OAK TREE HOUSING ASSOCIATION

Service Charge Policy

This policy is available to the public on the Association's website. Copies are also available on request and free of charge from the Association. This policy can also be provided in large print, braille, audio, or other non-written format and in a variety of languages, on request

Adopted	February 1999	Last Reviewed	February 2026
Next Review Due	February 2027		

1.0 Introduction & Aims

1.1 In many cases, Oak Tree Housing Association provide additional services to those included within the standard Housing Management and Property/Landscaping service. Where required, these services are paid for by additional service charges.

1.2 Oak Tree aims to:

- provide effective, value for money services to our tenants which are priced to recover costs in a fair and accountable way;
- involve customers in setting and reviewing service charges;
- tender services where appropriate to ensure value for money;
- ensure that service charges are affordable.

1.3 We aim to recover the costs of providing identified services to

The Association aims to recover the costs of providing identified services to tenants or sharing owners in full. The services provided include:

- Environmental maintenance
- Laundry facilities
- Legionella inspections
- Fire system, fire safety and extinguisher servicing and maintenance checks
- Call system
- Building insurance cover for sharing owners

2.1 Setting the Service Charge

2.1 Service charges will be set during or before February of each year and are determined based on actual or projected costs for the coming year. Where costs cannot be determined in advance the service charge costs charged are based on historical costs, plus inflation, accounting for and any changes in costs or services.

2.2 As service charges are based on actual costs, charges can up or down.

2.3 For secure tenants it will be applied from the date of the next registration. For all remaining tenants, the new charge would be implemented from the start of the financial year at the time of the annual rent increase.

2.4 Communication will be sent to the affected tenants advising them of the changes to the cost, type or nature of services provided.

2.5 Costs will be calculated by totalling the costs of the service attributable to tenanted, owner occupied or shared ownership property and divided by the number of occupants in receipt of that service. Where a service is not provided, there will be no charge for that service.

3.0 Service Charges for 2026-27

The following monthly service charges will apply: -

3.1 Environmental Maintenance

Backcourt Maintenance All Flats	MonthlyService Charge	Increase of 5.1%	New Total
Reduced service	£ 1.63	£0.08	£1.71
Standard service	£ 7.85	£0.40	£8.25

Open Space Maintenance Stock Transfer Areas	MonthlyService Charge	Increase of 5.1%	New Total
Branchton Cottages	£3.59	£0.18	£3.77
Pennyfern Cottages	£3.47	£0.17	£3.64
Fancy Farm	£1.20	£0.06	£1.26
Bow Farm	£17.48	£0.89	£18.37
Denholm Gardens	£29.31	£1.49	£30.80
Overton	£13.71	£0.69	£14.40
Wemyss Bay	£19.25	£0.98	£20.23
Midton	£1.65	£0.08	£1.73
Tower Drive	£2.19	£0.11	£2.30
Kempock Place	£5.56	£0.28	£5.84

Ex Bow Farm HA	MonthlyService Charge	Increase of 5.1%	New Total
Common Landscaping	£17.45	£0.88	£18.33
Private gardens – standard charge	£20.22	£1.03	£21.25
Bow farm flats – standard charge	£7.85	£0.40	£8.25

Newbuild Developments	Monthly Service Charge	Increase of 5.1%	New Total
Branchton newbuild cottages Site A	£3.59	£0.18	£3.77
Branchton newbuild cottages site B	£3.59	£0.18	£3.77
Grieve Road newbuild cottages	£12.32	£0.62	£12.94
Wren Road newbuild cottages	£14.04	£0.71	£14.75
Earnhill Gardens	£2.33	£0.11	£2.44
Garvald Street	£13.09	£0.66	£13.75

Auchmead Road – open space maint	£27.10	£1.38	£28.48
Auchmead Road – private gardens	£10.93	£0.55	£11.48
Tweed St/Tay Street	£13.09	£0.66	£13.75
This development is managed by C~urb			
Bunston Grove	£11.54	£-0.21	£11.33

