

SERVICE CHARGE



SERVICE CHARGE

Look Ahead provide lots of different services to customers that are included as a service charge in the rent schedule.

Service Charge pays for parts of your home and parts that you share with others. The total amount depends on the service Look Ahead provides. Where a customer receives more services, they pay more service charge.



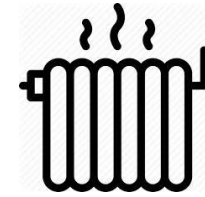
TYPES OF SERVICE CHARGE

When a customer moves in to their home (room or flat) their Landlord must give them a tenancy agreement to sign and a copy of the rent schedule. The rent schedule must list what service charges are included in their rent and the amount to be paid.

Lighting



Heating



Cleaning



Security



Maintenance



White Goods



SERVICE CHARGE




You cannot opt out of paying your service charges, even if you do not use the services you are paying for. For example...

- If your building has a lift and you live on the ground floor.
- If your building has a garden but you never use it.



HOW TO PAY

Lots of Look Ahead Customers will be entitled to Housing Benefit and most service charges are covered by housing benefit.

Housing Benefit will not pay for personal heat 
light  or catered food 

Customers that do not entitled to Housing Benefit may have to pay for their rent and all of their services charges themselves.



LOOK AHEAD SERVICE CHARGES

- **Communal** Heating , Hot Water and Lighting
- General Cleaning
- Repairs and maintenance
- Provision of furniture
- Provision of white goods
- TV Aerial and Licenses
- Shared Wi-Fi services
- *Enhanced Housing Management*

- **Personal** heating, hot water and lighting
- Specialist Equipment
- Catering services

Health & Safety, Safety, Ground & Environmental:

- Ground Maintenance and Gardening
- Window cleaning
- Concierge and caretaking services
- Pest control
- Bulk waste management
- Fire Risk Assessments and Remedial Works
- Electrical Testing of electrical items and white goods

Servicing, Repair & Maintenance:

- Door entry Systems
- Alarm equipment
- Lifts
- Laundry services

WORKING OUT THE CHARGE?

The cost is based on the estimated cost of providing services for the year, Plus a 15% Admin fee. This charge is to cover Look Ahead's administration costs.

Service charges are fixed for the year, so if actual costs end up being any higher or lower, your charges won't change.

Look Ahead aims to collect 100% of service charge. Any deficit is covered by Look Ahead and not passed on to customers.

Rents can only be increased annually. However, if there is a change in services provided, service charges can be changed as long as Look Ahead provides the Customer with 28 days notice.

During the 28 day period customers can speak to their Housing and income Officer and contest the service charge where they believe:

- **The cost of the service is excessive or;**
- **the allocation of the service**



If the customer is not happy with the outcome of the consultation, or their existing service charge, they can make a complaint.