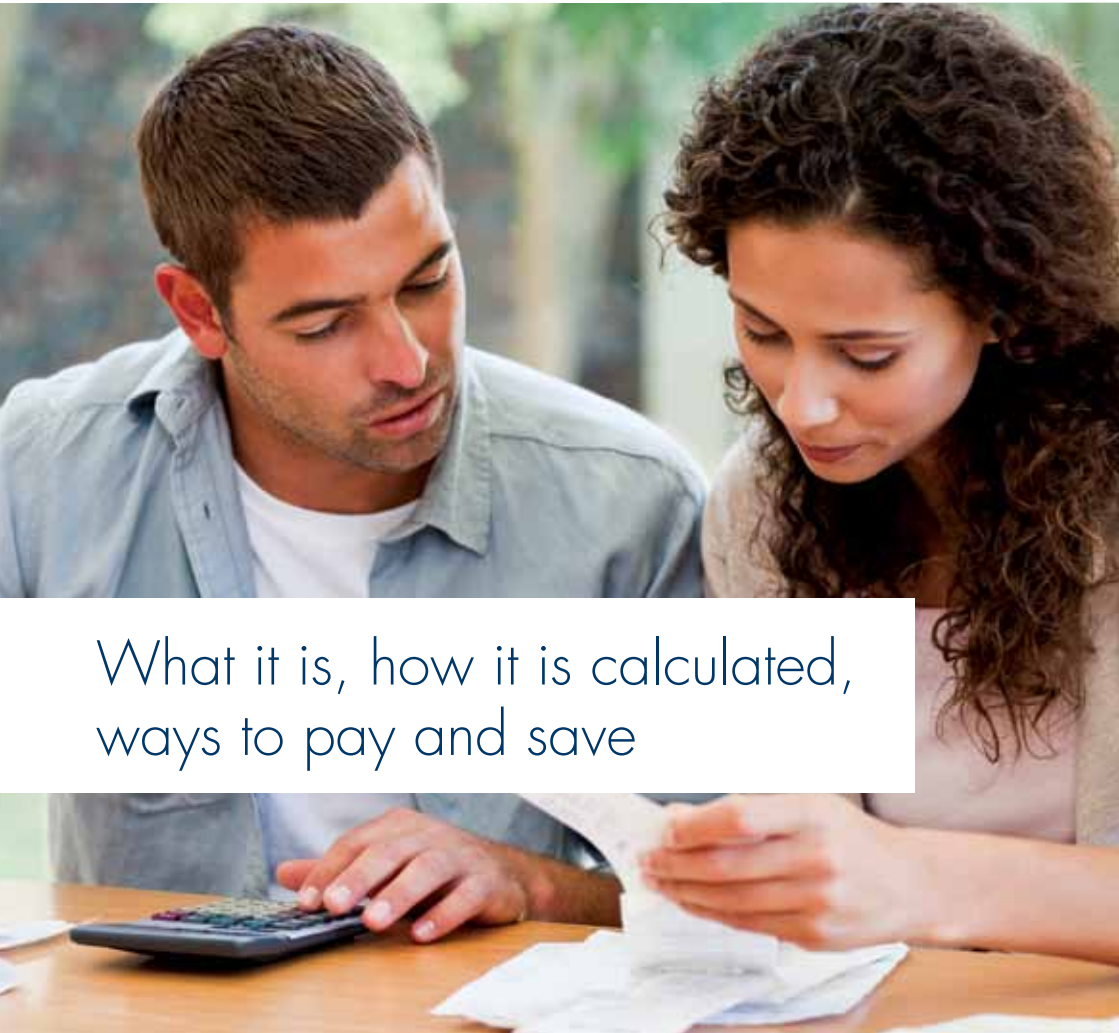


# Actual Service Charge 2010/11



Homes for Haringey

[www.homesforharingey.org](http://www.homesforharingey.org)



What it is, how it is calculated,  
ways to pay and save

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## Introduction

This booklet gives general information about your yearly Actual Service Charge 2010/11. We have consulted leaseholders through the Leasehold Panel about this booklet.

Your yearly Actual Service Charges are worked out by Homes for Haringey's Home Ownership Team. This team is also responsible for managing your service charge account, calculating your service charges, issuing invoices, collecting payments and answering queries.

If you would like to discuss your Actual Service Charges, you can contact a member of the Home Ownership Team for your area. Our address is 13-27 Station Road, London, N22 6UW, fax: 020 8489 1998.

