



staffordshire
HOUSING ASSOCIATION

Service charges and estate services



We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’
ARABIC

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘م کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌دهتوانین هاندئ زانیاری تر وهرگیرینه‌وسەر زمانه‌کاتی تریش. تکایه‌یۆ ده‌سته‌به‌کردنی زانیاری زۆرتەر، په‌یوه‌ندیمان پێوه‌بکهن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ኣብሬታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ኣብሬታ ንምርካብ ድማ ብኻብራሪትኩም ክተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages

What is a service charge?

A service charge covers the cost of additional services such as cleaning communal areas, providing gardening, communal TV aerials, or maintaining equipment such as door entry systems.

If you have a service charge it will form part of your total weekly rent.

Your tenancy agreement and rent review letters will show details of your service charge.

How is a service charge worked out?

We look at the cost of providing each service and then divide the cost between all the homes who receive them. For example, if there are 20 homes in a scheme with communal landscaped areas, each tenant will pay 1/20th of the cost of the landscape maintenance.

How is a service charge paid?

The service charge is collected with your rent. If you claim housing benefit, the service charge part of the rent will usually be eligible for housing benefit.

There are exceptions, though, such as when heating to an individual home is included as a service charge item.

How are estate services provided?

We employ a team of gardeners who carry out landscape maintenance. On some schemes we also employ caretakers and cleaners.

Most services - such as window cleaning, door entry and fire alarm maintenance - are provided by contractors.

Services are regularly put out to tender and we assess contractors on the quality of their work, their reliability, customer satisfaction with their service and value for money.

You can help us monitor standards by either calling us or completing feedback cards. We also have regular scheme inspections which we publicise and you are welcome to join.

Can residents change the services provided?

We can only change services if we have consulted with all residents who would be affected by the change. For example, if we were improving security at a scheme by installing closed circuit television we would have to write to all the residents and explain the proposed new service, what it would cost and when it would come into effect. We would then consider tenants' views before we could introduce the new service.

How to contact us

Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

Email.

mailbox@staffshousing.org.uk

Address.

Staffordshire Housing Association
308 London Road
Stoke on Trent
ST4 5AB

Website.

www.staffshousing.org.uk

Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.