



Service Charge Statement-Guidance Sheet

What is a service charge?

A Service Charge is a charge payable to your landlord towards the cost of providing and maintaining services where you live and are in addition to your rent. This statement shows the services that are provided where you live.

We want to ensure that your statement is clear and have provided an explanation below for the most common services. If you do not receive a particular service where you live, it will not be on your statement.

My statement says	What does this mean?
Not eligible services or ineligible services	These services will not be covered by Housing Benefit as they are related to your individual home
Emergency Alarm System	Some tenants have a pull cord in their home for additional support
Heating of Tenant's room	The cost of providing heating in your property
Lighting of Tenant's room	The cost of providing lighting in your property
Other Services	These services can be covered by Housing Benefit
Cleaning (Communal Areas)	The cost of providing cleaning services in any shared areas such as corridors
Lighting (Communal Areas)	The cost of providing lighting in any shared areas such as corridors
Heating (Communal Areas)	The cost of providing heating in any shared areas such as corridors
Window Cleaning (Communal Areas)	The cost of cleaning windows which are in a shared area such as an entrance or corridor
Grounds Maintenance (Communal Areas)	The cost of looking after any areas which are not allocated to a specific property such as cutting grassed areas and weed spraying shared passage ways
Servicing & Maintenance of Equipment	This is the cost of maintaining any equipment we provide to ensure it is safe. This may include fire equipment, lifts, and communal doors
Rental & Maintenance of Communal TV Aerials	This is the cost of maintaining any TV aerials if you live somewhere with a communal TV aerial
Replacement Fund	This is a replacement charge for items such as communal furniture, washing machines and communal carpets
Administration Charge	We incur administrative costs in providing services to you. We employ staff to do this work and we charge this as your contribution to those costs