



Your guide to our
**SERVICE
CHARGES**



What is a service charge?

Your rent covers what it costs us to manage and maintain your home. A service charge is made for any other services, for example, cleaning or gardening in shared areas, maintaining a lift or the electric supply to common areas. A full list of our service charges is shown on the next page.

Who will have to pay service charges?

Not all residents have to pay service charges. Only those residents who are able to receive a specific service will be charged for their share of the cost. We will tell you what you are being charged for and why. The service charge(s) will be included in the overall rent that you pay.

What is the service charge based on?

The service charges are variable. This is a legal term and we manage variable service charges in accordance with the Landlord and Tenant Acts of 1985 and 1987.

A variable service charge is based on how much we think the service will cost over a year long period (August to July i.e. the rent year). At the end of the year we will look back at the exact costs and adjust the service charge for the following year if the actual cost was higher than expected or lower than expected.

How do we work out the service charges?

Some services are for everyone living on a scheme, whilst others are only for residents in a particular block of flats or sharing certain areas such as open plan gardens.

We will share the cost of the services in line with the terms of your tenancy agreement. This may be based on the number of properties that have access to those services or the size of your home, or it may be a specific amount.

We use fair and open methods for calculating service charges and we aim to provide you with services that offer value for money.

When will the amount charged for services change?

Changes in the amount you pay for service charges will usually occur once a year for

assured tenants and once every two years for secure (fair rent) tenants. Any change will normally be made at the same time as any change to your rent.

Fair rent tenants will have their service charge(s) examined by The Rent Officer who will determine if the charge is 'fair'.

What happens when homes are let or re-let?

We will explain to new residents about any service charges that are listed in their tenancy agreement and describe the standard of services that will be provided.

Your Involvement

- We will give you four weeks notice of any increase in your service charges
- We will consult with you before making any changes in the type or quality of services provided
- We will involve you in the monitoring of the quality of services that we provide to make sure you are happy with the services
- Residents may appeal against the way that a service charge is calculated or charged, through the association's complaints procedure.

Leaseholders

An estimate of the service charge for the following financial year is sent to each leaseholder in February/March every year. A leaseholders' meeting will be held at each scheme to discuss the budget and service charges.

At the end of the financial year an annual statement will be sent showing the actual costs of providing the services and the details of any adjustments. We will recover monies from leaseholders for any costs that were more than estimated or refund any under spend.

Leaseholders have the right to inspect accounts, receipts and other documentation relating to services charges, within six months of receiving the annual statement.

Leaseholders also have the right to ask the First-Tier Tribunal (Property Chamber) to determine the reasonableness of a service charge and the liability to pay the charge.

Description of service charge items which may be included in your charge

Management Charge

Administration and managing the services listed in your annual service charge schedule provided

Window Cleaning

Cleaning of communal windows (and some windows to some individual flats)

Contract Cleaning

Cleaning of the internal communal areas of the building

Employed Handyperson Services (RHA Staff)

Labour costs of handyperson services to the internal and external communal areas

Heating and Hot Water

Gas for providing heating and hot water from communal boilers

Communal Water

Water supplied to communal areas

Other Water Charges

Metered water provided to individual homes

Communal Gas

Gas for heating of communal areas

Communal Electricity

Lighting and power to internal and external communal areas

Insurance

Insurance to cover contents in communal area and engineering inspection of lifts (where applicable)

Sundries

Small items of expenditure required by, or for the benefit of the scheme

Scheme Telephone Lines

Telephone lines provided for Central Warden Call services, fire alarm monitoring, lifts and scheme broadband

Decoration of Communal Areas

Redecorating of communal areas

Digital TV Upgrade

Will allow the receiving of a digital signal when the analogue signal is switched off

Emergency Lighting

Servicing and repairs to the emergency lighting system for situations when the main power supply fails

Door Entry / CWC

Servicing and repairs to communal door entry system; maintenance of 24 hour warden call service

Fire Fighting Equipment

Servicing and repairs to the fire fighting equipment

Lifts

Servicing, refurbishment and maintenance of lifts

Laundry Equipment

Supply, servicing and maintenance of the communal washers and dryers

Other Maintenance Contracts

Portable Appliance Testing (PAT testing) of communal electrical equipment, servicing of 'redcare' line required for the fire alarm system, water hygiene testing, tree maintenance, servicing of any generators or pumps, and fire risk assessments of communal areas.

Garden & Landscape Maintenance

Grass cutting, hedge trimming and clearing of leaves in communal gardens

Renewals of Capital Equipment

Replacement of communal equipment e.g. heating systems, lighting, fire panel, Warden Call systems, furniture

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti_eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir.)

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدى البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک ، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انباریانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده نگ. نه گه ر پیویستت به ز انباری زورتز، یارمه تی و یا ناموزنگاری هه یه، تکایه پرسپار بکه له یه کیک له کارمه نده کان. (نه وان کاریکی و اده که ن که به زمانی خوت له گه لتا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھری ہوئی کھائی، ہینڈاٹماخس کے پڑنے کی کھائی) کی ای ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا تاہتمام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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Member of the Housing Ombudsman Service

