

<b>APPENDIX 1 - SERVICE AND HOUSING RELATED SUPPORT CHARGES 2021/22</b>				
<b>TYPE OF SERVICE/SUPPORT</b>	<b>Highest</b>	<b>Lowest</b>	<b>Average</b>	<b>Average</b>
	<b>Weekly Chg</b>	<b>Weekly Chg</b>	<b>Weekly Chg</b>	<b>Weekly Chg</b>
Charges	Highest (£)	Low est (£)	Average (£)	Ave all tenants (£)
Amenity Cleansing - Gullies	1.32	0.01	0.09	0.06
Amenity Cleansing - Bins	1.42	0.06	0.31	0.03
Caretaking	27.17	0.89	7.52	0.61
Cleaning	17.28	0.18	5.54	0.80
Door Entry Management	1.47	1.47	1.47	0.12
Grounds Maintenance	2.98	0.01	0.43	0.34
Landlord's Lighting	5.91	0.37	1.13	0.48
Window Cleaning- General Needs	0.27	0.07	0.13	0.01
Window Cleaning- Sheltered	0.65	0.12	0.25	0.01
Cleaning - Summers Farm Close	8.08	8.08	8.08	0.04
TOTAL Estimate for 2021/22 (2020/21 £2.79)				2.50
Adjustment in respect of 2019/20				(0.16)
Actual charge for 2021/22				2.34
District Heating: Fuel only	555.53	277.76	425.28	
Sheltered Accommodation				
Meal Charges Summers Farm Close	6.10			
Housing Related Support Charges				
Dispersed Community Alarms	4.47			
Harlow Community Support	7.45			
Sheltered Housing Support	8.32			
Alarm System Monitoring	1.95			
Intensive Housing Management	2.04			
Leaseholder Service Charges Only				
Amenity Cleansing - Gullies	68.50	0.26	4.51	
Amenity Cleansing - Bins	73.80	3.28	16.12	
Caretaking	1,412.66	46.47	390.84	
Cleaning	898.76	9.59	288.31	
Door Entry Management	76.65	76.65	76.65	
Grounds Maintenance	149.69	0.66	21.80	
Landlord's Lighting	307.55	19.17	58.66	
Lifts	363.99	112.00	189.30	
Management Fee	204.44			
Registration of Sublet Fee	88.99			
Annual Management Fee	204.44			
Contribution to Perpetuity Fund- Savoy Wood	99.76			
Enquiry Release Fees	32.02			
Insurance Policy - Key Facts	11.48			
Insurance	154.66			
Interest Free loans administration Fee	300.00			
Lease Extension Fee	172.29			
Mandatory and Discretionary Loan Fee	141.56			
Non Compliance Letters	49.21			
Re-mortgage Fee	21.37			
Sublet - Registration Fee	88.99			
Solicitors Enquires w ithout Insurance	108.99			
Solicitors Enquires w ith Insurance	149.17			
Solicitors additional information	39.64			
Voluntary Charge Fee	300.00			

<b>APPENDIX 2</b>				
<b>HOUSING REVENUE ACCOUNT ESTIMATES 2021/22</b>				
<b>HEADING</b>	<b>2019/20 Actual £'000</b>	<b>2020/21 Original £'000</b>	<b>2020/21 Revised £'000</b>	<b>2021/22 Estimates £'000</b>
<b><u>Expenditure</u></b>				
General Management	10,908	13,958	13,890	10,295
Special Management	7,331	8,334	8,165	8,418
Repairs	10,305	11,023	11,250	11,262
Rents, Rates & Taxes	85	85	120	87
Supporting People	5	5	5	5
Provision for Bad Debts	358	240	363	357
Depreciation	10,624	10,229	10,470	10,736
Direct Revenue Financing	0	2,198	7,247	6,559
Debt Management Exp	6	16	16	17
Capital Charges:	6,673	6,770	7,067	7,261
<b>Total Expenditure</b>	<b>46,295</b>	<b>52,858</b>	<b>58,593</b>	<b>54,997</b>
<b><u>Income</u></b>				
Dwelling Rents	(42,155)	(42,838)	(42,796)	(43,763)
Garage Rents	(1,031)	(1,049)	(1,049)	(1,081)
Other Rents	(62)	(65)	(65)	(65)
Service Charges: Tenants	(1,197)	(1,319)	(1,053)	(1,175)
Service Charges: Leaseholders	(1,602)	(2,286)	(2,176)	(2,434)
Other Charges for Services	(1,457)	(2,370)	(1,003)	(2,340)
Transfers from General Fund	(616)	(626)	(609)	(623)
Interest on Revenue Balances	(195)	(63)	(82)	(32)
<b>Total Income</b>	<b>(48,315)</b>	<b>(50,616)</b>	<b>(48,834)</b>	<b>(51,513)</b>
Balance at 1 April	(13,731)	(6,428)	(15,751)	(5,991)
(Surplus) / Deficit for year	(2,020)	2,242	9,760	3,483
Balance in hand at 31 March	(15,751)	(4,186)	(5,991)	(2,508)