

# Service charges and estate services

Our service charge covers the cost of any additional services, like cleaning communal areas, communal TV aerials, gardening and maintaining equipment such as door entry systems.

We're open and honest about any costs, so if you pay a service charge it'll be listed on your tenancy agreement and rent review letters. It will be taken as part of your total weekly rent. If you're charged an 'Affordable Rent', the service charge is already included in your rent.

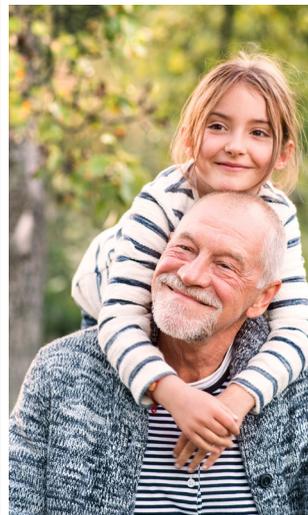
## How is a service charged worked out?

We look at how much it costs for each service and then divide it between all the homes who get it.

For example, if there are 20 homes in a scheme with communal gardens, 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 or Universal Credit, the service charge may be covered. Speak to our Income Team for more information.



## How are estate services provided?

We have a team of gardeners who look after our communal gardens and at some schemes we also employ caretakers and cleaners.

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

We regularly assess our contractors on the quality of their work, value for money, reliability and your satisfaction with their service.

You can help us monitor standards by filling out surveys, or volunteering for our involvement team, testing our services, attending meetings and discussing performance and areas for improvement.

## 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 we're look at installing CCTV to improve security, we would write to all the residents to explain why, what the cost would be and when the fee would be added to the service charge. We would then consider tenants' views before we could introduce the new service.

Email: [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)  
Call: 01782 744533

We're open from 8.30 - 5.30 Monday to Friday.

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