



## TENANTS SERVICE CHARGES



### WHAT WE CHARGE YOU

What you pay is broken down into two main areas:

- Rent Charges– for the management and maintenance of your home
- Service Charges – for communal services around your home and in your neighbourhood.

### ADVISING YOU OF YOUR SERVICE CHARGES

The services you receive are shown on a letter that we send you annually in March each year, which is called a variation notice. This letter also advises you of your rent charges for the forthcoming year.

### WORKING OUT YOUR SERVICE CHARGES

Each service charge consists of:

- The cost of providing the service.
- An administration fee for monitoring and management of the services and collecting and working out the charge.

This cost is then divided by the number of homes that benefit from the service. Some properties receive more services than others (depending on the property type) so people will pay different service charges.

We aim to provide efficient well managed services so the cost of the service may change as we vary the services to provide best value.

### HOUSING BENEFIT AND UNIVERSAL CREDIT

If a charge is not eligible for Housing Benefit this will be indicated in the list below.

The letter we send you in March each year called a variation notice, will indicate which charges are not covered by Universal Credit.

### WHAT IF I AM BEING CHARGED FOR A SERVICE I DON'T RECEIVE?

If you think we have made a mistake, please contact us and we will investigate it. If we have got your service charges wrong, then we will amend them.

### TYPES OF SERVICE CHARGE;

#### Grounds Maintenance

This service is charged to all properties for maintaining areas of grounds on all of our estates, and areas of grounds directly around properties. This covers:

- Cutting grass and maintaining borders.
- Refurbishment and landscaping
- Litter Picking
- Sweeping and weeding hard surfaces.
- Tree maintenance and hedge cutting.

### Community Caretakers

Our Community Caretakers carry out a range of jobs to maintain cleaner and tidier neighbourhoods including:

- Removing rubbish and graffiti.
- Dealing with parking issues.
- Inspecting estates to deal with hazards and minor repairs.
- Giving evidence in antisocial behaviour cases.

### Communal Window Cleaning

We clean communal windows of two and three storey blocks of flats, and communal windows within sheltered and temporary accommodation units.

### Communal Cleaning

We clean all communal areas of two and three storey blocks of flats, and also clean communal areas in sheltered housing and temporary accommodation units.

### Bin Chute Cleaning

Bin chutes along with bin stores in three storey blocks are also cleaned.

### Digital TV

This covers the installation of the digital receiver and maintenance and replacement costs.

### Communal Electricity

This is for powering door entry systems and/or the cost of lighting in hallways, stairwells, corridors and external areas around properties. In sheltered and temporary accommodation it also includes lighting in communal areas i.e. lounges.

In addition to the above our sheltered housing properties, temporary accommodation units and some general needs properties may also be charged for:

### Fire Extinguisher Servicing

The cost of testing and maintaining fire extinguishers situated within communal areas.

### Fire Alarms, Emergency Lighting and Smoke Detector Maintenance and Testing

The cost of the servicing and maintenance of fire alarms, smoke detectors and security lighting in communal hallways, stairwells and landings.

### Communal Laundry

Covers the provision and maintenance/repair of washing machines and dryers

### Communal Boilers

This is the cost of boiler maintenance, insurance including pump insurance, and annual inspections for communal boilers. It may also include the cost of maintenance of monitoring systems to control the temperature where fitted.

### Heating System Servicing

Servicing of elements of the heating system (excluding boilers) i.e. water pressure valves.

### Communal Gas

Cost of gas to heat communal areas i.e. communal stairwells and lounges.

#### Communal Water

Costs of water supplied to communal areas i.e. kitchens and bathrooms.

#### Communal Water No HB

Costs of communal water supplied to communal laundry areas which is not eligible for Housing Benefit.

#### Legionella Testing

The cost of water analysis, cleaning and disinfection of tanks, water temperature and visual inspection of tanks serving communal facilities.

#### Furnishings and Carpets

The total costs of renewal of furnishings and carpets in communal areas.

#### Portable Appliance Testing

Testing of electrical appliances provided in communal areas to ensure they meet electrical safety standards.

#### Facilities Management

This service is for sheltered tenants only. It covers the proportion of staff time that is spent on maintaining the buildings, providing advice, and promoting social activities and events.

#### Communal Lifts

The cost of maintenance, insurance, inspections and safety certificates for communal lifts.

#### Door Entry

The cost of maintenance for door entry systems.

#### Communal Wi-Fi, Television and Media Licences.

These services are for sheltered tenants only. They cover the cost of providing Wi-Fi, and licencing the use of televisions and pre-recorded DVD\Blue Ray and downloaded programs in communal areas. These charges are not eligible for Housing Benefit.

#### Security Patrols

This service is for temporary accommodation tenants only. It covers the cost of carrying out routine security patrols.

If you would like this information in a different way, such as in Braille or in large print, please let us know.