

FACT SHEET

Service Charges

What are Service Charges?

- a payment made towards the costs of providing and maintaining additional services to residents beyond what is normally covered by your rent
- applies to the right to use a service rather than actual use of the service
- your proportion of the costs for the additional services that are provided by us to your block and/or estate



PLEASE NOTE: We do not make a profit from Service Charges as we only recover the actual cost for providing that service and an administration fee for managing those services.

The additional services you pay for depend on your property and its location.

Service Charges Description

Here are examples of service charges that may appear on your invoice. You will only be charged if this service is relevant to your property.

This list is not exhaustive:

- **Cleaning Services**
A cleaning service charge could include cleaning of all communal areas such as hallways, landing, and stairs (this may include external communal areas e.g. communal window cleaning)
- **Lighting for Communal Areas**
A charge for lighting and emergency lighting in communal areas can include for example; lighting in communal porches, hallways, landings and security lighting
- **Grass Cutting and Grounds and Car Park Maintenance**
This service charge includes the annual maintenance costs of communal gardens, grass or planted areas and car parks on your estate
- **Heating for Communal Areas**
Communal heating costs will include the total cost of heating all the communal areas e.g. hallway, communal rooms etc

- **Estate Management**
Estate Management service charge costs could include items such as CCTV Systems and secure door entry systems etc
- **Health and Safety in communal areas**
This service charge contributes to costs such as fire prevention and detection, electrical equipment checks, pest control etc
- **Emergency Alarm Service (lifeline)**
This service may be applicable to you if you live in one of CCG's sheltered accommodation, or if you receive the Supported Housing Service in the community
- **Supported Housing Officer Service**
This service may be applicable to you if you lived in once of CCG's sheltered accommodation, or if you receive the Supported Housing Service in the community
- **Site Warden**
For the provision of on-site support

If you receive the above services and are unhappy with the service for any reason, please contact us to discuss your concerns as soon as possible.



PLEASE NOTE: Not all of our sites receive all of these services.

Other Costs

A 10% administration fee will be included in your service charges. This charge will contribute to costs relating to managing the services provided.

Calculating Service Charges

Service charges will be calculated on an estimate basis, based on the actual cost for the previous year.

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Paying your Service Charges

You will pay your service charge with your rent payment. Most service charges will be covered by Housing Benefits/Universal Credit (Housing element) if you qualify for assistance.

If you are worried that you are going to have difficulty in paying for your service charges, please contact our Rent & Income Department as soon as possible.

For more information

For more information about anything included in this leaflet, or if you would like to receive this leaflet in a different format, such as Braille, large text or in another language, please contact us on **enquiries@ccgwynedd.org.uk**, **0300 123 8084** or **www.ccgwynedd.org**

