

Portfolio Holder for Housing

Item

14 December 2020

Report of	Assistant Director Place and Client	Author	Suzanne Norton ☎ 282249
Title	Housing Revenue Account Fees and Charges 2021/22		
Wards affected	All		

1. Executive Summary

- 1.1 This report sets out the proposed fees and charges for tenants and leaseholders for the rent year 2021/22. All charges are detailed in Appendix A which show charges for 2020/21 for comparison purposes.
- 1.2 The charges detail the net and total charges and also where appropriate include VAT. Tenants will be written to in early March 2021 giving notice on their rent and service charges commencing in April 2021. Leaseholders are advised of their charges in April 2021.
- 1.3 From 1 April 2020 rents must be set in accordance with the Government's Policy Statement on Rents for Social Housing. For the rent year 2021/22 rents will increase to a maximum rate of the Consumer Price Index in September 2020 plus 1%.
- 1.4 Where Affordable Rent is being charged, the maximum rent inclusive of service charges must not exceed 80% of the market rent.

2. Recommended Decision

- 2.1 Approval of the fees and charges as set out in Appendix A, attached to this report.

3. Reason for Recommended Decision

- 3.1 An essential part of the budget process is to set the Housing Revenue Account fees and charges for the forthcoming leasehold service charge year (1 April 2021) and rental year (5 April 2021). This report sets out how this is to be achieved.

4. Alternative Options

- 4.1 Failure to generate the amount of income included within the budget process will result in a shortfall to the Housing Revenue Account. In partnership with Colchester Borough Homes, we would need to review how any such shortfall could be met by making savings elsewhere.

5. Background Information

- 5.1 CBC and Colchester Borough Homes have worked together to produce the Fees and Charges proposals for 2021-22.
- 5.2 The Ministry of Housing, Communities & Local Government (MHCLG) published in February 2019 new guidance on setting rents which came into effect from 1 April 2020. The new policy permits annual rent increases on both social and affordable rent properties of up to CPI plus 1% from the start of the 2020/21 rent year, for a period of at least five years.
- 5.3 Charges shown in this paper for 2021/22 indicate the Net, Vat (where applicable) and Total amounts. This allows for variation to the total amount charged should the Government determine a change to the rate of VAT. The VAT rate applied within this paper is 20% unless stated.
- 5.4 There are a wide range of charges within the Housing Portfolio which are set out in the schedules at Appendix A. Schedules 2, 3 and 5 are weekly charge amounts normally collected for fifty weeks in the rent year, which allows for two rent free weeks per year. The financial year for 2021/22 will be a 52 week rent year, having 2 rent free weeks. Schedule 4 for Leaseholders are annual charges.
- 5.5 Schedules 2 and 5 indicate if charges are not eligible for Housing Benefit and/or Universal Credit.
- 5.6 Where proposed charges indicate that they are based on an increase in line with the Consumer Price Index (CPI), the September 2020 CPI value of 0.5% has been applied.
- 5.7 Any pending/proposed changes to stock in relation to the reviews of Sheltered Housing and Temporary Accommodation (Homelessness) have not been taken into account in calculating the proposed charges.
- 5.8 The charges shown in this report may be subject to rounding differences of a few pence upon upload into the Northgate Housing Management System.
- 5.9 For the Housing Revenue Account the majority of charges are regulated by statute, and the Council would not have discretion to alter these, however where this is not the case, the Assistant Director has delegated authority to amend pricing if appropriate during the year. This enables the Council to take a commercial approach to service delivery, by responding quickly to market forces.

5.10 Proposals

5.11 Schedule 1 –Miscellaneous Charges

- 5.11.1 The Right to Buy processing charges were introduced in April 2015 to cover the cost of dealing with requests relating to the discretionary elements that arise post Right to Buy. The charges have remained unchanged since they were introduced when the processing of applications was undertaken by the PSU. Since November 2018 the process has been managed within the Housing Client Team; dealing with enquiries and issues can be resource intensive and whilst we seek to streamline processes to reduce the resource required to respond to applications, the Client Team resource is more expensive. We

are therefore proposing a flat rate increase of £50 for each of the types of application to help recover the increased costs.

5.11.2 An increase of 3% has been applied to Mortgage references, Legal and Leasehold Administration charges and Rechargeable repair costs.

