

Since 2018/19 is a 48-week rent year the rents will be charged accordingly and therefore the figures shown here are for illustrative purposes. Rental income from dwellings of £16.127m for 2018/19 has been included within the draft HRA revenue budgets as shown in Appendix A.

## 1. SERVICE CHARGES

In line with government guidance, the Council carried out an exercise of depooling rent and service charges in 2006/07. This enabled tenants to see the estimated amount spent on services that had previously been included within the rent. Service charges are estimated at £1.343m in 2018/19 (including a void allowance of 1.00%).

The average weekly impact upon service charges arising from the estimates of costs associated with that service in 2018/19 (on a 48 week basis) is as follows:

Charge Type	Average Change p/w £
<b>Communal Lighting - Electricity</b> (Rebateable – eligible for Housing Benefit)	0.39
<b>Communal Heating - Gas</b> (Rebateable – eligible for Housing Benefit)	0.03
<b>Communal Cleaning</b> (Rebateable – eligible for Housing Benefit)	-0.02
<b>Communal Heating – Gas</b> (Non-Rebateable – Very Sheltered Housing only – not eligible for Housing Benefit)	-0.20
<b>Concierge Charge</b> – tenants at Skiddaw, Pettiver Crescent, low level Rounds Gardens (Rebateable – eligible for Housing Benefit)	0.13
<b>Estate Officer Charge</b> – tenants at Multi Storey Flats (Rebateable – eligible for Housing Benefit)	0.93
<b>Independent Living Charges</b> – the Warden Service has been replaced with Independent Living Co-ordinators and a Lifeline charge	-2.90

## 2. PERFORMANCE MANAGEMENT

The financial management of the HRA is directly linked to key performance in a number of operational areas – void management, rent collection, and arrears recovery.