

REPORT TO: CABINET

DATE: 27 JANUARY 2022

TITLE: HOUSING REVENUE ACCOUNT BUDGET 2022/23

PORTFOLIO HOLDERS: COUNCILLOR JAMES LEPPARD, PORTFOLIO
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This is a Key Decision

It is on the Forward Plan as Decision Number I012623

The decision is not subject to Call-in Procedures for the following reason:

The decision stands as a recommendation to Full Council

This decision will affect no ward specifically.

RECOMMENDED that Cabinet recommends to Full Council to:

- A** Approve the Housing Revenue Account (HRA) estimates as set out in Appendix 1 to the report.
- B** Approve a working balance of £4.563 million for the HRA (set out in paragraph 26 of the report).
- C** Approve that tenant rents are increased by Consumer Price Index (CPI) plus 1 per cent (4.1 per cent) with effect from 4 April 2022. This equates to an average weekly rent of £97.49, an increase of £3.87 (set out in paragraph 3 of the report).
- D** Approve that the rents and personal charges for temporary accommodation are increased with effect from 4 April 2022 as set out in paragraph 4 of the report.
- E** Approve that garage rents within the 'retain and invest' category are increased by 5 per cent with effect from 1 April 2022. This equates to an average weekly rent of £11.76, an increase of £0.56. Also approve the proportionate increases for other garages, car ports and car spaces (set out in paragraph 5 of the report).

- F** Approve that tenant service charges are increased to recover full cost with effect from 4 April 2022 (see paragraphs 6 to 8 of the report and Appendix 2 attached to the report).
- G** Approve that other housing related support charges for sheltered accommodation are increased to recover full cost with effect from 4 April 2022 (see paragraphs 9 to 13 of the report and Appendix 2 attached to the report).
- H** Approve the tenant heating charges with effect from 4 April 2022. These equate to an average weekly heating charge of £10.96, an increase of £1.23. For tenants in sheltered accommodation, this equates to an average weekly charge of £6.75, an increase £1.68 (see paragraphs 14 to 16 of the report and Appendix 2 attached to the report).
- I** Approve that the leasehold service charges are increased with effect from 1 April 2022 to ensure that all leaseholder costs are recovered (see paragraphs 17 to 21 of the report and Appendix 2 attached to the report).
- J** Approve that all other tenant charges are increased with effect from 4 April 2022 in order to recover cost (see Appendix 2 attached to the report).
- K** Approve that Harlow's Rent Policy is reviewed during 2022/23 with a view to moving towards the National Social Housing Rents Standard (2019) for when properties become empty and for types of rent to be charged on newly acquired or newly built properties (see paragraphs 42 to 44 of the report).
- L** Approve the options for tackling homelessness and prevention as outlined in paragraphs 45 to 48 of the report.

REASON FOR DECISION

- A** The Housing Revenue Account (HRA) reflects the statutory requirement under Section 74 of the Local Government & Housing Act 1989 to account separately for local authority housing services. It is a ring fenced account containing the costs of managing the Council's housing stock which is offset by tenants' rents, tenants' and leaseholders' service charges and other contributions. The Council has a statutory responsibility to set a balanced HRA budget and avoid any deficits.

BACKGROUND

1. The HRA Business Plan 2021-2051 is included elsewhere on this agenda. The 2022/23 budget presented in this report has been reflected in the new Business Plan.

