subcontracts all administration required to its agent, E&J Estates.

The obligations of landlords to homeowners include keeping the building in good repair, insuring it, and generally complying with the landlord's obligations under the lease.

The obligations of homeowners to landlords are to pay ground rent and a contribution to the costs of insuring and managing the building as required by the lease, and to abide by other covenants, such as not to make major alterations or sub-letting without landlord consent.



What does E&J Estates do?

E&J Estates was established in 1991 and now provides services to landlord and homeowners for over 1,600 buildings, from individual houses to large blocks of flats. In total we help over 40,000 homeowners across the UK.

Our core services are as follows:

- Invoicing and collection of ground rents
- Administration of buildings insurance
- Managing lease extensions, property sales, permission to sub-let, landlord consents and other changes required by homeowners.
- Assisting homeowners wishing to sell their property
- Appointing and supervising a network of professional managing agents
- Overseeing remediation of buildings with fire safety problems, including sourcing government funding.

E&J Estates does not provide property maintenance services. Your landlord's maintain and repair obligations are defined by your lease. If you have a query regarding the management of your property, you should contact the company to which you pay your service charges. If you are unsure who manages your property, or have issues with the managing agent, please contact the Property Team using the contact form on our website, who will try to assist.

E&J Estates monitors the performance of managing agents regularly, so that homeowners receive a good service and service charges are correctly accounted for. This process includes periodic homeowner feedback surveys.

Our Teams

Our teams are here to guide homeowners through the various services provided by E&J Estates, throughout the life of your lease.

Please use the contact form on our website, www.eandjestates.co.uk to communicate with any of our teams, or by phoning us on 01962 869377.

Accounts Team

Invoices homeowners for ground rent and insurance, and processes payments. They can help if you have any questions on your invoices or statement.

Property Team

Appoints and oversees performance of your landlord's network of agents which manage its buildings day to day. Our Property team also provides strategic oversight of cladding and fire safety remediation projects.

Leasehold Transfer Team

Liaises with homeowners and solicitors when a homeowner is selling a property and ensures all the necessary documentation is in order.

Late Payments Team

Communicates with homeowners who are late in settling an invoice or having difficulty in making payments.

Legal Team

Assists homeowners wishing to extend or vary a lease, purchase the freehold, alter their properties, or sub-let.

Insurance Team

Manages, via the landlord's brokers, the landlord's buildings insurance programme.

Please note that insurance claims should not be notified to E&J Estates. Contact details if you need to make a claim should be on the insurance certificate sent to you. If you do not have an insurance certificate, please contact your managing agent.

Payments

How to make a payment

Please quote your tenant reference with all payments. This can be found on your invoice or statement and any other communication sent to you by E&J Estates.

The easiest way to make a payment is to use the online banking method which will ensure your payment is processed promptly.

Online Banking

Log on to your bank's online banking system using the following account details to make payment:

Sort Code: 40-46-39
(HSBC – Winchester Branch)
Account Number: 93664244
Account Name: Eyre and Johnson Ltd

Please be sure to quote your Tenant Reference when making payment, so that that we can apply the payment to your account.

Debit or Credit Card Payment

To pay by phone please call our payment line: **01962 893209**.

Standing Order Mandates

Allows ground rent to be sent automatically on the dates required by your lease). We do not have the facility to issue direct debit mandates. Please contact enquiries@eandjestates.co.uk for a standing order mandate.

Cheque

Please make your cheque payable to Eyre and Johnson Limited and write your Tenant Reference on the reverse.

Please attach the remittance slip to your cheque and send to E&J Estates.

Cheque payments may take 7 to days to be processed. You may find it more convenient to use one of the above payment methods.

If you are having any difficulties with meeting payments or want to discuss any payment issues please contact us at:

latepayments@eandjestates.co.uk

Complaints

We hope you will not need to make a complaint about our services. If something has gone wrong though, we want to know.

If you need to complain, please contact enquiries@eandjestates.co.uk for a complaints form.

We will provide a full response within a set timescale.

Should you not be happy with our response, we are members of the Property Ombudsman Service, to which you can escalate your complaint



Contact

enquiries@eandjestates.co.uk
+44 (0)1962 869 377

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