Supported Developments	**MonthlyService Charge**	**Increase of 5.1%**	**New Total**
Grieve Road shared cottages gardens	£20.22	£1.03	£21.25
Burns Road	£7.85	£0.40	£8.25
Plover Lane	£12.32	£0.62	£12.94
Refuge(scheme cost)	£51.05	£2.60	£53.65
James Watt Court	£7.85	£0.40	£8.25
32 Inverkip Street	£7.85	£0.40	£8.25

3.2 Laundry

Plover Lane	£34.60	£5.72	£40.32

3.3 Fire System Servicing (alarm, sprinklers, emergency lighting)

James Watt Court	£9.30	-£0.60	£8.70
Plover Lane	£12.23	£8.07	£20.30
Burns Road	£19.48	-£1.87	£17.61
Refuge (scheme cost)	£123.90	-£2.10	£121.80
Sandpiper Lane	£2.92	-£0.02	£2.90
32 Inverkip Street	£34.40	-£34.40	£0.00

3.4 Fire Extinguishers

James Watt Court	£5.61	-£3.92	£1.69
Plover Lane	£3.40	-£1.37	£2.03
Grieve Rd	£5.00	-£2.97	£2.03

3.5 Nurse Call System

Burns Road	£6.00	£1.46	£7.46

3.6 Legionella Inspections

Burns Road	£25.54	-£0.51	£25.03
32 Inverkip Street	£36.32	£9.02	£45.34
James Watt Court	£20.86	-£5.44	£15.42
Plover Lane	£28.57	-£5.96	£22.61
Refuge(scheme cost)	£136.20	-£55.53	£80.67

3.7 Insurance (Shared Ownership Properties)

Building insurance	£13.60	£1.69	£15.29

4.0 Quality of Service

4.1 We are committed to providing services to all customers which are of a good quality standard and offer value for money.

4.2 The Association will also consider The Scottish Housing Regulator's Scottish Social Housing Charter Standards 14 and 15 for rent and service charges which state that:

"Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- A balance is struck between level of services provided, the cost of the services and affordability for current and prospective tenants and service users can afford them

- Tenants will receive clear information on how rents and other money is spent.

4.3 The Association will use the following methods to assess quality of service on an on-going basis.

- Annual review of actual cost of service.
- Annual review of actual services carried
- Ensure Contractors comply with good practice, Health & Safety and Equal Opportunities standards set by the Association.
- An annual review of the performance of each Contractor carrying out services.

5.0 Customer Satisfaction

5.1 The Association endeavours to ensure that tenants are satisfied with the outcome of the services provided to them. This will be assessed in the following ways:

- Tenant satisfaction survey carried out every 3 years to assess
- overall satisfaction and value for money
- Regular newsletter articles regarding the services and encouraging contact with the Association regarding any dissatisfaction
- Review of any complaints received relating to services provided

6.0 Appeals and Complaints

We accept that despite our best efforts, problems may arise from time to time. If you are dissatisfied about how this Policy, or the related services have been managed, or any other issue in respect of its implementation, then you may make a complaint which will be handled in accordance with our complaints handling procedure. A copy of our complaints handling procedure can be obtained from the Association's website or requested from the Association's office.

If you require a copy of this Policy or our complaints procedure in another language or in another form (such as Braille or audio tape), this can also be available on request.

7.0 Equalities Commitment

7.1 Oak Tree Housing Association is committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. Throughout the Association there will be a consistent approach in promoting equality and diversity across all areas.

We are committed to ensuring that all people have an equal opportunity to access our services. We will consider the accessibility of the way we provide our service. We will be responsive to the way that tenants and other customers wish to contact and interact with us, and we will make reasonable adjustments to the way we deliver our services to accommodate diverse needs. If in line with this policy we decide that we need to manage our contact with an individual, we will consider whether they have accessibility needs that should be considered when we do so.

8.0 Review

The Service Charge Policy will be reviewed in February of each year.