



Habinteg
housing association
(Ulster) Ltd

SERVICE CHARGES

Habinteg Housing Association [Ulster] Limited calculates service charges based on the estimated cost of providing the Community Assistant service, communal facility [where appropriate] and other relevant services for the incoming year. This is based on expenditure for the past year plus/minus any deficit or surplus on the service account plus inflation. If the deficit is large, it will be recouped over more than one year so as to maintain charges at a reasonable level. If the account is in surplus, the charge is not increased unless the surplus will not cover inflation and the situation is monitored to ensure that the charge fairly represents expenditure.

The service charge for each scheme is calculated individually and the charges are not pooled but the audited accounts are presented collectively. Items included in the calculation are shown below :

- [a] Community Assistant's salary and National Insurance/superannuation expenditure.
- [b] Community Assistant's rent/rates subsidy.
- [c] Portion of Community Assistant's telephone call charges. (A set allowance is made for business calls in connection with the scheme and the quarterly rental is met by the Association via the service charge.)
- [d] Electricity costs for the office and community facility.
- [e] Careline charges in relation to the warden call system.
- [f] Maintenance charges in relation to the warden call service agreement.
- [g] Servicing of fire appliances.
- [h] Community Assistant's office equipment, stationery, etc.
- [i] Cleaning materials, toilet rolls, etc.

Additionally in sheltered schemes -

- [j] Cleaning of communal areas and windows.
- [k] Pay-phone charges [rental].

All tenants are charged the same amount for service within a scheme irrespective of house type, size or whether general needs or wheelchair use. Where a sheltered scheme forms part of an integrated scheme the sheltered scheme is treated as if it was separate and the Community Assistant's salary and dwelling charge is apportioned between the two elements on the scheme according to the number of dwellings in each part.

Service charges are reviewed annually as part of the Association's overall budgeting process and approved by the Board of Management, and changes notified formally to tenants/leaseholders one month prior to the annual rent increase in April.

Approved

HMC: 11.01.06
BOM: 01.02.06
SER-CHAR