HRA Business Plan Assumptions 2022/23

2. The assumptions in the Business Plan 2021-2051 are as follows.

- a) Implementation of the Rent Standard 2019, increasing dwelling rents annually by CPI plus 1 per cent. Uplifts are based on CPI in the previous September. From April 2022, rents will increase by 4.1 per cent.
- b) The rental income estimates assume that in 2022/23 there will be 43 right-to-buy sales and that the percentage number of voids will be 1.27 per cent of total stock, or an average of 116 vacant properties.
- c) Increases in garage rents by five per cent annually.
- d) Full recovery of all utility and other premises costs from tenants and leaseholders through service charges.
- e) Implementation of the staff pay award in accordance with current Government policy with effect from 1 April 2022.
- f) Depreciation continues to be calculated based on the Existing Use Value for Social Housing (EUVSH) spread over the estimated life of the asset.
- g) Renewal of the Public Works Loan Board (PWLB) debt of £208.837 million when it becomes due and additional borrowing taken when necessary as reflected in the current capital programme.
- h) Maintaining a minimum HRA working balance with effect from 31 March 2022 of £4.563 million, complying with the “industry standard” of £500 per property.
- i) Retaining and enhancing the housing asset management plans as outlined below:
 - i) Maintain compliance of the Council’s housing stock with the housing regulatory requirements. Continue with the replacement regime (based on stock condition survey) for internal and external property components such as kitchens, bathrooms, central heating systems, roofs and external structure of homes. Undertake catch-up works.
 - ii) Prioritise resources to safeguard the well-being and safety of the Council’s tenants in their homes with regard to increased statutory and legislative landlord requirements for fire safety, electrical (communal) safety, asbestos management and lift maintenance.
 - iii) Prioritise energy efficiency initiatives that alleviate fuel poverty.
 - iv) Prioritise resources for disabled adaptations to meet statutory requirements and keep under review annually.
 - v) Reduce resources to garage-related works and re-prioritise the approved Garage and Hardstand Strategy to remain within available resources.

- vi) Realise further efficiencies from responsive repairs programmes and scopes of works.
- vii) Develop a housing programme to outline the aspirations for the delivery of new housing in accordance with housing need, local plan priorities, regeneration priorities, and affordability/viability.

ISSUES/PROPOSALS

Rents – Tenants

- 3. The Rent Standard 2019, introduced on 1 April 2020, allows all registered providers of social housing to increase rents by CPI plus 1 per cent. CPI in September 2021 was 3.1 per cent and therefore, from 4 April 2022, housing rents will increase by 4.1 per cent. The average rent will increase from £93.62 to £97.49 per week.

Rents - Temporary Accommodation

- 4. It is proposed that the following rents in respect of Homelessness Services will be increased with effect from 4 April 2022:
 - a) The rent charged for temporary accommodation in the HRA for a single room will increase from £36.59 to £37.52 per week and from £52.27 to £53.89 for a double room. In addition, the weekly personal charge and recharge for council tax will increase from £21.59 to £22.03 per room.
 - b) The rent charged for nightly lets will increase from £131.17 to £135.24 per week for a one bed studio/property, from £147.57 to £152.14 for a two bed property and from £188.68 to £194.53 for a three bed property.
 - c) The rent charged for bed and breakfast accommodation will increase from £131.17 to 133.14 per week.
 - d) The rent charged for non HRA temporary accommodation will increase from £131.17 to £135.24 per week for a one bed studio/property, £147.57 to £152.14 for a two bed property and from £188.68 to £194.53 for a three bed property.

Rents – Garages

- 5. It is proposed to increase the rent on garages held as "retain and invest" and related charges by 5 per cent. The rent of a standard garage would rise by £0.56 per week to £11.76.

Service Charges – Tenants

- 6. Service charges are made in addition to rents. In total nine separate service charges are applied and the Council has published a range of service standards to support the implementation of service charges. These are regularly reviewed in consultation

with tenants to ensure the principles of service charges in terms of transparency, improved service delivery and greater accountability are delivered in practice.

7. The key features to the calculation of service charges are:
 - a) Actual, not estimated, costs of service charges are recovered from both tenants and leaseholders, subject to the availability of reasonable data. This means that any difference between the actual cost and estimated cost will be collected or refunded two years after the closure of accounts, for example, any difference in 2021/22 charges will be collected/refunded in 2023/24
 - b) Charges should be consistent to tenants and leaseholders and be fully recovered wherever possible
8. A schedule of proposed service charges is set out in Appendix 2.

