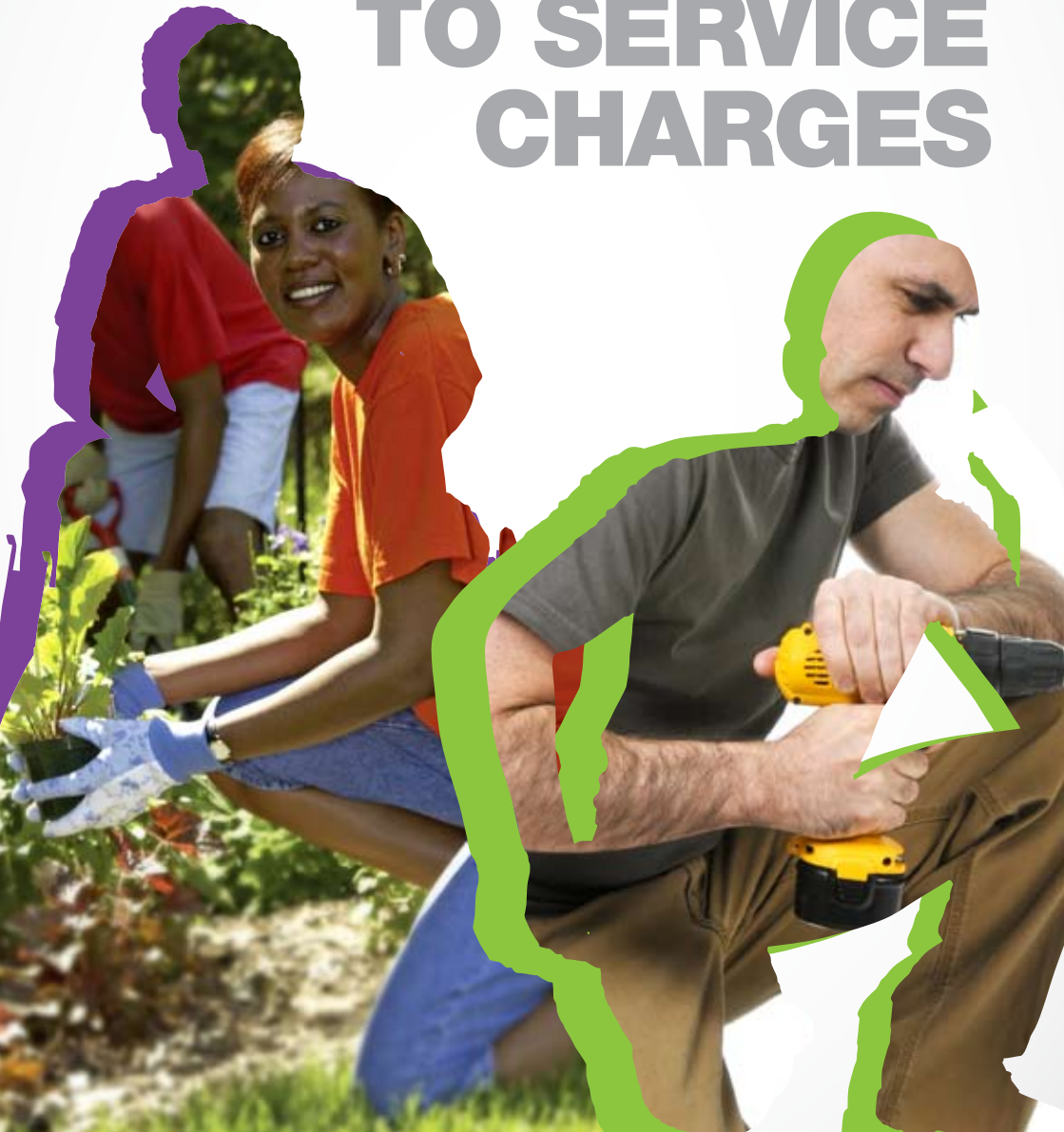




YOUR GUIDE TO SERVICE CHARGES



What is a service charge?

A service charge is what you pay for a service you get. This could be for cleaning and gardening in shared areas, to repairing a lift or maintaining a car park

Service charge can include the following:

- Cleaning and grounds maintenance
- Servicing and maintaining lifts
- Repairing and replacing equipment like door entry systems and fire fighting equipment
- The cost of shared utilities (such as electricity, gas or water)
- Infestation treatment

Who will have to pay service charges?

If you get services, you will have to pay your share of the cost. We will tell you what you are being charged for and why. You will then have to pay what you owe.

