



Service charges

What they are and how they work



Service charges form part of your tenancy agreement and are payable together with your rent. These charges are shown separately so that you can easily see what you are being charged for.

Your service charge covers costs arising from Soha providing additional services to residents not covered by the rent. The service charge statement sent to you annually explains the individual charges and how they are made up.

Charges include items such as grounds maintenance, costs of communal facilities (such as electric lighting in communal stairways) and the cost of managing all these services. You can find out more information for service charges in sheltered schemes or service charges for other tenants, including explanations of service charge items on our website or by emailing or phoning us.

When are service charges increased?

Service charges are worked out yearly and sent out in October

each year. Soha increases charges only if the costs of providing the services increase. If we are able to get the service at a lower cost, then the service charge will go down.

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. We will always send you a breakdown of service charges telling you what to expect but this does mean that Soha has to estimate the costs for the year ahead. 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 we told you and the difference is added to or deducted from the estimate for the next year. This booklet explains what is included in the descriptions you may see on your service charge statement.





Description of services

Under/over from prior year

This charge is for when there is an undercharge or overcharge on the actual cost when the final figures are totaled.

Communal internal/external electricity and other fuels

This charge is for the cost of electricity and power to communal areas including power supply to lifts and water pumps (if applicable). Charges are based on the amount billed to Soha by the power provider.

Garden and communal grounds maintenance

This is the cost of maintaining the grounds around your property. This includes gardening costs, pavement cleaning and gritting when necessary, tree felling and so on. Costs include salary or fees per hour and charges for cleaning materials and transport.

Communal cleaning including window cleaning

This is the cost of cleaning the communal parts inside and outside the building such as stairs, communal hallways and pathways. The charge covers the cost of plastic bin sacks and/or hire of communal bins plus bulk refuse removal if applicable.

Entry phone and emergency light and fire testing

This is the cost of maintaining door entry systems, electric gates, CCTV and fire protection as well as any monitoring of the cameras, if provided on your estate.

Independent Living Advisors and Independent Living Team Management

You may know the term Scheme Manager already – the advisors who make up this team are now called the Independent Living Team. This is a charge that all people who are in sheltered housing pay to have access to the Independent Living Team's services of their particular complex. There is a reduced charge for properties that no longer have access to communal facilities but an Independent Living Advisor still oversees their area.

General water rates

This charge is when there is a communal supply of water – for example, in a laundry room or for an outside supply.

Lift maintenance

If there is a communal lift where you live this is the charge for maintaining it.

Administration costs

This is the charge Soha makes for administering the service charges and is a fixed amount depending on the property you live in.

Stair lift maintenance

If you have a stair lift in your home this charge covers the cost of maintaining it.

Property heating

Some of our homes have a shared heating cost. Everyone pays an equal share of the heating costs for a shared boiler.

Third party estate charges

This applies where a management company provides services within the estate. An example of this is where the whole estate benefits from communal areas. In this case, costs will include any repairs or maintenance that may be needed.

Third party management charges

This is a cost to manage the services that are provided by a third party management company and is more commonly in new build estates. Soha do not have any discretion about this charge but the law says it must be reasonable. The management fee covers the costs of finding a suitable contractor, ensuring they do the work properly and processing the payment of their invoices. The management charge reflects the cost of doing that for all the services provided.

Sewage treatment

This is for properties that have a septic tank and the cost is for removing and disposing of waste.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

Italian

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Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



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