

Your Annual Rent Notice and Service Charge Statement



Tenancy Reference:
Property Reference:
Address:

Your new total monthly charge from 01/04/2023 will be:

£825.76

20 February 2023

Dear

Your new rent

We're writing to let you know that the charge you will need to pay from **01/04/2023** is **£825.76** per month.

Rent	£463.55
Service Charges	£231.42
Personal Charges	£130.79
Total Monthly Charge	£825.76

If you are concerned about paying your rent or other household bills, please contact us. We may be able to provide support or signpost you to someone who can help.

Yours sincerely

Louise Archer
Executive Operations Director

Broadland Housing
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Carrow Road
Norwich
NR1 1HU

Customer Services
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e: enq@broadlandgroup.org
www.broadlandgroup.org

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Ways to pay:



Login to Tenants Online at:
<https://portal.tenantsonline.org/>



Set up a direct debit on Tenants Online or call
0303 303 0003



Set up a standing order
Sort code: **60-15-31** Account: **21481229** Quote ref

If you are receiving Housing Benefit

Remember to contact your local council so that your payments can be amended. They may need to see a copy of this letter.

If you are receiving Universal Credit

Remember to update your journal on **01/04/2023** with your new rent details. It is your responsibility to make this change.

If you pay via Direct Debit

We will make any changes to your direct debit, and you will receive separate written notification after any changes are made.

If you pay via Standing Order

Remember to contact your bank or building society to change your payments to reflect the new amount.

How to get in touch if you have a query about your rent:



Login to Tenants Online at:
<https://portal.tenantsonline.org/>



Call us:
0303 303 0003



Email us:
rent@broadlandgroup.org



Visit our website:
www.broadlandgroup.org

Keep in touch with us:



Twitter
[@BroadlandHsg](https://twitter.com/BroadlandHsg)



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[@broadland](https://www.facebook.com/broadland)



Instagram
[broadlandhousinggroup](https://www.instagram.com/broadlandhousinggroup)



Website
www.broadlandgroup.org

Service Charge Information:

Service Charges - Housing Benefit Eligible	Yearly Cost	Monthly Cost
Communal Cleaning	£400.93	£33.41
Communal Electricity	£659.86	£54.99
Communal Heating	£657.37	£54.78
Communal Water	£30.08	£2.51
Concierge	£0.00	£0.00
Fire Safety	£47.76	£3.98
Ground Maintenance	£217.13	£18.09
Intensive Housing Management	£0.00	£0.00
Lift	£1111.54	£93.30
Managing Agent Charges	£0.00	£0.00
Pest Control	£15.53	£1.29
Provision of Furniture & Equipment	£266.43	£22.20
Security	£78.96	£6.58
Servicing of Equipment	£291.52	£24.29
Total Service Charges	£2777.11	£231.42

Personal Charges	Yearly Cost	Monthly Cost
Alarm Monitoring	£0.00	£0.00
Building Insurance	£0.00	£0.00
Individual Council Tax	£0.00	£0.00
Individual Electricity	£850.95	£70.91
Individual Heating	£613.88	£51.16
Individual Water	£104.63	£8.72
Sewerage	£0.00	£0.00
Support	£0.00	£0.00
Wifi	£0.00	£0.00
Total Personal Charges	£1569.46	£130.79

Service Charge Statement - Explanation Sheet

We have provided further information about your charges below as we want to ensure that the information is clear and simple to understand.

How has the rent been set?

All rents have increased by 7%. The Government has put a cap on rents this year which means landlords can only increase rent up to 7%.

What is a Service Charge?

A service charge is payable to your landlord towards the cost of providing and maintaining services where you live and are in addition to your rent.

What are Personal Charges?

Personal charges are individual charges personal to you, such as individual water or heating for your home.

What does communal mean?

Communal means areas shared with other residents, such as corridors or stairs.



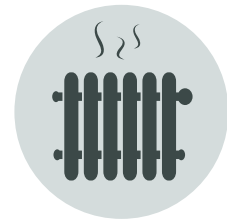
Communal Cleaning

Cost of cleaning staff, equipment and services (windows, bins, carpets etc).



Communal Electricity

Cost of electricity to the communal services (lifts, lights, door entry system etc).



Communal Heating

Cost of heating in communal areas.



Communal Water

Cost of the water supply to communal facilities.



Concierge

Cost of the overnight service.



Fire Safety

Cost of servicing and maintaining fire equipment.



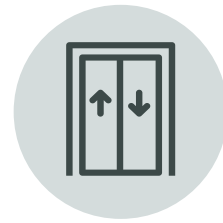
Grounds maintenance

Cost of grounds maintenance such as staff, equipment and materials.



Intensive Housing Management

Cost of dedicated housing staff that manage where you live.



Lifts

Cost of servicing, maintaining and insuring of lift.



Managing Agent Charges

Cost from the managing agent for services provided to communal areas.



