

Feedback on Service Charge Policy and Strategy Consultation

January 2021



Overview

This reason for this consultation was to ask for feedback on the revised draft Service Charge Strategy and Policy. The current versions needed a refresh to take into account new development models and changes to legislation.

The Service Charge Strategy and Policy is the basis for calculating and setting the annual service charge. Service charges pay for the services provided outside the home, such as communal cleaning and lighting, for which tenants, leaseholders and shared-owners pay a proportion.

How the consultation was conducted

The consultation asked for a short survey to be completed on Survey Monkey and was promoted on PCH's Facebook page and website and was also sent by text and email to our list of over 500 'Involved Residents'. The respondents had the option to enter a prize draw to win a £75 voucher.

Consultation Results

82 completed the survey. Over 96% felt that the proposed policy principles and strategy objectives were fair. Over 97% agreed with the move to calculate the service charge annual increase for pre-2009 tenancies in line with the way that rents and all other service charges are calculated, which is to use the Consumer Price Index (CPI). The majority of the comments made were very positive about the proposed changes.

Impact

The results of the survey were presented to the Board in February and contributed to the revised Service Charge Policy and Strategy being approved. As a result of the feedback, the sentence in relation to new developments using management agents to maintain areas was rephrased. Also, comments made helped towards producing a more rounded question and answer sheet, as well as a new informative video, both of which were publicised in this year's rent and service charge letters and can be found on the website.

Over 96% said yes,
they felt the proposed policy principles and strategy objectives are fair

Over 97% said yes,
they agree with the move from RPI+0.5%+50p to CPI+1%+50p for the cap applied to pre-transfer tenants. And yes, they agree with the clarification statement regarding adaptation equipment installed prior to 2009

Over 91% were satisfied
with the survey itself and over a 20% hadn't completed a survey with us before



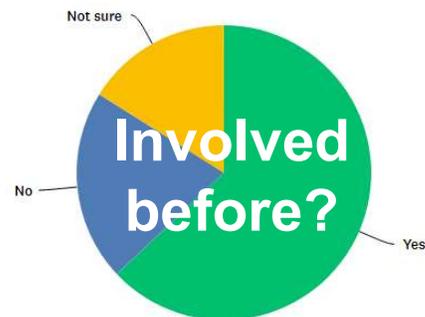
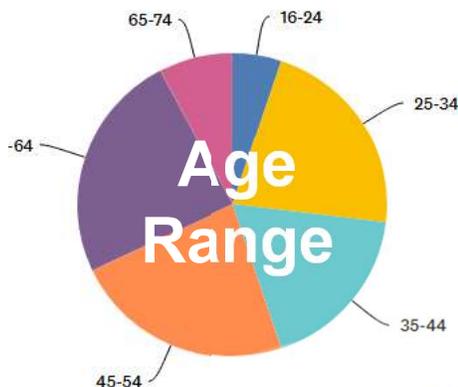
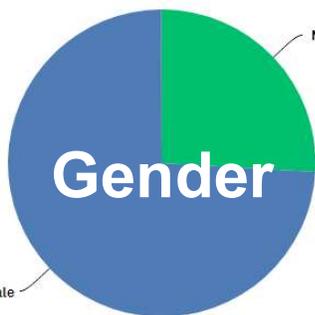
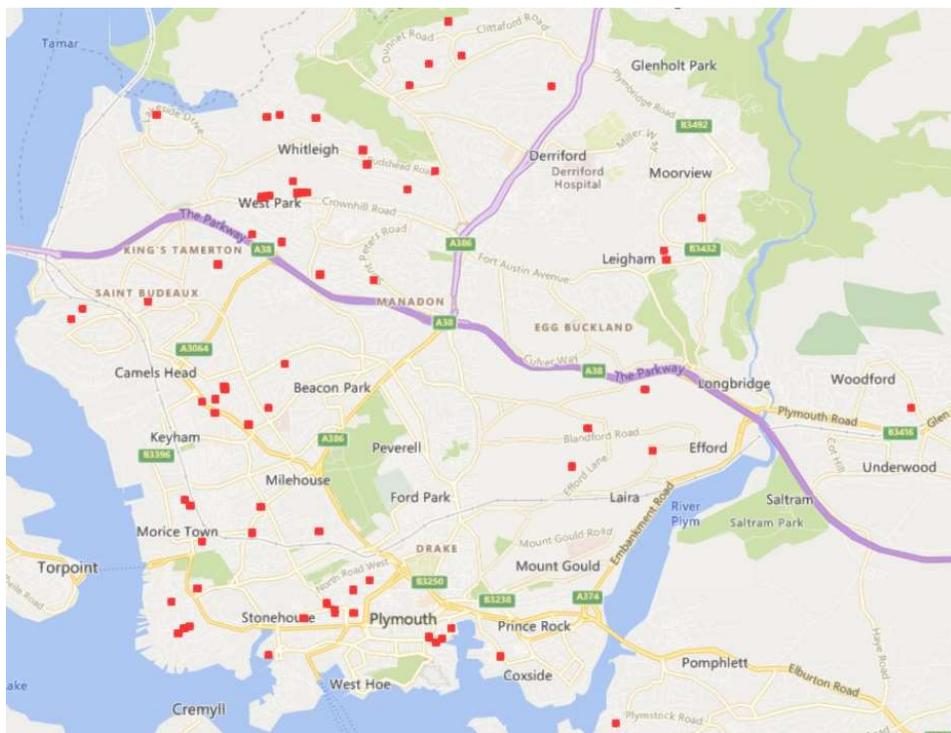
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Of the **82** who responded

Response by Postcode



If you would like to see the full survey results please email communitiesteam@plymouthcommunityhomes.co.uk or call us on 0808 230 6500