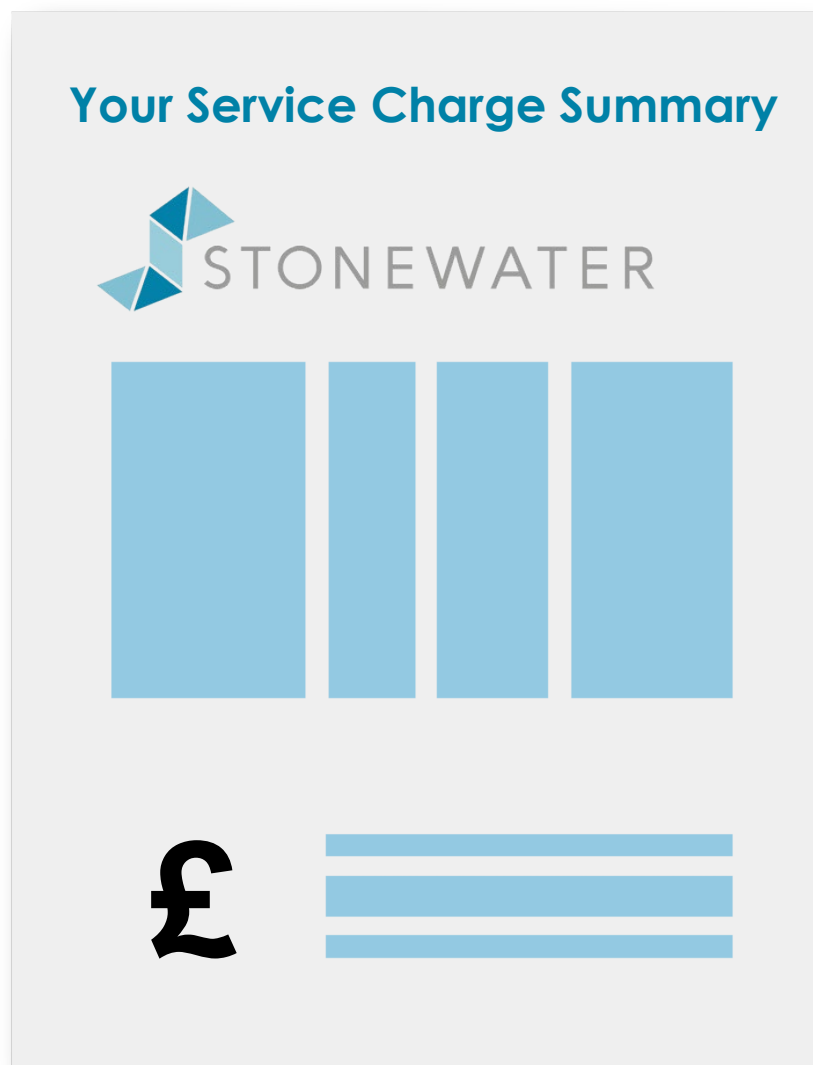


What some of the words in your Rent and Service Charge Summary mean



Easy read booklet

Who we are and what this booklet is about



We are **Stonewater**. We own or provide services for the land around your home.

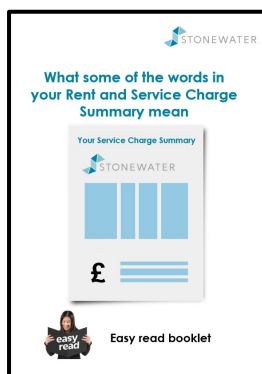
We call this land an **Estate**.



You might need to pay us **Service Charges**.



You pay **Service Charges** so we can look after the estate you live on. We do things like cut the grass and clean up rubbish.



We send you Rent and Service Charge Summaries to tell you how much to pay us. This booklet tells you what some of the words in your summary mean.

What some of the words in your Rent and Service Charge Summary mean



Communal Electric

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



Grounds Maintenance

You pay this so that we can look after the estate by cutting the grass and hedges.



Major Repair Provision

You pay this to help pay for any big repairs that your estate needs.



Management Charge

You pay this so we can look after your estate.



Management Company

This is another company who might look after services on your estate.



Pest Control

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



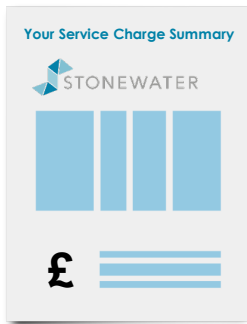
Refuse Disposal

You pay this so we can take big items of rubbish away and clean up any rubbish people leave around your scheme. We might also take away your general rubbish if the Council does not.



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.



Service Charges

You pay **Service Charges** so we can look after the estate you live on. For example, we pick up rubbish and clean.



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 means we check our service costs for the year and change your service charge if we need to. We might need to give you some money back. Or you might need to give us more money.

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