For Team 1 (for Hornsey, North Tottenham and Broadwater Farm properties) please phone 020 8489 5994, 020 8489

3048 or 020 8489 3486, or email: [home.ownershipteam1@homesforharingey.org](mailto:home.ownershipteam1@homesforharingey.org)

For Team 2 (for South Tottenham and Wood Green properties) please phone 020 8489 3042, 020 8489 3021 or 020 8489 5996, or email: [home.ownershipteam2@homesforharingey.org](mailto:home.ownershipteam2@homesforharingey.org)

We are available between 8:45am and 5pm, Monday to Friday.

If you wish to see someone in person, you must phone us and make an appointment. All appointments take place at the Customer Services Centre at 48 Station Road, Wood Green, London, N22 7TY. If you have mobility problems we will be happy to visit you in your home.

We always welcome feedback. If you would like to comment on this booklet, you may write, fax or email your comments to the Home Ownership Team.



## Your Actual Service Charge

At the beginning of every year we send you your estimated yearly service charge (the Estimate). After the end of the financial year we calculate your share of the costs based on the actual expenditure on each service during the previous year. The statement covers the period from the 1st April 2010 to the 31st March 2011.

## The enclosures with your Actual

Together with your Actual we send you the following:

**Certificate** – it tells you how much your total service charges were for the year 2010/2011 which is certified by the chief finance officer of the council. It is not a bill.

**Schedule of yearly actual day to day service charges ('the Actual')** – this gives a breakdown of the costs that make up your yearly service charge. (We generally call this 'the Actual'). Please see page 18 for an example.

## Notes to the schedule of yearly actual day to day service charges for 2010/11

These provide further breakdowns in relation to cleaning, maintaining grounds, lifts, controlled entry phone systems, maintaining water tanks,

pumps and the management fee. (see page 10 for more details)

**An invoice** – if the total amount shown on the schedule of yearly actual day to day charges is more than the estimate there will be an invoice for the additional amount you will have to pay. We call this the 'actual invoice'.

**A credit** – however, if the total shown on your Actual is less than your Estimate, a credit will be placed on your account

## Schedule of major work

This gives you a list of the works if we have sent you final account invoices for major works and outside decorations since the last Actual. (We provide more details with the invoices.)

**Summary of rights and obligations** – please see page 7 for details.



## What is a service charge?

This is the way you pay your share of the cost of work and services to your block and estate. We collect service charges from leaseholders on behalf of the Council. The law says that charges must be reasonable and the work must have been carried out to a reasonable standard.

You pay a **yearly service charge** for services to the building and estate such as cleaning, controlled entry system, insurance, and day-to-day repairs. If the Actual costs are higher than the Estimate, you will have to pay an invoice (the 'actual invoice') for the difference. If it is lower than the estimate, we will credit your account with the difference. You also get separate **bills for major works** – these are works that have been done to your building or estate.

Charges vary even for leaseholders in similar properties, depending on the number and type of services they receive, the works that are carried out and the type of lease they have.



## How we work out your service charge

On page 10 we give a list of the main services we provide every year and the ways in which we work out the cost of each one.

Your lease says how we must work out your service charges. For most services, we divide the total cost for the block by the number of flats in the block. We work out your share of estate charges (if your flat is on an estate) in the same way, using the total number of properties on the estate.

The lease also takes account of the size of each property so that we charge larger flats a bit more than smaller flats. We have two standard types of lease, depending on when the council sold your flat.

- If your flat was sold by the Council before 1st April 1990, your charges will be worked out using the rateable value of the flat. (At this time, all properties had a rateable value. This was a value, based on the property's size, location and so on, which was used to work out the rates due.)
- If your flat was sold by the Council on or after 1st April 1990, your charges will be worked out using the number of bedrooms you have. This is because the ratings system ended in 1990. Please note that in the

lease the number of bedrooms in each flat is increased by one. This is because bedsits are classed as having no bedrooms and if we did not do this, besit owners would pay no charge.

## Ways to pay and save

You can save money by paying your service charges in full or by direct debit or standing order. You can pay:

- **In full within 14 days** – if your bill is £100 or more and you pay in 14 days we will give you a discount of £10 for prompt payment.
- **In five monthly instalments** – if your bill is over £50 and you have a Direct Debit (DD) arrangement in place for your estimate, we will write to you to say we will set up an installment plan for you to pay over five months, unless you advise us otherwise. If you are not paying by DD, you can still set one up to pay in five monthly instalments.

## Help us save paper and save £5!

Sign up to receive Leaseholder News, Homes Zone and other information updates from us by email, and we will credit your service charge account with £5 every year.

## How to pay

You can pay as follows. You must always quote the 10-digit invoice number (1800xxxxxx):

- **On the internet** – you can pay by debit or credit card online at: [www.homesforharingey.org](http://www.homesforharingey.org) 'Online payments' is on the right hand side of the web page. Your invoice comes under the heading of a 'Haringey invoice'.



