

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 2020/21 are detailed below. Please note that for the comparable 2019/20 figures, the average weekly charge may differ from the previous year's budget report as a result of stock changes (for example new builds and Right to Buy Sales).

Service Charges Eligible for Housing Benefit	Tenants Charged (No.)	Approx. not eligible for Housing Benefit (No.)	2019/20 Average Weekly Charge £	2020/21 Average Weekly Charge £	Average Increase/D decrease £	Average Increase/D decrease %	Comments
Communal Cleaning	5,284	2,405	£2.93	£3.03	£0.10	3.4%	The increase reflects pay and price inflation.
Door Entry Servicing and Maintenance	4,286	1,907	£0.49	£0.50	£0.01	2.0%	The increase reflects annual contract inflation.
Electricity - Communal Ways	5,323	2,425	£0.89	£0.95	£0.06	7.0%	The change is mainly as a result of higher electricity prices.
Grounds Maintenance	5,645	2,369	£0.72	£0.73	£0.01	2.0%	The increase reflects annual contract inflation.
Lift Servicing and Maintenance	2,480	861	£0.94	£0.98	£0.04	4.0%	The increase reflects annual contract inflation.
Seniors Housing - Common Ways	875	167	£8.84	£9.01	£0.17	1.9%	The increase reflects pay and price inflation.
Seniors Housing - Intensive Management	871	164	£21.89	£22.02	£0.13	0.6%	The increase is mainly due to increased staff costs (a nationally agreed pay increase).
Seniors Housing - Laundry	848	160	£1.70	£2.00	£0.30	17.6%	The increase reflects the need to recover the costs of laundries.

Service Charges Eligible for Housing Benefit	Tenants Charged (No.)	Approx. not eligible for Housing Benefit (No.)	2019/20 Average Weekly Charge £	2020/21 Average Weekly Charge £	Average Increase/D decrease £	Average Increase/D decrease %	Comments
TV Aerials	5,679	2,378	£0.78	£0.79	£0.01	1.3%	The increase reflects annual contract inflation.
Video Entry Servicing and Maintenance	146	60	£0.98	£1.00	£0.02	2.0%	The increase reflects annual contract inflation.
Service Charges NOT Eligible for Housing Benefit							
Communal Heating – Electricity	79	N/A	£10.21	£10.98	£0.77	7.6%	The change is the result of forecast higher electricity prices.
Communal Heating – Gas	1,206	N/A	£6.81	£6.77	-£0.04	-0.5%	The change is the result of forecast higher gas prices but lower levels of consumption.
Garages and Car Parking	2,762	N/A	£9.21	£9.39	£0.18	2.0%	The increase reflects pay and price inflation.
Mobility Scooter and Cycle Storage	35	N/A	£2.50	£2.50	£0.00	0.0%	No change is proposed for 2020/21.
Seniors Housing - Guest Rooms	N/A	N/A	£15.00	£15.50	£0.50	3.3%	This increase reflects inflation as there was no increase for 2019/20.
Water Charges	240	N/A	£4.60	£4.69	£0.09	2.0%	The increase is due to forecast inflation increase of 2% for water charges.