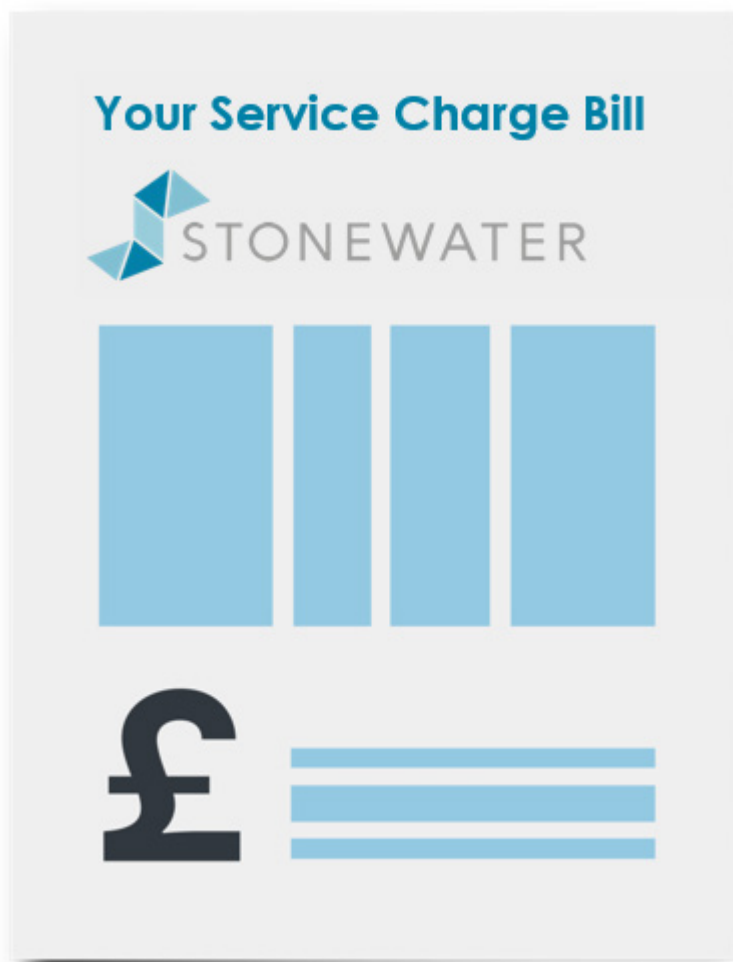


# What some of the words in your Service Charge Bill mean



**Easy read booklet**

# Who we are and what this booklet is about



We are **Stonewater**. We are your **leaseholder**.



**Leaseholder** means we own the land your home is on, or the building your home is in.

Your **lease** is a document that tells you about the money you have to pay us to look after your building or the land your building is on.



## Scheme

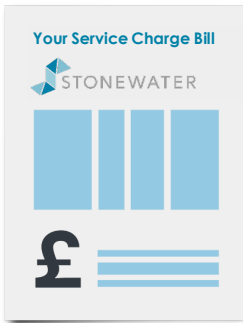
If we own lots of homes that are all in the same place we call this a scheme. It could be lots of homes in a block of flats or lots of homes on the same street.



You might pay us money for **Service Charges**.

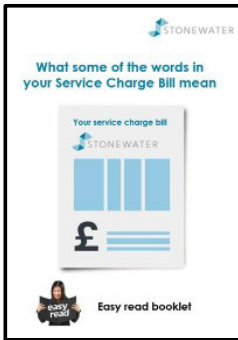


**Service Charges** are money you pay for things like cleaning and lights in the parts of your building you share with other people.



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.

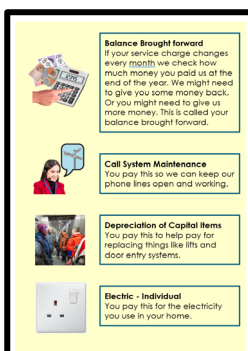


The blue pages tell you what service charges you can use **Universal Credit** or **Housing Benefit** to pay for.



**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 Cleaning**

You pay this so we can clean the parts of your building you share with other people.



## **Communal Electric**

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



## **Door Entry Maintenance**

You pay this so we can look after the main entrance door in your building.



## **Fire Equipment Maintenance**

You pay this so we can look after the smoke alarms, fire extinguishers and emergency lights in your building.



## **Grounds Maintenance**

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



## **Health and Safety**

You pay this so we can make sure your home is safe to live in.



## **Lift Maintenance**

You pay this if there is a lift in your building so we can make sure it's safe to use.



## **Management Company**

This is another company we ask to look after your building and the area around it.



## **Pest Control**

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



## **Refuse Disposal**

You pay this so we can take big items of rubbish away and clean up any rubbish people leave around your building.



## **Scheme Computer and Telephony**

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



## **Security System Maintenance**

You pay this so we can make your building safe by using things like alarms and CCTV.



## **TV Aerial Maintenance**

You pay this if you have a TV aerial that we put in for you.



## **Water - Communal**

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



## **Water System Testing**

You pay this so we can make sure your water is safe and will not make you ill.



## **Window Cleaning**

You pay this so we can clean the outside of the windows in the parts of your building you share with other people.



## **Window Cleaning - Individual**

You pay this so we can clean the windows outside of the windows in your home.



## **Call System Maintenance**

You pay this so we can keep our phone lines open and working.



## **Common Area Costs**

You pay this so we can make sure everything is safe in the parts of your building you share with other people.



## **Day to Day Repairs – Block**

You pay this to help pay for small repairs to things like the stairs in the parts of your building you share with other people.



## **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 building you share with other people.





## **Ground Rent**

You pay this for the Annual Ground Rent that we tell you about in your lease. This is for the ground your home is on.



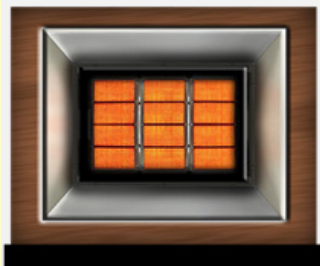
## **Ground Rent (S/O)**

You pay this for the Annual Ground Rent that we tell you about in your lease if we ask another company to look after your home.



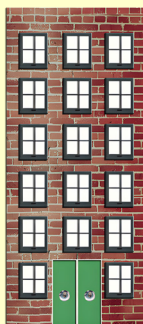
## **Health and Safety – Fire**

You pay this so we can lower the chances of fires in your building.



## **Heating - Individual**

You pay this for the heating you use in your home.



## **Insurance – Buildings**

You pay this so you don't lose money if there is a problem with your building that you have to help pay for.



## Lifts and Adaptations Costs

You pay this if you have a stairlift in your building so we can make sure it's safe to use.



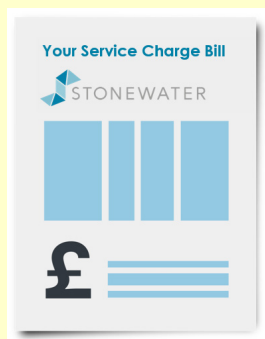
## Major Repair Provision

You pay this to help pay for any big repairs we need to make to your home and the land it's on.



## Management Charge

You pay this so we can look after your home.



## Service Charges

You pay Service Charges for things like cleaning and lights in the parts of your building you share with other people.



## 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.



## **Water - Individual**

You pay this for the water you use in your home.

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