



REPORT TO:	Cabinet 13/02/24 and Council 29/02/24
DATE:	13 February 2024
SUBJECT:	Review of the Sheltered Housing Offer for the HRA
PURPOSE:	To note and support the recommendations and changes, including increasing the HRA Establishment.
KEY DECISION:	Yes
PORTFOLIO HOLDER:	Councillor Tracey Carter
REPORT OF:	Jason King, Assistant Director- Housing
REPORT AUTHOR:	Bev Chapman, Sheltered Housing Project Manager
WARD(S) AFFECTED:	(All Wards)
EXEMPT REPORT?	No

SUMMARY

This report informs the Cabinet of the conclusions of a Project carrying out an extensive investigation and thorough review of the Sheltered Housing service within the HRA.

The project was initially driven by the analogue to digital change, which meant that the current equipment in situ in sheltered properties (pull cords) would no longer work when analogue lines change to digital ones. Following decisions to upgrade the pull cord equipment, the report details, project outcomes, progress to date and proposals for how the service should be shaped in the future to ensure the tenancies are sustainable and offer modern solutions to all tenants.

Service charges have been reviewed because of the recommended changes to identify the true cost of delivering the services required for tenants ensuring value for money. Which has included aligning the core costs and service charge costs to ensure the service charges paid reflect the services received.

RECOMMENDATIONS

That Cabinet:

1. Note the extensive review undertaken, initial service improvements made and those proposed to be implemented.

2. Support the installation of digital notice boards, as a pilot in two communal areas to improve communication to our tenants and a marketing budget to help promote the new service, £13,000 to support these items is included in the draft 2024/25 budget.
3. Support the implementation of a response service at a cost of £29,000 as included in the draft 2024/25 budget.
4. Support Communal TV Aerial changes through capital investment of £111,000, generating an on-going revenue saving of £15,000 which is included within the draft 2024/25 budget.
5. Support an increase in the Sheltered Housing Budget of £290,000 and note that this will be funded through service charges to residents. As set out in the draft 2024/25 budget.

That Cabinet Recommend to Full Council:

6. To increase the establishment as set out in the body of the report.
7. To approve new service charge categories with an increase in these to sheltered tenants, of no more than £0.88 per week as attached at Appendix A. Tenants will be formally consulted through service of statutory notice.

REASONS FOR RECOMMENDATIONS

To ensure that the South Holland District Councils Sheltered Housing assets are made the best use of and remain safe and secure. In addition, the service offers a preventative model, working in partnership with Health and other key services, helping to keep tenants independent for as long as possible. By working in this way, we will meet their needs and by continued engagement we will take their views into account. These options will also ensure that Sheltered Housing is attractive to any future tenants, ensuring that it is a sustainable, modern, fit for purpose model.

In addition to provide greater clarity and transparency in relation to the Sheltered Housing Service offer and charges, which highlights that we have listened and delivered to the tenants the services they have told us they want and need.

OTHER OPTIONS CONSIDERED

Do nothing: The option to leave SHDC's Sheltered Housing service as it currently is and not upgrade the equipment, i.e., do nothing, has been considered. Informal Cabinet decided in 2020 that a review was required of the wider sheltered housing service offer to ensure that it was fit for purpose and met SHDC's Corporate aims and objectives.

The decision to upgrade the equipment was made following investigation into the usage and need of the tenants. Lack of investment in the service offer to compliment this investment over the longer term poses significant risk to tenants and the sustainability of sheltered housing to attract future tenants.