Service Charges – Supported Housing

9. The Council's Supported Housing service consists of 16 sheltered housing schemes, one extra care scheme for the frail elderly, and a community support function for 800 private clients living independently across the town.
10. Housing Related Support (HRS) forms part of the Government's Health and Social Care agenda that promotes older persons' wellbeing and independence. The Act does not stipulate specific services to fulfil this requirement. The Council, in addition to its role as landlord, delivers HRS services to older vulnerable people.
11. Officers continue to work with service users of HRS, consulting widely with them and their families to ensure awareness has been raised of the funding gaps, signposting benefit entitlement, as well as possible financial support from other agencies, in order to protect service users whilst increasing service income.
12. A schedule of proposed HRS charges is set out in Appendix 2.
13. In October 2020, the Ministry of Housing, Communities and Local Government (MHCLG) published a new National Statement of Expectations for supported housing. This sets out the Government's expectation of the standard, quality and value for money in supported housing for vulnerable people. Initially, MHCLG funded five pilot schemes to improve quality, enforcement, oversight and value for money in supported housing. There is no announcement for Harlow but it is anticipated that there will be developments in the future.

Service Charges - Heating

14. Heating charges are made in respect of blocks of flats and clustered properties where communal heating and hot water is provided via a District Heating System. The Council supplies the gas used to run the communal boilers and re-charges residents for the energy they use within their homes.

15. The Council remains committed to tackling fuel poverty for residents. The cost of energy that is passed on to tenants is assessed each year to ensure the Council is not putting its residents at risk of fuel poverty.
16. Gas prices are increasing and it is estimated that, with effect from 4 April 2022, the average weekly charge to tenants will be £10.96, an increase of £1.23. For tenants in sheltered accommodation the average weekly charge will be £6.75, an increase of £1.78.

Service Charges - Leaseholders

17. Similarly, with leaseholders, it is the responsibility of the Council to recover all costs including maintenance costs and major works. All leaseholders are provided with an estimate of their annual services charges at the beginning of the financial year. Once the actual costs are known, following the closure of the accounts, the leaseholders are given an amended invoice showing actual cost and they are charged or refunded accordingly.
18. Current legislation allows landlords to recover the costs of administering leasehold services from its leaseholders. It is recommended that the annual management fee be increased from £204.44 to £219.34.
19. The charge for the registration of a sublet will increase to £91.75 (£88.99 in 2021/22). The charge applies to individuals who acquire a leasehold property for the purpose of sub-letting. Under the terms of the leases, all landlords must advise the Council of any under lease and these must be registered appropriately, for which a fee may be charged.
20. Tenants who exercise their Right to Buy (RTB) make a one off contribution into an In Perpetuity Fund for grounds maintenance, amenity cleaning and litter picking. The contribution to the fund is intended to cover future maintenance for 80 years. It is proposed that this charge will increase in line with September 2021 CPI which was 3.1 per cent. This equates to a contribution of £5,787, an increase of £174.
21. It is proposed that other leasehold legal charges are also increased by September CPI with effect from 1 April 2022. A schedule of proposed increases in leaseholder legal costs is set out in Appendix 2.

Revised HRA Budget 2021/22

22. The Quarter 2 HRA finance report to Cabinet highlighted the following predicted variations to the approved budget:
 - a) An overspend of £193,000 in General Management;
 - b) An underspend of £139,000 in Repairs and Maintenance;
 - c) A shortfall of £233,000 in rent income;
 - d) An increase of 246,000 in Charges for Services and Facilities; and

e) Other, smaller, operational variations totalling £42,000.

23. In addition, the report highlighted that predicted slippage in the HRA Capital Programme at Quarter 2 would reduce the requirement for a Revenue Contribution to Capital Expenditure by £3.446 million.
24. The Quarter 2 predictions have been taken into account in preparing the 2022/23 estimates and updating the 2021-51 HRA 30-Year Business Plan.

HRA Estimates 2022/23

25. The draft HRA estimates 2022/23 are set out in Appendix 1 to the report and they have been prepared on the same basis as the business plan assumptions which have been set out in paragraph 2. It should be noted that the increase in General Management costs in 2022/23 is mainly due to the reinstatement of the required pension fund deficit contributions (£1.3m per annum). In 2020/21, a one-off payment was made covering three years, but, from 2022/23 onwards, it is considered prudent to account for future contributions by setting aside an annual sum for this purpose pending the results of the expected Actuarial review and report.

