
Changes to legislation: Housing and Regeneration Act 2008, Cross Heading: Landlord and Tenant Act 1985 (c. 70) is up to date with all changes known to be in force on or before 19 June 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

SCHEDULES

SCHEDULE 12

SERVICE CHARGES: PROVISION OF INFORMATION AND DESIGNATED ACCOUNTS

Landlord and Tenant Act 1985 (c. 70)

1 The Landlord and Tenant Act 1985 is amended as follows.

Commencement Information

II Sch. 12 para. 1 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

2 For section 21 (as substituted by section 152 of the Commonhold and Leasehold Reform Act 2002 (c. 15)) (regular statements of account) substitute—

“21 Service charge information

- (1) The appropriate national authority may make regulations about the provision, by landlords of dwellings to each tenant by whom service charges are payable, of information about service charges.
- (2) The regulations must, subject to any exceptions provided for in the regulations, require the landlord to provide information about—
 - (a) the service charges of the tenant,
 - (b) any associated service charges, and
 - (c) relevant costs relating to service charges falling within paragraph (a) or (b).
- (3) The regulations must, subject to any exceptions provided for in the regulations, require the landlord to provide the tenant with a report by a qualified person on information which the landlord is required to provide by virtue of this section.
- (4) The regulations may make provision about—
 - (a) information to be provided by virtue of subsection (2),
 - (b) other information to be provided (whether in pursuance of a requirement or otherwise),
 - (c) reports of the kind mentioned in subsection (3),
 - (d) the period or periods in relation to which information or reports are to be provided,
 - (e) the times at or by which information or reports are to be provided,
 - (f) the form and manner in which information or reports are to be provided (including in particular whether information is to be contained in a statement of account),

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- (g) the descriptions of persons who are to be qualified persons for the purposes of subsection (3).
- (5) Subsections (2) to (4) do not limit the scope of the power conferred by subsection (1).
- (6) Regulations under this section may—
 - (a) make different provision for different cases or descriptions of case or for different purposes,
 - (b) contain such supplementary, incidental, consequential, transitional, transitory or saving provision as the appropriate national authority considers appropriate.
- (7) Regulations under this section are to be made by statutory instrument which, subject to subsections (8) and (9)—
 - (a) in the case of regulations made by the Secretary of State, is to be subject to annulment in pursuance of a resolution of either House of Parliament, and
 - (b) in the case of regulations made by the Welsh Ministers, is to be subject to annulment in pursuance of a resolution of the National Assembly for Wales.
- (8) The Secretary of State may not make a statutory instrument containing the first regulations made by the Secretary of State under this section unless a draft of the instrument has been laid before, and approved by a resolution of, each House of Parliament.
- (9) The Welsh Ministers may not make a statutory instrument containing the first regulations made by the Welsh Ministers under this section unless a draft of the instrument has been laid before, and approved by a resolution of, the National Assembly for Wales.
- (10) In this section—
 - “the appropriate national authority”—
 - (a) in relation to England, means the Secretary of State, and
 - (b) in relation to Wales, means the Welsh Ministers,
 - “associated service charges”, in relation to a tenant by whom a contribution to relevant costs is payable as a service charge, means service charges of other tenants so far as relating to the same costs.”

Commencement Information

12 Sch. 12 para. 2 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

3 (1) Section 21A (withholding of service charges) is amended as follows.

(2) For subsection (1) substitute—

- “(1) A tenant may withhold payment of a service charge if—
- (a) the landlord has not provided him with information or a report—
 - (i) at the time at which, or
 - (ii) (as the case may be) by the time by which,
- he is required to provide it by virtue of section 21, or

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- (b) the form or content of information or a report which the landlord has provided him with by virtue of that section (at any time) does not conform exactly or substantially with the requirements prescribed by regulations under that section.”
- (3) In subsection (2)—
 - (a) in paragraph (a) for “accounting period to which the document” substitute “period to which the information or report”, and
 - (b) for paragraph (b) substitute—
 - “(b) amounts standing to the tenant's credit in relation to the service charges at the beginning of that period.”
- (4) In subsection (3)—
 - (a) in paragraph (a) for “document concerned has been supplied” substitute “information or report concerned has been provided”, and
 - (b) for paragraph (b) substitute—
 - “(b) in a case within paragraph (b) of that subsection, after information or a report conforming exactly or substantially with requirements prescribed by regulations under section 21 has been provided to the tenant by the landlord by way of replacement of that previously provided.”

Commencement Information

I3 Sch. 12 para. 3 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 4
- (1) Section 22 (as substituted by section 154 of the Commonhold and Leasehold Reform Act 2002 (c. 15)) (inspection etc. of documents) is amended as follows.
 - (2) In subsection (1)(a) for the words from “the matters” to “under” substitute “information required to be provided to him by virtue of”.
 - (3) In subsection (3) for “supplied with the statement of account under” substitute “provided with the information concerned by virtue of”.
 - (4) In subsection (4)—
 - (a) for “statement of account”, wherever it appears, substitute “information”,
 - (b) for “supplied”, wherever it appears, substitute “provided”, and
 - (c) in paragraph (b) for “21(4)” substitute “21”.

Commencement Information

I4 Sch. 12 para. 4 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 5
- In section 23(1) (as substituted by paragraph 1 of Schedule 10 to the Commonhold and Leasehold Reform Act 2002 (c. 15) (information held by superior landlord))—
 - (a) for “a statement of account which the landlord is required to supply under” substitute “information which the landlord is required to provide by virtue of”, and
 - (b) after “of the relevant information” insert “which relates to those matters”.

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I5 Sch. 12 para. 5 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 6 In section 23A(4) (effect of change of landlord)—
- (a) in paragraph (a) after “23” insert “ and any regulations under section 21”, and
 - (b) after paragraph (b) insert “and
 - (c) any regulations under section 21 apply subject to any modifications contained in the regulations.”

Commencement Information

I6 Sch. 12 para. 6 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 7 In section 26(1) (exception: tenants of certain public authorities) for “statements of account” substitute “ service charge information, reports on such information ”.

Commencement Information

I7 Sch. 12 para. 7 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 8 In section 27 (exception: rent registered and not entered as variable) for “statements of account” substitute “ service charge information, reports on such information ”.

Commencement Information

I8 Sch. 12 para. 8 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 9 Omit section 28 (meaning of “qualified accountant”).

Commencement Information

I9 Sch. 12 para. 9 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

- 10 In section 39 (index of defined expressions) omit the entry in the Table for “qualified accountant”.

Commencement Information

I10 Sch. 12 para. 10 in force at 1.12.2008 for specified purposes by [S.I. 2008/3068](#), [art. 4\(6\)](#) (with [arts. 6-13](#))

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 14(6A) inserted by [2023 c. 55 s. 138](#)
- s. 251(1)(c) and word inserted by [2023 c. 36 s. 31\(7\)](#)
- s. 251(1)(ab)(ac) inserted by [2023 c. 36 s. 10\(6\)](#)