



Information about Actual Service Charges 2010/2011

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Introduction

This booklet is to advise you about how your 2010/11 Actual service charge has been calculated. We can only give general explanations in this booklet, so we've included details of how you can contact us if you have any queries or want more information.

We enclose your 2010/11 summary of charges which must be provided to you under the terms of your Lease/Transfer of Part document.

We have calculated your actual service charge costs and compared them to your estimated service charges. If the amount shown has a minus (-) sign beside it, this means that you have a credit due back to your account. We will credit this amount to your service charge account for the next period. If there is no sign beside the amount shown, this means that you owe more for the period and you should pay this immediately.

You may do this by using the payment slip attached to your summary unless you pay by Direct Debit, in which case we will spread the amount owing over the following months to the end of the financial year in March 2012.

You can e-mail us on:

service.charges@hackneyhomes.org.uk

You can write to us at:

**Leasehold & Right To Buy Services
1st Floor, Christopher Addison House
72 Wilton Way
London
E8 1BJ**

If you would like to discuss your Actual service charge in person, please make an appointment by calling us using one of the numbers below. We are open from 9:00am to 5:00pm Monday to Friday.

Team	Contact this team if:	Telephone
Customer Services Team Team Leader: Una Douglas	You need general information about your service charges.	020 8356 2100
Recovery Team Leaders: David Cassidy/ Susannah Moore	You have fallen behind with payment of your service charges/major works or you will have difficulty in paying any excess charge in full.	020 8356 2299
Service Charge Accounts Team Team Leader: Helen Lockhart	You think you are being charged for a service you do not receive or you would like a breakdown/statement of your charges.	020 8356 2099

How are service charges calculated?

Service charges are calculated using the living space factor. The Council gives every property a living space factor based on the number of bedrooms that it has. We then use this to work out your share of the total communal charges to your block or estate.

For services provided to your block, we work out your share of the total block charge by dividing your living space factor with the total number of living space factors for the block and multiplying the result by the total cost of service.

We work out your share of estate charges in a similar way but the total factor includes the total combined factor for all of the properties on the estate.

Bed space factors are:-

Living space	Factor
Bed-sit	1.5
1 Bedroom	3.0
2 Bedroom	4.0
3 Bedroom	4.5
4 Bedroom	5.0

Example: If the total factor or number of beds in the block is 567 and the Estate has an estate factor of 3,325. The individual bed space factor of a three bed is 4.5 then this is divided by the total block factor of 567 and multiplied by 100 = 0.7936%.

To calculate the leaseholders or freeholders proportion of the total cost to the estate, divide 4.5 by the estate bed space factor of 3325 multiplied by 100 = 0.1353%.

3.

What do service charges cover?

The services that apply to your home and that you have been charged for are listed on your actual service charge bill. An explanation about these services and how they are calculated is below:

Service Provided	How we arrived at your charge
Building Insurance premium	<p>This charge is based on the insurance premium payable for your property, calculated based on the number of bedrooms in your property.</p> <p>We are encouraging our leaseholders to take extra care by preventing their properties from causing flooding/leakage into others, as flood damage contributes towards the recent increases we have been experiencing in the amount of premium payable for our building insurance.</p> <p>Some very simple steps can be taken to prevent such damage from occurring to both yours and another property.</p> <p>Such steps include making sure you get a qualified person to carry out any alteration work that you seek to do on your property such as replacing bathrooms and kitchens, as well as making sure you turn off taps, especially after there has been a water supply failure to your block.</p>

<p>Estate/Block Cleaning</p>	<p>This charge covers the cost of cleaning your block/estate and includes cost for the removal of bulk refuse, deep cleaning of communal areas and removal of graffiti as necessary.</p> <p>Please note that this service differs from the weekly collection made by the Local Authority and as such the costs are not covered by the Council Tax.</p>
<p>Block/Estate Lighting/Lift Electricity/ Communal Heating/ Hot water</p>	<p>These charges have been calculated based on the cost of energy supply, such as electricity, gas and oil during the 2010/11 period.</p> <p>The amount charged has been calculated based on usage and standing charges, as necessary.</p>
<p>Block/Estate Repairs/ Estate Roads, footpaths, drainages/ Estate/block CCTV Maintenance/ Lift Maintenance/ Door Entry system/ Refuse storage</p>	<p>These charges have been calculated based on the total number of repairs, maintenance, inspections, servicing and renewal jobs carried out to your block/ estate and their associated costs.</p>

