

informing  
OUR CUSTOMERS



TRAFFORD HOUSING TRUST

## Variable Service Charges

Important information please read  
with your Rent and Service Charge Letter



Need help with communication? One number 0300 777 7777, any language, any format, please ask.

需要語言上的協助？任何語言，  
任何形式，請打 0300 777 7777 查詢。

Potrzebujesz pomocy w porozumiewaniu się?  
Jeden numer 0300 777 7777 wiele języków,  
każdy format. Poproś o pomoc.

વાર્તામાં કે સંપર્ક માટે મદદની જરૂર હશે કોઈ પણ ભાષામાં કે  
રીતમાં મદદ માટે એક જ ટેલિફોન નંબર: 0300 777 7777

क्या बात-चीत करने में सहायता चाहिये? एक ही नम्बर 0300 777 7777  
किसी भी भाषा, किसी भी प्रकार में लेने के लिये, कृपया सम्पर्क करें।  
ਕੀ ਗੱਲ-ਬਾਤ ਕਰਨ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਇਕੋ ਨੰਬਰ 0300 777 7777  
ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ, ਕਿਸੇ ਵੀ ਤਰੀਕੇ ਵਿਚ ਲੈਣ ਲਈ ਵਿਰਧਾ ਕਰਕੇ ਪੁੱਛੋ।  
- کوئی بھی زبان یا شکل میں - براہ کرم پوچھیں۔ 0300 777 7777  
بات چیت میں مدد چاہیے؟ ایک ہی نمبر

## What is a Service Charge?

A Service Charge is a charge payable to your landlord towards the cost of providing and maintaining services. Please refer to your Service Charge Statement for the description of the charges you are receiving. A Service Charge is a weekly charge that is in **addition** to your weekly rent. The Trust records your weekly Service Charge on your rent account. The Trust has a firm but fair policy towards tenants who do not pay their rent and Service Charges. The Trust recognises that some tenants have financial problems and is committed to ensure staff are trained to provide support and advice on the availability of welfare benefits and offer debt counselling assistance.

## What services do we charge for?

### **Here is a description of Service Charges that may appear on your statement**

- Caretaker Service
- CCTV (Closed Circuit TV)
- Central Heating
- Cleaning
- Communal Facilities
- Door Maintenance
- Grounds Maintenance
- Lift Maintenance
- Lighting
- Mobile Warden
- Warden Call
- Warden Services

## What is a Variable Service Charge?

Trafford Housing Trust operates a Variable Service Charge scheme. This means that we review the Service Charges you pay for every year and you are only charged the actual costs of the services you receive. The Service Charge is based on an estimate of the current year's service costs, with any under or over charges relating to the previous year adjusted to your bill.

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## What happens when extra income is collected?

When we collect more money than we spend on the Service Charges, this extra is called a surplus. Any surplus will be used to offset the following year's Service Charges. This means it will either reduce the existing Service Charge, or reduce the size of any Service Charge increase.



## What happens when not enough income is collected?

When the Trust spends more money on services than it collects, this is called a deficit. Any deficit will be carried forward to the next year's Service Charge. This makes sure that the deficit is made up over the next 12 months.

If you have any questions about Variable Service Charges, please contact the Customer Hub on 0300 777 7777 or send us an email to [service.charges@traffordhousingtrust.co.uk](mailto:service.charges@traffordhousingtrust.co.uk)

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## How does it work?

Every year we tell you about the costs of providing services to your home. We send you a set of accounts with details of Service Charge income and expenditure for your home for the last financial year. We normally send out accounts by the end of September each year.

### For example

If you receive Caretaking Services then the annual cost is divided equally and charged back to all the residents receiving the service. For example, if the annual cost for this service is £12,000 and 50 flats receive a Caretaking Service then the cost is divided equally by the 50 flats to give £240.00 and this Service Charge is then passed on to residents by way of a weekly Service Charge over 48 weeks. This means that a weekly Service Charge of £5.00 would be charged to residents to pay for the Caretaking Service.

## How is the Service Charge reviewed?

Every year the Trust looks at the money that we have spent on your property and what we need to spend in the future to keep your property at a high standard. We'll report our proposed changes to your Service Charge costs and services in writing within the annual rent increase letter, sent out in March, and whenever possible we will meet you and other residents to talk about these services.



## Help is available to you if you need debt advice and support

If you have questions about Variable Service Charges, please contact the Customer Hub on 0300 777 7777.

Alternatively, contact can be made to;

**Citizen's Advice Bureau** – have outreach surgeries across the Borough, full details can be obtained from your local office or via the website.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**National Debtline** – free debt advice and support for people with money worries and debt problems. Freephone, **0808 808 4000** or visit their website on [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

**Moneyline Greater Manchester** – is a Government funded community initiative offering low cost loans. Call them on **0161 736 6500**.

**Credit Unions** – offering low cost loans linked to savings.

If you live in the Trafford Borough, call **0161 912 1536**.

If you live in the M33 Postcode, call **0161 962 3636**.



## Trafford Housing Trust Head Office

Trafford Housing Trust, Sale Point,  
126 - 150 Washway Road,  
Sale M33 6AG

Customer Hub Number:

0300 777 7777

[www.traffordhousingtrust.co.uk](http://www.traffordhousingtrust.co.uk)

