

How does ateb set service charges?

	<p>Service Charges cover the cost of a range of services we provide to ensure your homes and communities are safe, secure, and well maintained, as well as specialist services for those of you who need extra support and assistance to remain as independent as possible such as aids and adaptations and meals.</p>
	<p>ateb aims to set service charges for all homes that are fair and affordable.</p>
	<p>To achieve this, ateb adopts a 'Living Rent' approach which establishes a link between rent plus service charges and customers' ability to pay.</p>
	<p>A minimum of annually, ateb will review the service charges for every home.</p>
	<p>Service charges are set at what it costs ateb to deliver the services provided over a 12-month period or what we estimate costs to be in the coming 12 months. Where services are shared the cost is apportioned equally to the homes who benefit from them.</p>
	<p>You have certain legal rights and for further information please visit our website www.atebgroup.co.uk.</p>

If you receive any of the following services, you will pay a service charge:

	Building Insurance: A small number of our homes pay a contribution towards the cost of building insurance. These are usually homes that are part owned by you or where you lease rather than rent the property.
	Solar Panels: If you have solar panels installed the cost of maintaining, repairing and replacing the panels is paid by you.
	Battery Storage: If you have battery storage installed the cost of maintaining, repairing and replacing the batteries is paid by you.
	Air Conditioning: In some instances where you have air conditioning installed the cost of servicing, maintaining, repairing and replacing the system is paid by you.
	Communal Bathrooms/Toilets: If you have communal bathrooms and/or toilets the cost of maintaining, repairing and replacing fixtures and fittings is paid by you.
	CCTV: A small number of our homes and communities have CCTV installed to improve safety and security. The cost of servicing, repairing and replacing the equipment is paid by you.
	Cleaning: Where you share internal communal spaces with others, such as stairwells, corridors, or lounges you pay for the cleaning of these spaces.

	<p>TV Aerials: If you have a shared TV aerial or satellite dish you will pay a charge for maintenance, replacement and repairs. If you do not pay a charge, you are responsible for arranging your own repairs.</p>
 	<p>Grounds Maintenance: Where you share external space with others, such as recreational space, pathways, gardens, play and parking areas, you will pay for the maintenance of these spaces to ensure that they are safe, clean, and well maintained. You will also pay for gritting and snow clearance where required in wintry weather (we only grit and clear snow and ice at our Independent Living schemes).</p> <p>Please note: Where damage or misuse of these spaces is deliberate, such as vandalism or fly tipping, and can be attributed to individual households, those households will be charged for the cost to atebe to put right.</p>
	<p>Customer Internet: Where atebe pays the costs to provide internet access to your home or as part of providing other services, you pay for this through your service charge.</p>
	<p>Scheme Manager: If you live in an Independent Living Scheme you will pay towards the cost of providing staff who support you in the form of an Independent Living Co-Ordinator. The amount you contribute varies depending on which scheme you live in.</p>
	<p>Sewage / Pumping Stations: A small number of our homes have a shared sceptic tanks / pumping station. You pay for the servicing, replacing and maintenance of these facilities (as well as the costs</p>

	of electricity supply if required and disposal of waste).
	Rubbish Disposal: You pay for rubbish disposal where ateb incurs a charge from the local authority for the disposal of domestic waste from schemes or blocks of flats.
	Pest Control: You contribute towards the cost of providing pest control services. Please note: We will arrange for a specialist contractor to deal with problems such as rats. Where pest nuisance is caused by individual households due to poor waste management for example, we will work with those households who may be recharged any cost to ateb to put right.
	Personal Gas, Electricity and Water Charges: For a small number of our homes, ateb pay for the gas, electricity, and water you personally use, you then pay ateb for this through your service charge.
	Communal Gas, Electricity and Water Charges: Where there is heating, lighting and water supply to a shared space you will pay a share of the cost.
	Water Safety: You pay for the cost of testing, inspection, and risk assessment carried out by contractors on behalf of ateb for legionella in communal water systems and any repairs and maintenance costs where problems are identified.

	<p>Communal Laundry Repairs and Servicing: Where we provide a communal laundry facility you pay for the servicing, maintenance and replacement of the equipment provided.</p>
	<p>Community Alarms: If you have a community alarm service provided by ateb you pay for any repairs, replacement, servicing, and maintenance of the equipment and for the service provided by the call monitoring team.</p>
	<p>Passenger Lifts: Where we provide a communal passenger lift you pay for the servicing, replacement and maintenance costs.</p>
	<p>Window Cleaning: You pay for window cleaning where this service is provided.</p>
	<p>Communal TV / Cinema License: In Independent Living schemes that have televisions in shared spaces and/or guest rooms you pay for the Television and Cinema licenses we are legally required to have.</p>
	<p>Door Entry: Where there is a shared door entry system, including automatic doors in communal areas, you pay for the servicing, maintenance, and replacement.</p>

 	<p>Fire Safety and Prevention: Where there are fire safety and prevention measures in your home and/or communal spaces you pay for the servicing, maintenance, and replacement of this equipment e.g. fire alarm systems, sprinkler systems.</p> <p>You pay for the carrying out and regular review of fire risk assessments where required.</p>
	<p>Furniture and Fittings: Where furniture and fittings are provided in communal areas, usually within our Independent Living Schemes for older people, you pay for replacement and repairs.</p>
	<p>Automatic Doors (Domestic): A small number of our homes have had automatic doors fitted to enable greater independence; you pay for the regular servicing of the doors and any repairs, replacement and maintenance costs.</p>
	<p>Specialist Equipment: Where ateb has installed aids and adaptations such as stairlifts, hoists, to help you be as independent as possible, you will be charged for the regular servicing of the equipment and any repairs, replacement and maintenance costs.</p>
	<p>Solid Fuel: – If you have installed an open fire or log burner in your home you pay for the servicing and maintenance arranged by ateb, normally twice a year.</p>
	<p>Estate Services (third party): In a small number of instances services in communal spaces are provided by a third party such as Remus and ateb pays for the services provided on your behalf and recovers the cost from you through a service charge.</p>

	Rise and Fall Baths: - If you have a rise and fall bath in your home (or in communal bathrooms in extra care schemes) you pay for the servicing, replacement and maintenance of the bath.
	Meals: We provide a catering service in our extra care schemes; you pay for the meals.
	Communal Kitchen Equipment: Where there are communal kitchens in our Independent Living Schemes you pay for servicing, maintenance, and replacement of all equipment.
	Portable Appliance Testing (PAT): Where we provide portable electrical items you pay for the annual safety testing known as PAT or Portable Appliance Testing.
	Street / External Lighting: Where ateb is responsible for street/external lighting you pay for the electricity charges as well as maintenance, replacement and servicing costs incurred by ateb.
	Scooter Stores: If we have installed a scooter store you pay for the servicing and maintenance costs.
	Gutter Clearing: You pay for the clearing of gutters where the service is provided.
	Oven and Hob: You pay for any maintenance costs and the costs to replace it if we need to.

	<p>Estate Services (ateb): ateb has a team who ensure internal and external shared spaces are maintained, safe and clean e.g. regular testing of fire alarms and emergency lighting where provided. You pay for the services this team delivers.</p>
	<p>Management Charge: All Housing Associations will include a management charge which contributes towards the administration costs incurred when delivering the services provided, most charge between 10% and 15% of the total charge, ateb currently charges 10% for most homes, however a small number pay 15%, this is where it costs ateb more to provide services to you.</p>

For further information on how we set service charges, please contact us, and ask for a copy of our procedure.

Tel: 0800 854 568

Email: hello@atebgroup.co.uk

Facebook: @theatebgroup

LinkedIn ateb group