



Service Charge Review 2019

Frequently asked questions

Are service costs reasonable?	Service charges are based on actual costs incurred by the Association for individual stairs/complexes. Suppliers are subject to regular value for money reviews.
What does garden maintenance cover?	Usually this covers grass cutting, litter picking, moss and weed removal.
What does stair cleaning cover?	Just internal stair cleaning.
Does the service charge cover staff time to organise the service?	No, the costs are solely the charges which the Association is charged by the supplier.
How is the service monitored?	The Association organise regular estate management inspections and react to service complaints.
If tenants want to take on the responsibility for garden maintenance, who is liable for the cost of garden waste collection?	This would be the liability of the tenant group, but one tenant needs to be the lead in paying for the service and reporting any issues. The service currently costs £25 per year - only waived if the lead tenant is on council tax reduction.
What consideration has been given to affordability of charges?	The report that will go to the Board on conclusion of the consultation will include information on affordability. Our measure takes account of rent and service charge affordability.
If tenants take on the stair cleaning and/or garden maintenance, when would this happen?	From 1 April 2020.
What will happen if tenants on a stair want to take on the stair cleaning and/or garden maintenance, but the stair includes private owners?	The Association will consult with the private owners after this tenant consultation process, if a change is proposed. A majority of the whole stair is required to change the present arrangement.

What will happen if tenants take on the stair cleaning and/or garden maintenance but don't do the work?

The Association reserves the right to get the contractor to restart the work and the costs would be recharged to the tenants. The Association would communicate with all households in your stair before charges were imposed.

What happens if the stair is shared by tenants, Mid Market Rent tenants or private owners?

Where appropriate; private owners have been charged for their portion of the cost and Mid Market Rent tenants' rent include their portion of the costs.