Ministry of Housing, Communities & Local Government

Matthew Pennycook MP
Minister of State for Housing and Planning
2 Marsham Street
London
SW1P 4DF

Your reference: HW34516
Our reference: PO2025/30946

Helen Whately MP
House of Commons
London
SW1A 0AA

27 November 2025

Dear Helen,

Thank you for your correspondence of 3 November on behalf of your constituents about service charges.

I appreciate how important this matter is to your constituents and I am grateful to you for taking the time to write. I have asked my officials to address your concerns in the letter appended.

Please be assured that I am conscious of the matters you have raised, and I appreciate the insight your correspondence provides.

I hope the attached response suitably addresses your enquiry. If that is not the case, please don't hesitate to let me know.

Best wishes,



MATTHEW PENNYCOOK MP
Minister of State for Housing and Planning

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Dear Helen Whately MP,

Thank you for your correspondence, to which the Housing Minister has asked me to reply. I appreciate you taking the time to share your constituents' concerns and I was sorry to hear about the distress that high service charges have caused to so many of them.

The Government remains committed to ensuring homeowners are provided with greater rights, powers and protections over their homes by implementing the provisions of the Leasehold and Freehold Reform Act 2024 as quickly as possible.

The Government consulted on managing agents and service charges for leaseholders through the consultation 'Strengthening leaseholder protections over charges and services' earlier this year. The consultation set out proposals to hold landlords and managing agents to account for the services they provide and the charges and fees they levy. This included proposals to implement measures in the Act to improve fairness and transparency in the calculation and presentation of service charge demands.

The Leasehold and Freehold Reform Act 2024 also includes provisions designed to give leaseholders more information on how their building is managed, so they can better identify and challenge unfair costs. This information would be made available by introducing a standardised service charge demand form; mandating the provision of an annual report, setting out key information of importance to leaseholders; requiring freeholders to proactively disclose to leaseholders details of the building insurance policy that was purchased; and ensuring service charge accounts be provided within six months of the end of the previous accounting period that it covers, regardless of the lease terms.

The consultation also sought views on implementing measures in the Act that will rebalance the litigation cost regime by requiring landlords to apply to the relevant court or tribunal to pass any or all of their legal costs onto leaseholders; and giving leaseholders a new right to apply to the relevant court or tribunal to claim their legal costs from their landlords. The relevant court or tribunal will make a decision on applications that is just and equitable in the circumstances. This consultation closed on 26 September and we are considering the responses.

Furthermore, the Government will shortly consult on implementing the Act's new consumer protection provisions for homeowners on freehold estates and bring these measures into force as quickly as possible thereafter. The Government will also consult on options to reduce the prevalence of private estate management arrangements to end the injustice of 'fleecehold', and we would encourage your affected constituents to consider responding to these consultations when they are live on the GOV.UK website.

Thank you for taking the time to write.

Yours sincerely,

ALEX BADRICK
Deputy Principal Private Secretary