

Service Charge Policy

Date approved: 04/11/2020

Service charges are payments you make to us for providing and maintaining additional services and benefits that are separate from your normal rent charge.



Costs are included on your tenancy agreement at signup or sent to you following a consultation process. We charge variable service charges which means that costs can change.

Service charges are based on an estimated cost for the year and are charged weekly with your rent. Once the actual costs are known, any over or underpayments will be recovered or repaid in future years.

Service charges are set on the first working day of April and will remain unchanged for the rest of the year. Annual statements will be provided to notify you of the charges for the year. If a service is permanently discontinued, charges will be adjusted within the same year.

Where services relate to a block or estate that affects you and others, charges will be calculated using fair methods to share the costs between all residents. The charge will apply regardless of whether you use the service.

If a service is temporarily paused, the charge will not be adjusted in the same year. Any refund resulting from variable charges calculations will be issued in future years.

If we develop a new service or are requested to provide a new one, we will consult with you before making a decision. A new service charge cost will be payable from the date the new service starts.

Admin fees of up to **15%** may also apply.

We will be open and transparent with you. You will be able to provide feedback before we introduce new chargeable services.

When you move into a new home with a service charge, it's important to remember that you will need to pay it, even if you didn't have one at your previous address.

Complaints about service charges must be resolved using the First Tier Tribunal (Property Chamber). On any matters relating to payment or reasonableness of service charges. Contact the Property Chamber on:

📞 0161 237 9491

✉️ rpnorhtern@justice.gov.uk

📍 1st Floor Piccadilly Exchange
2 Piccadilly Plaza
Manchester, M1 4AH

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch with us by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at
livin.co.uk/policies](https://www.livin.co.uk/policies)

[Not satisfied with this service?
Let us know at livin.co.uk/complaints](https://www.livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ښاراف (Farsi)
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)
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Farrell House, Arlington Way DurhamGate,
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