

# Service Charges Current Issues

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# Pandemic Impact on Service Charges

A practical look at the impact on residents, services, and related income:



**Restricted services**



**Interruption of services**



**Additional costs**



**Affordability issues and arrears**



**Revised charges but when and £X?**

# Making changes to service delivery

-  Health and Safety and government guidance
-  Communications with residents and staff
-  Regular updates
-  Measuring the costs: up or down
-  Understanding your agreements and contracts

# Not a one size fits all

*Look out for your obligations and use common sense*

- 🏠 Understand how this year's costs may impact on the charges:
  - 🏠 **Fixed charges** don't usually get adjusted but the payment may be conditional on the provision of the services
  - 🏠 **Variable charges** usually get adjusted the following year
- 🏠 **By default, any chargeable costs not recovered is a subsidy:**
  - make this a deliberate (board) decision once you know the costs
- 🏠 **Understand your services and costs:**
  - 🏠 run scenarios eg 12 months social distancing
  - 🏠 Options and service changes
  - 🏠 Affordability
  - 🏠 Arrears impact
  - 🏠 Do you have to consult?

# New contracts or works

## Impact on this year and next

- 🏠 Alternatives to face to face consultations
- 🏠 Extending contracts
- 🏠 Section 20 and dispensations
- 🏠 Rescheduling works programmes
- 🏠 **Communicate with your contractors and residents, we're in this together**



# Value for money Qs

I'm currently updating the Service Charges guide and I'd like your input for the VfM section, just click on the icon:

[11 service charges Qs](#)



I used the Google Survey to set it up. Happy for you to share the link with your contacts if you want. Thanks for your help.

# Pascale Mézac

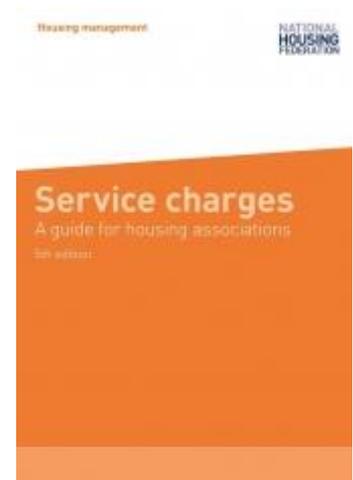
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[Must read: Service charges a guide for housing associations](#)