1. BACKGROUND

- 1.1** Sheltered Schemes are designated for people over the age of 55 to live in, or for those who would benefit from living there. Sheltered Housing is designed to enable older and vulnerable people to live independently, but with the knowledge that help can be summoned via the pull cord system when required, with additional facilities of a communal centre to encourage social interaction.
- 1.2** South Holland District Council owns and manages 33 Sheltered schemes, equating to 1032 properties throughout the district:
- Three of these schemes are Flatlet Schemes, which are two storey buildings with lift access.
 - The remainder are a mixture of one- and two-bedroom bungalows.
 - There are 14 community centres across the district, with tenants paying a weekly service charge to maintain them and the ability to hire the space out.
 - Plus, there are 12 Guest rooms which family can hire.
- 1.3** Significant trends and perceptions around Sheltered Housing had been identified and due to national changes within the telephony system from analogue, to digital, there was a need to upgrade the pull cord equipment. Informal Cabinet agreed to undertake a review of South Holland District Councils Sheltered Housing Offer (including pull cords, service, and charges).
- 1.4** The initial agreed Project Initiation Document (PID), and subsequent Project Mandate set out the remit and objectives of the review, recognising that a one size fits all approach would be counterproductive. The agreed objectives to be considered were:
- Assets - the viability, popularity, design, build and offer of all the current Housing Revenue Account (HRA) Sheltered Housing assets, including the use of the community centres.
 - Digital - the efficiency, popularity, usage, and type of pull cord, Lifeline and other digital equipment that tenants required. Plus, any other digital needs tenants required.
 - Engagement – To consult with current tenants, future tenants, lifeline customers, tenants’ families, partner agencies and community groups both face to face and through surveys to establish their views.
 - Financial – To distinguish how the current services charges were made-up and if they represented the services delivered. Then to revise service charges in line with any new service recommendations.
 - Service - To investigate current services on offer and compare this to the views of our tenants and the local and national policy prevention initiatives.

2. REPORT

- 2.1** The review used a holistic approach to researching and reviewing the existing service to gather as much information and evidence to shape the recommendations.
- 2.2** The methodology included:

- Gathering local and national data on demographics to understand the implications on future service requirements and demands.
- Consideration of national strategic policy and good practice.
- Usage of the current pull cord equipment and the reasons for upgrade.
- Engagement with current tenants, future tenants, families, community groups and partner agencies to gather their views on the current services on offer.
- Review of the current sheltered housing service charges and the services provided.
- Examining services on offer compared to the needs, aspirations and demands of current and future tenants.
- Market testing all options before recommendation, including speaking with local providers for interest in delivering services and establishing costs, comparing the proposed offer with local and national good practice, mapping out work loads of any new posts and working with industry leads such as the Telecare Services Association.

2.3 The main findings of the review are:

- The current population of SHDC (Source: ONS Census 2021) is 95,100 people, a rise of 7.7% from 88,300 people in 2011. In SHDC we are projected to see a 41.97% increase in those aged over 65 years by 2043 to 31,944 (Source: ONS), highlighting future demand and increasing need for help to remain independent, and to identify and step in when that independence begins to diminish before a crisis happens.
- From our surveys conducted with future tenants, currently not living in sheltered housing, 35% of them stated they would be looking to move in the next 5 years. Reasons given were to find a more accessible home, to feel safe and secure and to combat social isolation, highlighting the predicted need for a modern service with help and support.
- There are a raft of strategic documents highlighting emerging government priorities to support people to remain at home and promoting a range of housing and support services: Levelling up White paper 03/02/22, Adult Social Care Reform White paper February 2022, Housing our Ageing Population 2022 (LGA). These all indicate the government direction to provide joined up preventative services.
- Recent Ombudsman reports on Service Charges stress the need to ensure charges reflect the services provided and that all work undertaken in communal spaces is regularly checked and recorded.
- The current pull cord system takes approx. 2,000 calls per month, with a third of these being emergency calls, indicating the usage and reliance on this service.
- Approximately 15 calls a month made via the pull cord system result in ambulance call outs, due to the tenant's contacts not being available when called. Each of these calls costs the NHS approximately between £206 and £292. This highlights the need to have a 3rd contact available to respond at all times.
- Many of the calls via the system can indicate that a tenant is deteriorating in health / wellbeing, leading to preventive interventions.
- Over 50% of tenants currently living in sheltered housing require a high level of intervention due to a range of complex health and/or social issues.
- Community centres do not support digital connectivity, limiting activities that can take place.

- Activities in community centres often depend upon how active the surrounding community is. Many tenants stated they wished to attend events but didn't want to have to arrange them.