Working Balances

26. Section 25 of the Local Government Act 2003 requires the Director of Finance to report on the adequacy of reserves. In January 2020, Cabinet approved the recommendation to increase the minimum HRA working balance to £4 million in order to meet its obligations arising from recommendations from the Grenfell Tower Public Inquiry. Since an “industry norm” of £500 per property is generally accepted, it is recommended that this should be increased to £4.563 million.
27. Based on the budget figures set out at Appendix 1 to the report, the movements in HRA working balances are shown in Table 1 below.

Table 1 - Estimated Movement in Working Balances

Operating Account	2020/21 Actual £'000s	2021/22 Original £'000s	2021/22 Revised £'000s	2022/23 Estimates £'000s
Balance as at 1 April	15,751	5,992	16,243	7,217
Surplus/(Deficit) for Year	492	(3,484)	(9,026)	(2,614)
Balance as at 31 March	16,243	2,508	7,217	4,603

Major Repairs Reserve

28. Authorities are required, under the Accounts & Audit Regulations 2015, to maintain a Major Repairs Reserve (MRR) which controls an element of the capital resources required to be used on HRA assets or for capital financing purposes. The regulations

require the MRR to be credited with an amount equivalent to the total depreciation charge for all HRA assets.

29. The regulations require that the MRR can be used either to finance the capital programme or to repay housing debt. The HRA Business Plan 2021-2051 assumes that all the contributions will be used to finance the capital programme.
30. The Housing Capital Programme (HCP) can be found as a separate item on this agenda. It is estimated that there will be a nil balance on the MRR at 31 March 2022, as £12.310 million will be used to finance the Housing Capital Programme in 2021/22.
31. Similarly, in 2022/23 the estimated sum of £11.228 million will be used to finance the HCP. The balance on the MRR as at 31 March 2023 will again be nil. The movement in the MRR is set out in Table 2 below.

Table 2 - Estimated Movement in Major Repairs Reserve

Operating Account	2020/21 Actual £'000s	2021/22 Original £'000s	2021/22 Revised £'000s	2022/23 Estimates £'000s
Balance as at 1 April	0	0	1,574	0
MRR Contribution	10,416	10,736	10,736	11,228
Financing of Capital Exp	(8,842)	(10,736)	(12,310)	(11,228)
Balance as at 31 March	1,574	0	0	0

Housing Capital Receipts

32. During the year, housing capital receipts are received from the sale of council houses under RTB, as well as from the sale of housing land and other buildings. The Local Government Act 2003 and subsequent statutory instruments specify how these receipts can be used by the Council. There are particular rules which apply to right to buy receipts and it is for this reason that they must be kept separately from other housing capital receipts.

Retained Right to Buy Capital Receipts

33. Set out in Table 3 below is the estimated amount of capital receipts that the Council will retain under the Government's RTB one for one receipts agreement. These monies can be used to either finance purchases and/or for New Build. As Table 3 shows, the Council's priority is to use them for the New Build programme.

Table 3 - Movement in Retained Right to Buy Receipts

Operating Account	2020/21 Actual £'000s	2021/22 Original £'000s	2021/22 Revised £'000s	2022/23 Estimates £'000s
Balance as at 1 April	(9,012)	(6,844)	(7,068)	(10,509)
Adjustment in Year	0	0	96	0
Receipts Retained from RTB	(1,870)	(3,220)	(3,761)	(4,064)
Receipts Used to Finance Purchases	3,664	0	0	0
Receipts Used to Finance New Builds	150	2,330	224	4,255
Balance as at 31 March	(7,068)	(7,734)	(10,509)	(10,318)

34. Retained RTB receipts have to be spent within five years. Otherwise, they have to be repaid to the Government along with interest at four per cent above base rate. As Table 3 sets out, these monies will be used to part finance the New Build programme.

Other Housing Capital Receipts

35. Housing capital receipts are also received from the sale of land and other housing buildings. Set out in Table 4 below is the movement of other housing receipts.

