



## Why has my Service Charge changed?

Various factors cause a service charge to go up or down. This may be an increase in the annual contract costs of a particular service, or some charges are an estimate based on last year e.g. communal repairs.

## What has THCH done to do to keep my Service Charge affordable?

Some good news, we have been able to re-tender 2 services that have resulted in lower costs. Maintaining our fire safety equipment is a new tendered contract saving over £100,000 per year. Materials and equipment used by our estate cleaning teams have resulted in savings of over 30%

## What can I do to help keep my Service Charge affordable?

**Sewers and Drains** – we are seeing increased costs to unblock drains and sewers. The cause of a blockage is often wet wipes or oil. These **must not** be placed down the toilet or sinks.

**Bulk Rubbish** – more and more rubbish is being dumped on our estate. Remember the Council has a free collection service for large bulky items. Please use this FREE service to help reduce your service charge.

**Litter** – our cleaning and grounds maintenance contractors spend a lot of time collecting up litter. Sometimes this will be blown on to the estates, but it can be dropped by residents/visitors. This includes cigarette butts.

## What else is changing in my Service Charge?

**Bulk Rubbish** – in response to feedback and an increasing amount of rubbish the service is moving from a 3 day to 5 day service. We will get better value for money because adhoc additional collections in between the scheduled collections cost more to provide. Please remember to use the free service from LBTH for bulky items.

**Cleaning** – the cost of cleaning communal areas is now based on time spent on your estate. This means if we need to visit less because the estate is kept clean and tidy, we charge you less.

**Communal Electric** – every year, we tender the electric contract to ensure we achieve the best price in the energy market. The estimated cost is based on predictions from the electric bills.

**CCTV** – We are increasing the amount we will invest in CCTV. This is in response to residents feedback asking for better CCTV systems.

**Estate Maintenance and Horticulture** – We know grounds maintenance is important and improves the estates visual appearance. We are increasing our costs to provide a better level of service to address residents concerns.