2.4 The main findings from our engagement with tenants, future tenants, families and partner agencies conducted in the Summer of 2022 are:

- 4 out of the 15 schemes visited and 38% of future tenants mentioned the voids standard and the need for help when setting up a new home, as they had no family to help decorate, and limited ability to arrange the work.
- 63.5% of tenants use their pull cord system, with 60% requesting a new easy to use system, that could be added to if their needs changed.
- 6 out of the 15 schemes mentioned the need to re-work and upgrade the communal spaces, to make them more inviting and help with the activities now wanted.
- Tenants found the Neighbourhood Housing Officers useful and helpful but were not aware or didn't fully understand the role these Officers completed.
- Tenants felt the community centres were important in creating a community and social bonds but would like access to the internet and more activities.
- Tenant satisfaction of their current homes was 74% for being happy at home with 77% stating their homes met their needs. This was also supported by families and friends stating that their property allowed sheltered residents to live independently (90%).
- Over 40% of responses highlighted that they have a current support/care need, with this support coming from Family (53%), Private Providers (18%), Friends (11%), Statutory Care (11%) and charities (7%).
- When we look at services provided and what we could provide it was clear that currently this is not transparent. For instance, 45% believed they paid for a 24/7 response service and only 45% believed they paid for the use of Housing Management.

3 PROGRESS TO DATE

- 3.1** Due diligence has taken place on the pull cord equipment; reviewing all the equipment on offer – what worked, what didn't, what the industry leads were advising. Tender bids have been written and evaluated and contract awarded.
- 3.2** Capital money has been approved to upgrade the community facilities in each area over a 4-year period – 3 centres a year – involving the community.
- 3.3** Focus Groups made up of sheltered tenants were set up in 2021. As of Winter 2023, there are a total of 50 members across the district who meet every quarter with ideas and suggestions. This enables us to act as a point of contact between other services.
- 3.4** Introduction of broadband into community centres to allow tenants access to the internet.
- 3.5** Community activities in the centres have been arranged to aid the tenants, especially in areas where there is limited community activity. Activities put on so far include: Lincs digital sessions, health chats, Socialise and Mobilise, Christmas crafternoons. These have been well attended, and as a result the need to increase the cleaning in the community centres as more activities take place has been identified.

- 3.6** Health Chats are particularly important as they are a partnership between health and housing to engage with tenants on an informal basis and to undertake basic health checks and chat regarding help required. These have identified tenants who need medication for high blood pressure, those who need medication changing and those in need of additional support.
- 3.7** Developing easier and more publicised ways for anyone to book the community centres, and to encourage their use.
- 3.8** An enhanced Void Standard for sheltered tenants has been developed and piloted. The current void Standard was mentioned by 4 out of the 15 Schemes from current tenants, and 38% of future residents said they would need help with moving and settling into properties which also highlighted a support need with setting up a new home. The option is to provide a 3-standard package to those moving in; Bronze – available to all sheltered tenants moving into accommodation as standard – offering walls painted in addition to our normal standard, Silver – a payable standard offering painting and grey carpets/ lino in rooms of choice, Gold – a payable service offering a choice of paint and carpet / lino in rooms of choice.
- 3.9** Partnership working with partner agencies has begun. This has started with improving links to health, by joint working to improve the inequalities in health. Also, the Wellbeing Service has attended consultation events to promote their services.

4 DIGITAL NOTICE BOARDS AND MARKETING

- 4.1** When we engaged with our tenants in the summer of 2023, 5 out of the 14 schemes raised the need to have better communication and the need to know what is going on in community centres without having to go inside. Outside notice boards relied upon staff visiting to update, which was not cost effective.
- 4.2** It is recommended that better communication can be achieved by Digital noticeboards outside and / or inside the community centres to promote events and news that impact the tenants.

