

Appendix 3 - Tenant Service Charges

All fees and service charges are reviewed annually to ensure full cost recovery (where appropriate) and also to identify any service efficiencies that can be offset against inflationary increases to keep increases to a minimum. Proposed fees and service charges for 2018/19 are detailed below.

Service Charges/Fees Eligible for Housing Benefit

Service Charge/Fee	Properties Charged (No.)	Approx. not eligible for Housing Benefit (No.)	2017-18 Average Weekly Charge £	2018-19 Average Weekly Charge £	Average Increase/Decrease £	Average Increase/Decrease %	Comments
Communal Cleaning	5,251	1,820	£2.80	£2.87	£0.07	2.5%	The increase is mainly due to pay and price inflation.
Door Entry Servicing and Maintenance	4,274	1,365	£0.48	£0.48	£0.00	0.0%	No change is proposed for 2018/19.
Electricity - Communal Ways	5,273	1,736	£0.75	£0.72	-£0.03	-4.0%	The change is mainly the result of lower electricity prices.
Grounds Maintenance	5,556	1,660	£0.68	£0.70	£0.02	2.9%	The increase is the annual inflation increase on the contract with City Parks.
Lift Servicing and Maintenance	2,402	597	£0.79	£0.91	£0.12	15.2%	The current charge does not cover the costs of providing lifts (servicing and repairs) so it is proposed the charge is increased to recover costs.
Seniors Housing - Common Ways	851	122	£9.46	£8.64	-£0.82	-8.7%	This is mainly the result of lower energy costs.
Seniors Housing - Intensive Management	837	111	£20.12	£21.04	£0.92	4.6%	The increase is mainly due to increased staff costs.
Seniors Housing – Laundry	805	106	£1.65	£1.65	£0.00	0.0%	No change is proposed for 2018/19.

Service Charge/Fee	Properties Charged (No.)	Approx. not eligible for Housing Benefit (No.)	2017-18 Average Weekly Charge £	2018-19 Average Weekly Charge £	Average Increase/Decrease £	Average Increase/Decrease %	Comments
TV Aerials	5,590	1,703	£0.76	£0.78	£0.02	2.6%	The increase is simply the annual increase in the maintenance contract.
Video Entry Servicing and Maintenance	27	3	£0.96	£0.96	£0.00	0.0%	No change is proposed for 2018/19
Service Charges and fees Not Eligible for Housing Benefit							
Communal Heating - Electricity	79	N/A	£10.32	£9.72	-£0.60	-5.8%	The charge is based on the estimated consumption for 2018/19 and the current charges for electricity.
Communal Heating - Gas	1,085	N/A	£6.02	£5.58	-£0.44	-7.3%	The charge is based on the estimated consumption for 2018/19 and the current charges for gas.
Garages and Car Parking	2,762	N/A	£8.85	£9.03	£0.18	2.0%	The increase is the forecast inflation increase of +2%.
Mobility Scooter and Cycle Storage	35	N/A	£2.50	£2.50	£0.00	0.0%	No increase for 2018/19. Low volume so low budget impact.
Seniors Housing - Guest Rooms	N/A	N/A	£15.00	£15.50	£0.50	3.3%	This is the proposed increase for 2018/19 in line with inflationary pressures.
Water Charges	138	N/A	£3.95	£4.00	£0.05	1.3%	The increase is mainly the forecast inflation increase of +2%.