


### Dear Leaseholder or Freeholder

Please find enclosed your Actual Service Charge Certificate for 2016-17.

The certificate sets out the final accounts for the cost of the services you received between 1 April 2016 and 31 March 2017. It also shows the difference between your estimated costs (sent to you in April 2016) and the actual costs we paid for goods and services.

If your actual costs are higher than your estimated charges, you will receive an invoice for the outstanding amount. You must pay this in full within 28 days of the date of the invoice. If your actual costs are lower than your estimated charges, we will credit the difference to your service charge account.

You will find details of what goes into your bill on page 2 and how to pay on page 4.

 Independent advice about your lease and service charges is available at [www.lease-advice.org](http://www.lease-advice.org)

### Struggling to pay your bills?

For free independent debt advice call the National Debtline on 0808 808 4000 or visit the National Debtline's website: [www.nationaldebtline.org](http://www.nationaldebtline.org)

For free benefit advice visit [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

### Need to claim on your building insurance?

Contact the Council's Insurance Section on **020 7364 6568**.

All claims must be made within 90 days. See our website [www.thh.org.uk](http://www.thh.org.uk) for details.

## Make life easier with MyTHH

MyTHH is a new online service which allows you to view your THH account 24/7 – giving you secure access to a range of services at times that suit you.

MyTHH gives you a live view of your service charge account and you can also:

- View your invoices
- View current and previous repairs on the communal areas of your block and estate
- Log requests and message us securely
- Take part in surveys to help improve services

Registration is quick and easy – sign up at [my.thh.org.uk](http://my.thh.org.uk) and once your details are validated you'll be emailed a user name and password.





# What goes into your bill


Depending on the services you receive, your actual service charge may include some or all of the following:


## BLOCK SERVICE


We take the cost of providing a service to your block including management and operational overhead costs.\* This is the total service cost. We apply this cost to all the homes in your block based on the individual GRV\*\* of each home.

 **Block repairs**  
Repairs to the structure, communal areas and services in your building. Examples could include: repairs to the roof, windows, communal water supply, waste pipes, and minor redecorations such as painting and cyclical maintenance to risers.


 **Lift**  
Repairs and maintenance

 **Communal TV aerial**  
Repairs and maintenance


 **Communal door entry**  
Repairs and maintenance

 **Communal boiler**  
Repairs and maintenance


**Your charge**  
We use the list of repairs carried out to your block in 2016-17. You pay a proportion of this cost based on the GRV\*\* of your home.

 **Block caretaking service**  
Cleaning communal areas, stairs and corridors, bin chambers, rubbish chutes and lifts, graffiti removal, changing light bulbs, minor repairs and general management of the block.


**Your charge**  
The cost of caretaking in 2016-17 was £24.51 per hour. We multiply the cost per hour by the number of caretaking hours for your block.

 **Refuse service (bin hire)**  
THH hire paladin bins (the large circular or square bins on wheels) from LBTH under a service agreement.


**Your charge**  
You pay a proportion of the cost based on the GRV of your home.

 **Concierge service**  
Block and estate security, including onsite concierges, mobile patrols and CCTV systems.

**Your charge**  
You pay a proportion of this cost based on the GRV of your home. You can request a list of concierge invoices for your block from THH.

 **Communal boiler fuel**  
Providing and managing the fuel supply for communal heating and/or hot water systems.


**Your charge**  
You pay a proportion of this cost based on the number and size of rooms in your property. A list of boiler fuel bills for your system is available from THH.

 **Communal electricity**  
Providing and managing the communal electricity supply for communal lighting, lifts, door entry systems, heating systems and water pumps.


**Your charge**  
We divide the communal electricity charge between each home based on the GRV. You can request a list of communal electricity bills for your block and estate from THH.

## ESTATE SERVICE


We take the cost of providing a service to your mappsite\*\*\* including management and operational overhead costs. This is the total service cost. We apply this cost to all the homes on your mappsite based on the individual GRV of each home.

 **Estate repairs**  
Communal repairs to the external areas of your mappsite including repairs to paths, railings, fences, bollards, clearing and unblocking drains, repairs to playground equipment and other facilities.


**Your charge**  
You pay a proportion of this cost based on the GRV of your home.

 **Estate caretaking service**  
Cleaning, sweeping and litter picking, removing graffiti, minor repairs and safety checks to external areas.