This could be centrally controlled; the benefits of this include:

- avoiding the need for Officers to visit locations to put up posters.
- to highlight anything impacting tenants such as important news, health messages.
- to push out urgent notifications such as a Meet & greet session being cancelled, or community centre's being booked out.
- Providing useful information from our website

- 4.3** It is recommended to assess the effectiveness of these notice boards as a communication aid that two community centres in different locations are used a trial to monitor the usage, and tenants' comments.
- 4.4** The lack of branding, marketing and information on the role of Sheltered Housing also became apparent from both consultations undertaken with tenants, and future tenants and also with staff:

- 72% of responses to our survey undertaken with Older Residents within the District, stated that we need to provide more information and advice for older people on housing options and support.
- 66% of families surveyed said the same.
- The stigma of Sheltered Housing rooted in the past – lack of choice, poorly designed, isolation, lack of diversity.

4.5 To overcome this perception and to promote the new service offer it is recommended that new literature is produced.

4.6 The financial implications of these two areas of work would be:

- For 2 notice boards £5,000
- For marketing, printing, and design £8,000

5 RESPONSE SERVICE

5.1 When the data from the pull cord activations was analysed it was discovered that since April 2023 to September 2023, 116 ambulances were called for tenants falling. Of these call outs over half were for non-injury falls and had been called as none of the tenant's emergency contacts were available.

5.2 This analyse highlighted that from interrogating the data from the alarm system was important in helping to prevent a crisis occurring.

5.3 From our engagement with tenants and their families, 42% of them wanted a 24/7 Response service.

5.4 Having access to a response service to help attend in non-emergency cases will reduce the spend in National Health, prevent and avoid hospital admissions, and ultimately the need for tenants to move.

5.5 The introduction of a Response Service that will respond in an emergency for reassurance, non-injury falls when the tenants first and second contacts can't attend is recommended. The number of call outs has been estimated to be approx. 15 per month, which will be closely monitored.

5.6 The financial implication for this will amount to £29,000 a year, recoverable through service charges.

6 CHANGES TO TV AERIALS

6.1 Currently there are communal TV aerials in 619 sheltered bungalows, and 3 flatlet schemes. Upon consultation last year most, tenants stated they didn't like these, they wouldn't connect to digital channels and if the host electric went off all the tenants serviced by that electric lost access to the TV. In addition, the cabling from these causes' issues with the guttering and increased call outs for repairs to tend to these.

It is estimated that the current costs to run, maintain and repair these aerials on an annual basis is £15,000.

6.2 It is recommended to reduce the on-going maintenance and repair of these aerials, by disconnected the communal TV aerials of all the bungalows and providing each property with a TV aerial. This is at a cost of £95,000 taken from EEM schedule of rates.

- 6.3** To ensure the flatlet schemes can have access to digital channels it is recommended that these aerials are upgraded at a cost of £16,000 taken from the EEM schedule of rates. The on-going maintenance and repair of these will be recovered through service charges.

7 CHANGES TO THE ESTABLISHMENT

- 7.1** During Consultations 14 out of the 15 sites visited raised the need to have more face-to-face communication with the Council, to engage and listen to them, continue liaison, to help with contacts to health and to encourage activities in the community centres.
- 7.2** 45% of families surveyed stated that SHDC needed to provide more face-to-face presence on estates for those in sheltered, to understand what was happening and to identify issues early.
- 7.3** Analysis of our current tenants showed that over half of them needed additional help or support due to a range of complex health or other issues, with a further 20% having medium to long term needs. Interrogating the data the alarm system produced highlighted the need to use this to help prevent tenants declining in needs.
- 7.3** In addition, during both rounds of our consultation the need for a handyman service came through very loudly. Some tenants spoke about not wanting to ask family just to come over to change a light bulb – or they forgot, and then would either try and walk in the dark or try to do it themselves – often resulting in falls.
- 7.4** Many spoke about getting frustrated as little tasks they used to be able to do they could no longer complete – and finding someone to help very difficult and open to risk. This then contributes to them being less independent.
- 7.5** There are a range of councils currently that offer this type of service for tenants – all doing it slightly differently.
- 7.6** To enable the new sheltered service to promote independent living and improve well-being the recommendation is to create a new independent Living Team to the HRA Establishment – consisting of four Independent Living Officers, a Senior Co-Ordinator – Independent Living and a Handyman.
- 7.7** The financial implications of this are (all on-costs are included in this) all recoverable through service charges:
- Independent Living Officers - £144,900
- Service Co-ordinator - £48,600
- Handyman (van, tools,) - £50,500
- Telephone / broadband charges (to operate alarm equipment) - £17,000.

