

**Lorenzo House Estimated Service Charges 2020 - 2021**  
**Rental One bed – One person**

Service	Eligible Cost	Ineligible Cost	What this pays for
Bulk Rubbish Removal	£0.64		The removal of any large items (e.g. communal furniture that may need to be disposed of) from the bin area.
Caretaking staff - services	£4.06		The communal handyman service that is available to all customers.
CCTV Maintenance and telephone line	£0.38		The maintenance contract of the CCTV camera and the telephone line that allows the cameras to be accessed on the computers.
Cleaning materials	£0.83		The cost of the items used to clean the communal areas.
Communal cleaning	£26.75		This pays for our cleaning contract with Renovo who carry out the cleaning at the scheme.
Electricity	£2.81		This pays for the utilities used in all the communal areas of the scheme. It doesn't cover the cost of the utilities you use in your flat which you have to pay for separately.
Gas	£1.61		
Water	£1.25		
Entry phone	£0.77		This pays for the service contract for our entry phone security system at the entrance to the scheme.
Electrical testing charge	£0.74		This pays for the cost of the inspection of the building electrics.
Energy Performance Testing certificate	£1.12		This pays for the Energy Efficiency inspection of the building. This inspection is usually carried out every 5 years.
Fire alarm maintenance & servicing	£1.54		This pays for the maintenance of our fire alarm system.
Fire risk assessment	£0.63		This pays for the fire risk assessment contract.
Furniture/white goods replacement	£4.12		This pays for the repair and maintenance of fixtures, fittings, flooring, furniture and white goods in the all the communal areas of the scheme. It doesn't cover the cost of these items in your flat which you have to pay for separately.
Gardening & grounds maintenance	£1.12		This pays for the maintenance of our gardens and outdoor facilities.
Health & Safety compliance monitoring	£0.67		This pays for the monitoring of compliancy of health and safety contracted services for communal areas.
Interior decoration (communal areas)	£0.77		This pays for the costs of redecorating all the communal areas of the scheme. It doesn't cover the cost of decoration in your flat which you would need to pay for separately.

Service	Eligible Cost	Ineligible Cost	What this pays for
Communal kitchen equipment	£4.80		This covers the cost of the equipment we have in our kitchen, e.g. fridges, freezers, cookers, etc.
Laundry services	£1.88		This pays for the costs of repair and maintenance of all laundry equipment used by residents.
Legionella testing	£0.21		This pays for the contract for the water safety assessments.
Licences	£0.00		This covers the cost of the TV Licences for TVs in communal areas. It doesn't cover the cost of licences in your flat which you have to pay for separately.
Lift emergency phone	£0.13		The cost of maintaining the phone line in the lift.
Lift servicing & maintenance	£1.55		This pays for the maintenance of our lifts.
Lighting consumables	£0.11		The cost for replacing the light bulbs in the communal areas.
Pest control	£0.62		This pays for the contracts we have to ensure we can deal with any pest control concerns quickly.
Portable appliance testing	£0.98		This pays for an annual testing of all electrical equipment used in our communal and office areas. It doesn't cover the cost of testing personal equipment in your flat which you can pay for separately
Refurbishment for vulnerable tenants	£0.67		An allowance for the refurbishment of communal lounges provided for in sheltered and retirement housing schemes.
Rubbish bin hire	£0.25		This pays for the hire of the rubbish bins.
Security costs - tenanted	£0.73		This is the cost for the supply of the door entry, locking system and fob keys.
<b>Tenant catering</b>		<b>£27.98</b>	This is the cost of providing the compulsory evening meal per household member.
TV Aerial	£0.11		This pays for the servicing of the TV Aerial
Water pump maintenance	£0.17		This is the cost of maintaining a water pump.
Window cleaning	£0.47		This is the cost of quarterly window cleaning service provided to internal and external communal windows
Management fee	£2.69		
<b>Subtotals</b>	<b>£65.18</b>		<b>The Charges on this schedule are eligible unless stated otherwise. These services may be payable by housing benefit subject to you being able to claim this benefit.</b>
		<b>£27.98</b>	<b>This charge is not covered by housing benefit and has to be paid for from your personal income.</b>
<b>Total</b>	<b>£93.16</b>		<b>The total ineligible and eligible service charge payable</b>

The Eligible charges stated on this breakdown are those for which housing benefit may be payable subject to you being able to claim this benefit. The Ineligible charges are not covered by housing benefit and have to be paid for from your personal income.

## Notes

1. All service charges are payable on a weekly basis. Where customers are eligible for full Housing Benefit all the above charges will be eligible for and met through Housing Benefit.
2. The rent and service charge are reviewed annually by the end of February. Customers get 28 days' notice before the new charges come into force each year on the first Monday in April.
3. Customers receive a quarterly rent statement showing what they are being charged and whether the payments are up to date. A statement can be requested at any time.
4. All services are monitored and reviewed regularly. For any changes to service charges or the introduction of new services a consultation with customers is required. We also consult with our Customer Board. We welcome feedback from customers on all aspects of our services and this is always taken in to account when we undertake service reviews and set charges.
5. If any service covered by the service charge cannot be provided, appropriate alternative arrangements will be put in place.
6. One Housing Group does not receive any incentive or commission from third party suppliers relating to any of the services paid for by customers through the service charge.
7. Part of the rent payment contributes towards a sinking fund for maintenance and capital works. One Housing Group maintains an Asset Management Plan to ensure we are continually planning and budgeting for major repairs and cyclical redecorations at our schemes.
8. Customers are not liable for any additional charges in relation to major capital works unless they are the direct result of intentional damaged caused by customers.
9. Service charges are 'variable', meaning that they are based on the actual expenditure in the previous year and the planned expenditures in the year for which they apply. Customers are not required to pay any of the charge before moving in to a property.
10. Any surpluses arising from these charges are used by One Housing Group to contribute to its general reserves. Any deficit arising from service charge-related expenditure will be managed by One Housing Group and no additional charges will be levied on customers.
11. Neither the Service Charge nor the sinking fund for maintenance and capital works are held 'in trust' but each is managed and accounted for separately.