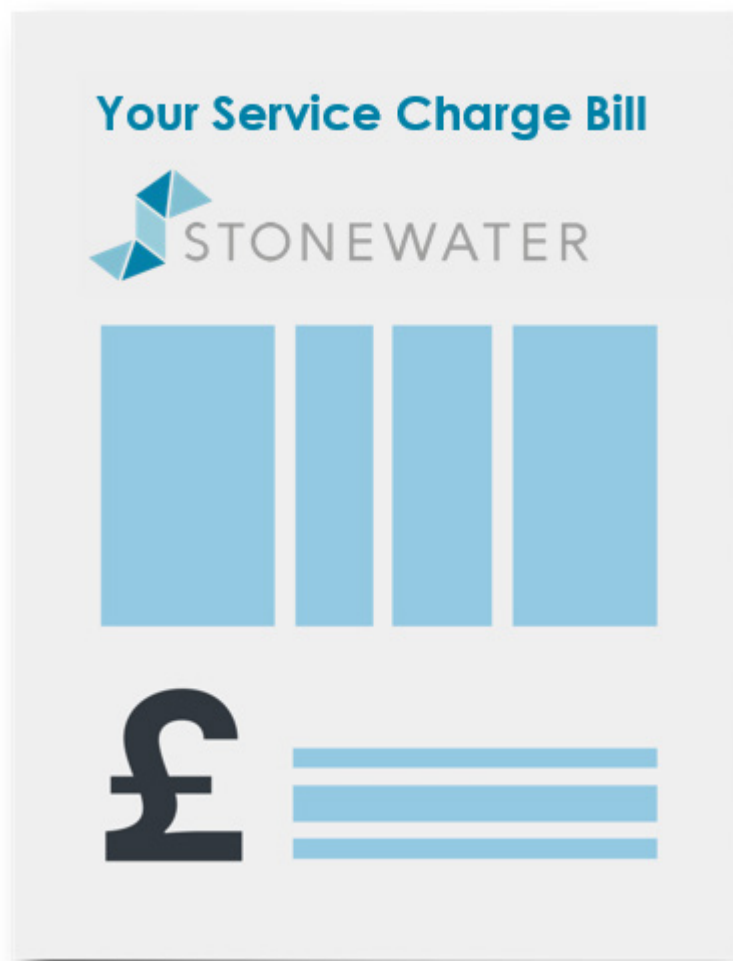


What some of the words in your Service Charge Bill mean



Easy read booklet

Who we are and what this booklet is about



We are **Stonewater**. We are your **landlord**.



Landlord means we own your home and you pay rent to us. Your home might be part of a **Scheme**.



Scheme

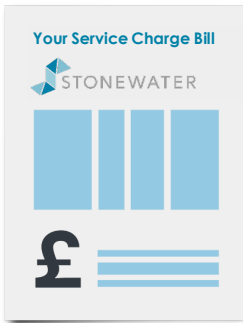
If we own lots of homes that are all in the same place we call this a scheme. It could be lots of homes in a block of flats or lots of homes on the same street.



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

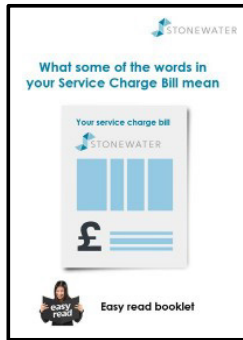


Service Charges are money you pay for things like cleaning and electricity in the parts of your building you share with other people.



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



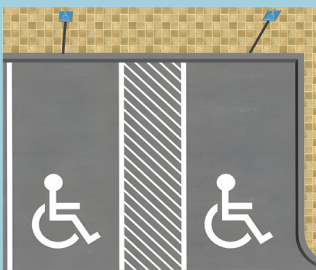
Administration Charge

You pay this so that we can manage the services we give you.



BSM Services

You pay this so we can make sure things like the door entry systems, TV aerials and drainpipes work and fix them if we need to.



Car Park Maintenance

You pay this so we can keep your car park clean and safe.



Communal Cleaning

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



Communal Repairs / Maintenance

You pay this so we can fix anything broken in 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 door entry systems in your building.



Estate Services

You pay this so we can make sure things outside your house are safe, like paths, signs and play equipment.



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.



Heating - Communal

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



Lift repairs and Maintenance (Communal)

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



Laundry Maintenance

You pay this so we can make sure the washing machines and tumble dryers in your building are safe to use, if we put them there.



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 scheme.



Refuse Disposal

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



Retirement Living Costs

You pay this if you live in a retirement living scheme where there are staff on site to help you.



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.



Supported Housing Staff Costs

You pay this if you live in supported housing that has staff on site to help you.



TV Aerial Maintenance

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



TV Licence

You pay this if you have a TV in the parts of your building you share with other people.



Water - Communal

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



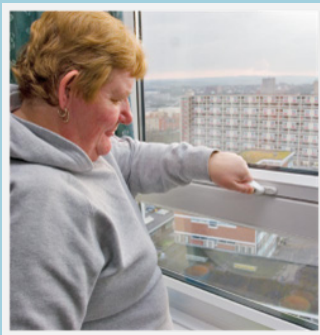
Water System Testing

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 outside of the windows in your home.



Balance Brought forward

If your service charge changes every month we check how much money you paid us at the end of the year. We might need to give you some money back. Or you might need to give us more money. This is called your balance brought forward.



Call System Maintenance

You pay this so we can keep central call system working.



Depreciation of Capital Items

You pay this to help pay for replacing things like lifts and door entry systems.



Electric - Individual

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



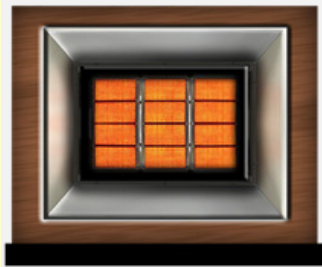
Fixed Service Charges

This means you pay us the same amount of money every month for your service charges.



Garage Charge

You pay this if you rent a garage from us.



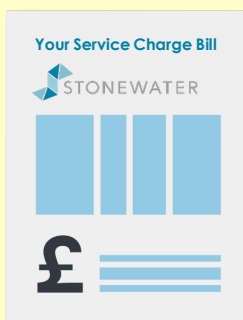
Heating - Individual

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



Lifts and Adaptations Costs (Individual)

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



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.



Support Costs - Sheltered

You pay this if you get extra help from a member of staff. It used to be called Careline.



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”