

Appendix 1: Housing Revenue Account Service Charges 2023/24

1.0 District and group heating

- 1.1 Tenants linked to a group heating scheme (sheltered housing schemes) pay for heat through a service charge. Service charges paid with the rent apply to all tenants linked to a group heating scheme. Value added tax is not payable on service charges.
- 1.2 Heating charges are not eligible for Housing Benefit or the housing element of Universal Credit.
- 1.3 The cost of energy has increased rapidly over the past twelve months and the cost of providing heating to the sheltered schemes has similarly increased. It is proposed that in order for the group heating schemes to continue to break even in 2023/24, the charges are increased as detailed in the table below:

	Current charge (per week)	Revised charge (per week)	Increase in 2023/24 (per week)
1 bedroom	£18.77	£29.70	£10.93
2 bedroom	£19.30	£30.54	£11.24
3 bedroom	£19.83	£31.38	£11.55

- 1.4 These figures are based on officers' best estimates of the costs for 2023/24. As with all service charges, heating charges are recalculated annually. Any changes in energy prices over the next 12 months will be reflected in the 2024/25 charges.
- 1.5 The Government has made additional support and cost of living payments available to those on means tested benefits to help with increased energy costs and high levels of inflation. The Housing Service's tenancy sustainment and Independent Living teams will continue to work with tenants to ensure that they claim the maximum amount of benefits.

2.0 Garage rents and garage sites

- 2.1 Income streams from both garage rents and garage site leases currently cover expenditure and create a surplus for investing in housing management services. An increase in lease and rental charges to match

the September Retail Price inflation rate is recommended. This will revise the charges as follows.

	Current charge	Revised charge	Increase in 2023/24
Garage rents	£8.04 per week	£9.05	£1.01 (per week)
Garage site – shale surface	£59.49 per annum	£66.99	£7.50 (per annum)
Garage site – asphalt	£74.85 per annum	£84.28	£9.43 (per annum)
Garage site – other	£81.96 per annum	£92.29	£10.33 (per annum)

2.2 Garage rents are not eligible for Housing Benefit or the housing element of Universal Credit.

3.0 Water charges

3.1 With the exception of some of the sheltered schemes, water charges are no longer collected on behalf of Severn Trent. For the remaining properties where charges are collected it is proposed to hold the water rate charge at the existing £3.70 per week charge.

3.2 Water charges are not eligible for Housing Benefit or the housing element of Universal Credit.

4.0 Garden assistance scheme

4.1 The current Garden Assistance Scheme contract was awarded to Spirepride in April 2018. In order to comply with the Equality Act 2010, the service is provided free to disabled people.

4.2 The cost of providing the service to any eligible disabled service users will be met from the HRA working balance. Any other service users will be charged as per the table below. The contract price will increase in April 2023 by 8.75% and it is proposed to pass this increase onto all paying clients.

	Current charge (per week)	Revised charge (per week)	Increase in 2023/24 (per week)
Grass Cut	£3.81	£4.14	£0.33

Hedge Cut	£0.74	£0.80	£0.06
Grass and hedge cut	£4.55	£4.95	£0.40

4.3 Garden Assistance Scheme charges are not eligible for Housing Benefit or the housing element of Universal Credit.

5.0 Community rooms

5.1 Housing Services currently manage three community rooms: Wimbourne Crescent and Bonsall Court at Newbold, and Winster Court at Newland Dale. Usage is low at each venue, with income not meeting the costs associated with the maintenance and management of these facilities.

5.2 Charges for the hire of community rooms are in accordance with the table below. Bookings are offered at a fixed price for the usage of the room per slot:

- 9.00a.m to 1.00p.m
- 1.00p.m to 5.00p.m
- 5.00p.m to 9.00p.m

5.3 It is not proposed to increase prices in 2023/24. The charges will therefore remain as set out in the table below:

Type of group	Comments	Charge per slot
Tenant and resident group	Groups which work on behalf of members of the community	Nil charge
Councillor surgery	Surgeries run by Chesterfield BC for Derbyshire County Council Members	Nil charge
Activities for the benefit of vulnerable people and for which funding is not available	For example, preparation and distribution of food hampers to vulnerable people	Nil charge
Activities for the benefit of local people	Activities where a charge can be made for the activity	£8.00

Charitable organisations	Those with a charitable status and registration number	£8.00
Support groups	Groups which support vulnerable or disadvantaged people, and which are non-profit making	£8.00
Other non-commercial groups	Including statutory organisations who use the premises e.g. use as Polling Stations or parties	£12.00
Commercial organisations	Other organisations	£20.00

6.0 Communal staircase cleaning

- 6.1 The contract for cleaning communal staircases is carried out by in house Building Cleaning.
- 6.2 In order that the service continues to recover its costs it is proposed to increase the weekly charge to tenants by 23 pence per week from 3rd April 2023, increasing the charge from £2.28 to **£2.51** per week.
- 6.3 Communal staircase cleaning charges are eligible for Housing Benefit and the housing element of Universal Credit.