5.11.3 No increase has been applied to the cost of hiring Communal common or guest rooms due to the Covid-19 pandemic.

5.12 Schedule 2 – Rent and Tenancy Charges

5.12.1 Sewerage Charges – General Needs

It is recommended to retain the existing charges whilst the project to handover of sewage treatment plants to Anglian Water continues. Anglian Water will advise customers in receipt of this service of their new charges following the handover.

5.12.2 Water charges – General Needs, Sheltered and Homeless

In December 2019 OFWAT gave notice of its price control determinations for the five-year period effective from 1 April 2020. Anglian Water was one of four water companies that did not accept OFWAT's final determination and the disputed determinations remain unresolved to date. On the evidence provided by our Energy Bureau provider we recommend the uplift of 3% plus CPI at 0.5% and will make adjustments, if necessary, to future charges once the actual figures are known.

5.12.3 Utility Charges –General Needs, Sheltered and Homeless

Utility charges cover the cost of Gas\Electric Heating where the properties are on a communal supply. In order to recover actual costs and taking future price determinations into account as advised by Smith Bellerby, the following are proposed:

General Needs - Increase of 4.5%

Sheltered - Increase of 7.5% (see exception below)

The communal gas charges for Heathfields House will reduce by -10%.

Homeless

The actual increase for Homeless person units is 55%, this is due in part to the reduced number of homeless units and the way the service charges have been apportioned across all units in previous years. It is proposed that we cap the increase at 20% for 2021/22 to limit the impact on tenants and the under-recovery of the actual costs.

5.12.4 Sheltered Service Charge

The 2021/22 service charge continues to reflect the actual cost of providing the service with a reduction in the charges of between 4.2% and 4.7% for this year.

5.12.5 Homeless Support Charge

It is proposed to continue with charges in line with the costs of providing the support and these remain unchanged for 2021/22.

5.13 Schedule 3 – Garage and Storage Unit Rents

The rents for both standard and high demand sites have been uprated at the same rate as rent increases by CPI plus 1%. The same increase has been applied to Storage Units.

5.14 Schedule 4 – Leaseholder Service Charges

5.14.1 Management Fee

The proposed increase of 1.0% applied across all groups.

5.14.2 Lighting, Heating, Water, Buildings Insurance and Block Repairs.

Lighting, Heating, Water and Block Repairs are estimated charges. Adjustments are made to leaseholder accounts, once the actual costs are received if these values have been over/under estimated. An increase of 1.3% on building insurance is proposed, based on the cost of the premium divided by the number of properties insured.

5.14.3 Communal Cleaning and Window Cleaning

These charges are calculated by service charge apportionment and annualised to Leaseholders.

5.14.4 Community Caretakers

The apportionment of this service charge is split based on the percentage of time spent providing the service to property types. From 2020/21 the total service charge has been split 15% to flats with no communal area along with houses, bungalows and linked sheltered housing and the remaining 85% of the charge is proportioned to all flats with a communal area.

5.14.5 Sealed Expansion units

This charge is calculated by service charge apportionment and annualised to Leaseholders.

5.14.6 Fire Alarms and Emergency Lighting

This charge is calculated by service charge apportionment and annualised to Leaseholders.

5.15 Schedule Five – Tenant Service Charges

5.15.1 The schedule shows the changes proposed. The following points are to be noted regarding proposed charges:

5.15.2 Charges in the schedule are shown and calculated on a 50 week basis. The rent year for 2021/22 is a 52 week year allowing for 2 rent free weeks.

5.15.3 All communal cleaning costs have increased. A new contractor has been procured for 2 and 3 storey cleaning which has different pricing levels but now delivers on expected service standards and service levels. Cleaning at Roger Browning House is included in the 2 storey cleaning contract.

5.15.4 Community Caretakers

Please see point 5.14.4 – this also applies to Tenant service charges.

5.15.5 Furnishings and Carpets

The budget has been capped and for 2021/22 the proposed charge reduces by 64%.

5.15.6 Laundry

The increase in Laundry costs across tenures relates to repair costs. There were no repair costs in the year for general needs properties and the repair costs have reduced for Homelessness.

5.15.7 Window Cleaning

The window cleaning contract has been retendered and now includes cleaning of windows both outside and inside, the increased cost reflects this change in service provision.

