



## Returned mail

The owner has an obligation to provide the management company with an address for service of documents i.e. service charge demands.

If we receive mail returned to sender these are the steps we take to contact you:

1. We will check if we hold telephone or email address details on our systems, and try these methods of contact to get an up to date address.
2. If you have never provided us with these details we will then conduct a Land Registry search on your property to enquire whether an alternative address is available and obtain your mortgage lenders details. A £50 (+vat) charge will be applied to your account.
3. Your lender will be written to informing them that we do not hold current correspondence details for you and asking them to write to you so that you may re-establish contact with us.
4. If this is unsuccessful, and your account is in arrears, your account will be placed with debt collectors/solicitors and you will be liable for further costs. Your lender may also be asked to pay your arrears as per the terms of your mortgage agreement.

If you have any questions about this policy please contact our Cambridge office – details below.

