



# Service Charges



"Better homes and better services for better lives"

## What is a service charge?

The service charge is a payment towards the costs of providing and maintaining building related services for all customers who live in a scheme or block of properties. For example, the heating and lighting costs for communal areas such as lounges, corridors or stairwells are all costs that can be included in a service charge.

## What is normally included in the service charge?

Generally any expense to Acis Group in relation to the maintenance and upkeep of any communal area in the buildings that can be enjoyed by all customers can be considered a chargeable service.

Below are the main items that are usually found in service charges:

- Cleaning of communal areas – lounges, corridors, etc.
- Gardening and grounds maintenance
- Repair of communal equipment – TV, lawn mowers, vacuum cleaners, etc.
- Repair and maintenance of alarm systems – smoke and fire detection, etc.

## What isn't charged?

Costs that have been incurred on the actual 'bricks and mortar' of a building cannot form part of a service charge. For example, the installation of new double glazed windows cannot be charged, whereas the provision of a window cleaning service on the communal windows is chargeable. The list below shows items that are not chargeable:

- Building structure installation or repairs – roofs, windows, doors, walls, etc.
- Building insurance.

## How is the service charge calculated ?

The service charge is calculated by looking at the costs of providing the service last year and the anticipated costs of providing the same service this year. If your service charge last year exceeds the costs of providing the service, the difference will be adjusted in this year's charge. Similarly, if costs exceed the service charge, Acis Group will seek to recover this by an appropriate increase in the charge to be paid this year.

## Who monitors the services I receive?

Your Area Housing Manager will monitor the services provided to you throughout the year to ensure you receive the highest quality, value for money service. As part of our monitoring procedures we will be asking you for your feedback on the services provided.

## What happens if I am not happy with the service?

If you are not happy with services provided, please contact Acis Group on FREEPHONE 0800 027 2057. If the service is provided by an external contractor, we will make sure they are informed of your dissatisfaction. We will also consult with you on an ongoing basis in relation to the services we provide.

## Keeping you informed

Every year Acis Group will provide every customer who has a service charge with an annual Service Charge Statement which shows the costs incurred by Acis Group and the amount payable by you.



# The service charge statement

The statement shows the service chargeable costs for each scheme or block of properties by appropriate category for the financial year just ended, together with the anticipated costs for the new financial year. The total costs are divided by the number of properties in your scheme or block to give a service charge payable per property.

Your current service charge for the year just ended is also shown, which shows if you have been over or under charged. Any over or under charge will be adjusted by adding or subtracting it from the amount payable per property in the new financial year.

The cost categories on the statement are as follows :

## **Note 1. Running costs and upkeep of communal areas**

Items which make up this category include the heating and lighting costs of corridors, lounges and kitchens, grass cutting and grounds maintenance of shared garden areas, and cleaning, including window cleaning, of communal areas.

## **Note 2. Maintenance contracts**

Items which make up this category include the servicing and maintenance of automatic or secure door entry systems, lifts, stairlifts, fire detection and fire fighting equipment and gardening equipment. Generally, these costs are for items that require regular maintenance and are for the benefit, use or enjoyment of all customers within your scheme or block.

## **Note 3. Day to day repairs**

Items that are used by all customers will ultimately require repairing, the costs of which fall into this category. Examples include repairs to laundry equipment, gardening equipment, internal and external furniture and furnishings and kitchen equipment.

## **Note 4. Provision of equipment**

Service charges can be levied for providing items such as white goods (ie. laundry equipment, refrigerators, etc) TV aerials, gardening equipment, furnishings and furniture that all customers have the benefit of using.

## **Note 5. Scheme income**

Offset against the costs incurred is any income received within the communal areas, such as payphone income and guest room rents.

## **Note 6. Management charge for provision of services**

Acis Group is entitled to charge a reasonable management charge for providing the above services and benefits that are provided for customers. This can only be levied on items 1, 2 and 3, and the current charge is 15%.

## **Note 7. Additional services**

Certain additional services may be provided which are not eligible for Housing Benefit and these must be identified separately on the statement. Items that make up this category usually involve costs that relate to individual properties rather than communal areas, such as window cleaning, water rates and heating costs.

## **Your rights**

By law, you have a right to request from us further information to support the service charge and calculation. You also have the right to appeal to the Leasehold Valuation Tribunal if you think the level of service or service charge is unreasonable.

If you have any queries or comments in relation to the charges for services provided, please contact us on **FREEPHONE 0800 027 2057**.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾ ਉਪਲਬਧ ਹੈ

Překladačské služby jsou k dispozici

Service de traduction disponible

ليره دا خزمه تگوزاری ته رجومه هه به  
گوردی - نینگلیسی

Xizmeti weigerandine amadeyo

提供翻译服务。

Oferujemy usługi tłumaczeniowe

Übersetzungsservice erhältlich

提供翻譯服務。

ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ-

Překladačské služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

خدمات اترجمه منوفره

خدمت ترجمه مهيا مينان

Oferece-mos Serviço de Tradução

አገልግሎት ምትርጎም አገልግሎት

Çeviri servisimiz mevcuttur

ترجمہ کرنے کی سروس دستیاب ہے

## Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

### Acis Group Limited

Acis House  
Bridge Street  
Gainsborough  
Lincolnshire  
DN21 1GG

**email:** [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk)

**web:** [www.acisgroup.co.uk](http://www.acisgroup.co.uk)

**FREEPHONE:** 0800 027 2057

**text:** 07800 002270



INVESTOR IN PEOPLE



business for neighbourhoods