



Haig Housing Service Charge: Our Policy

The Trust aims to keep service charge costs as low as possible for the tenants whilst also maintaining high quality standards of service. Tenants are consulted on any changes to the services provided which may result in an increase in the Service Charge.

This leaflet is a summary Haig Housing Service Charge Policy – a full copy of the Policy is available from Haig Housing – please see over for details

SERVICE CHARGE

The Service Charge will vary from estate to estate and block to block but may include the costs with one or more of the following:

- Estate/block lighting or communal lighting
- Grounds maintenance
- Cleaning of communal areas (internal and external)
- Refuse/rubbish removal
- Servicing, maintenance and depreciation of:
 - Lifts
 - Controlled entry systems
 - CCTV
 - Pumping systems including water pumps
 - Communal fire alarms

SERVICE CHARGE CALCULATION

The Trust's Service Charges are set annually. They are calculated using the previous year's actual costs or current year's known cost, not estimated costs. Copies of the Service Charge Schedule are available on request.

The charges are:

- Re-calculated annually as part of the rent review process
- Calculated to recover the previous year's costs.
- Calculated on an estate basis and where appropriate by block, so that tenants pay only for the services they receive

VALUE FOR MONEY

Haig Housing aims to maintain the standard of service provided whilst also keeping Service Charges low for the tenants. This is achieved by:

- Regular reviews and re-tendering of contracts e.g. grounds maintenance
- Monitoring the quality of service
- VEM feedback
- Periodic estate inspections
- Tenants Satisfaction Surveys (once every three years)