Grounds Maintenance	This cost is based on the cutting of the grass and shrub areas of your block and estate. It also includes costs for tree maintenance works.
Concierge Charge	This is a Council based policy charge to those properties that receive concierge service.
Administration Charges	We have calculated and apportioned this cost based on the amount spent in running the Leasehold and Right to Buy Service. Some of the cost includes proportions from central services such as the Finance, Human resources and IT teams. Running costs include staffing, office accommodation and equipments.
Neighbourhood Management Charge	The charge for 2010/11 has been calculated using the base of £87 per property (this being the agreed amount to be recharged as well as the lowest cost incurred for the partnering service provided by the Neighbourhood Office). We added an inflation rate as determined to be added each year, this being 4.4% for 2008/09.
Ground Rent	This is a fixed sum of £9, based on the lease agreement.

LONDON BOROUGH OF HACKNEY		VAT REG NO. 220 5529 96
PROPERTY SERVICE CHARGES		DATE PRODUCED: 24/08/2011
ACTUAL CHARGES FOR 10/11		
Mr A Other 1 Apple Grove Orchard Way London E8 1XX	Your name and address	NEIGHBOURHOOD: S07 ACCOUNT NO: 228XXXXX. PROPERTY FORMULA SIZE: 4.5 DATE OF PURCHASE: 24/08/2011 RE-INSTATEMENT VALUE: 106700
66733041 000001		
PROPERTY: 1 Apple Grove Orchard Way London E8 1XX		
I certify that the charges shown below have been calculated from actual costs incurred by the Borough and are in accordance with the provisions of the Landlord and Tenants Act 1985 (Paul Mendez Da Costa IPFA Head of Housing Finance)		
	Estimated Amount	Actual Amount
GENERAL SERVICES		
1. ESTATE REPAIRS	£168.74	£46.46
2. ESTATE CLEANING	£120.22	£84.97
3. ESTATE LIGHTING	£0.00	£0.00
4. GROUNDS MAINTENANCE	£23.54	£72.05
5. ESTATE ROADS FOOTPATHS AND DRAINAGE	£0.00	£0.00
6. ESTATE CCTV MAINTENANCE COSTS	£0.00	£0.00
7. TOTAL ESTATE BASED SERVICES	£312.5	£203.48
BLOCK SERVICES		
8. BLOCK REPAIRS	£66.1	£81.09
9. BLOCK CLEANING	£262.17	£185.3
10. BLOCK LIGHTING	£0.00	£0.00
11. COMMUNAL HEATING/HOT WATER FUEL	£0.00	£0.00
12. COMMUNAL HIGHWAY MAINTENANCE	£0.00	£0.00
13. LIFT MAINTENANCE COSTS	£0.00	£0.00
14. LIFT ELECTRICITY	£0.00	£0.00
15. BLOCK CCTV MAINTENANCE COSTS	£0.00	£0.00
16. COMMUNAL DOOR ENTRY MAINTENANCE	£0.00	£0.00
17. REFUSE STORAGE/GARCHEY SYSTEMS	£0.00	£0.00
18. COMMUNAL TV AERIAL MAINTENANCE	£0.00	£0.00
19. TOTAL BLOCK BASED SERVICES	£328.27	£266.39
20. TOTAL FOR BLOCK AND ESTATE	£640.77	£469.87
21. ADMINISTRATION CHARGES	£124.51	£113.42
22. BUILDING INSURANCE PREMIUM	£128.02	£128.02
23. SUB TOTAL	£893.3	£711.31
OTHER CHARGES		
24. CONCIERGE CHARGE	£0.00	£0.00
25. GROUND RENT	£9	£9
26. NEIGHBOURHOOD MANAGEMENT CHARGE	£90.22	£90.22
27. TOTAL ACTUAL CHARGES	£810.53	£992.52
28. DIFFERENCE TO CREDIT		-£181.99
The amount on line 28 is the difference between the estimated and the actual costs for the financial year 2010/11. If as a result an additional sum is payable, a payment is due by return.		

Your
account
number

Services to
your estate

Services to
your block

Total of
your actual
charge

How to pay your service charges

BY DIRECT DEBIT

This is one of the easiest ways to pay. You can obtain a form by calling us on **020 8356 2299** or **020 8356 2100**. Alternatively, you can print a copy from our website **www.hackneyhomes.org.uk**.

We currently offer two collection dates – 3rd or 23rd of the month. If you are returning a form, please specify which one of these dates we can collect the monies from your account.

