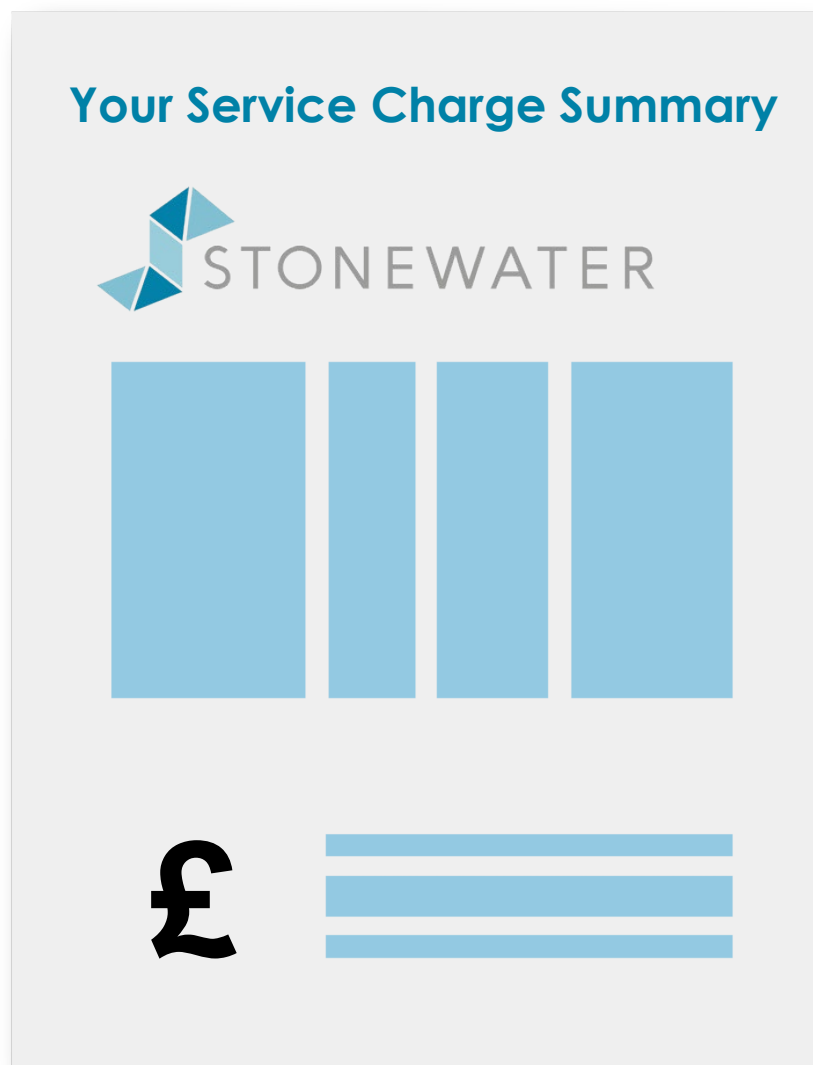


What some of the words in your Rent and Service Charge Summary mean



Easy read booklet

Who we are and what this booklet is about



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



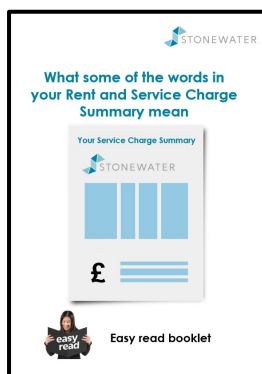
Landlord means we own your home and you pay rent to us.



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



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



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 the summary mean.

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



Administration Charge

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



Balance Brought forward

This will be on your Summary if you pay **Variable Service Charges**. If the cost of services for the year are different to what we expected 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 some money. This is called your balance brought forward.



Call System Maintenance

You pay this for special phone lines like Careline.



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.



Depreciation of Capital Items

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



Door Entry Maintenance

You pay this so we can look after the main entrance door in your building.



Electric - Individual

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



Fire Equipment Maintenance

You pay this so we can look after the smoke alarms, fire extinguishers and emergency lighting in your building.



Fixed Service Charges

This means your service charges for the year will not change from the price we tell you in April. You will not pay more even if our costs for the year are higher than we expected.



Garage Charge

You pay this if you rent a garage from us.



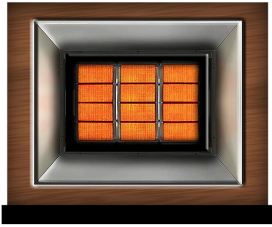
Grounds Maintenance

You pay this so we can look after the space around your building, for example by cutting the grass and hedges.



Heating - Communal

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



Heating - Individual

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



Health and Safety

You pay this so we can make sure your home and scheme are safe to live in.



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.



Lifts and Adaptations Costs (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 shared washing machines and tumble dryers in your building are safe to use, if we put them there.



Management Company

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



Pest Control

You pay this so we can get rid of things like mice, rats or wasps nests on 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 scheme. We might also take away your general rubbish if the Council does not.



Retirement Living Costs

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



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.



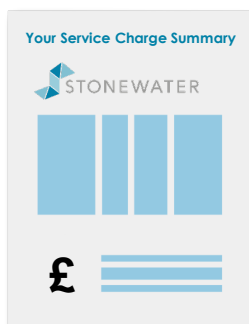
Scheme Computer and Telephony

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.



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.



Supported Housing Staff Costs

You pay this if staff work with you to manage your home.



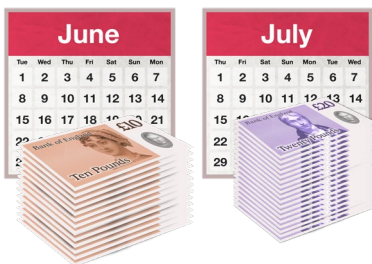
TV Aerial Maintenance

You pay this if you have a TV aerial that we put in for you, that you share with other people in your building.



TV Licence

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



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.



Water - Communal

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



Water - Individual

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



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.

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