5.15.8 Servicing of Sealed Expansion Units

Please see point 5.14.5 – this also applies to Sheltered tenants and Roger Browning House.

5.15.9 Fire Alarms and Emergency Lighting

Please see point 5.14.6 – this also applies to Tenant service charges.

5.15.10 PAT testing

The costs have reduced for 2021/22.

5.15.11 Communal Wi-fi – Sheltered

The proposed charges for 2021/22 remain unchanged.

6. Equality, Diversity and Human Rights implications

- 6.1 This report has no significant equality, diversity and human rights implications. The Fees and Charges report is covered by the Housing Revenue Account Fees and Charges Equality Impact Assessment, which can be viewed here:

<https://cbccrmdata.blob.core.windows.net/noteattachment/CBC-EQIA-Rent-Setting-and-Service-Charges-EqIA%20Rent%20Setting%20and%20Service%20Charges.pdf>

7. Strategic Plan References

- 7.1 The Better Colchester Strategic Plan 2020-2023 sets out clearly the Council's priorities. The services and projects delivered by CBH contribute directly to the following priority areas and their goals:

- **Creating safe, healthy and active communities**
 - Build on community strengths and assets
 - Tackle the causes of inequality and support our most vulnerable people
 - Provide opportunities for young people
- **Delivering homes for people who need them**
 - Increase the number, quality and types of homes
 - Prevent households from experiencing homelessness
- **Growing a better economy so everyone benefits**
 - Enable Economic Recovery from Covid-19 ensuring all residents benefit from growth
 - Create an environment that attracts inward investment to Colchester and help businesses flourish

8. Consultation

- 8.1 Consultation is completed in line with the Councils Rent Setting and Service Charge Policy.

9. Publicity Considerations

- 9.1 Council tenants will be given 28 days written notice of any changes to their fees and charges. Service Charge and Ground Rent invoices will be sent to Leaseholders in April each year.

10. Financial implications

- 10.1 The proposals set out in this report should enable Colchester Borough Council working in partnership with Colchester Borough Homes to recover its costs in providing the range of services provided to council tenants and leaseholders for 2021/22. It should be noted these calculations are based on the assumption that the demand for these services will remain the same as for this financial year. It is possible that demand will vary due to increase in fees, or changes in the economy. These aspects will therefore need to be carefully monitored throughout the next financial year.

11. Health, Wellbeing and Community Safety Implications

- 11.1 This report has no significant health, wellbeing and community safety implications.

12. Health and Safety Implications

- 12.1 This report has no significant health and safety implications.

13. Risk Management Implications

- 13.1 This has been taken account of in the main bulk of the report.

14. Environmental and Sustainability Implications

- 14.1 This report has no significant environmental and sustainability implications.

Appendices

Appendix A - Housing Revenue Account Fees and Charges Schedules 2021/22

Background Papers

Strategic Plan 2020-23

Rent Setting and Service Charge Policy revised November 2019

Appendix A.