Table 4 - Movement in Other Housing Capital Receipts

Narrative	2020/21 Actual £'000s	2021/22 Estimates £'000s	2021/22 Revised £'000s	2022/23 Estimates £'000s
Balance as at 1 April	(200)	(1,083)	(1,083)	0
Adjustment in Year	0	0	(96)	0
Other Housing Capital Receipts Received	(883)	(1,257)	0	0
Other Housing Capital Receipts Used	0	1,257	1,179	0
Balance as at 31 March	(1,083)	(1,083)	0	0

36. There is currently minimal restriction on the use of other housing capital receipts. They can be used for any capital purpose other than to match fund RTB one for one replacement receipts.

Housing Capital Programme (HCP)

37. The summarised HCP is set out in Table 5 below.

Table 5 - HCP 2021-22 to 2026-27

Narrative	2021/22 Revised £'000s	2022/23 Budget £'000s	2023/24 Budget £'000s	2024/25 Budget £'000s	2025/26 Budget £'000s	2026/27 Budget £'000s
Core Programme	24,083	19,532	21,107	19,219	19,236	19,059
House Purchase Scheme	0	0	0	0	0	0
New Build Schemes	3,094	10,637	10,074	1,950	0	0
Total HCP	27,177	30,169	31,181	21,169	19,236	19,059
Funded By:						
RTB One For One Receipts	(224)	(4,255)	(4,029)	(780)		
RTB Capital Receipts	(1,449)	(1,517)	(1,561)	(1,598)	(1,637)	(1,676)
Other Capital Receipts	(1,179)	0	0	0	0	0
Major Repairs Reserve	(12,310)	(11,228)	(11,512)	(11,802)	(12,056)	(12,299)
Other Reserves	(477)	0	0	0	0	0
Grant	(640)	0	0	0	0	0
Direct Revenue Financing	(10,898)	(4,736)	(2,255)	(2,418)	(2,434)	(2,237)
Borrowing	0	(8,433)	(11,824)	(4,571)	(3,109)	(2,847)
TOTAL FUNDING	(27,177)	(30,169)	(31,181)	(21,169)	(19,236)	(19,059)

38. Delivery of the capital programme will depend on affordability and it is essential that all schemes built into the budget and Business Plan are viable.

Significant Risks/Opportunities

Risks

39. The Covid-19 pandemic has had a significant impact on the HRA budget in 2020/21 and 2021/22 and, whilst recovery plans are still in place and improving the situation, it has become clear in recent weeks that this could worsen again. For the HRA, the risks would include:

- a) Higher than projected void rates leading to a reduction in rent and service charge income;
- b) Tenants and leaseholders receiving a reduced level of service, resulting in a reduction in service charge income;
- c) Most of the services that tenants and leaseholders receive are provided by Harlow Trading Services (Property and Environment) Ltd (HTS) under contract. Under the terms of the contract, these payments will still have to be made because HTS is not responsible for the reduction in service;
- d) Higher than projected inflation due to supply issues; and

e) Increased homelessness pressures.

40. There is a risk that some tenants and leaseholders may struggle to pay the 4.1 percent increase in their rent, or struggle to pay the higher service charges brought about by increases in costs around energy in particular. The situation will need to be carefully monitored.
41. The proposals in the Housing White Paper, when it becomes legislated, will make clear the standards the Council would need to adhere to. It is unclear when there will be a legislative timetable to include this and wider building safety requirements. Budgets and the Business Plan will need to be reviewed at that time in terms of resource requirements.

Opportunities

Review of Rent Policy

42. Under the former rent restructuring mechanism, a Formula Rent was calculated for each property with the aim for actual rents to eventually match the Formula Rent. This was abandoned in 2015/16, but Councils are allowed discretion to set rents at Formula Rent level whenever a property is relet. Harlow Council has not used this option to date. The average weekly Formula Rent for 2021/22 is £94.96, compared to the current social rent of £93.62, so a difference of £1.34. If all rents were set at target, this would equate to an additional £632,000 per annum. Clearly, it would take time to achieve this level of income, but, with turnover being around five percent per annum, this would equate to additional income of £32,000 in the first full year, building up as time goes on.
43. The Council would need to set a new rent policy in order to move to target rents, so it is proposed to undertake a review of the rent policy during 2022/23 and bring back recommendations to Cabinet.
44. At the same time, consideration will be given to setting some rents on newly acquired or newly built properties at affordable rent levels. This will improve viability on schemes and create a “mixed tenure”.