- **Phone payment service** – by debit or credit card.  
**Automated 24 hour service:** Phone 0845 070 1414, and take option 7 for paying a 'Haringey invoice'.  
**Call Centre:** You can pay via a member of staff on 0800 195 3404 between 8am and 6pm on weekdays. The Home Ownership Team can also take payments between the hours of 8:45am and 5pm.
- **Bank transfer** – please quote the Council's bank account number **90663047** and the Council's bank sortcode number **60-24-23**.

- **Pay by cheque, cash, postal order, debit or credit card** – you can do this at the NatWest Bank or the Post Office. You will need to take a copy of your invoice to do this.
- **By cheque** – please send your cheque in the envelope provided. Please write your name, address and invoice number (this is the 10 digit number which begins with 1800 on your invoice on the back). Cheques must be made payable to 'London Borough of Haringey'.

## What happens if I get into arrears?

You must pay your bills on time. By doing so you can avoid the additional charges we will make to cover our costs to obtain payment.

Failure to pay an invoice will result in legal action being taken against you. You will then have to pay additional costs in solicitors' fees and court fees when the County Court makes a judgment for non-payment.

**Your property is at risk if you do not pay your service charge.**

## Summary of your rights

The information given below is a simplified version of the statement which the government has issued. Please contact the Home Ownership Team if you would like us to send you a copy of this or you can download it from our website.

Whenever you receive a service charge invoice we (on behalf of your landlord, Haringey Council) must inform you of the following legal facts, otherwise you can withhold payment. Service charges are the amounts you must pay your landlord for the services, repairs, maintenance, improvements, insurance or management for your building and for your estate (if there is one).

Your lease sets out the service charges you must pay. The costs must be reasonable. You also have certain other statutory rights relating to your service charges and the main ones are as follows:

- you have the right to ask a Leasehold Valuation Tribunal to decide whether you must pay for any service and the amount you should have to pay
- you can take your case to the Tribunal whether you have paid it or not. However, you will not be able to do so if you have actually agreed to the charge

- if you believe your lease is unfair or inaccurate regarding the calculation of your service charges you can ask the Tribunal to change that part of your lease
- you will have to pay the Tribunal's application fee for any case you take to it
- you can ask the Tribunal not to allow the landlord to recharge any of the landlord's legal costs
- the Tribunal can charge you up to £500 if it believes your case was trivial or you have behaved disruptively or abusively
- you have the right to be consulted about major works (for work which will cost you more than £250) and about long term agreements (if the charge to you will be more than £100 in 12 months)
- you have the right to have a breakdown of the actual costs relating to your service charges for the last accounting period
- you have the right to inspect the accounts, the accounting documents and so on, for six months after you have received the breakdown
- you have the right (generally with other leaseholders) to ask an accountant or surveyor to carry out an audit of the landlord's accounts

- we (on behalf of your landlord, Haringey Council) must obtain a court order (which is sent to you) before we can repossess your property (if you have broken the terms of your lease).

Information concerning your rights as a leaseholder can also be found in the Leaseholders' Charter, Chapter 3, 'Your lease', and in Chapter 6 'Your rights'.

## **Keeping us up-to-date**

You must tell us in writing if your contact details change (for example your correspondence address). You must also register with the Home Ownership Team if you rent out (sublet) your property. Please contact us on 020 8489 3357 for a form to do this.

You must tell us even if you have told another department in the Council or Homes for Haringey about your change of address. Other departments do not pass this information on.

## **Frequently asked questions**

### **Can I get a list of repairs that were carried out to my block and estate in 2010/11?**

Yes, please contact the Home Ownership Team. You do not have to

pay for this. For a list of repair jobs for previous years, you will have to pay a fee of £25 for each year.

### **What if I am not happy with the level of service provided in 2010/11?**

You should contact the Home Ownership Team as soon as possible. We will forward your query to the appropriate department. If it is confirmed that a service has not been provided, we will put a credit on your account.

### **Can I get a copy of my buildings insurance schedule?**

Yes. Please contact Haringey Council's Insurance Team (see page 21 for their contact details).

### **I have a payment arrangement in place to pay my estimated yearly service charge in monthly instalments. Does this cover the actual invoice?**



No. If you have signed an agreement to pay us by Direct Debit, we will set up a new instalment arrangement over five months, unless you tell us you don't want to pay in this way. However your arrangement

will not cover the Actual Service Charges.

### **My service charge account has been credited because the estimate was higher than the Actual. Can I have a refund?**

You can only get a refund if your account has already been paid in full. For example, if you have a credit for 2010/11 but you still owe money for the estimated yearly service charge 2011/12, you will not be able to get a refund. Please write to the Home Ownership Team (see page 3 for contact details) for your refund.

