Lifeline

The lifeline services relate to our independent living schemes and the service you receive depends on your personal circumstances. Some customers receive personal flats and communal lifeline services, and some only receive communal lifeline services. Communal lifelines are call points which are dotted around the communal areas of the scheme that you live in and if activated, in the event of an emergency, connects directly to the lifeline service who will in turn notify **bdht** and the emergency services accordingly.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number the properties that have access to the communal areas which have communal lifelines.

Personal or property lifelines are connections within the property that you live in which can be activated in the event of an emergency and are only for your personal use. Your proportion of the costs is based on the number of personal lifelines you have within your property - you pay an amount for eachlifeline connection.

Sewerage and pumping station costs

The sewerage charge relates to properties that are connected to an independent sewerage/pumping station system.

The costs incurred are costs for the annual servicing and maintenance of such systems, including tank cleans and desludging of the tanks, and any repairs required to ensure the functioning of the systems.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of properties that are connected to the sewerage pumping station.

bdht also apply voluntary caps to the sewerage charges, which are £100.00 per property per annum for the servicing and maintenance contract costs, and £250.00 per property per annum for additional repair and maintenance outside of the contract.

Administration charge

The management administration fee charged is the cost incurred by **bdht** in the management of your property. This includes everything from the administration involved in calculating and producing the service charge statements; the management of the contracts that they contribute towards; access to the Customer First helpdesk to report repairs etc; the work by the Income team in dealing with payments and credit control and all other aspects of administration in relation to your tenancy.

The administration charge is based on 15% of the overall cost of services provided to your property.

Ways to get in touch

building vibrant communities together

- Website: **www.bdht.co.uk**
- mybdht: **www.mybdht.co.uk**
- Email: **contactus@bdht.co.uk**
- Freephone: **0800 0850160 or 01527 557557**
- Text: **083060 start your message with the word 'bdht'**
- Letter: **FREEPOST bdht**
- Office: **bdht Offices, Buntsford Court, B60 3DJ**
- Facebook: **@bromsgrovehousing**

For all out of hours emergencies, please call

0800 0850 160

the pod
13 Humphrey Ave,
Bromsgrove, B60 3JB

Bromsgrove District Housing Trust, Buntsford Court, Buntsford Gate, Bromsgrove, Worcestershire, B60 3DJ | Registered Charity Number 1111423 | RSH Registration Code LH4415

This leaflet is available in other formats on request.
You can also read it in alternative formats by using the accessibility tool on our website. A

bdht

Your Service Charge Statement Explained

building vibrant communities together

bdht.co.uk

Why have I received this documentation?

The Year End Reconciliation is a review and analysis of the actual expenditure incurred throughout the previous financial year against the estimated figures that you were charged on your account. This process will provide an overall balancing figure which will be applied to your account from the following April.

Do I need to do anything as a result of this statement being issued, at this stage?

No, not at this stage. **This document is for your information only at this point.** However, we would recommend keeping this documentation so that you have it to hand next year, when you receive your rent and service charge information.

The balancing charge or credit shown in the table in the main letter will adjust the overall amount due from you for the next year, and you may want to refer to the breakdown at that time.

The balancing charge will be applied to your account as a separate charge or credit for each service you receive.

Further information about costs

Cleaning

This is the charge for cleaning of the communal areas of your block. This also includes costs for window cleaning as well as adhoc costs in relation to additional visits that may be required and additional cleaning materials and consumables, where applicable.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of properties within the block that benefit from this service.

If your block is not being maintained to the desired standard please contact our environmental team to discuss the issue.

Energy

This covers the cost of providing electricity and/or gas to the communal areas of the block you live in and is based on actual usage as per the utility bills received during the period.

Your proportion is calculated by taking the total overall costs and splitting them equally between the number of properties within the block that benefit from the same communal energy supplies.

Grounds maintenance

This cost relates to providing the grounds maintenance service to external communal areas surrounding and near to your home, and includes grass cutting, rubbish removal, herbicide for weeds, and pruning and cutting hedges.

If your area is not being maintained to the desired standard please contact our environmental team to discuss the issue.

Door entry maintenance

This covers the cost of providing a door entry system to your block. This also includes repairs to the door entry system but not damage to the communal door.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of properties within the block that benefit from the door entry system.

Aerial maintenance

This covers the cost of maintaining and repairing the communal aerial for your block.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of properties within the block that benefit from the communal aerial system.

Water

This is a charge for a water supply in relation to your block or community centre. This could be either an internal water supply in the communal area or a supply on the external wall of a block. The costs are based on actual bills received from the water company.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of properties that benefit from or that have access to the same communal water supply.

Water testing

bdht has a duty of care to manage and monitor the hygiene of hot and cold water services within our buildings.

Your proportion of the overall costs is calculated by using the same split as for the communal water supply listed above.

Fire safety costs

The fire safety charge covers the annualcontract for the testing and maintenance of any fire safety systems in your block, such as emergency lighting or fire alarms (whichever is present within your block). Any repairs required to this system throughout the year are also included, and additionally the cost of a Fire Risk Assessment.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of properties within the block, regardless of whether they have access to the communal areas, as all properties are required to contribute towards the fire safety.

Lift maintenance

If the block that you live in has a communal lift, you may see costs for repairs and maintenance which have been incurred throughout the year.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number properties that have access to the communal lift.

Equipment maintenance

Equipment maintenance specifically relates to any communal laundry appliances, such as washing machines and tumble-driers, that you may have access to. This covers the cost for the annual service contract as well as any

repairs and maintenance throughout the year.

Your proportion is calculated by taking the total overall costs and then splitting it equally across the number of the properties that have a right to use the communal laundry, whether or not they utilise that right.