7.0 Tenant home content insurance premium tax

- 7.1 There has been no further increase in Insurance Premium Tax since June 2017 when it was set at 12%. It is proposed to leave this charge unchanged for 2023/24 in order that the service continues to recover its costs.
- 7.2 The tax is recovered weekly from tenants as part of their home contents insurance premium, the amount charged will depend on their individual level of home contents cover.
- 7.2 Home content insurance premium tax is not eligible for Housing Benefit or the housing element of Universal Credit.

8.0 Sheltered scheme service charge

- 8.1 There has no change in cost of the services covered by the sheltered scheme service charge. It is therefore proposed to keep this charge at

£15.59 per week. The charge applies to all sheltered housing schemes and will continue to be reviewed annually.

9.0 Careline and Independent Living Service charges

- 9.1 Careline response and support services for older and vulnerable people are currently provided to Derbyshire County Council (DCC) funded and self-funded customers. For those eligible for funding, there are two separate contracts with DCC – floating visiting support- Independent Living Service (ILS) and Careline. Tenants and residents who cannot access funding from DCC can pay for the service.
- 9.2 Derbyshire County Council is currently reviewing the Careline and Independent Living contracts. An offer has been made to extend the contracts with CBC to provide the Careline service until March 2024 and the Independent Living Service to Chesterfield, North East Derbyshire and Amber Valley to March 2024.
- 9.3 The proposed charges are designed to continue the consistency we achieved last year. The changes are designed to reflect the costs of delivering the services in full.

Careline

- 9.4 Under the current Careline contract, Chesterfield Borough Council (CBC) receives **£2.58** per week for each client eligible for this funding. This charge cannot be amended under the current contract. The fees received under the DCC 'Fast Package' are also fixed at **£2.50** per week. Digital funded - DCC will pay for the cost of the alarm equipment and **£1** per week for the sim cost.
- 9.5 Self-funded Careline customers are currently charged £6.75 per week. It is proposed to increase this charge to **£7.00** per week.
- 9.6 The charges in 9.4 and 9.5 are for the Careline alarm. The Careline service can provide and monitor additional telecare items such as smoke alarms and falls detectors. The monitoring of these items is charged on top of the standard charges in 9.3 and 9.4 above. The charge for additional items will remain at **£1.50** per week per item.
- 9.7 In preparing for the analogue to digital switch Careline can now take and deal with digital calls. All newly installed alarms will have to be digital and customers with a digital system are charged £3.00 per week more than for the standard analogue alarm, to cover the cost of new digital equipment and sim card coverage. Additional telecare items would then be charged at £1.50 per item above this price as with the contracted and analogue systems in 9.4 and 9.5 above.

9.8 The proposed charges for Careline and additional telecare services are set out in the table below.

Service (no. of clients as at November 2022)	Current charge (£)	Proposed charge (£)	Change (£) (per week)
Careline DCC Funded			
DCC funded (588)	£2.58	Contracted	n/a
DCC fast package (9)	£2.50	Contracted	n/a
DCC digital funded (19)	£3.58	Contracted	n/a
Careline – Self Funded			
Self-funded analogue (Careline & Telecare) (1,184)	£6.75	£7.00	£0.25p
Self-funded Careline enhanced (+ 1 item)	£8.25	£8.50	£0.25p
Self-funded Careline enhanced+ (+2 items)	£9.75	£10.00	£0.25p
New Careline 'digital' customers (70)	£8.25	£10.00	£1.75
New digital enhance (+1 item) (10)	£9.75	£11.50	£1.75
Derbyshire Dales – Monitor only service (65)	£6.75	£6.75	£0.00
Careline - other contracts			
Housing Association contracts (182)	Variable	£3.50	£0.00

9.9 The Housing Association contract is the provision of the Careline monitoring service only (no response element is provided). As contracts allow and are renewed the charge will be increased to **£3.50** per week to ensure costs of delivering the service and the upgrading to a digital system are covered.

Independent Living Service

9.10 The Independent Living Service contract with DCC is being moved to a fixed price arrangement therefore no weekly charges will be levied to any eligible DCC funded customer.

- 9.11 For self-funded clients within Chesterfield (56 customers) it is proposed to increase charges by £0.91p per week from £3.09 to **£4.00**. This charge is just for the provision of support.
- 9.12 For self-funded clients in Amber Valley and North East Derbyshire (16) who receive the ILS Service and Careline combined, it is proposed to increase charges by £0.25p from £10.75 to £11.00 per week. (£4.00 for support and £7.00 for Careline).
- 9.13 Chesterfield Borough Council will continue to receive **£34.00** for every fall attended (2,573 in 2021/22).