**Your charge**  
The cost of caretaking in 2016-17 was £24.51 per hour. We multiply the cost per hour by the number of caretaking hours for your mappsite.


 **Gardening**  
Grass cutting, planting and weeding flower beds, tree pruning, emptying dog bins on your mappsite.

**Your charge**  
You pay a proportion of this cost based on the GRV of your home. You can get a breakdown of the number of visits and time spent on your mappsite from THH.


 **Refuse service**  
Bulk waste and fly-tipping collections from your mappsite. We don't charge you for the collection of normal domestic waste from the paladin bins because you pay for this service through your Council Tax.


**Your mappsite costs**  
THH pays LBTH for bulk waste collections through two service level agreements. You pay a proportion of this cost based on the GRV of your home.


## CUSTOMER SERVICE


 **Leasehold management**  
Includes service charge accounting and audit, calculating and billing service charges, income collection, dealing with payments and enquiries.

**Your charge**  
You pay an equal share of this cost. If you are a freeholder with a service charge account you pay a percentage of this cost.

 **ASB**  
Dealing with anti-social behaviour.

 **Pest control**  
Providing treatments for certain types of pests, helping identify pests, and providing information on treatment.

 **Customer access**  
Housing Service Centre, first point of contact for all resident queries and complaints.

 **Resident engagement**  
Supporting the formal resident engagement panel, tenant and resident associations. Conducting resident surveys.

**Your charge**  
The cost of these services are made up of salaries, service level agreements with LBTH and overheads to cover office costs. You pay a proportion of the cost based on the GRV of your home.

### KEY

\* Operating overheads are costs for things like office premises, telephones and IT equipment.

\*\* GRV (Gross Rateable Value) is a measure of your property's size and value compared with the size and value of other properties in your block. This is a simplified definition only.

\*\*\* Mappsites help us to calculate leasehold charges such as horticulture and caretaking services. Mappsites give us important details of many of our estates and communal areas including footpaths, estate roads, grass areas, shrub beds and buildings.

# How to pay

Whichever way you decide to pay your bill **make sure you have your 11-digit invoice number to hand** (printed in the top right-hand corner of your invoice – it starts with 55). Please don't use any other letters or digits. That way we'll be able to match your payment with your invoice.

SEE PAYMENT OPTIONS OVERLEAF		
DATE	FUND	TAX POINT
01-APR-2016	55	
INVOICE NUMBER		5500000000

PLEASE CONTACT US. PLEASE HAVE YOUR HAND WHEN YOU GET IN TOUCH.



## Direct Debit

Direct Debit is the most convenient and simplest way to pay bills. Payments are made automatically, so bills are never forgotten. To set up a Direct Debit call us on 020 7364 5015, our phone lines are open 8:30am to 5:30pm Monday to Friday. You'll need the following information to set up your Direct Debit: invoice number, bank account details and sort code.



## Standing Order

To set up a standing order, please complete a standing order form online from your bank or building society. Alternatively, download a standing order form from our website.

Please quote LBTH payee details:  
Sort Code: **60-03-19**  
Account Number: **75667266**

Reference: **Your invoice number**  
Send the completed form to your bank or building society.



## Credit or debit card payments

### — By phone

Call our automated payment line on 020 7364 5015 (press 2) anytime to make a payment by phone.

### — Online

Why not pay your bill online? It's quick and easy to do, just log on to: [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk). A charge is made for credit card payments.



## Internet and telephone banking

For internet and telephone banking, please quote LBTH payee details:

Sort Code: **60-03-19**

Account Number: **75667266**

Reference: **Your invoice number**

## Cheque or Postal Order

Cheques or postal orders should be made payable to:



'London Borough of Tower Hamlets'.

Write your name, address and your 11-digit invoice number on the back of your cheque or postal order. Send it to:

**Cashier's Payments,  
Albert Jacob House,  
62 Roman Road, London, E2 0PG.**

For postal payment receipts, please provide a self-addressed, stamped envelope.

**View your payments and account online 24/7 with MyTHH**

# It's nice to change things around every now and then...

Thoughts of home improvements may not be far away. But did you know you need our written permission before you can make alterations or improvements to your home. This includes altering the plumbing or fitting a new boiler. If your application is successful we will send you a conditional consent letter.