BY POST & IN PERSON

Cheques and Postal Orders should be made payable to London Borough of Hackney, crossed "**ACCOUNT PAYEE ONLY**" and sent to: **Borough Treasurer, Ground Floor, The Annexe, 2 Hillman Street, London E8 1FB.**

Payments can also be made in person at **Ground Floor, The Annexe, 2 Hillman Street, London E8 1FB** Monday to Friday between 9.00am to 5:00pm.

Please do not send cheques to Leasehold & Right to Buy Services and remember payments are due on the 1st of the month.

BY BANK GIRO CREDIT

If you wish to pay in person at your bank, please use the instalment slips you have been provided with. Please note your bank may charge for this service.

BY STANDING ORDER

You can obtain a standing order mandate by calling us on **020 8356 2299** or **020 8356 2100** or you can print a copy from our website **www.hackneyhomes.org.uk**

BY PHONE & ONLINE

To pay over the phone or online, please have your service charge account number and your debit/credit card ready as you will need these to make payment.

- You can make a payment 24 hours a day by calling the automated line **020 8356 5050**, please press option **2** twice.
- You can call the Leasehold and Right to Buy Services during office hours (Monday – Friday from 9am to 5pm) on **020 8356 2299**.
- You can call Hackney Contact Centre during office hours (Monday – Friday from 9am to 5pm) on **020 8356 3000**.
- You can pay online via our website **www.hackneyhomes.org.uk**, then click on **Pay your rent, pay your service charge** and continue choosing the payment section you wish to make.

Please note that we are unable to accept payments less than £3.00.

The following references are required when making payments via your banks online or telephone banking service.

Council's bank account number: **61150009**

Council's bank sort-code number: **08-90-30**

Your management charge account number: **Begins with 228 or 299**

Please note: Your bank may make a charge for this service.

Queries about services provided

We have listed below some frequently asked questions about your service charge and the service we provide. If you think that the services provided to your block/estate are not being done as they should, contact your local Neighbourhood Office (see pages 12).

FREQUENTLY ASKED QUESTIONS (FAQS)

- **Why have I received a new invoice?**

This new invoice is the final (actual) account for the financial period 2010/11. You have received it either because you are the named leaseholder of your property or you are a freeholder who receives estate services.

The invoice provides information on the actual charge for the period.

- **Why has the cost of my Communal heating/hot water fuel increased so much?**

The cost of fuel increased nationally during the 2010/11 period and this had a noticeable impact on how much your landlord pays for its fuel such as oil, gas and electricity and the amount recharged to you.

- **What is the difference between the Neighbourhood Management Fee and the Administration charges?**

The Neighbourhood Management Fee covers the cost of services provided through the Neighbourhood Offices (services such as the granting of consent to carry out alteration & extensions, day to day management of your block/estate and estate walkabout, estate), while the Administration Charge covers the cost of services provided by the Leasehold and Right to Buy Service (services such as calculating, invoicing & collection of service charges, monitoring of arrears, provision of legal and leasehold advice to relevant sections in the management of your property).

- **Why do I pay for refuse to be removed from my estate when I already pay Council Tax?**

Your Council Tax only covers the weekly collection of your refuse bins, like each Council does to all properties within its borough.

Your cleaning charge however includes the removal of rubbish and refuse from your block/estate, as this is not covered by the Council tax charge.

- **I do not use the communal TV Aerial, why do I have to pay a charge for it?**

Communal TV Aerial is provided for the use and benefit of your block and like all other services, you are liable to contribute to this.

- **I have received a charge for a service I do not receive, what shall I do?**

First check to see whether or not the service is provided to your block/estate, even if you do not get a direct benefit from it. If it is provided, then, you are liable to contribute towards it.

If however, the service is not provided, then please contact our Service Charge Account Team on telephone number **020 8356 2099** to discuss this further.

- **What is included in block/estate repairs charge?**

This charge covers the cost incurred in carrying out repairs and maintenance to your block. If you would like specific details of the repairs carried out to your block/estate, please advise us and we will send you the breakdown.

You may also ask for access to our recent Online service that allows you to obtain the information by email, to do this, please speak to one of our Officers.

- **Where can I get help with paying my Service Charges?**

Contact our Recovery Team on telephone number **020 8356 2299** and they will be able to assist you as necessary.

7.

Keeping us up to date

As stated in your Lease, you are responsible for keeping us informed of any changes in your correspondence details. To protect your interest this information must be in writing.