What the service charge is based on

The service charge will be variable. (variable service charges are a particular type of service charge. They are a legal term defined by the Landlord and Tenant act 1985). You will pay an estimated amount for services you receive based on our yearly budget for providing these services. We work out the difference between the estimated and actual costs at the end of the year. If you have paid too much, we will pay it back into your account. If you haven't paid enough, we will add this to you next bill.

The yearly cost of providing services may change and your bill may rise. By using variable service charges everyone will pay their fair cost of services they receive.

Our variable service charge will be managed in line with relevant legislation (currently Landlord Act 1985).

The service charge year

September to October	You get a budget estimate. This is the list of services you receive and the amount we expect the services to cost over the year
October to November	This is the consultation period, where we will ask you for your comments on the draft consultation.
December	The consultation period is over and the budget estimates finalised. These final budget estimates will be sent to you.
February	You receive an official notice of your estimated service charge for the following year.
April	We start collecting the service charge.
April	We compare the estimated service charges with the amount we spent in the previous year.
October	We will send the service charge accounts to residents. If we have charged too much or not enough, we will credit the difference or charge for the amount the following year.

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, or sharing certain areas, such as a garden or car park.

We will put the different services in a list or tables. One table will contain services that everyone receives. A final table may contain services only some residents get, for example those who use a communal door entry system.

We will share the cost of the services in each table in line with the terms of your tenancy or lease). This may be based on the number of properties that use those services or the size of your home, or it may be a specific amount.

What happens when new homes are let?

New tenancy agreements and leases include a full list of all services provided, including how we manage the services.

- We will tell new residents about services provided and the standards they can expect.
- We will make sure leaseholders and freeholders are aware of their legal obligations to contribute to estate services

Collecting the new estimated service charge

We will work out an estimated service charge by using the individual information from your home.

This will be decided with the help of our consultation with residents every year. Once it has been set it will not change.

We will then collect new service charges as follows

- Weekly tenancies from the first Monday in April
- Monthly tenancies from 1 April
- Leasehold properties on the date mentioned in the lease,

What happens if the service charge costs are different from the estimated service charge?

If you have a standard tenancy agreement and have paid too much (because the cost of the service was less than the estimated cost), we will use your overpayment for next year's service charge. If we undercharged you (because the costs of services were higher than the estimated costs), we will add this to the next year's service charge.

We will send you a letter explaining your account and how the balance will affect your future charge.

Service charge accounting

This is where we continue to check we are charging you fairly based on the services you use.

The service charge accounting period will normally be 1 April to 31 March each year.

You will be sent a summary of the details of your service charges from the previous financial year.

Your Involvement

We will ask you about the service charge budget and estimated service charges before the start of the year.

We will involve you in deciding your services and the standard of your services:

- We know you have a legal right to be involved and we will make sure we act in line with the relevant code of practice.
- We will make sure we provide clear and easily understood information about service charges.
- We will involve you in the checking of services provided and will give you a chance to fill out a survey to make sure you are happy with the services.

More information

Call 020 7424 7370 and ask for your housing officer.

You can write to us at;

Arhag Housing Association
Unit B, Mary Brancker House
54 – 74 Holmes Road
Kentish Town
London NW5 3AQ

You can email us on contact@arhag.co.uk
or visit our website for more information at:
www.arhag.co.uk

Sipas kërkesës, ky dokument gjithashtu gjendet edhe në gjuhë të tjera, me shkrim të madh dhe në formë dëgjimore.

Albanian

ይህ ጽቡፍ በሌሎች ቋንቋዎች ይገኛል፡ እንዲሁም በታላቅ ቀለሞች፣ በብረይል (ፊደል ዓይነት ፅውራን)፣ እና በሬድዮ ካሴት ቅርጽ ለመስማት ይቻላል።

Amharic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও ট্রিপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Ce document est également disponible dans d'autres langues, en gros caractères, en Braille et en cassette audio sur simple demande.

French

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

እዙ ጽቡፍ እዚ ብካልእ ቋንቋታት እዎን ይርከብ እዩ፡ ወይ ብዓቢ ዝተጻሕፈ ማሕተማ ወይ ብ ብረይል (ፊደል ፅውራን) ወይ ድማ ብምስማዕ (ድምጺ) መንገዲ እንተድኡ ኣቲትኩም።

Tigrinya

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish

Tài liệu này cũng có sẵn bằng các ngôn ngữ khác, bản in chữ to, và băng ghi âm khi được yêu cầu.

Vietnamese

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