8 SERVICE CHARGES

- 8.1** As a committed outcome of the project mandate, the current service charges have been reviewed and refined, taking into account the proposed new services.

8.2 This work has included removing some of the current service charge costs into the core costs, and ensuring that all proposed service charges meet the definition of a service charge:

“A Service Charge is an amount payable by a tenant of a dwelling as part of or in addition to the rent, and when determining the amount of service charge payable it should only be charged where the expense is reasonably incurred, and the service and works are of a reasonable standard.”

8.3 In addition, close attention has been paid to the rules concerning housing benefit and universal credit and service charges to ensure that any increase incurred is affordable to our sheltered housing tenants. Liaison has taken place with Housing Benefit and also legal teams.

8.4 Currently, tenants pay between 2 and 5 service charges, depending on what services they receive. All tenants pay a Sheltered Housing Charge, an Alarm charge. Those who have access to a nearby community centre pay a Community Facilities charge. In addition, those who have a communal TV aerial pay a charge for this service and then 2 of the flatlet schemes pay additional charges for heating to their flats and water.

8.5 It is proposed to re-define these charges to match the new services that will be on offer as follows (A full schedule of the Service Charges can be found at Appendix A):

SERVICE CHARGE HEADING ON RENT ACCOUNT	HB /UC ELIGIBLE	Brief Service charge description
Caretaker / Cleaning Service	YES	Maintenance and cleaning of communal areas and spaces
Compliance / Health and Safety	YES	Undertaking all compliance and FRA for communal areas and spaces, responding in emergencies to communal areas.
Support Services - Managing communal areas	YES	Managing the communal areas and spaces, checking on work, testing equipment
Support Services - Personal	NO	Personal support charge for help with independence, advice and response
Fire Safety - Alarm Monitoring	YES	Monitoring all linked fire/ smoke appliances for communal areas
Personal Alarm Monitoring	NO	Monitoring all pendants
Repairs and Maintenance of Communal spaces	YES	Repairing and maintaining communal areas and spaces, including tree maintenance on estates
Utilities for communal spaces and smoke alarm monitoring	YES	Utilities for communal areas, and electric for powering monitoring linked fire / smoke alarms.
Depreciation	YES	Depreciation charge for equipment
Management Fee	YES	Charge for the management of staff, contracts and monitoring service charges

- 8.6** Any properties still having communal TV aerials, heating and water charges will continue to pay those charges, as well as any other charges they have chosen to pay such as Mobility Scooter storage and any additional peripherals for the pull cord equipment.
- 8.7** Taking all of these elements into account the proposed increase for tenants for their service charges will be no more than £0.88 per week.
- 8.8** As instructed by legal advice we have just undertaken a 4-week formal consultation with our Sheltered Housing tenants on all of the proposed changes and the increase in service charges, which was met with a positive outcome and no challenges.

9 CONCLUSION

9.1 The main results of our research and consultation identified that there was a need to:

- Offer sheltered tenants more face-to-face contact to help with independence and social isolation, and to prevent un-timely admission to hospital and care settings.
- Provide a service that helped tenants when moving in and when simple jobs required to be undertaken.
- Provide more presence on Estates to identify issues and aid with compliance.
- Undertake checks on work, compliance and tests done to ensure they are on target and completed in a satisfactory manner.
- Provide appropriate digital solutions for TV aerials – to reduce the issues tenants currently faced.
- Investigate and trial solutions to aid with communication on Estates and promote activities.
- Revise the service charges to reflect the services provided and present in a transparent fashion and review annually.
- Brand and market the new service to help promote the new service offer.

10.0 EXPECTED BENEFITS TO THE PARTNERSHIP

10.1 The main benefits will include:

- Delivering on improving the Health and Wellbeing of our communities
- Improving the environment
- Improving partnership working
- Enabling effective planning and delivery of housing solutions to meet local needs.
- Ensure our residents in SHDC have access to a range of housing options in the district.

