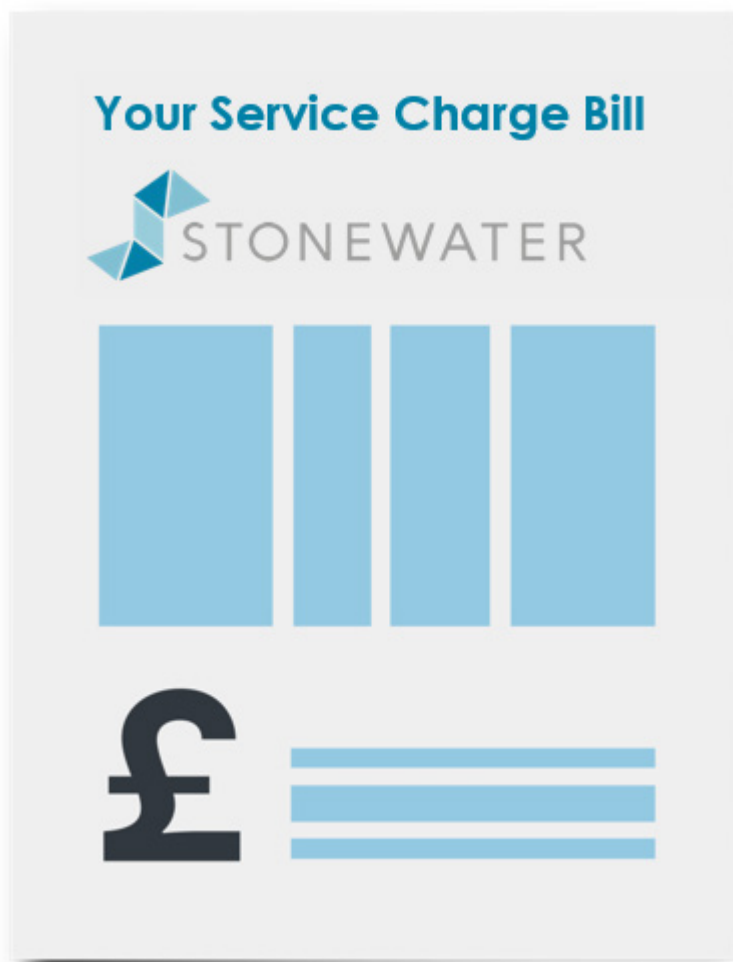


What some of the words in your Service Charge Bill mean



Easy read booklet

Who we are and what this booklet is about



We are **Stonewater**. We own the land around your home.



We call the land around your home an **Estate**.



Scheme

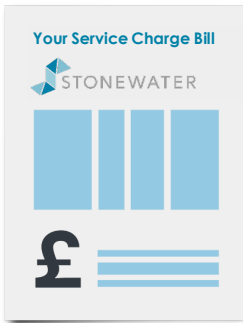
If we own lots of homes that are all in the same place we call this a scheme. It could be lots of homes in a block of flats or lots of homes on the same street.



You might pay **Service Charges**.

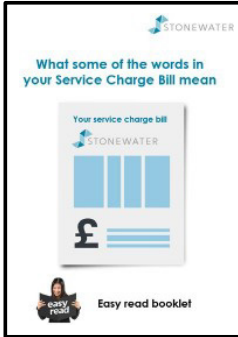


Service Charges are money you pay so we can look after the estate you live on. We do things like cut the grass and clean up rubbish.

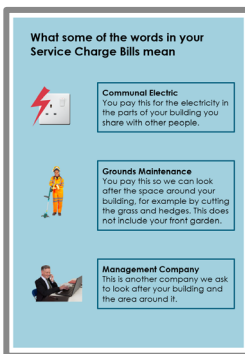


We send you Service Charge Bills to tell you how much money you must pay us.

We might also call this bill a **Summary**.



This booklet tells you what some of the words in the Service Charge Bill mean. There are 2 parts to this booklet.

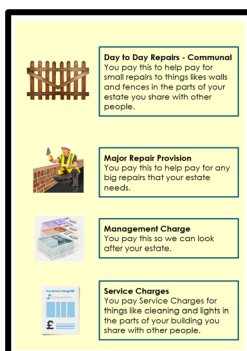


The blue pages tell you what service charges you can use **Universal Credit** or **Housing Benefit** to pay for.



Universal Credit is money you get to pay for things you need like food, bills and clothes and rent.

Housing Benefit is money you get to pay the rent for your home.



The yellow pages tell you what service charges you must pay for with your own money.

What some of the words in your Service Charge Bills mean



Communal Electric

You pay this for the electricity in the parts of your building you share with other people.



Grounds Maintenance

You pay this so we can look after your estate, for example by cutting the grass and hedges. This does not include your front garden.



Management Company

This is another company we ask to look after your building and estate.



Pest Control

You pay this so we can get rid of things like mice, rats or wasps nests in your estate.



Refuse Disposal

You pay this so we can take big items of rubbish away and clean up any rubbish people leave around your estate. We might also take away your general rubbish if the Council does not.



Day to Day Repairs - Communal

You pay this to help pay for small repairs to things like walls and fences in the parts of your estate you share with other people.



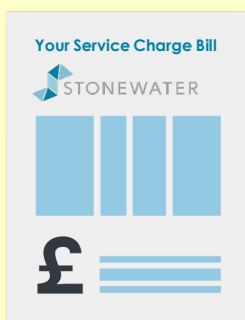
Major Repair Provision

You pay this to help pay for any big repairs that your estate needs.



Management Charge

You pay this so we can look after your estate.



Service Charges

You pay Service Charges so that we can look after the estate you live on. For example, we pick up rubbish and clean.



Sewage System Maintenance

You pay this so we can make sure dirty water from your toilet and sinks is taken away safely.



Variable Service Charges

This is when we check our service costs for the year and change it if we need to. We might need to give you some money back, or you might need to give us more money.

The full version of this document is called
“Understanding your Service Charges”