Provision of Furniture & Equipment

Charge for the provision of furnishings such as floor covering in communal areas and equipment.



Security

This covers CCTV, door entry and parking.



Total Service Charge

Total cost of all the service charges shown for the year and per month.



Alarm Monitoring

Cost of monitoring the personal alarm.



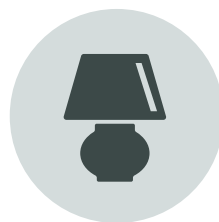
Building insurance

The cost of insuring your property. Please note you will need your own home contents insurance.



Individual Council Tax

Cost of Council Tax for your home.



Individual Electricity

Cost of electricity for your home.



Individual Heating

Cost of heating for your home.



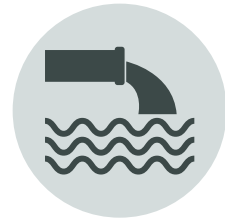
Individual Water

Cost of water for your home.



Pest Control

The cost of a contractor carrying out pest control.



Sewerage

Cost of sewage removal for your home.



Support

Cost of housing staff providing support services to the scheme.



Servicing of equipment

Servicing and/or maintenance costs of communal equipment such as electrics, lights, laundry and sewerage systems.



Total Personal Charges

Total cost of all the personal charges shown for the year and per month.

There is a more detail on these service charges on our website www.broadlandgroup.org

Service Charges - Summary of Tenants' Rights and Obligations

1. This summary, which briefly sets out your rights and obligations in relation to variable service charges, must by law accompany a demand for service charges. Unless a summary is sent to you with a demand, you may withhold the service charge. The summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.
2. Your lease sets out your obligations to pay service charges to your **landlord** in addition to your rent. Service charges are amounts payable for services, repairs, maintenance, improvements, insurance or the landlord's costs of management, to the extent that the costs have been reasonably incurred.
3. You have the right to ask the First-tier **Tribunal** to determine whether you are liable to pay service charges for services, repairs, maintenance, improvements, insurance or management. You may make a request before or after you have paid the service charge. If the tribunal determines that the service charge is payable, the tribunal may also determine-
 - who should pay the service charge and who it should be paid to;
 - the amount;
 - the date it should be paid by; and
 - how it should be paid.

However, you do not have these rights where-

- a matter has been agreed or admitted by you;
 - a matter has already been, or is to be, referred to arbitration or has been determined by **arbitration** and you agreed to go to arbitration after the disagreement about the service charge or costs arose; or
 - a matter has been decided by a court.
4. If your lease allows your landlord to recover costs incurred or that may be incurred in legal proceedings as service charges, you may ask the court or tribunal, before which those proceedings were brought, to rule that your landlord may not do so.
 5. Where you seek a determination from the First-tier Tribunal, you will have to pay an application fee and, where the matter proceeds to an oral hearing, a hearing fee, unless you qualify for fee remission or exemption.. Making such an application may incur additional costs, such as professional fees, which you may have to pay.
 6. The First-tier Tribunal and the Upper Tribunal (in determining an **appeal** against a decision of the First-tier Tribunal) have the power to award costs in accordance with Section 29 of the Tribunals, Courts and Enforcement Act 2007.
 7. If your landlord –
 - proposes works on a building or any other premises that will cost you or any other tenant more than £250, or
 - proposes to enter into an agreement for works or services which will last for more than 12 months and will cost you or any other tenant more than £100 in any 12 month accounting period.
 - Your contribution will be limited to these amounts unless your landlord has properly consulted on the proposed works or agreement or the First-tier Tribunal has agreed that consultation is not required.

8. You have the right to apply to the First-tier Tribunal to ask it to determine whether your lease should be varied on the **grounds** that it does not make satisfactory provision in respect of the calculation of a service charge payable under the lease.
9. You have the right to write to your landlord to request a written summary of the costs which make up the service charges. The summary must-
 - cover the last 12 month period used for making up the accounts relating to the service charge ending no later than the date of your request, where the accounts are made up for 12 month periods; or
 - cover the 12 month period ending with the date of your request, where the accounts are not made up for 12 month periods.

The summary must be given to you within 1 month of your request or 6 months of the end of the period to which the summary relates whichever is the later.

10. You have the right, within 6 months of receiving a written summary of costs, to require the landlord to provide you with reasonable facilities to inspect the accounts, receipts and other documents supporting the summary and for taking copies or extracts from them.
11. You have the right to ask an accountant or surveyor to carry out an audit of the financial management of the premises containing your dwelling, to establish the obligations of your landlord and the extent to which the service charges you pay are being used efficiently. It will depend on your circumstances whether you can exercise this right alone or only with the support of others living in the premises. You are strongly advised to seek independent advice before exercising this right.
12. Your lease may give your landlord a right of re-entry or **forfeiture** where you have failed to pay charges which are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.