		Current Net Charge 2020/21	Current VAT 2020/21	Current Total charge 2020/21	Proposed Net Charge 2021/22	VAT 2021/22	Proposed Total charge 2021/22	Net charge Percentage change on 2021/22
Schedule 1 - Miscellaneous Charges								
Mortgage Reference Charges Tenants and Leaseholders		£57.80	£11.56	£69.36	£59.53	£11.91	£71.44	3.0%
Hire of Common Rooms by tenants and other Organisations delivering services to older people Including Kitchen (where kitchen exists)	Full Day	£27.50	£5.50	£33.00	£27.50	£5.50	£33.00	0.0%
	Half Day	£16.67	£3.33	£20.00	£16.67	£3.33	£20.00	0.0%
Hire of Communal Common Room by external organisations for professional purposes including training	Full Day	£54.17	£10.83	£65.00	£54.17	£10.83	£65.00	0.0%
	Half Day	£31.67	£6.33	£38.00	£31.67	£6.33	£38.00	0.0%
Charges for Legal Enquiries	Standard information pack	£122.40	£24.48	£146.88	£126.07	£25.21	£151.29	3.0%
	Supplementary legal enquiries	£57.80	£11.56	£69.36	£59.53	£11.91	£71.44	3.0%
	Processing Notice of transfer/assignment	£57.80	£11.56	£69.36	£59.53	£11.91	£71.44	3.0%
Major Works								
	Admin fee chargeable on all major works	£20.83	£4.17	£25.00	£20.83	£4.17	£25.00	0.0%
Charges for Right to Buy Processing	Request to waive repayable discount under Right to Buy	£200.00	£40.00	£240.00	£241.67	£48.33	£290.00	20.8%
	Request for deed of variation	£250.00	£50.00	£300.00	£291.67	£58.33	£350.00	16.7%
	Request for approval to carry out work covered by a restrictive covenant	£100.00	£20.00	£120.00	£141.67	£28.33	£170.00	41.7%
	Retrospective request for approval to carry out work covered by a restrictive covenant	£200.00	£40.00	£240.00	£241.67	£48.33	£290.00	20.8%
	Retrospective request for a deed of variation	£350.00	£70.00	£420.00	£391.67	£78.33	£470.00	11.9%
	The disposal of small parcels of housing land.	£200.00	£40.00	£240.00	£241.67	£48.33	£290.00	20.8%
Leasehold Administration Charges	Copy Statement or schedule of repairs	£25.50	£5.10	£30.60	£26.27	£5.25	£31.52	3.0%
	Copy certificate of actual account	£25.50	£5.10	£30.60	£26.27	£5.25	£31.52	3.0%
	Re Sale Information pack for solicitors <i>Keep consistent with the charges for Legal Enquiries -Resale information Pack</i>	£122.40	£24.48	£146.88	£126.07	£25.21	£151.29	3.0%
	Notice of Transfer for sale	£59.50	£11.90	£71.40	£61.29	£12.26	£73.54	3.0%
	Permit for any internal alteration	£76.50	£15.30	£91.80	£78.80	£15.76	£94.55	3.0%
	Legal Recovery costs	variable	variable	Variable	Variable	variable	variable	N/A
	Trace of address to pursue debt	£51.00	£10.20	£61.20	£52.53	£10.51	£63.04	3.0%
	Letter of Satisfaction (removal of CCJ)	£25.50	£5.10	£30.60	£26.27	£5.25	£31.52	3.0%
	Letter regarding breach of lease	£25.50	£5.10	£30.60	£26.27	£5.25	£31.52	3.0%
	Visit regarding breach of lease	£102.00	£20.40	£122.40	£105.06	£21.01	£126.07	3.0%
	Responses to letters/emails <i>(Where the information has been previously provided)</i>	£25.50	£5.10	£30.60	£26.27	£5.25	£31.52	3.0%
	Land Registry Searches	£25.50	£5.10	£30.60	£26.27	£5.25	£31.52	3.0%
	Copy of Lease	£76.50	£15.30	£91.80	£78.80	£15.76	£94.55	3.0%
	Gain Access	£117.57	£23.51	£141.08	£121.10	£24.22	£145.32	3.0%
Rechargeable Repairs	Board up Opening and Reglaze	£175.83	£35.17	£211.00	£181.10	£36.22	£217.33	3.0%
	Renew Internal Door	£188.31	£37.66	£225.97	£193.96	£38.79	£232.75	3.0%
	WC pan complete	£224.73	£44.95	£269.68	£231.47	£46.29	£277.77	3.0%
	Make Safe - Electrical Socket\Switches	£53.06	£10.61	£63.67	£54.65	£10.93	£65.58	3.0%
	Unblock Drain (due to negligence)	£119.65	£23.93	£143.58	£123.24	£24.65	£147.89	3.0%
	Plaster patch to walls	£49.94	£9.99	£59.93	£51.44	£10.29	£61.73	3.0%
	Property Clearance - jobs individually costed	variable	variable	Variable	Variable	variable	variable	N/A
	Admin Charge	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	
	Out of Hours Call out charge - <i>additional charge where call out is between 5pm and 8:30 am Monday to Friday or Weekends\Bank Holidays</i>	£36.41	£7.28	£43.69	£37.50	£7.50	£45.00	3.0%
Sheltered Guest Room Rental - Grade 1 Charles Smith House, Walnut Tree House, Grymes Dyke Court, Harrison Court, Cannons (No 1), Mary Frank House, Fairfield Gardens, Winstree Court, Worsnop House, John Lampon Court.	1st night	£21.67	£4.33	£26.00	£21.67	£4.33	£26.00	0.0%
	Subsequent Night	£15.00	£3.00	£18.00	£15.00	£3.00	£18.00	0.0%
Sheltered Guest Rooms Rental - Grade 2 Plum Hall, Sexton close, Cannons(No 2)	1st night	£18.33	£3.67	£22.00	£18.33	£3.67	£22.00	0.0%
	Subsequent Night	£12.50	£2.50	£15.00	£12.50	£2.50	£15.00	0.0%