### **Can I get help to pay my service charges?**

If you are out of work, disabled or retired (and on benefits) you may be able to get help with paying your service charges. For more information, you should contact your local Department for Work and Pensions office. You can also contact your local Citizens Advice Bureau directly or through the Home Ownership Team if you wish us to refer you to them.



## The costs your yearly service charge covers

Service	What the service provides	How we work out your block or estate's share of the cost
<p><b>Internal cleaning</b> (wages and salaries of estate service officers and managers. It includes council corporate recharges)</p>	<p>Clean shared staircases, communal landings and other lobbies every week; test, check and clean the lifts and lift entrances every weekday; rotate full paladin refuse bins daily; clean refuse chambers and bin areas weekly; report communal repairs and check door entry systems; check internal lighting, time clocks and electrical intake cupboards weekly; report emergency repairs in play areas, check for abandoned vehicles weekly; arrange for specialist cleaning of refuse chutes when necessary</p>	<p>We take the cost for your housing area and divide it by the total number of units which receive the service. We then multiply this amount by the number of units in your block</p>
<p><b>Weekend Cleaning</b> wages of the estate service officers</p>	<p>This is for foyers, lifts, bin chambers, chutes and so on</p>	<p>The total cost is calculated based on the number of lifts and bin chambers in each block</p>
<p><b>External cleaning</b> (Haringey Enterprise in 2010/11– now Veolia Environmental Services)</p>	<p>Litter picking, sweeping grounds, forecourts access roads and so on</p>	<p>We work out the cost for each block by taking account of the area (in square metres) cleaned in the borough's housing estates, and how often this service is provided</p>
<p><b>Chute clearing</b> (Haringey Enterprise in 2010/11– now Estate Services)</p>	<p>Clearing chutes</p> <ul style="list-style-type: none"> <li>• Yearly chemical cleaning</li> <li>• When necessary</li> </ul>	<p>We take the total cost of the service and divide it between the blocks receiving it</p>
<p><b>Various estate service</b> (now carried out by Veolia Environmental Services)</p>	<p>Refurbish bins, install dog waste bins and general refuse clearance</p>	<p>The cost can be for a block or estate</p>
<p><b>Maintaining lifts</b> (yearly maintenance contract, call-outs and fees)</p>	<p>Repairing and maintaining lifts which serve the block</p>	<p>We use the contract and call-out charges for your block and the cost of managing the contract</p>
<p><b>Lighting and electricity</b> (lighting, lifts and pumps in your block)</p>	<p>Supplying electricity to the communal parts of the building</p>	<p>This amount comes from the electricity bills (meter readings) for your block</p>

Service	What the service provides	How we work out your block or estate's share of the cost
<p>Maintaining grounds Costs of the Council's Parks Service, which carries out the work</p> <ul style="list-style-type: none"> <li>• Spraying weeds (Parks Service 2010/11, now Veolia)</li> <li>• Tree maintenance (Park Service)</li> <li>• Maintaining play equipment (Park Service)</li> </ul>	<p>Maintaining grassed areas – hedges, rose beds and shrub beds</p> <p>Apply herbicide to hard standing, access ways, footpaths and so on</p> <p>Planting, pruning, pest and disease control and felling trees</p> <p>Carry out inspections and repairs to play areas</p>	<p>We multiply the area (in square metres) for grass, hedges and shrubs at each location by the cost (for a square metre) of each type of work</p> <p>We take the total cost of the service and divide it between the blocks receiving it</p> <p>We take the cost for the service and apportion it amongst the flats receiving the service</p> <p>We work out the cost based on the number of pieces of play equipment on each site</p>
<p><b>'District' (shared) heating</b> (cost of fuel and maintenance)</p>	<p>Heating and hot water for blocks with communal boilers</p>	<p>We work out the cost of fuel and of maintaining the system for each estate</p>
<p><b>Concierge</b> (staff and management salaries. It also includes council corporate recharges)</p>	<p>The Concierge staff let visitors into the building and control access. They monitor closed circuit television cameras. They report vandalism, theft or anti social behaviour. The staff in each building keep a record of all incidents in a logbook. They respond to emergencies such as fire or flooding.</p> <p>Monday – Friday: 8am – 12am (midnight)</p> <p>Saturday: 10am – 2am</p> <p>Sunday: 12pm (noon) – 8pm</p>	<p>We take account of the number of properties served by the concierge staff and the cost of the service</p>

