

Important information on other charges not related to your property effective as from April 2019.

Support Charges

Following the introduction of the initial weekly contribution of £2.00 in 2018/19, we will be increasing this charge to £4.00 as from 01 April 2019. This charge will contribute to the recovery of costs for providing the support/emergency response service.

This charge will apply to tenants living in independent living/flexi care housing that are in receipt of housing benefit, fairer charging, universal credit (UC) or 2003 protected (i.e. those in the service prior to the government supporting people grant funding starting in 2003).

The support/alarm service charge is not eligible for housing benefit. The total cost of the support/alarm service will be £18.30 per week and Stevenage Borough Council will be subsidising the £14.30 per week.

All other tenants in independent living/flexicare already pay the full charge.

Retrospective permissions

As for 01 April, we will be charging for retrospective permissions. This charge will be between, £100 – £500. The cost will depend on the scale of the work. The charge will apply to all tenants who carry out alterations to homes owned by Stevenage Borough Council without prior permission.

This will cover the costs of administering and processing of retrospective permissions.

This charge will not to tenants who apply in good time in line with the tenancy agreement.

Lock Changes and replacement of lost property keys

This is a reminder to all tenants that you remain responsible for the safekeeping of all keys to your property and for the cost of

changing the locks and replacing any keys that are lost. Your tenancy agreement and repairs handbook also make it clear that if you lose your keys and cannot gain entry to your home, you are responsible for contacting a private locksmith and paying for a gain entry.

To prevent such unwanted costs, you may wish to ensure a spare key is left with a third party, or invest in a key safe.

For more information on other service charges not related to your property, please visit our website:

<http://www.stevenage.gov.uk/housing/council-housing>