11.0 IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

None

12.0 CORPORATE PRIORITIES

None

13.0 STAFFING

13.1 Additions to the current Establishment by:

- 4 x Independent Living Officers
- 1 Sheltered Service Co-Ordinator
- 1 Handyperson

14.0 WORKFORCE CAPACITY IMPLICATIONS

None

15.0 CONSTITUTIONAL AND LEGAL IMPLICATIONS

None

16.0 DATA PROTECTION

16.1 DPO has been consulted and flow charts, processes, DPIAs and risks are being established for any elements of the service that are required.

17.0 FINANCIAL

17.1 A fundamental review of the service charges currently charged has taken place, involving an alignment of core costs and service chargeable costs, to meet current regulations and ensure value for money is in place. Section 151 Officer has ratified the reflection of true costs.

18.0 RISK MANAGEMENT

18.1 The risks involved in the recommended changes include:

- Challenges from tenants regarding their new service charges – 4-week formal consultation has taken place to mitigate this risk.
- Capacity of the work involved for the Independent Living Officers and Handyperson – to mitigate this their workloads will be monitored by the Service Co-Ordinator to establish service levels.
- Changes to Housing Benefit (HB) and Universal Credit (UC) rules which mean current eligible service charges become in-eligible for HB/UC. Work is on-going with these teams to ensure smooth transitions from current service charges to proposed new ones.

19.0 STAKEHOLDER / CONSULTATION / TIMESCALES

19.1 The following have been consulted on the proposed changes:

- Sheltered Housing Tenants -Informal consultation Spring 2022,
- Families of sheltered tenants – Informal consultation – Spring 2022
- Community Groups, future tenants – informal consultation – Spring 2022
- Ward Councillors – invited to informal consultation – Spring 2022
- HRA staff – informal – Summer 2022
- Assistant Director Housing and Portfolio Holder – Formal -to refine and scrutinise options – Summer 2023
- Housing staff drop-in session – 02 November 2023
- Sheltered Housing Tenants – Formal Consultation - 06 November 2023 to 04 December 2023.
- All Council Members – All Member briefing - 06/12/23.

- Section 151 Officer – scrutinise and advise – November 2023.

20.0 REPUTATION

20.1 In our latest round of consultation the tenants told us that they were happy with the proposed changes and thanked us for listening to them.

21.0 CONTRACTS

None

22.0 CRIME AND DISORDER

None

23.0 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None

24.0 HEALTH AND WELL BEING

24.1 The proposed changes will ensure that our sheltered housing service moves towards a preventive service that helps to keep our older residents at home and independent for a longer period.

24.2 The partnership working with health will identify health issues more quickly and help aid our tenants.

24.3 The introduction of a handyman service will enable small tasks to be completed around the home which will prevent the tenants from attempting to complete them on their own, limiting the potential to fall or have accidents.

25.0 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None

26.0 LINKS TO 12 MISSIONS IN THE LEVELLING UP WHITE PAPER

MISSIONS	
This paper contributes to the following Missions outlined in the Government’s Levelling Up White paper.	
Digital Connectivity	By 2030, the UK will have nationwide gigabit-capable broadband and 4G coverage, with 5G coverage for the majority of the population.
Health	By 2030, the gap in Healthy Life Expectancy (HLE) between local areas where it is highest and lowest will have narrowed, and by 2035 HLE will rise by 5 years.
Wellbeing	By 2030, well-being will have improved in every area of the UK, with the gap between top performing and other areas closing.
Pride in Place	By 2030, pride in place, such as people’s satisfaction with their town centre and engagement in local culture and community, will have risen in every area of the UK, with the gap between the top performing and other areas closing.

27.0 ACRONYMS

27.1 The following acronyms have been used:

- HRA - Housing Revenue Account
- FRA - Fire Risk Assessments
- HB - Housing Benefit
- UC - Universal Credit
- EEM- Efficiency East Midlands
- DPO – Data Protection Officer

28.0 APPENDICES

Appendix A – Service Charge Description and Schedule

29.0 BACKGROUND PAPERS

'No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.'

