



WHITE HORSE HOUSING

Explaining service charges



“We promote equality of opportunity in every aspect of our business in line with our objectives.”



EXPLAINING SERVICE CHARGES

On top of rent some residents have to pay service charges. The service guide explains why.

Service charges are only paid by residents in properties that have a direct benefit from a service.

The charges are divided equally amongst the properties. The number of people living the property will not affect the charges.

For example, the cost of on-site sewage treatment will be divided equally between the number of properties.

Charges for grounds maintenance on an development will be divided between all the properties that use the development and its facilities.

Responsive repairs

If you are a resident, these costs will be covered by your rent payment and no costs will be added to your service charge.

Lifeline Units

We do not recharge tenants for the cost of these units.

Development Street Lighting

This covers all street lighting on a scheme that is not adopted and paid for by the local council. This also includes the cost of replacing bulbs and any necessary repairs.

EXPLAINING SERVICE CHARGES

Residents

If you are a resident, we insure the building and its structure.
THIS DOES NOT INCLUDE THE COVER FOR THE CONTENTS
OF YOUR HOME.

We strongly advise all residents to take our contents insurance
that fully covers their possessions.

Grounds Maintenance

Where we maintain shared open spaces residents will be
charged for the service.

This includes grass cutting, hedge trimming and maintaining
shrub beds, planted areas and paved, gravelled and other
hardstandings.

Variable service charges

To calculate the cost of services charges for the year, we look at
how much it actually cost one year before to provide the services.

We will adjust your account when we know the actual cost of the
services that you have been provided with.

EXPLAINING SERVICE CHARGES

If the estimate was more than the actual cost for the year, we will take that amount off your next bill.

However, if your bill estimate is lower than the actual cost, we will add the amount you owe to your next bill.

These will list your service charges and tell you when If you want to know what services you will be charged for, check your tenancy agreement.

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White Horse Housing Association is a Registered Society under the 'Co-operative and Community Benefit Societies Act 2014' (24672R) and is an exempt charity under the Charities Act 2011.
Affiliated to the National Housing Federation

This leaflet is part of the Resident Handbook and can be viewed or downloaded from www.whitehorsehousing.co.uk

