

**Bankhouse Estimated Service Charges 2021 / 2022**  
**Rental One bed - Dual occupancy**

| Service                                   | Eligible Cost | Ineligible Cost | What this pays for   |
|---|---------------|-----------------|--|
| Bulk Rubbish Removal                      | £0.27         |                 | The removal of any large items (e.g. communal furniture that may need to be disposed of) from the bin area.  |
| Caretaking staff - services               | £2.27         |                 | The communal handyperson service that is available to all customers.   |
| CCTV Maintenance and telephone line       | £0.08         |                 | The maintenance contract of the CCTV camera and the telephone line that allows the cameras to be accessed on the computers.  |
| Cleaning materials                        | £0.46         |                 | The cost of the items used to clean the communal areas.  |
| Communal cleaning                         | £24.23        |                 | This pays for our cleaning contract with Renovo who do all the cleaning at the service.  |
| Concierge services                        | £3.72         |                 | This pays for some of the costs associated with providing front of house staff   |
| Estate management fee                     | £13.73        |                 | This pays for the private management company providing external estate services, such as CCTV, maintenance, pest control and utility plant maintenance.  |
| Electrical testing charge                 | £0.67         |                 | This pays for the cost of the inspection of the building electrics.  |
| Energy performance testing certificate    | £1.01         |                 | This pays for the Energy Efficiency inspection of the building. This inspection is usually carried out every 5 years.  |
| Electricity                               | £2.39         |                 | 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                                       | £0.97         |                 |  |
| Water                                     | £0.75         |                 |  |
| TV Aerial and Satellite Entry             | £0.08         |                 | This pays for the service contract, maintenance and repairs to the communal TV aerial or satellite system.   |
| Fire alarm maintenance & servicing        | £1.38         |                 | This pays for the maintenance of our fire alarm system.  |
| Fire risk assessment                      | £0.57         |                 | This pays for the fire risk assessment contract.   |
| Fittings and equipment repair/maintenance | £0.92         |                 | This pays for the repair, maintenance and replacement of fixtures, fittings, flooring, furniture and appliances 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. |
| Furniture/white goods replacement         | £3.63         |                 |  |

| Service                                 | Eligible Cost | Ineligible Cost | What this pays for  |
|---|---------------|-----------------|---|
| Gardening & grounds maintenance         | £0.00         |                 | This pays for the maintenance of our gardens and outdoor facilities.  |
| Health & Safety compliance monitoring   | £0.31         |                 | This pays for the monitoring of compliancy of health and safety contracted services for communal areas.   |
| Laundry services                        | £0.20         |                 | This pays for the costs of repair and maintenance of all laundry equipment used by residents.   |
| Legionella testing                      | £0.19         |                 | This pays for the contract for the water safety assessments.  |
| Licences                                | £0.00         |                 | This covers the cost of communal licences, including the TV licences for TVs in communal areas. It doesn't cover the cost of licences in your flat.   |
| Lift emergency phone                    | £0.22         |                 | The cost of maintaining the phone line in the lift.   |
| Lift servicing & contract               | £0.67         |                 | This pays for the maintenance of our lifts.   |
| Lighting consumables                    | £0.14         |                 | The cost for replacing the light bulbs in the communal areas.   |
| Pest control                            | £0.43         |                 | This pays for the internal annual contract. We have to ensure we can deal with any pest control concerns quickly.   |
| Portable appliance testing              | £0.64         |                 | 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. |
| Rubbish bin hire                        | £0.22         |                 | This pays for the hire of the rubbish bins.   |
| Refurbishment for vulnerable adults     | £0.60         |                 | An allowance for the refurbishment of communal lounges provided for in sheltered and retirement housing schemes.  |
| <b>Tenant meal charge (Ineligible)*</b> |               | <b>£56.74</b>   | This is the cost of providing the compulsory evening meal. This is a personal cost and will not be covered under Housing Benefit  |
| Water pump maintenance                  | £0.09         |                 | This is the cost of maintaining a water pump.   |
| Welfare call system                     | £0.27         |                 | This charge is for the cost of purchase of the individual units in each flat and communally. The use of the service itself is paid through the Support and Care budget separately.                        |
| Window Cleaning                         | £0.98         |                 | This is the cost of the window cleaning service provided to internal and external communal windows  |
| Management fee                          | £2.38         |                 | The removal of any large items (e.g. communal furniture that may need to be disposed of) from the bin area.   |

| Service          | Eligible Cost  | Ineligible Cost | What this pays for   |
|------------------|----------------|-----------------|--|
| <b>Subtotals</b> | <b>£64.47</b>  |                 | These charges are for services which may be payable by housing benefit subject to you being able to claim this benefit |
|                  |                | <b>£54.84</b>   | This charge is not covered by housing benefit and has to be paid for from your personal income. (£27.42 per person)    |
| <b>Total</b>     | <b>£119.31</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 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 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 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.