

About your service charge

Frequently Asked Questions

What is a service charge?

Your service charge covers the cost of services provided to your scheme, home and/or neighbourhood.

How is my charge calculated?

The charge is calculated annually based on the cost of services for the previous year and estimated costs for the coming year. Costs are shared between all of the customers who benefit from the services.

What items are chargeable?

All of the services we charge for are listed below. However, not all of the services listed are provided where you live and these services will not be included in your charge.

- Administration
- Area Caretaking
- Building Insurance
- Building Maintenance
- Caretaking
- Communal Cleaning
- Communal Electricity
- Communal Heating
- Concierge
- Entryphone
- Estate Management
- Furniture
- Ground Rent
- Grounds Maintenance
- Laundry
- Lift Maintenance
- Management Fee
- Minor Repairs
- Miscellaneous Debit
- Property Heating
- PV Monitoring
- Refuse Collection
- Reversionary Rent
- Safety Checks
- Scheme Manager Intensive Housing Management
- Scheme Manager Support
- Sinking Fund
- Television Aerials
- TV Licence
- Water
- Wi-Fi
- Window Cleaning

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I claim Housing Benefit or Universal Credit. Will it cover all of my service charge?

Not all services are eligible for Housing Benefit/Universal Credit, which may mean you will have to pay for a shortfall. Please contact your benefits provider to check whether all services are covered. If you're still unsure, please contact our Customer Finance team on 0161 217 6016.

What if I can't afford the changes to my service charge?

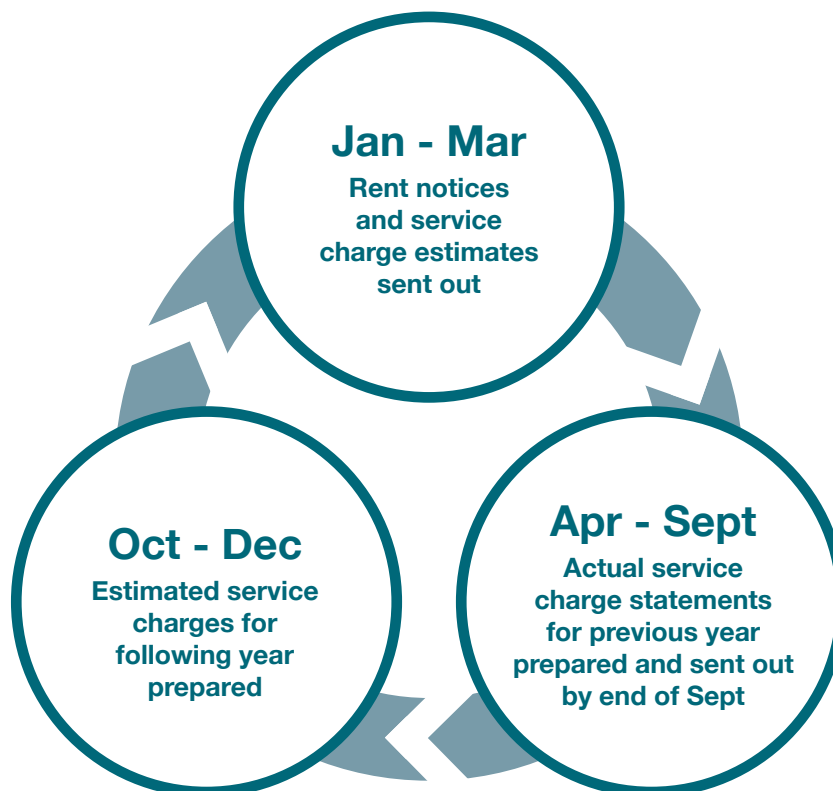
For the few customers who see a significant change to their service charge and are worried, we encourage you to contact our Money Advice Team team. We can offer support to help with your finances or support in helping you find employment, so please get in touch.

How do you know if customers are happy with the services they pay for?

We regularly seek feedback from customers about our services. Customers are encouraged to contact our Feedback Team on **0161 217 6016** or by email on **feedback@stockporthomes.org** to register and comments, complaints or compliments. This is regularly analysed to identify any service improvements.

The service charge annual cycle

Service charge estimates are sent out by the end of February each year. Actual spend statements for the previous year are sent out by the end of September.



Throughout the year

Investigating and responding to resident queries

Not all customers will receive an actual statement in September.