No Sheltered Guest rooms at Elfreda House, Britania Court, Heathfields House, Ivor Brown court, Oatfield Close, Enoch House or Stuart Pawsey Court.

Schedule 2 - Rental and Tenancy Charges

		Current Charge 2020/21	Proposed Charge 2021/22	Percentage change on 2021/22
General Needs Sewerage Charges⊗		3.23 to 3.46	3.23 to 3.46	0.0%
General Needs Water charge ⊗	31 Elfreda House	£6.32	£6.54	3.5%
General Needs Utility Charge⊗	Roger Browning House - Heating	£6.74	£7.04	4.5%
Sheltered Service⊗	General	£4.28	£4.10	-4.2%
	Linked	£1.72	£1.64	-4.7%
Sheltered Water Charges ⊗ <i>This charge also applies to general needs properties where the metered supply is shared between general and sheltered</i>	Bedsit/1 bed with shared bathroom	£3.80	£3.93	3.5%
	Bedsit/1 bed with own bathroom	£5.23	£5.41	3.5%
	2/3/4 Bedroomed all with own bathroom	£6.80	£7.04	3.5%
	Worsnop and Enoch Retained Rates -Tenant originally in Bedsit	£3.80	£3.93	3.5%
	Worsnop and Enoch Retained Rates -Tenant originally in 1 bed	£5.23	£5.41	3.5%
	Worsnop and Enoch Retained Rates -Tenant originally in 2 bed	£6.80	£7.04	3.5%
Sheltered Utility Costs ⊗ <i>This charge also applied to general needs properties where the metered supply is shared between general and sheltered</i>	Bedsit with or without bathroom	£6.03	£6.48	7.5%
	1 bedroom flat/bungalow with or without bathroom	£12.42	£13.35	7.5%
	2/3/4 bedroom property all with bathroom (includes 62 Stuart Pawsey – SHSE)	£21.62	£23.24	7.5%
	Heathfields House Category One bedsits only with own electric meter (20, 21, 24, 25, 26, 30 & 31)	£6.08	£6.54	7.5%
	Heathfields House Category One 2 bedroom flats Block A only (19)	£19.19	£20.63	7.5%
	Heathfields House Category One 2 bedroom flats with own electric meter (19,22,23,28 & 29)	£6.31	£6.78	7.5%
	62 Stanley Road	£8.83	£9.49	7.5%
	Worsnop and Enoch Retained Rates - Tenant originally in Bedsit	£6.03	£6.48	7.5%
	Worsnop and Enoch Retained Rates -Tenant originally in 1 bed	£12.42	£13.35	7.5%
	Worsnop and Enoch Retained Rates -Tenant originally in 2 bed	£21.62	£23.24	7.5%
Homeless Person Unit Support Charges ⊗	John Bird Court No's 1-8	£8.24	£8.24	0.0%
Homeless Person Unit Furnishing in Rooms	John Bird Court No's 1-8	£4.89	£4.89	0.0%
Homeless Person Unit Utility charges ⊗	John Bird Court No's 1-8	£13.78	£16.54	20.0%
Homeless Person Unit Water Charges⊗	John Bird Court No's 1-8	£8.01	£8.29	3.5%
Assisted Gardening Scheme⊗		£1.00	£1.50	50.0%

★ Charge Not Eligible for Universal Credit

⊗ Charge Not Eligible for Universal Credit or Housing Benefit

Schedule 3 - Garage, Storage Unit Charges		Current Net Charge 2020/21	Current VAT 2020/2021	Current Total charge 2020/21	Proposed Net Charge 2021/22	VAT 2020/2021	Proposed Total charge 2021/22	Net charge Percentage change on 2021/2022
Garages	Standard Sites	£11.50	*	£11.50	£11.67	*	£11.67	1.5%
	High Demand Sites (includes sites previously designated as improved)	£14.63	*	£14.63	£14.85	*	£14.85	1.5%
Storage Units		£6.00	*	£6.00	£6.09	*	£6.09	1.5%

* VAT charges applied in line with HMRC rules where relevant

*Vat for the Discount (where relevant) is equal to the difference between the total rent and VAT chargeable and the Total rent and VAT chargeable after the discount is applied.

