



Haig Homes Service Charge: Our Policy

The Trust aims to keep service charge costs as low as possible for tenants whilst maintaining high quality standards of service. Tenants are consulted on any changes to the services provided which may result in an increase in the Service Charge.

This leaflet is a summary Haig Homes' Service Charge Policy. A full copy of the Policy is available from Haig Homes - please see over for details

Service Charges

The Service Charge will vary from estate to estate or block to block but may include the costs of one or more of the following:

- Estate/block lighting
- Grounds maintenance
- Cleaning of communal areas (internal and external)
- Refuse/rubbish removal

Maintenance and depreciation of the following:

- Lift
- Controlled entry system
- CCTV
- Pumping systems
- Communal fire alarms

Haig Homes aims to maintain the standard of service provided whilst also keeping Service Charges low for tenants.

This is achieved by:

- Regular reviews and re-tendering of contracts e.g. grounds maintenance
- Monitoring the quality of service
- Periodic estate inspections
- Seeking tenants views through a Tenants Satisfaction Survey once every three years

How the Service Charge is calculated

The Trust's Service Charges are fixed, not variable. They are calculated using the previous year's actual costs or current year's known cost (not estimated costs) which are then adjusted. Copies of the Service Charge Schedule are available on request.

The charges are:

- Re-calculated annually as part of the rent review process
- Calculated to recover the previous year's costs.
- Calculated on an estate basis and, where appropriate, by block so that tenants pay only for the services they receive

Do you want to know more?

If you would like to see a full copy of the Policy, or if you have any comments or questions please contact:
Mrs Lynda Stevens, General Secretary - see below

Haig Homes, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS

Main Switchboard Tel No: 020 8685 5777 Fax: 020 8685 5778

email: haig@haighomes.org.uk www.haighomes.org.uk

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