



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 and currently costs £25 per year - only waived if a 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. The Association uses a version of the affordability tool devised by SFHA (sector specific) to gauge affordability.
What will happen if tenants take on the stair cleaning/garden maintenance but don't do the work?	The Association reserves the right to get the contractor to restart the work and the costs will be recharged to the tenants.
What happens if the stair is shared by tenants and private owners?	Where appropriate, private owners have been charged for their portion of the cost.
What if residents want to get together to discuss how they could manage stair cleaning or garden maintenance themselves?	We would be happy to support any groups of tenants wishing to do so.