

SERVICE CHARGE REVIEW CONSULTATION YOU SAID, WE DID

Following recent consultation events, we have considered your questions and suggestions in detail. This is a guide to tell you about the changes we have made or are considering changing to provide you with an improved service.

What you said	What we did
You asked whether we could consider light sensors on your schemes to help reduce energy bills.	<p>We are now reviewing our current energy supplier and thinking about how we can save energy in the communal areas. It is anticipated that we will introduce 'smart' meters and 'green' energy supplies from September 2010.</p> <p>We are also in the process of considering other options such as light movement sensors which switch on the lights when needed and will feedback to customers the outcome of our study when it has been completed.</p> <p>Additionally, we have been to parliament and presented to MP's requesting they consider cheaper energy prices for customers, we will keep you posted on the Governments response.</p>
You asked whether we could give you a better cleaning service and improve our window cleaning.	<p>We are making arrangements to consult with all of our customers about the quality and frequency of the service required.</p> <p>This will then influence the cleaning contract and the service provision will be exactly what you (our customers) want.</p> <p>This is due to take place in the Spring 2010 and we will also be consulting with our general needs customers in those blocks who do not currently receive this service.</p>
You asked us about Sheltered Schemes where bungalows or blocks are separate to the main corridor scheme and whether those customers would be responsible for paying the same service charges for heating and lighting of the main block.	<p>We have considered this very carefully and have agreed that the amount charged will be for the use of the communal facilities'.</p> <p>This means that customers who do not have use of the corridors within the main block will only be paying for the use of the communal lounge, kitchens, toilets and entrance, reducing utility costs.</p>
You asked about guest bedrooms on our Sheltered Schemes and if we were keeping any of them for your families / friends to use when they visit.	<p>We have consulted with you and have agreed that some guest flats will no longer be available.</p> <p>However, rest assured that a list will be displayed on your scheme notice board shortly advising you of the guest facilities which will be available to use in the Stafford and Stone areas.</p>
You asked about installation of CCTV on some of our Sheltered Schemes.	<p>Your request has been considered, however, the cost of CCTV can be very expensive and this cost would be added to your service charge.</p> <p>In view of this, it is felt that there is no requirement at this time to install CCTV. All of our Sheltered Schemes and General Needs blocks have a secure door entry system which should prevent unwanted guests gaining access.</p>
You asked whether water meters could be fitted in your homes.	Customers are empowered to make these choices. If you would like a water meter fitted in your home you can.
You asked why we allow other people to use the communal lounges in	We have considered this very carefully and have agreed that if your

<p>our Sheltered Schemes, allowing them to use electricity, heating and water.</p>	<p>communal lounge is being used by an external agency and residents are not invited to attend, a charge will be made to that agency and credited to your scheme charges.</p>
<p>You asked why we allow hairdressers to use the Sheltered Schemes with no charge.</p>	<p>We have considered this and have agreed that we will charge hairdressers for the use of our facilities in future and would encourage them to go to the customers home.</p> <p>Any payments received will be credited to the scheme charges.</p>
<p>You asked us about the heating costs in the communal areas. You felt that the heating should not be on all of the time.</p>	<p>All of the radiators and storage heaters on the Sheltered Schemes and in the General Needs blocks can be adjusted. We are asking our Scheme Managers to ensure that the heating is adjusted according to the weather and usage of the communal areas.</p> <p>In our general needs blocks we will ensure that the heating is switched off in the warmer months.</p>
<p>Customers living in our 'decommissioned' Sheltered Schemes asked about the future of the communal lounges and the laundry facilities, because some were no longer used and there were increasingly higher charges for those customers left in the scheme.</p>	<p>We are currently carrying out an appraisal of these communal facilities in the decommissioned schemes and will be consulting with customers later in the year.</p> <p>We have agreed that whilst this is being carried out there will be no service charge for customers this year (2010/11).</p> <p>Once a decision has been reached regarding the use of the communal facilities in these schemes customers will be notified and if we agree to keep the facilities the service charge will be reintroduced in 2011.</p>