Schedule 4 - Leasehold Service Charges

		Current Charge 2020/21	Proposed Charge 2021/22	Percentage change on 2021/22
Management Fee	Group 1	£81.27	£82.08	1.0%
	Group 2	£127.20	£128.47	1.0%
	Group 3	£158.95	£160.54	1.0%
Communal Grounds Maintenance <i>(The tier applicable to each leaseholder is set as per the individual leases and cannot be varied)</i>	Group 1	£74.71	£76.98	3.0%
	Group 2	£124.02	£127.74	3.0%
	Group 3	£160.14	£164.94	3.0%
	Group 4 <i>Must be 50% of the Group 2 rate as specified in leases</i>	£62.01	£63.87	3.0%
Lighting*		£35.00	£35.00	0.0%
Insurance		£26.44	£26.77	1.3%
Heating*		£350.00	£350.00	0.0%
Assisted Gardening Scheme		£50.00	£75.00	50.0%
Water*	Eld Lane Only	£305.67	£305.67	0.0%
Block Repairs*	Group 1	£74.36	£74.36	0.0%
	Group 2	£45.76	£45.76	0.0%
	Group 3	£22.88	£22.88	0.0%
Communal Cleaning■ ¹	3 Storey Block	£104.00	£106.50	2.4%
	2 Storey Block	£39.00	£42.00	7.7%
	Roger Browning House	£39.00	£42.00	7.7%
Window Cleaning■ ¹	3 Storey Block	£4.50	£7.00	55.6%
	2 Storey Block	£5.50	£8.50	54.5%
	Byng Court	£3.00	£4.50	50.0%
	Charge is 60 % of 3 storey base rate as per provisions in lease			
Community Caretakers■	Flats with Communal Areas	£39.00	£40.50	3.8%
	All properties with no Communal Areas	£5.00	£5.50	10.0%
Bin Chute Cleaning■		£25.50	£26.50	3.9%
Digital TV■ ¹		£9.00	£12.00	33.3%
Sealed expansion■ ¹	Roger Browning House	£55.00	£55.00	0.0%
Fire Alarms and Emergency Lighting■ ¹	Roger Browning House	£70.50	£76.50	8.5%
	Paul Spendlove Court	£53.50	£58.50	9.3%
Communal Lifts ■ ¹	Lion Walk Flats (Eld Lane)	£6.00	£0.00	-100.0%

* Charges are estimated, adjustments are applied to accounts to reflect actuals once a full years billing information is received.

■ Charges are calculated with tenant service charges and annualised

¹ Charges for current year 2019/20 have been adjusted from a 51 week rate to a 50 week rate to enable comparison with 2020/21