Your Lease provides that a notice must be served to the London Borough of Hackney if you sublet your property. It is a breach of your Lease/Transfer of Part if you do not adhere to this clause.

A charge of £30.00 is payable to administer associated notices and records. This amount must accompany any documents regarding subletting your property. Cheques must be paid to the London Borough of Hackney.

Please contact our Customer Services Team on **020 8356 2100** for further information.

8.

Telephone numbers

Neighbourhood Housing Offices	Telephone
Homerton Neighbourhood Office Enquiries	020 8356 7800
North East Neighbourhood Office (Stamford Hill) Enquiries	020 8356 6500
North West Housing Neighbourhood Office (Stoke Newington) Enquiries	020 8356 6151/ 6152
De Beauvoir & Queensbridge Neighbourhood Office Enquiries	020 8356 6600
Shoreditch Housing Neighbourhood Office Enquiries	020 8356 6705

Tenant management offices (TMO)	Telephone
<p>You may also deal with Tenant Management Organisations (TMO) if your property is situated within a TMO area. These offices are as follows:</p>	
<p>Arden TMO Enquiries and repairs day time (Mon - Fri 9am - 5pm)</p> <p>Out of hours emergencies</p>	<p>020 7739 7075</p> <p>020 8356 3691</p>
<p>Clapton Park TMO Enquiries and repairs day time (Mon - Fri 9am - 5pm)</p> <p>Out of hours emergencies</p>	<p>020 8356 6300</p> <p>0808 175 7275 (Freephone)</p>
<p>Cranston TMO Enquiries and repairs day time (Mon, Wed, Thurs, Fri 8.30am - 5pm)</p> <p>Out of hours emergencies</p>	<p>020 7684 6873</p> <p>020 8456 3691</p>
<p>Downs Estate TMO Tenancy enquiries and repairs day time Out of hours repairs Office is open: (Monday 10am- 12pm & 2 - 4pm Tuesday 10am -12pm Wednesday 10am -12pm Thursday 10am - 12pm & 2 - 4pm)</p>	<p>020 7923 9053 020 8356 3691</p>

<p>Lordship South TMO Enquiries and repairs day time (Mon - Fri 9am - 5pm)</p>	<p>020 8211 8363</p>
<p>Out of hours emergencies</p>	<p>020 8356 3691</p>
<p>Suffolk Estate TMO Enquiries and repairs day time (Mon, Tues, Thurs, Fri, 9.30am - 12.30pm, 2 - 4pm)</p>	<p>020 7923 3774</p>
<p>Out of hours emergencies (Wed 2pm - 4pm)</p>	<p>020 8356 3691</p>
<p>Tower TMO Enquiries and repairs day time (Mon - Fri 10am - 12pm, 2 - 4pm)</p>	<p>020 7254 8314</p>
<p>Out of hours emergencies</p>	<p>020 8356 3691</p>
<p>Wick Village TMO Enquiries and repairs day time (Mon, Tues, Thurs 9 - 1, 2 - 4.45)</p>	<p>020 8533 4311</p>
<p>Out of hours emergencies Wed 1 - 5pm, Fri 1.30 - 5pm)</p>	<p>020 8356 3691</p>

<p>Wenlock Barn TMO Enquiries and repairs day time (Mon - Fri 9.00am - 5.00pm)</p> <p>Out of hours emergencies (After 5pm)</p>	<p>020 8356 6759</p> <p>020 8356 3691</p>
<p>Wyke Tenants & Residents Association Enquiries and repairs day time (Mon - Fri 9.00am - 5.00pm)</p> <p>Out of hours emergencies</p>	<p>020 8533 6077</p> <p>020 8356 3691</p>

If you have any queries you can phone the Hackney Homes TMO Officer on 020 8356 2131.

Other useful contact numbers	Telephone
Abandoned vehicles	020 8356 4504
Building Control	020 8356 8182
Corporate Contact Centre	020 8356 3000
Council Tax	020 8356 3154
Estate Parking Permits – contact your Neighbourhood Office	
Hackney Wasteline (for bulky waste)	020 8356 6688
Housing out of Hours emergencies	020 8356 3691
Insurance Section	020 8356 2647
Report noise nuisance and anti-social behaviour	020 8356 3310
On Street Parking Permits	020 8356 8877

This booklet is about the actual service charges for leaseholders and freeholders. Our interpreters can help you over the phone on 0208 356 3691.

**Actual Service Charges Translation, Freepost RLRL-HJUX-RKTS,
Christopher Addison House, 72 Wilton Way, London E8 1BJ**