

Electricity, gas and other fuel: The costs of providing heating and lighting for communal sitting rooms, laundries, and corridors, plus electricity for outside lighting

Communal cleaning: The costs of cleaning corridors, communal sitting rooms, toilets etc.

Window cleaning: This is the cost of cleaning the outside windows of all blocks (plus inside windows of communal areas) every 3 months

General water rates: The cost of water rates for communal kitchens, laundries and toilet facilities

Annual cost of equipment: The cost of providing communal equipment such as washing machines in laundries, chairs in lounges and kettles etc. in communal kitchens. This charge is paid over the time the equipment is expected to last, not in the year it is bought

Other Costs: The costs of small items such as tea towels and cushions etc. plus any extra works such as tree cutting not dealt with by other charges

Administration costs: The costs of calculating charges, paying invoices etc needed to administer the service charges

Property heating: The charges for water and heating to individual flats

If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.

Polish Opłaty za usługi

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Comissões por serviços

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali পরিষেবা মাসুল

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 服務收費

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Pagesat për shërbimin

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Poplatky za služby

Ak požadujete túto informáciu v inom jazyku, vytlačenu s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN

Tel: 01235 515900

Fax: 01235 515970

Email: housing@soha.co.uk

Website: www.soha.co.uk



Service charges



18b 06/09

Service charges form part of your tenancy agreement and are payable weekly together with your rent. But we show and charge them separately so that:

- You can easily see what you are being charged for
- Tenants pay for the services provided for their benefit

Your service charge covers costs Soha incurs in providing additional services to tenants not covered by the rent. We have to show you what we are spending and this is set out in the service charge statements you receive. Charges include items such as the Scheme Manager service (only those costs not covered by the Supporting People regime), grounds maintenance, costs of communal facilities and the cost Soha incurs in running all these services. We have to make sure that we recharge all the costs we incur and that we do not recharge more than it costs us.

To find out more about specific issues connected with service charges in sheltered schemes or service charges for other tenants, including explanations of service charge items, please go to our website: www.soha.co.uk or contact us on 01235 515900

When are service charges increased?

Service charges are recalculated from the beginning of October each year. As Soha can only charge you the costs of providing the services, the costs will only be increased if costs of providing the services increase. If the cost of providing the services drops, then the service charge will go down. We will always send you a breakdown of service charges telling you what to expect.

How service charges work

Service charges are designed to ensure that each property is charged for its share of the actual costs of providing communal facilities or services. But, to collect charges for the rent year ahead when the services are going to be provided, Soha has to estimate the costs and charge tenants their share of estimated costs. We try to be as accurate as we can, but these are only estimates.

Once the actual cost for the financial year is known, this is compared to the estimate and the difference is added to or deducted from the estimate for the next year.

What is covered by service charges?

These are some of the things that are covered by service charges:

General housing (that is, not sheltered accommodation)

Electricity, gas and other fuel: The costs of providing heating and/or lighting for communal areas and corridors, plus electricity for outside lighting

Communal cleaning: The costs of cleaning corridors, stairways and hallways etc.

Window cleaning: The cost of cleaning the outside and inside of windows in communal areas

Grounds maintenance: The general upkeep of areas for which Soha is responsible. It includes periodic grass cutting, weed control, litter picking and maintenance of shrubs or trees which belong to Soha. We charge a proportion of the cost to residents in areas where there

are communal grass or amenity areas owned and maintained by Soha

Other estate costs: Any other costs associated with maintaining the communal areas e.g. removal of dumped rubbish

Sewage costs: The costs of emptying septic tanks, sewerage treatment, and communal pumping equipment (if you are not on mains drainage)

Automatic doors: The costs of maintaining automatic doors into your block

Administration costs: The costs of calculating charges, paying invoices etc needed to administer the service charges. This is set at a fixed level according to your annual charge

Sheltered schemes:

Scheme Manager service: The costs of the scheme manager in looking after the building and its grounds, especially the communal areas such as corridors and common rooms

Scheme Manager management: The costs of supervising the scheme managers and managing the scheme manager service

Costs of running Scheme Manager service: The costs of providing the Scheme Manager with an office, computer and stationery etc.

Grounds maintenance: The costs of grass cutting, clearing the gardens and sweeping the paths. Please note this is not a full gardening service