

Our Ref: AN/lg

9 January 2017

All residents  
Autumn Brook

Dear Resident,

**RE: Autumn Brook, Shrewsbury - Service Charges**

Further to our letter last week, we apologise for the confusion regarding the invoices and service charge. Further information was intended in this letter to help explain these and the nature of our recent involvement in the estate after completion by Taylor Wimpey in 2015.

We have raised charges from the point of purchase in accordance with the original service charge budget. However, we shall be issuing credit notes for all charges to the end of 2015. Any monies paid direct or through your original purchase via solicitors will be credited to your account.

Taylor Wimpey will not be charging for services they carried out for the management company up to KWB's direct involvement last year which all residents will directly benefit from. Over the next few months we shall provide appropriate credit notes along with final certified accounts for 2016.

Information about your property can be found on our website [www.kwbresidential.com](http://www.kwbresidential.com), including a service charge budget of which services and expenditure items are included. Please ignore any reference to refuse and car parking mentioned in the previous letter.

Please do not hesitate contact us should you have any further queries.

Yours sincerely



**ANDY NUTTALL**

Tel Direct Line: 0121 212 5986

Email: [anuttall@kwboffice.com](mailto:anuttall@kwboffice.com)