Service	What the service provides	How we work out your block or estate's share of the cost
<b>Insurance</b> (provided by Zurich Municipal Insurance Company)	The insurance cover is for damage caused to the block by fire, lightning, storm, flooding, vandalism and subsidence	We work out your premium by multiplying the estimated cost for rebuilding your property by the insurance rate (for every £1000), plus optional cover for accidental damage if you ask for this
<b>TV aerials</b> (the cost of call outs, repairs and the contract management fee. The repairs service is provided by Wards and SCC Aerials)	Repairing and maintaining the aerial, and cables in your building	We use the call-out costs and the charge for managing the contract for each block
<b>Controlled entry system</b> (annual maintenance, call out repairs and contract management fee. The repairs service is provided by Cartel and Eversafe)	Repairing and maintaining the shared entry phone, intercom or doorbell system in your building	We take the cost of the contract, the yearly maintenance and call-out charges and the fee for managing the contract
<b>Pest control</b> (provided by the Council's Environmental Services)	Removing insects and treating vermin (for example, mice)	If your block has had pest-control treatment, your charge will be a share of the total cost of the service for the year. A charge is made to a block if any work is carried out in it
<b>Maintaining tanks and pumps</b> <ul style="list-style-type: none"> <li>• Tanks – contractors: IVS (Integrated Water Services) &amp; Swiftclean</li> <li>• Pumps – contractor: London Pumps</li> <li>• Dry risers – contractor: Chubb</li> </ul>	Please see page 16 for more details  Annual maintenance of the main cold water tank in the building. Legionella checks are carried out monthly  Monthly maintenance  Annual maintenance and response to call outs	We take the cost of each contract, the yearly maintenance and call-out charges and the fees for managing the contracts to work out the charge for each of these items

Service	What the service provides	How we work out your block or estate's share of the cost
<p><b>Management fee</b> (staff salaries, office accommodation, computer systems, support services and so on – please see page 14 and also the Notes to the Schedule (enclosed with your Actual) for more details)</p>	<p>Leasehold services, management of the building and the estate, Customer Service Centres, the Call Centre, Housing Finance, Service Development, Resident Involvement, Feedback and Support, Communications and so on – please see page 14 for more details</p>	<p>There are two fixed charges. The first is for leaseholders who only have lighting and insurance. The second is for leaseholders whose building has more services than this</p>
<p><b>Day-to-day repairs</b> (cost of call outs, materials, labour and on-costs)</p>	<p>Repairing and maintaining the block or estate</p>	<p>We make a list of the repairs that have been carried out to the communal areas in your block and your estate. The charge is worked out from the material prices, labour and overhead rates</p>
<p><b>Minor works</b> (contract cost and fees)</p>	<p>Works carried out to your block or estate that are not classed as 'major works', for example estate lighting and landscaping. These are works which are each priced at £250 or less</p>	<p>We make a list of any minor works that have been carried out to your block and estate. The charge is then worked out as above</p>
<p><b>Ground rent</b></p>	<p>This is a charge we have to make by law</p>	<p>Standard charge. The amount is £10</p>



## Additional notes on the services

### Management fee

The management fee comprises a wide range of managerial and administrative costs relating to the Home Ownership Team, Tenancy Management and support services. The work undertaken by these teams is described below.

### Home Ownership Team

The main types of work included in the management fee are as follows:

- Maintenance of leaseholder account and records
- Calculation of the charges for the day to day services to the building and the estate
- The issue of invoices and collection of payments through various options
- Provision of accounts information and supporting documents in relation to requests to inspect the accounts
- The issue of reminder letters and the recovery of service charge arrears
- Dealing with queries regarding the services provided
- General advice and information about the terms of the lease

- In consultation with leaseholders review policy and implement improvements
- Organise consultation meetings such as the Leasehold Panel and the key leaseholder scheme
- Undertake induction meetings for new leaseholders and training courses for leaseholders
- Statutory consultation with all leaseholders regarding borough-wide long term agreements.

### Alterations

Under the terms of the lease, a leaseholder must obtain the Council's permission in writing before carrying out any alterations to their property. The Home Ownership Team acts as the point of first contact for all queries on this subject.

### Registration of sublet properties

This is required under the terms of your lease. It is very important that leaseholders who rent out their properties provide the Home Ownership Team with their contact details and those of their tenants. This means we can contact them quickly in the event of an emergency inside their flat, such as the leakage of water as a result of a burst pipe and where there are neighbour issues.

## **Windows and doors – applications from leaseholders to install new replacement units**

Some leaseholders wish to undertake this work themselves. Homes for Haringey (on behalf of the Council) can give permission for them to do this work under the terms of the lease. We can do this if we are not going to do the work in the near future. However we must check your plans before we can give you permission to go ahead.