30.0 CHRONOLOGICAL HISTORY OF THIS REPORT

'A report on this item has not been previously considered by a Council body'.

REPORT APPROVAL	
Report author:	Beverley Chapman Beverley.chapman@sholland.gov.uk
Signed off by:	Jason King
Approved for publication:	Tracey Carter

APPENDIX A – SERVICE CHARGE DESCRIPTION AND SCHEDULE

NEW SERVICE CHARGES	WHAT'S INCLUDED	DESCRIPTION
Caretaker /cleaning Services	<p>Maintenance of outside communal spaces and communal buildings.</p> <p>Managing access for contractors</p> <p>Checking contractor work</p> <p>Communal cleaning</p> <p>Communal area window cleaning</p>	<p>This includes, minor gutter clearance, minor grounds maintenance (weeding, clearing), path clearance, bin emptying, ensuring security of building maintained, litter picking.</p> <p>Allowing contractors into buildings.</p> <p>Checking all contractor work in communal areas is carried out in safe manner and all tenants kept informed.</p> <p>Costs for cleaning communal areas and windows. This may include cleaning of stairs, floors, sweeping, dusting, mopping and hoovering of indoor areas such as kitchens, bathrooms and lounges. This also includes the cost of cleaning materials and equipment.</p> <p>Costs of cleaning communal windows when not part of the communal cleaning contract.</p>
Compliance – Health and safety	<p>Legionnaires assessment</p> <p>Emergency fire panels and lighting testing, service/ maintenance.</p> <p>Annual Fire Risk Assessments and checks of communal spaces.</p> <p>Electrical equipment testing</p> <p>Responding to issues</p> <p>Communal fire equipment service/ maintenance</p> <p>Security of building in and out of hours</p> <p>Compliance with all health and safety aspects.</p>	<p>Contractor costs to test for, and monitor, legionella bacteria, as well as completing risk assessments and maintaining water systems.</p> <p>Contractor costs for testing, servicing, and maintaining fire panels and lighting systems.</p> <p>Contractor costs for carrying out annual Fire risk assessments. Costs associated with checking health and safety of community buildings and communal outdoor spaces, weekly and monthly and reporting any non-compliance.</p> <p>PAT tests ensuring all communal equipment in good working order.</p> <p>Responding, fixing and making areas safe in communal buildings and Estates.</p> <p>Annual servicing on Fixed fire equipment</p> <p>Contractor costs for responding to any issues in and Out of Hours to alarms.</p> <p>Costs associated with monitoring fire risk assessments compliance in communal spaces and areas on weekly, monthly basis.</p>
Repairs and Maintenance of communal spaces and Estates	Costs to repair and maintain the communal building and outside communal areas.	<p>This includes (the list is not exhaustive):</p> <ul style="list-style-type: none"> • Lighting • Outside lighting • Doors • Windows

	Communal boilers service and maintenance.	<ul style="list-style-type: none"> • Locks • Roofs • Bathrooms • Kitchens • Lifts • Appliances • Furniture • Trees surveys and pruning on Estates. • Parking areas • Work on outside communal spaces • furniture <p>Costs for the servicing and/or maintenance of communal boilers and any work or parts needed to repair these.</p>
Utilities	Communal gas supply	Costs from utility providers for any gas supplied to communal areas. We pay this to them on behalf of residents.
	Communal electricity supply	Costs from utility providers for any electricity supplied to communal areas. We pay this to them on behalf of residents. This also includes electricity supply for communal TV aerials and electricity to power fire and smoke detector systems.
	Communal water supply	Costs from utility providers for any water supplied to communal areas. We pay this to them on behalf of residents.
	Sewerage/water pumps service and maintenance	Cost towards the servicing and maintaining of sewerage plants, sewerage pumping stations, surface water pumps and water and sump pump systems, that supply communal areas.
	Phone costs	Costs for phone lines/broadband connected to the smoke and fire alarm systems.
	Business Rates	Costs for Business Rates for the communal areas and communal equipment.
Water metre Charge	Water Charges	For individual flatlets who don't have their own water metre
Fire Safety – Alarm monitoring	Communal Smoke Detectors, service/ maintenance.	Contractor to service all Communal Smoke Detectors and equipment annually and repair when faults reported.
	Communal and linked areas smoke detectors service/ maintenance.	Annual servicing of all linked smoke detectors and repair when faults detected.
	Door, smoke and fire alarm monitoring	Contacto costs for monitoring of linked communal smoke detectors, fire panels and door entry systems
Personal Alarm monitoring	Pendant for alarms	Contractor costs for monitoring pendants and pull cords issued as part of sheltered housing service.
Support Services – Managing	Independent Living Officer	Costs for Officer (this list is not exhaustive): <ul style="list-style-type: none"> • Test communal and linked smoke detectors on a quarterly basis.

