Post course resources - Setting service charges and maximising income – a practical workshop

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Contents

Section **Page number**

1 Sewerage works re-charges survey _____ 2

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National Housing Federation V6	West Country HA	London based HA(1)	London based HA(2)	London based HA(3)
'The particular design of the system should be considered to ensure the repair of such system does not fall within the landlords Section 11 repairing responsibilities and so maintenance can be considered an eligible service".	We charge tenants for servicing and maintaining the plant, in the sense that the everyday stuff that has to be done like taking samples and doing weekly visits to check everything is ok, we don't charge them for repairs if bits of kit go wrong and have to be mended or replaced. We also cap the tenant charges at a level similar to that they would pay a water company.	We recover the cost of emptying the cesspits only from rented units any planned maintenance or repairs would come out of the rent.	We charge the following, via the service charge Servicing – all tenures Responsive and Planned works – variable SC payers only (i.e. S/O, L/H).	I'm not sure how private sewerage costs couldn't be part of s.11. It would be useful to know from NHF what they mean. If the sewerage plant is in the control of the landlord or owned by the landlord then its in s.11 just as heat networks are.

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