## **Tenancy Management**

This department is concerned with the monitoring of services provided to the building and the estate. It is organised so that there is a team to cover each of the three housing areas. Teams comprising Tenancy Management Officers deal with anything arising from the management of the building, including low level anti social behaviour, neighbour issues, and removal of pests from communal areas.

## **Business Improvement Team – Project Team only**

The team deals with major project work. Some recent examples are our customer feedback projects, internal auditing, and business community plans. It is also responsible for coordinating the corporate efforts required to meet the requests

for information from the Audit Commission's Inspectors.

## **Feedback and Support Team**

The team logs and monitors all suggestions, compliments and complaints, making sure they are dealt with properly. The information obtained is analysed to identify problem areas and possible solutions. They are also responsible for the Learning Log and Mystery Shopping.

## **Finance Team**

The team is responsible for budgetary control and financial reporting.

## **Resident Involvement Team**

The team deals with the arrangements for the Residents' Consultative Forum and other resident involvement panels and events. It is responsible for reviewing and consulting on the Resident Involvement Agreement resident training, and the annual participants' questionnaire.

## **Communications Team**

The team is responsible for producing relevant leaflets, booklets and other publications, and for maintaining our online communication channels.

## **Homes Zone and Leaseholder News (including postage)**

The editing, design and production of the magazines – Homes Zone for all residents and the Leaseholder News for all leaseholders.

## **Citizens Advice Bureau (CAB)**

Homes for Haringey provides some funding for a unit of the CAB which employs staff who specialise in leasehold matters. It provides advice to those having difficulties paying their service charges. The CAB also helps people understand how to prioritise their debts, and maximise their benefits with respect to major works invoices.



## **Haringey Council's Customer Service Centres**

These act as points of contact for leaseholders wishing to report repairs, antisocial behaviour or raise queries about matters relating to parking on estates. The one at Wood Green also provides a venue for appointments with the Home Ownership Team.

## **Maintaining tanks and pumps**

In the past we did not bill for these costs. From now on we have introduced the following charges:

### **Communal Cold Water Storage Tanks**

These are large tanks which are situated at the top of a tall block of flats. They provide water to all the flats in the building. This water is used mainly for bathrooms and hot water tanks.

### **Pumps**

- **Booster pumps.** These are used to pump the mains water from ground floor level to the highest point in the block, normally the cold water storage tank in the roof space.
- **Surface water pumps.** These are generally located in basement areas and are used to remove rainwater which has accumulated there. These pumps are located in small pits into which the water

drains before it is pumped into the public drainage system.

- Sewage pumps. These are used in areas where the flats are at a lower level than the main street sewage pipes.

### Dry Riser



It is a pipe containing no water which runs up the side of a tall block of flats with an inlet box on the ground floor and an outlet valve on each

floor. This means firefighters can use it to pump water up to any floor and connect a hose there and run it along the corridor to put out the fire.

## Involving Leaseholders

If you are interested in getting involved you can take part in any of the following:

### Key Leaseholder Scheme

It is for all leaseholders who would like to get involved in the checking and inspection of communal repairs and other works carried out to their block or estate. They can also provide other types of feedback on the frontline customer services provided by Homes for Haringey.

If you are interested you can receive regular reports of the day to day repairs for your building and estate. You can let us know if there is

anything we need to look into. We should then be able to sort out most of the queries before we prepare the Actuals. If you would like to join the scheme, call us on 020 8489 3060 or 020 8489 3021 or email us at [key.leaseholders@homesforharingey.org](mailto:key.leaseholders@homesforharingey.org).

### Leasehold Panel

We have set up this panel so we can consult leaseholders regularly on the issues that concern them. It generally meets once a month, and one of a number of panels which makes recommendations to the Board of Homes for Haringey.

The Panel is open to all council leaseholder. Please phone 020 8489 3487 or email: [leasehold.panel@homesforharingey.org](mailto:leasehold.panel@homesforharingey.org) Future meetings this year are at 7pm at the Civic Centre on 15 September, 12 October, 10 November and 6 December 2011.