Communal Spaces	<p>Response Service</p> <p>Handyperson Service</p>	<ul style="list-style-type: none"> • Maintain and report on safety in communal buildings and estates. • Manage the communal buildings and estates. • Ensure all remedial works ordered carried out in communal areas. • Carry out health and safety audits. <p>Costs for contracted response service to attend:</p> <ul style="list-style-type: none"> • Reports of fire in communal spaces / areas <p>Costs associated with handyperson:</p> <ul style="list-style-type: none"> • Undertaking minor repairs and maintenance to communal buildings. • Undertake minor repairs and maintenance on communal estates.
Support Services - Personal	<p>Independent Living Officer</p> <p>Response Service</p> <p>Handyperson Service</p>	<p>Costs for Officer:</p> <ul style="list-style-type: none"> • To encourage activities in communal areas • Check on Tenants and help signpost to help. • Update annual wellbeing plans. • Work with agencies to deliver support. <p>Contractor costs for Response Service:</p> <ul style="list-style-type: none"> • To respond for non-injury falls to reduce number of ambulance call outs. • To respond when named contacts can't be reached. • To respond when named contacts too far away and response required. <p>Costs associated with handyperson: Delivering up to 3 small handyperson jobs to each tenant per year</p>
Flatlets – TV aerials	<p>Maintenance</p> <p>Repair</p>	<p>Of communal TV system for flats</p> <p>Required of TV communal system for flats</p>
Depreciation	To replace equipment / furniture at end of life	Fire Alarm monitoring equipment, communal TV aerials, laundry and new communal furniture, curtains, carpets upgrades
Management Charge	Charged at 16%	<p>To cover the costs of all management of:</p> <ul style="list-style-type: none"> • All contracts associated with communal areas. • All staff working within communal areas. • Ensuring tests and compliance for communal areas is up to date and monitored. • Reporting on all performance for contracts and works on communal areas. • Monitoring costs and charges for communal areas.

SERVICE CHARGE HEADING ON RENT ACCOUNT	HB ELIGIBLE	BUNGALOWS WITH CC	BUNGALOWS COMMUNAL ESTATES ONLY	FLATLET – GLEN HAVEN	FLATLET – NENE COURT	FLATLET – TRINITY COURT
Caretaker / Cleaning Service	YES	2.74	0.57	2.98	4.56	4.95
Compliance / Health and Safety	YES	1.21	0.36	1.83	2.40	2.63
Repairs and Maintenance of Communal spaces	YES	1.08	0.66	1.60	3.16	4.71
Utilities - CC	YES	1.07	0.33	3.86	8.29	9.25
Water Metre Charge	NO	0	0	0	1.15 / 1.35	2.41
Fire Safety - Alarm Monitoring	YES	2.88	2.88	2.88	2.88	2.88
Personal Alarm Monitoring	NO	0.17	0.17	0.17	0.17	0.17
Support Services - Managing communal areas	YES	2.23	1.34	2.48	2.65	2.85
Support Services - Personal wellbeing	NO	0.70	0.70	0.70	0.70	0.70
Flatlet TV aerials	YES	0	0	0.52	0.60	0.60
Depreciation	YES	1.19	1.19	1.24	1.26	1.36
Management Fee	YES	2.12	1.31	2.92	4.27	4.82
TOTAL WEEKLY CHARGE		15.40	9.51	21.18	32.09	37.33