

## Lorenzo House Estimated Service Charges 2023 - 2024

### Rental One bed – One person

Service	Eligible Charge	Ineligible Charge	Service Description
Caretaking Staff	£8.68		This pays towards the contract cost of providing a caretaking service for communal areas.
Concierge Services	£0.00		This is the cost of providing front-of house concierge service.
Services Staff Costs	£0.00		This is a contribution towards the costs of staff involved with managing contracted services.
Council Tax (shared accommodation only)	£0.00		This is a charge made in shared accommodation only. Customers in self-contained flats will need to make their own council tax payments directly to the council.
Cleaning Materials	£0.89		This charge pays towards the supply of communal cleaning materials.
Communal Cleaning	£19.09		This pays towards the staffing contract cost of the communal cleaner.
Gardening & Grounds Maintenance	£0.59		This pays towards the staffing contract cost of the communal gardening service
TV Aerial & Satellite	£0.35		This pays towards the maintenance of the communal TV aerial
Entry phone systems	£1.80		This pays towards the maintenance of the communal entry system
Warden Call System	£2.59		This pays towards the cost of the servicing contract of the call-system.
HCS Lifeline Alarm	£0.40		This pays towards the cost of the servicing contract of the communal Tunstall system.
Emergency Fire Safety Work	£0.00		This pays towards the contract cost of carrying out communal fire risk assessments and associated tasks
Decs Allowance	£1.20		This pays towards the cost of carrying out some redecoration in communal areas and hallways
Drainage Maintenance contract and rental	£0.00		This pays for the maintenance contracts to review the drainage system of the building.
Licences		£0.05	This is charge for communal licences (e.g. TV licence)
Laundry Services	£2.43		This pays towards the service and repair contract on the communal laundry facilities
Furniture and White Goods Replacement	£2.03		This pays towards the replacement of communal furniture and white goods
Furniture and White Goods Depreciation	£0.00		This is a charge for depreciation on communal furniture and white goods.
Equipment Repair & Maintenance	£0.00		This pays towards repair and maintenance of communal equipment or assets

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Lift Emergency Phone	£0.11		This is a charge for the service contract to maintain the lift emergency telephone
CCTV Maintenance	£0.00		This is a charge for maintenance of communal CCTV equipment provided by Care and Support
CCTV Telephone Line	£0.19		This is a charge for the telephone line to operate the CCTV equipment
HCS - Barrier / Gate Maintenance	£0.00		This is a charge for the barrier gate maintenance in some care and support properties
Parking Control Costs	£0.00		This pays towards the parking control service contract.
Furniture / White Goods Repair	£0.00		This pays towards the repair of communal furniture and white goods.
Play Area Equipment Replacement	£0.00		This pays towards the maintenance of communal play facilities
Fittings Repair / Maintenance	£3.41		This pays towards the cost of specialist equipment service contracts in care and support facilities e.g., aquarium
Lighting Consumables	£0.03		This pays towards the lightbulb replacement in communal areas
Rubbish Bin Hire	£0.54		This pays towards communal rubbish bin hire
Communal Electricity Testing	£0.01		This pays towards the service contract for electrical safety testing
Bulk Rubbish Removal	£0.27		This pays towards the removal of bulk rubbish
Window Cleaning	£0.30		This pays towards the contract cost of providing a window cleaning service for communal areas.
Pest Control	£0.23		This pays towards the pest control monitoring contract
Estate Management Fee	£0.01		This pays towards the estate fee due to an owning landlord
Service Charge Payable	£0.00		This pays towards the cost of services provided by an owning landlord
Portable Appliances	£0.00		This pays for the provision of communal portable appliances in the communal areas
Minor Kitchen Equipment	£0.00		This pays for the provision of minor items in the communal kitchen
Floor Covering	£0.32		This pays towards the upkeep of the communal floor covering
Security Costs - Tenanted	£1.12		This pays towards cost of security staff and locksmith services
Portable Appliances Testing	£0.68		This pays towards the costs of carrying Portable Appliance tests on all communal equipment provided by One Housing
Disabled Adaptation Servicing	£0.56		This pays towards communal adaptations in communal areas.
Light Replacement & Repairs	£0.05		This pays towards the repair of any lighting fixtures and fittings.

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Water Pump Servicing	£0.01		This pays towards the service contract for the communal water pump
Lift Servicing	£0.05		This pays for the service contract for the communal lifts
Security and Access Control Systems Servicing	£0.02		This pays for the servicing and repair of communal of main entrance door and control systems.
Lightning Protection Maintenance	£0.00		This pays towards the service maintenance of lightning protection systems.
Tree Maintenance	£0.00		This pays towards tree maintenance
Fire Systems Servicing	£0.04		This pays towards the cost of annual servicing of communal fire safety equipment
Testing Emergency Lighting (Monthly)	£0.02		This pays towards the cost of emergency lighting tests
TV Aerial & Satellite Servicing	£0.00		This pays towards the service contract to maintain the communal aerial.
Roof Maintenance	£0.00		This pays toward the service contract for roof monitoring and maintenance.
Gas Communal Servicing	£0.03		This pays towards the costs of servicing the communal gas boiler
HIU Servicing	£0.01		This pays towards the cost of the Heat Interface Unit servicing contract
Water Hygiene Testing	£0.01		This pays towards the cost of water safety tests in communal areas
Play Area Maintenance	£0.00		This pays towards the cost of maintaining the communal play areas
Estate Improvements Servicing	£0.02		This pays towards estate improvements
Communal Repairs M&E	£0.01		This pays towards carrying out communal mechanical and electrical repairs.
Redecoration for Vulnerable Tenants	£0.00		An allowance for the refurbishment of communal lounges provided for in sheltered and retirement housing schemes.
Alarm System for Elders	£0.39		
Sinking Fund Contribution	£1.63		
Common Parts Depreciation	£0.00		This pays for the upkeep of communal hallways, corridors, and staircases
Intensive Housing Management	£0.00		This pays towards the time front line staff spend on landlord services
Ground Rent	£0.00		This pays towards the charges due to an owning landlord under the terms of a lease
Water - Communal	£1.66		This pays towards the cost of the communal use of water. Tenants are responsible for their own utilities used in their flats.

Service	Eligible Charge	Ineligible Charge	Service Description
Electricity - Communal	£6.85		This pays towards the cost of the communal use of electricity. Tenants are responsible for their own utilities used in their flats.
Gas - Communal	£2.28		This pays towards the cost of the communal use of gas. Tenants are responsible for their own utilities used in their flats.
Tenant Catering		£31.15	This is the weekly cost of the meal service
Administration Charge	£8.92		This is an administrative cost applied that pays towards the cost of One Housing staff administering property-related contracts
Service Charge Management Fee	£5.36		This is a management fee and pays towards the management costs of providing property-related services.
<b>Weekly Eligible Service Charge</b>	<b>£75.19</b>		<b>These charges are for services which may be payable by housing benefit subject to you being able to claim this benefit</b>
<b>Weekly Ineligible Service Charge</b>		<b>£31.20</b>	<b>This charge is not covered by housing benefit and has to be paid for from your personal income</b>

Weekly Charges		
<b>Weekly Total Service Charge</b>	<b>£106.39</b>	<b>This is the total of the eligible and ineligible weekly service charges.</b>
<b>Gross Rent Weekly Charge</b>	<b>£320.89</b>	<b>This is the total weekly charge for your home (rent plus service charge).</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 will 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 considered 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 damages 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 into 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.