Home Ownership Team  
13-27 Station Road, Wood Green, London N22 6UW

Homes for Haringey

## Schedule of yearly actual day-to-day service charges for 2010/11

Name: Ms D Anyone  
Address: 4 Anywhere  
Your account number:

Explanatory notes  
are enclosed

Your share of  
the estate cost

Your share of  
the block cost

Estimated Charges 10/11	Section 1 – Services	See Notes	Estate Charge	A	Block Charge	B	Total Payable A + B
£340.00	1. Cleaning	(1)	£4,501.20	£12.40	£12,779.60	£319.49	£331.89
£70.00	2. Maintaining lifts	(2)			£3,302.00	£82.55	£82.55
£50.00	3. Lighting				£1,922.40	£48.06	£48.06
£54.00	4. Grounds	(3)	£20,665.59	£56.93			£56.93
£0.00	5. Concierge				£0.00		£0.00
£0.00	6. Heating costs				£0.00		£0.00
£185.00	7. Insurance	(4)					£191.84
£2.00	8. TV aerials				£229.60	£5.74	£5.74
£28.00	9. Controlled entry	(5)			£1,092.40	£27.31	£27.31
£0.00	10. Pest Control		£2,428.47	£6.69			£6.69
£0.00	11. Tanks, pumps, etc	(6)			£1,502.40	£37.56	£37.56
£275.00	12. Management fee	(7)					£275.00
<b>£1004.00</b>	<b>Section 2 – Other Repairs</b>						<b>£1,063.57</b>
£100.00	Day-to-day repairs		£32,684.52	£90.04	£4,278.68	£112.58	£202.62
£100.00	Minor Works						£0.00
£200.00							£202.62
£10.00	Ground Rent						£10.00
<b>Total service charges and ground rent 2010/11</b>							£1,276.19
<b>£1214.00</b>	Estimated service charges for 2010/11 which we have already billed						<b>(£1,214.00)</b>
<b>Increase in charge to leaseholder (invoice enclosed)</b>							<b>£62.19</b>

These refer to any repair jobs we carry out to your block or estate. You can request a breakdown of these.

### Number of bedrooms or rateable values used in the calculation

Number of bedrooms plus one (or the rateable values) for your property	3
Number of bedrooms plus one (or the rateable values) for your block	120
Number of bedrooms plus one (or the rateable values) for your estate	1,089

Please refer any queries about this certificate to the Home Ownership Team.



Haringey Council

Sample Copy

**Certificate of Actual Service Charge for the financial year 2010/11**

Name: Ms D Anyone

Property Address: 4 Anywhere

Account No:

Right to buy Sale date: 25 April 1988

Details of these charges are shown in your Schedule of yearly actual day to day service charges 2010/11

Schedule of yearly Actual Day to Day Service Charges for 2010/11 £1,276.19

Cost of Major Works £450.00

Please see separate invoice for details

**Your total service charge for the financial year 2010/11 £1,726.19**

This is the total charge for the year – it is not an invoice.

Please note that where applicable a schedule of costs for each of the above sections is enclosed with this certificate.

I certify that this statement of expenditure for the financial year ended 31 March 2011, which has been prepared for £1,726.19, together with the detailed breakdown of costs and notes hereto, is sufficiently supported by the Council's records and in my opinion provides a fair summary of the expenditure incurred.

**Julie Parker CPFA**

Director of Corporate Resources

## Phone numbers for services

Type of issue	Phone number	Ask for:
Alterations and improvements to your flat – landlord permission	see page 3 for details of the Home Ownership Team (HOT)	HOT Team 1 or Team 2
Antisocial behaviour (ASB) – low level	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)	the Tenancy Management Officer for your area
Antisocial behaviour – major	020 8489 1000	Haringey Council Anti Social Behaviour Team (ASBAT)
Benefits issues	0800 88 22 00 – Department of Work and Pensions (DWP)	Benefit Emergency Line
Cleaning	020 8489 8699 or 020 8489 8661 or email: <a href="mailto:estateservices@homesforharingey.org">estateservices@homesforharingey.org</a>	the Estate Services Manager for your area
Complaints	020 8489 4337 or email: <a href="mailto:feedback@homesforharingey.org">feedback@homesforharingey.org</a>	Feedback Team
Concierge services	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)	Concierge manager for your area
Controlled entry system – repairs	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)	the Repairs Team
Debt advice	Citizens Advice Bureau – for fast track referral phone HOT  National Debtline (government approved charity) – freephone: 0808 808 4000 (Mon to Fri 9am to 9pm, Sat 9.30am to 1pm)	HOT Team 1 or Team 2 – CAB advice

Type of issue	Phone number	Ask for:
Getting involved	020 8489 4463 – Resident Involvement Team. For the Key Leaseholders Scheme and the Leasehold Panel please see page 17	Panel meetings
Grass cutting, pruning, chute clearing	020 8489 8699 or 020 8489 8661 or email: estateservices@homesforharingey.org	the Estate Services Manager for your area
Home Ownership Team (HOT)	See Page 3 for details	Service charge enquiries
Insurance claims	020 8489 3610 – Haringey Council Insurance Section	Building Insurance
Leakage of water into your flat	0800 195 3404 or 020 8489 5611 cheaper from a mobile (if the flat above is leasehold, to report a breach of their lease, otherwise to request urgent repair work)	the Tenancy Management Officer for your area
Legal issues	Leasehold Advisory Service (LEASE) – 020 7383 9800 (open Monday to Friday from 9am to 5pm)	Free legal advice on the lease and leasehold law
Lifts – repairs	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)	the Repairs Team
Major works	Property Management Team – 020 8489 1778 or email: decenthomes@homesforharingey.org	Questions about Decent Homes and other major work

