

Service Charges for New Residents





Introduction

Welcome to your new home, we hope you will be very happy.

Trent & Dove Housing provide a range of different services to rented, leasehold, shared ownership and owner-occupied properties. This leaflet is an introduction to the services that we may be providing to you, depending on where you live and whether you are a tenant, leaseholder, shared owner or owner occupier.



What are service charges?

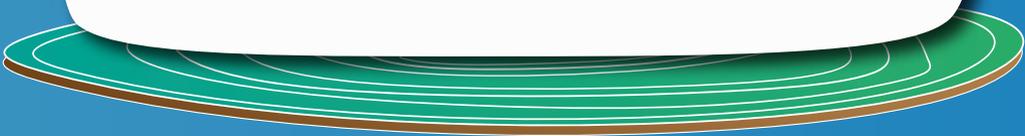
There are lots of different services which may be provided for a property. For example, a flat will often have a communal entrance area and stairs, or maybe a lift. There will be fire prevention and detection systems as well as lighting in the shared areas.

For houses, the road may not be adopted by the local authority. This means that the road is not paid for through council tax.

Outside there might be shared, green areas with grass to be cut and plants to be maintained.

Sometimes Trent & Dove provide the service ourselves, for example our caretakers may remove fly tipping. In other cases, the developer will ask a Management Company to provide services such as grounds maintenance for example. Where a Management Company is employed this will form part of your overall service charge.

These are just examples of the type of services which might be provided; there are many more different services which might be provided.





Who pays for these services?

Residents who receive the service pay but it is possible that not everyone will pay the same amount. The costs may vary depending on whether you are a tenant, a leaseholder, a shared owner or an owner occupier and it is possible for people living in the same area to pay different amounts. For example, a shared owner will have to pay for insurance and leaseholders will have to make contributions to the upkeep of the whole building.

How are charges calculated?

Every year we look at how much each service has cost during the previous financial year. We then estimate how much we think the services will cost in the coming financial year. Trent & Dove's financial year runs from April to March.

In the case of newly built properties, we estimate how much we think the services are going to cost and we use this estimate to set the charges for the first year. As time goes by, we can adjust the charges once we have more accurate figures.

Once a year, around September time, we send out a certificate which shows the actual charges for the previous financial year; then around March we will let you know what your charges will be for the new financial year.

Paying your service charges



If you are a tenant or a shared owner, we will collect your service charge at the same time and in the same way that we collect your rent. If you are a leaseholder or an owner occupier, we will send you an annual invoice.

Raising a query



If you have a question about any of your services, then please get in touch via 01283 528528. It's better to talk to us sooner rather than later so we can address any concerns quickly.

Rules and regulations

The provision and administration of service charges is regulated by law. Trent & Dove comply with all relevant legislation and regulations and a summary of your rights and obligations will be sent to you when we send your estimates, certificates and invoices.

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