If you carry out work without our consent, we have the right to ask you to put your property back to its original condition – which could cost you hundreds of pounds. Not to mention it would be a breach of your lease. **For a full list of alterations and improvements that will need our permission (and fees payable), visit [www.thh.org.uk/leaseholders](http://www.thh.org.uk/leaseholders)**

You can request permission to make alterations online via MyTHH at [my.thh.org.uk](http://my.thh.org.uk)



## Swipe cards

### An easy way to pay your bills

Swipe cards are a simple and convenient way to make cash or card payments. You can use them at any PayPoint outlet or Post Office in the high street. Swipe cards automatically pay the oldest outstanding invoices so that you can clear these first. To order a swipe card, call 020 7364 5015 or email: [contactus@thh.org.uk](mailto:contactus@thh.org.uk)



## Get Gas Safe

If you rent out your property, make sure you get your gas appliances safety checked by a **Gas Safe registered** engineer. Do it every year - it's the law. If left unchecked, appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning. **Don't take the risk.**



## FIRE SAFETY ADVICE ARE YOU PREPARED?



It's important that you know how to reduce the chances of a fire starting in your home and keep yourself, your family and your property safe from fire. Check out [www.london-fire.gov.uk](http://www.london-fire.gov.uk) for tips to keep your home safe and know what to do in a fire.

You can also read up on fire safety in the latest edition of open door, our resident magazine, at [www.thh.org.uk/publications](http://www.thh.org.uk/publications)

### Is your gas appliance safe?

Gas appliances should be safety checked every year and serviced regularly by a Gas Safe registered engineer. Don't leave it to chance – unchecked appliances could pose a risk to you and your family.

Visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) to find a Gas Safe registered engineer near you.

## FIRE! FIRE! FIRE!

### Is your front door fire safe? Does it meet the legal requirements?

The front door to your property is a secret weapon against fire. It can prevent fire and smoke from spreading to the communal areas, and cutting off the escape routes. If you own a property in a block, and the front door opens onto an enclosed escape route, you must make sure the front door set provides at least 30 minutes fire resistance (FD30 standard). If it doesn't, you'll need to replace it – remember you'll need our permission before you carry out the work.

We can help you and may be able to arrange for one of our contractors to supply and fit the door for you. **Contact us on 020 7364 5015 for more details or visit [thh.org.uk](http://thh.org.uk)** This is so important that we're starting estate by estate checks to make sure your front door is fire safe.

## Fire safety and White Goods



Make sure white goods – fridge, freezers, tumble driers – are not in the way of escape routes; if they catch fire, they could block your way out.

Make sure they are in good working order. If any start to make a strange noise, don't ignore it. If you think there may be a problem, always unplug and contact the manufacturer or a qualified repair technician.

## FOR LANDLORDS

### Have you registered your property with the landlord-licensing scheme?

The Council is getting tough on landlords with unlicensed properties in the Whitechapel, Weavers, Spitalfields & Banglatown wards. A licence costs £520 and lasts five years. If you don't register, with the scheme, the Council can fine you and reduce your licence to just one year.

For more details or to check if your property falls within the three wards, visit: [www.towerhamlets.gov.uk/Ignl/housing/Landlord\\_Licensing\\_Scheme.aspx](http://www.towerhamlets.gov.uk/Ignl/housing/Landlord_Licensing_Scheme.aspx)

### Rent with confidence: register a new tenancy with us

If you rent out your property to someone else you need to register the tenancy with Tower Hamlets Homes. It's as easy as 1 2 3...

- 1 Contact us for a sub-letting pack
- 2 Sign and return the Deed of Covenant along with a £25 registration fee
- 3 Sign and return the Change of Contact Details form.

 **Failure to notify us means you're in breach of your lease.**

For more details contact us on 020 7364 5015 or visit our website.



### CONTACT US

Register for MyTHH and message us securely online at [my.thh.org.uk](http://my.thh.org.uk)

**Email:** [contactus@thh.org.uk](mailto:contactus@thh.org.uk)

**Phone:** 020 7364 5015  
8:30am-5:30pm Monday to Friday

**In writing to:**  
Leasehold Services  
Tower Hamlets Homes  
PO Box 66355, London, E14 1GU