



Trust



Kindness



Hope

“Together, we will end poverty”

CLWYDALYN POLICY

Service Charges Policy

**IMS/CAS-POL-08
Version 1**

This document can be made available in other formats. To request an alternative format please contact document control hsqe@clwydalyn.co.uk



ClwydAlyn

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
Parc Busnes Llanelwy, Llanelwy,
Sir Ddinbych, LL17 0JD

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
St Asaph Business Park, St Asaph,
Denbighshire, LL17 0JD



About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

How we do things



Trust



Kindness



Hope

Contact us



Customer Services

Monday to Friday 08:00 to 17:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours emergency repairs

0300 1233091 or text 07786 202533 (please remember to include your name, address and telephone number in your message).



E-mail/online

help@clwydalyn.co.uk or online @ <https://www.myclwydalyn.co.uk/>



Postal address

72 Ffordd William Morgan
St Asaph Business Park
St Asaph
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#InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link [#influenceus form](#) or contact influenceus@clwydalyn.co.uk

Equality, Diversity and Inclusion

Every care has been taken to make this document inclusive. If you have any suggestions or would like this document in an alternative format, please contact document control on hsqe@clwydalyn.co.uk

Document Information/Document Control

This document is an agreed statement which contains the set of principles acting as guidelines for achieving the goals of ClwydAlyn. This document cannot be changed unless authorised to do so.

The master copy is held by the Document Controller, the PDF version is held in ClwydAlyn's SharePoint.

For further information please contact document control hsqe@clwydalyn.co.uk

Issue Number and Revision History

Version No.	Revision Details/Reason for change	Author	Date
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1 Purpose

This policy explains how ClwydAlyn sets, manages, and recovers service charges. It is designed to ensure that all charges are applied in a way that is fair, transparent, and compliant with Welsh legislation and regulatory expectations. The organisation is committed to providing clear information to residents and leaseholders, while maintaining financial sustainability and delivering value for money in the services provided.








2 Scope

This policy applies to all ClwydAlyn residents, including leaseholders and shared owners who could reside in individual dwellings, some of which may have a shared or communal area.




This policy does not apply to commercial properties or Care Homes.

3 Legal and Regulatory Framework

ClwydAlyn will ensure that we operate in accordance with:

-  Landlord and Tenant Act 1985
-  Landlord and Tenant Act 1987
-  Commonhold and Leasehold Reform Act 2002
-  Housing (Wales) Act 2014
-  Renting Homes (Wales) Act 2016
-  Renting Homes (Fees etc.) (Wales) Act 2019
-  Welsh Government Rent and Service Charge Standard

In line with these requirements, ClwydAlyn will ensure that service charges are:

-  Reasonable
-  reflect services that are actually provided, and
-  are based on costs that have been properly incurred

Services funded through service charges will be delivered to an appropriate standard.

4 Definition of Service Charges

Service charges are payments made by residents or leaseholders for services, repairs, maintenance, or improvements that are not included within the core rent.

These typically relate to communal or shared services such as cleaning, lighting, grounds maintenance, lift servicing, and building insurance.

5 Principles for Setting Service Charges

ClwydAlyn will ensure that Service Charges are based on actual costs or reasonable estimates of delivering services. We will ensure charges are set with regard to affordability for residents, balanced against the need to maintain service quality and financial viability.

Transparency is central to this approach. Service charges will be clearly identified and separated from rent, and residents will be provided with understandable information about what they are paying for.

ClwydAlyn will seek to ensure value for money by regularly reviewing services, procurement arrangements, and contracts.

Charges will be apportioned in a way that is fair and reflects the benefit received by residents. The methodology used will be consistent, justifiable, clearly explained and available to residents.

6 Types of Service Charges

Service charges may be structured as either fixed or variable:

Fixed Charges: Are set in advance and do not change during the year.

Variable Charges: Variable charges are based on estimated costs and are subject to adjustment once actual costs are known. Where variable charges are used, an annual statement of accounts will be provided to show actual expenditure against income collected and show any surplus or deficits created in the accounts.

7 Calculation and Apportionment

In calculating service charges, ClwydAlyn will use a combination of historic cost data, contract prices and projected expenditure. The methodology for calculating the cost of each service charge has been agreed and can be found as an Appendix to this policy. Deviation from the agreed methodology requires Executive Leadership Team approval.

Where costs require allocation across properties this will be done using a method that is considered fair and reasonable, which may include equal division or calculation based on property size, type, or level of service received. For leaseholders, the method of apportionment will be defined in the Lease.

8 Consultation and Communication

ClwydAlyn is committed to engaging with residents about the services they receive and the charges they pay.

Residents will be consulted on significant changes to services or service charge arrangements. In addition, where works or contracts meet the statutory thresholds, the organisation will undertake formal consultation with leaseholders in accordance with Section 20 of the Landlord and Tenant Act 1985.

Clear communication will be provided to residents regarding service charges, including advance notice of any changes where possible.

Information will be presented in a way that is accessible and easy to understand, and residents will be informed of how to raise concerns or complaints.

9 Billing and Payment

Service charges will be billed in accordance with the terms of the Occupational Contract, Licence or Lease Agreement, either alongside rent charges or as a separate charge where there is no rent charge.

Information issued to residents will clearly distinguish service charges from rent and provide sufficient detail to explain the costs being recovered.

For variable charges, residents will receive an annual statement showing the difference between estimated and actual costs, together with any adjustment required.

10 Financial Management and Accountability

ClwydAlyn will maintain accurate and transparent financial records in relation to service charges. Residents have the right to request information about how charges have been calculated and to inspect the relevant supporting documentation in line with legal requirements.

Where a surplus or deficit arises from variable charges, appropriate action will be taken to either refund, recover, or carry forward the balance in a fair and consistent manner.

11 Reserve Funds

In some cases, the organisation may collect contributions towards reserve or sinking funds to cover the cost of future major repairs or replacements. These funds will be managed responsibly and used only for their intended

purpose. Contributions will be set at a reasonable level and clearly communicated to residents.

12 Complaints and Disputes

Residents who are dissatisfied with any aspect of their service charge may raise the issue through the ClwydAlyn's complaints procedure. If the matter cannot be resolved internally, residents may refer their complaint to the Public Services Ombudsman for Wales. Leaseholders may also have the right to challenge service charges through the appropriate tribunal.

13 Equality and Accessibility

ClwydAlyn is committed to ensuring that this policy is applied fairly and consistently. Information relating to service charges will be made available in accessible formats, and reasonable adjustments will be made where required to meet the needs of individual residents.

14 Monitoring and Review

Service charges will be reviewed annually as part of the ClwydAlyn's financial planning process.

This policy will also be reviewed every 3 years to ensure it remains compliant with legislation, regulatory standards, and best practice.