Type of issue	Phone number	Ask for:
Neighbour disputes	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)	the Tenancy Management Officer for your area
Noise	Office hours: Monday to Friday: 8.45am - 5pm. Please phone 020 8489 1000  Outside office hours: Please phone 020 8348 3148	the Noise Team (Haringey Council)
Parking	Controlled Parking Zone 020 8489 1000  Estate Controlled Parking Scheme – go to your local Customer Service Centre	Parking
Paying your service charge invoice	see page 3 for details of the Home Ownership Team (HOT)	HOT Team 1 or Team 2
Pension advice	If you are receiving pension credit call 0845 606 0265 for advice about pension credits in relation to service charges	Pension credits
Pets	For dangerous animals out of control phone 0300 123 1212  For stray animals phone 020 8489 1000, the Council's Animal Welfare and Control Team	The Metropolitan Police
Pests in communal areas	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)  (This applies to ants, mice, rats and so on in communal areas.)	the Tenancy Management Officer for your area

Type of issue	Phone number	Ask for:
Repairs to communal areas	0800 195 3404 or 020 8489 5611 (cheaper from a mobile)	the Repairs Team
Resale of your flat	Home Sales Team – 020 8489 3357	Resale information pack
Service charges – for queries about your charges	See page 3 for details of the Home Ownership Team (HOT)	HOT Team 1 or Team 2
Statement of your service charge account	Home Ownership Team – see page 3	Statement of your account or statement of the day to day repairs
Subletting	020 8489 3357	Home Sales (HOT)
Windows and doors – permission to install	020 8489 3357	Home Sales (HOT)



## Shqip

Statuti juaj i Qirambajtësve (leaseholders) përmban informata të dobishme mbi të drejtat dhe përgjegjësitë tuaja si qirambajtës këshilli. Për një kopje falas në gjuhën tuaj, ju lutem kontrolloni në faqen tonë të internetit ose shënjoni ✓ kutinë, plotësoni formularin dhe dërgojeni tek adresa me postim falas.

## Kurdî Kurmancî

Peymana we ya Xwedî-Lease'an li ser maf û berpirsiyên we yên wek xwedî-leaseke şaredariyê gelek agahiya kêrhatî dide. Ji bo kopîyeke bêpere bi zimanê we, ji kerema xwe li websîteya me binêrin, an jî qutîka jêrîn nîşan bikin û wê ji navnîşana posta bêpere re bişînin.

## اللغة العربية

يحتوي دستور المستأجر معلومات مفيدة حول حقوقك ومسؤولياتك كمستأجر البلدية. لنسخة مجانية في لغتك الخاصة، رجاءً أدخل في موقعنا الإلكتروني أو أشطب في المربع في الأسفل، أملئ الاستمارة وأرجعها إلى العنوان البريدي Freepost المجاني

## Soomaali

Baillanqaadka dadka guryaha iibsaday waxa ku qoran macluumaad muhiim ah oo ku saabsan xuquuqdaada iyo mas'uuliyadaadkaaga marka aad kawnsalka guri ka iibsato. Si aad u hesho koobbi lacag la'aan ah oo luqaddaada ku qoran, fadlan ka eeg goobta internetka ama calaamad si sanduuqa hoose, buuxi foomka oo ku soo celi boosta lacag la'aanta ah ee hoose

## Greek

Η Χάρτα των «Λήσχολντερ» περιέχει χρήσιμες πληροφορίες για τα δικαιώματα και τις ευθύνες σας σαν μισθωτής «λήσχολντερ» του Δήμου. Για ένα δωρεάν αντίτυπο στη δική σας γλώσσα, παρακαλούμε επισκεφτείτε τον ιστότοπό μας ή σημειώστε το πιο κάτω τετράγωνο, συμπληρώστε τη φόρμα και επιστρέψτε την στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

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Lease sahipleri bildirimizin bir belediye lease sahibi olarak hak ve sorumluluklarınızla ilgili yararlı bilgiler içermektedir. Bu bildirim kendi dilinizde ücretsiz bir kopyası için lütfen internet sitemize bakın veya aşağıdaki kutuyu işaretleyip formu doldurarak ücretsiz posta (Freepost) adresine yollayın.

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