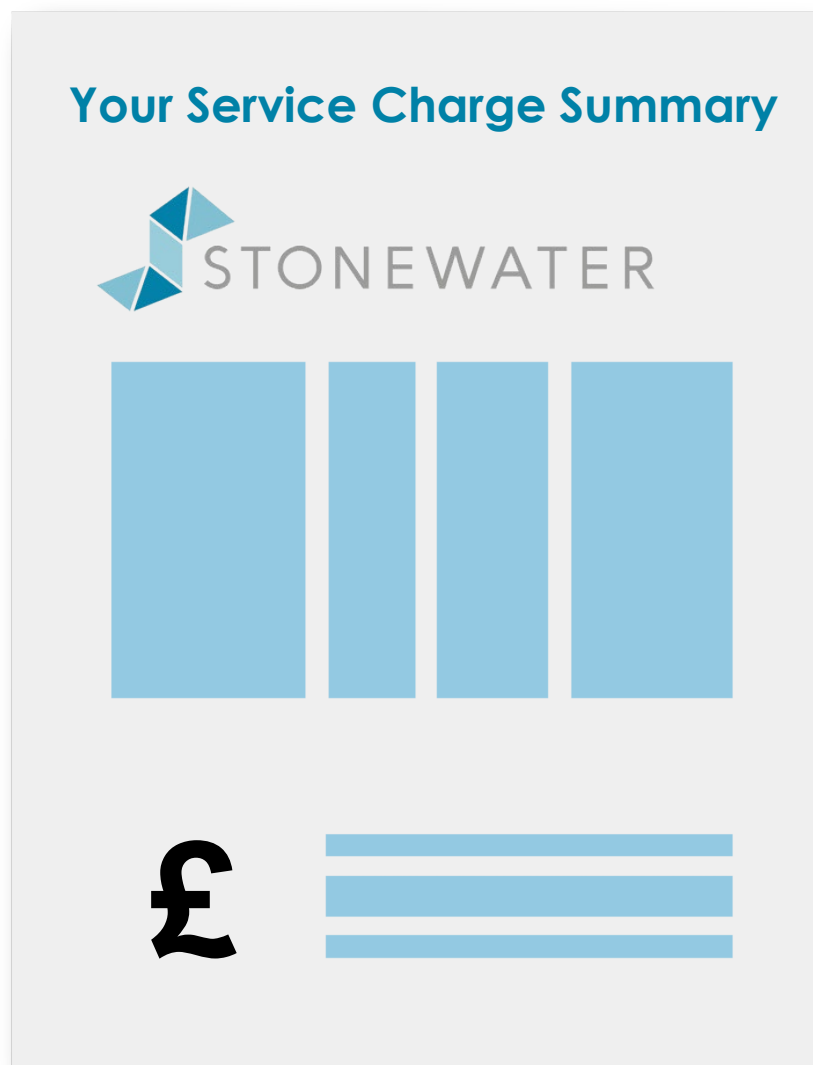


# What some of the words in your Rent and Service Charge Summary mean



**Easy read booklet**

# Who we are and what this booklet is about



We are **Stonewater**. We are your **lessor**.



**Lessor** means we own the land your home is on, or the building your home is in.

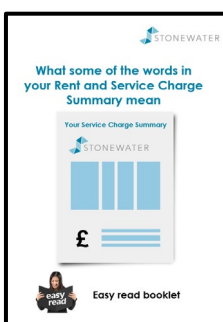
Your **lease** is a document that tells you about the money you have to pay us to look after your building or the land your building is on.



You might also have to pay us **Service Charges**.



**Service Charges** are for things like cleaning and lights in the parts of your building you share with other people.



We send you Rent and Service Charge Summaries to tell you how much to pay us. This booklet tells you what some of the words in the summary mean.

# What some of the words in your Service Charge Bills mean



## **Call System Maintenance**

You pay this for special phone lines like Careline.



## **Cleaning Communal Areas**

You pay this so we can clean the parts of your building you share with other people.



## **Communal Electric**

You pay this for the electricity in the parts of your building you share with other people.



## **Common Area Costs**

You pay this so we can make sure everything is safe in the parts of your building you share with other people.



### **Day to Day Repairs - Block**

You pay this to help pay for small repairs to things like the stairs in the parts of your building you share with other people.



### **Day to Day Repairs - Communal**

You pay this to help pay for small repairs to things like walls and fences in the parts of your building you share with other people.



### **Door Entry Maintenance**

You pay this so we can look after the main entrance door in your building.



### **Fire Equipment Maintenance**

You pay this so we can look after the smoke alarms, fire extinguishers and emergency lighting in your building.



### **Ground Rent**

You pay this for the **Annual Ground rent** that we tell you about in your lease. This is for the ground your home is on.



## **Ground Rent (S/O)**

You pay this for the Annual Ground rent that we tell you about in your lease.



## **Grounds Maintenance**

You pay this so we can look after the space around your building by cutting the grass and hedges.



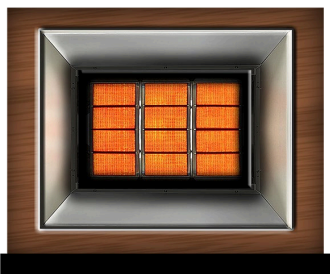
## **Health and Safety**

You pay this so we can make your home safe to live in.



## **Health and Safety - Fire**

You pay this so we can lower the chances of fires in your building.



## **Heating - Individual**

You pay this for the heating you use in your home.



## Insurance - Buildings

You pay this so you have building **insurance** for your home. **Insurance** means you don't lose money if there is a problem with your building that you have to help pay for.



## Lift maintenance

You pay this if there is a lift in your home so we can make sure it's safe to use.



## Lifts and Adaptations Costs

You pay this if you have a stairlift in your building so we can make sure it's safe to use.



## Major Repair Provision

You pay this to help pay for any big repairs we need to make to your home and the land it's on.



## Management Charge

You pay this so we can look after your home.



## **Management Company**

This is another company who might look after your home or services on your estate.



## **Pest Control**

You pay this so we can get rid of things like mice, rats or wasps nests in your home.



## **Refuse Disposal**

You pay this so we can take big items of rubbish away and clean up any rubbish people leave around your scheme. We might also take away your general rubbish if the Council does not.



## **Scheme**

If we own lots of homes that are all in the same place we call this a scheme. It could be lots of homes in a block of flats or lots of homes on the same street.



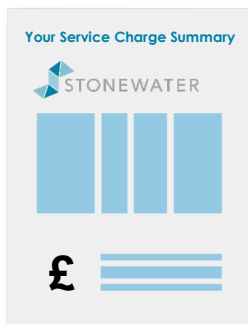
## **Scheme Computer and Telephony**

You pay this for the telephone and internet in the parts of your building you share with other people.



## Security System Maintenance

You pay this so we can make your building safe by using things like alarms and CCTV.



## Service Charges

You pay Service Charges for things like cleaning and lights in the parts of your building you share with other people.



## Sewage System Maintenance

You pay this so we can make sure dirty water from your toilet and sinks is taken away safely.



## Variable Service Charges

This means we check our service costs for the year and change your service charge if we need to. We might need to give you some money back. Or you might need to give us more money.



## Water Rates - Communal

You pay this for the water you use in the parts of your building you share with other people.





### **Water - Individual**

You pay this for the water you use in your home.



### **Water System Testing**

You pay this so we can make sure your water is safe and will not make you ill.



### **Window Cleaning**

You pay this so we can clean the shared windows in your building or the ones your lease says we will clean.

The full version of this document is called  
**“Understanding your Service Charges”**