Schedule 5 - Tenant Service Charges	Current Charge 2020/21 - 50 week	Proposed Charge 2021/22 - 50 week	Percentage change on 2021/22 - 50 week
Communal Boilers - General Needs (Roger Browning)	£0.65	£0.68	4.6%
Communal Boilers - Sheltered	Various £0.44 to £1.59	Various £0.41 to £1.73	Various £0.41 to £1.73
Communal Boilers - Homelessness	£0.54	£0.00	
Communal Cleaning (Inc Deep cleaning) - 2 storey	£0.78	£0.84	7.7%
Communal Cleaning (inc deep cleaning) - 3 storey	£2.08	£2.13	2.4%
Cleaning - Sheltered (inc some General Needs in Sheltered Blocks)	Various £0.28 to £5.69	Various £0.02 to £9.74	Various £0.02 to £9.74
Cleaning - Extra Care Sheltered (The Cannons only)	£9.66	£6.92	-28.4%
Cleaning - Homelessness	Various £3.55 to £6.73	Various £0.47 to £5.95	Various £0.47 to £5.95
Cleaning - Roger Browning Hse	£0.78	£0.84	7.7%
Communal Electric - General Needs (includes RB)	Various £0.10 to £6.30	Various £0.24 to £4.46	Various £0.24 to £4.46
Communal Electric - Sheltered	Various £0.21 to £6.18	Various £0.23 to £9.68	Various £0.23 to £9.68
Communal Electric - Homelessness	Various £1.17 to £6.39	Various £0.76 to £7.15	Various £0.76 to £7.15
Communal Gas - Sheltered	Various £0.08 to £2.98	Various £0.08 to £2.65	Various £0.08 to £2.65
Communal Water - Sheltered 1	Various £0.03 to £0.94	Various £-0.03 to £0.60	Various £-0.03 to £0.60
Communal Water - Homelessness	Various £0.24 to £0.42	0.57	Various £0.15 to £0.33
Community Caretakers 15% (houses, bung)	£0.78	£0.81	3.8%
Community Caretakers 85% (flats)	£0.10	£0.11	10%
Furnishings and Carpets - Sheltered 2	£1.07	£0.38	-64%
Grounds Maintenance - General	£1.83	£1.80	-1.6%
Grounds Maintenance - Sheltered	£3.00	£3.01	0.3%
Grounds Maintenance - Homelessness	£1.83	£1.80	-1.6%
Laundry - General	£0.73	£0.00	-100%
Laundry - Sheltered	Various £0.08 to £1.39	Various £0.00 to £1.47	Various £-0.08 to £0.08
Laundry - Homelessness	£2.51	£1.64	-34.7%
Lifts - Sheltered	Various £0.40 to £1.13	Various £0.42 to £1.24	Various £0.02 to £0.11
Window Cleaning - 2 storey	£0.11	£0.17	54.5%
Window Cleaning - 3 storey	£0.09	£0.14	55.6%
Window Cleaning - Sheltered (inc some general needs in sheltered blocks)	£0.19	£0.19	0.0%
Window Cleaning - Homelessness	£0.10	£0.19	90.0%

Schedule 5 - Tenant Service Charges continued	Current Charge 2020/21 - 50 week	Proposed Charge 2021/22 - 50 week	Percentage change on 2021/22 - 50 week
Bin Chutes	£0.51	£0.53	3.9%
Digital TV	£0.18	£0.24	33.3%
Facility Management - General & ExCare Sheltered	£12.44	£11.92	-4.2%
Facility Management - Linked Sheltered	£2.64	£2.52	-4.5%
Facility Management - Homeless	£11.87	£11.70	-1.4%
Servicing of Sealed Expansion Units -sheltered	Various £0.33 to £1.18	Various £0.36 to £1.18	Various £0.00 to £0.03
Servicing of Sealed Expansion Units -General Needs (Roger Browning only)	£1.10	£1.10	0%
Servicing of Fire Alarms, smoke Detectors & Emergency Lighting-Sheltered (inc some general needs in sheltered blocks)	Various £0.19 to £1.40	Various £0.21 to £1.57	Various £0.02 to £0.17
Servicing of Fire Alarm, Smoke Detectors & Emergency Lighting -Homelessness	£2.09	£2.30	10%
Servicing of Fire Alarms , smoke Detectors & Emergency Lighting -General Needs inc RB	Various £0.15 to £1.41	Various £0.13 to £1.53	Various -£0.02 to £0.12
Fire Extinguisher Servicing-sheltered	Various £0.01 to £0.09	Various £0.01 to £0.09	0%
Fire Extinguisher Servicing -Homelessness	Various £0.05 to £0.08	Various £0.07 to £0.07	Various -£0.01 to £0.02
Legionella testing-Sheltered	Various £0.50 to £1.44	Various £0.50 to £1.44	0%
Legionella testing-homelessness	2.53	2.53	0%
PAT testing-Sheltered only	Various £0.04 to £0.33	Various £0.02 to £0.14	Various -£0.02 to -£0.19
PAT testing-Homeless only	£0.10	£0.02	-80%
Communal Wi-Fi - Sheltered 1	£0.57	£0.57	0.0%
Communal TV - Sheltered 1	£0.11	£0.11	0.0%
Media Licences - Sheltered 1	£0.15	£0.17	13.3%

1 Charge Not Eligible for Universal Credit

2 Charge Not Eligible for Universal Credit or Housing Benefit (For Communal Water in Sheltered only a proportion of the charge is not eligible - if it services the communal laundry)