Homelessness Prevention

45. Due to the limited supply of suitable housing within Harlow, the Council needs to consider all available accommodation options for applicants who are owed an accommodation duty.
46. Therefore in line with the Localism Act 2011 and the amended Section 193 of the Housing Act 1996 which gave local authorities the power to discharge the housing duty by way of a private rented sector offer, such as an assured shorthold tenancy for a minimum 12 month period, it is recommended that the council look to incorporate this option into its range of different prevention tools.
47. In extending the Council’s options to discharge its homeless duty into the private rented sector, it will enable the Council to build on providing a range of different

housing options available to assist and prevent households that are faced with homelessness.

48. Accessing the private sector in this way will potentially reduce the number of households placed in temporary accommodation and therefore reduce the cost of this provision. It will also provide applicants and their families a more settled life style, as some households can remain in temporary accommodation for extended periods of time, due to the lack and availability of permanent accommodation.

Consultation

49. Over the last year, Tenant and Leaseholder Panels have been suspended and there have been no meetings of the Housing Standards Board. Representatives are being provided with electronic and hard copies of the reports in order to obtain feedback whilst keeping the Housing Standards Board updated.
50. Dialogue with Tenant and Leaseholder representatives continue during these unprecedented times, allowing them to make contributions, provide feedback, and ask questions relating to Cabinet reports. In addition, briefing papers relating to the Cabinet reports have been presented to the Housing Standards Board.

Conclusion

51. The HRA budget estimates for 2022/23 reflect the complex and ongoing fluid environment that stock owning local authorities are experiencing. Significant risks and uncertainties have been outlined in the report and will be kept under review and reported in subsequent reports. Updates will be advised to Cabinet as part of its performance management/budget monitoring process.

IMPLICATIONS

Strategic Growth and Regeneration

As contained within the report.

Author: Andrew Bramidge, Director of Strategic Growth and Regeneration

Finance

As contained within the report.

Author: Simon Freeman, Deputy to the Chief Executive and Director of Finance

Housing

As contained within the report

Author: Andrew Murray, Director of Housing

Communities and Environment

No specific implications.

Author: Jane Greer, Director of Communities and Environment

Governance and Corporate Services

As contained in the report.

Author: Simon Hill, Director of Governance and Corporate Services

Appendices

Appendix 1 – HRA Estimates 2022/23

Appendix 2 – Service & Housing Related Support Charges 2022/23

Background Papers

None.

Glossary of terms/abbreviations used

CPI – Consumer Price Index

EUVSH – Existing Use Value for Social Housing

HCP – Housing Capital Programme

HRA – Housing Revenue Account

HRS – Housing Related Support

HTS – Harlow Trading Services (Property and Environment) Ltd

MHCLG – Ministry of Housing, Communities and Local Government (now Department for Levelling Up, Housing and Communities (DLUHC))

MRR – Major Repairs Reserve

PWLB – Public Works Loan Board

RTB – Right to Buy

HARLOW COUNCIL

APPENDIX 1

HOUSING REVENUE ACCOUNT ESTIMATES 2022/23

HEADING	2020/21 Actual £'000	2021/22 Original £'000	2021/22 Revised £'000	2022/23 Estimates £'000
<u>Expenditure</u>				
General Management	12,805	10,295	10,719	12,049
Special Management	7,929	8,418	8,542	8,703
Repairs	10,231	11,262	11,963	11,581
Rents, Rates & Taxes	121	87	241	89
Supporting People	3	5	5	5
Provision for Bad Debts	167	357	357	376
Depreciation	10,416	10,736	10,736	11,228
Direct Revenue Financing	0	6,559	10,898	4,736
Debt Management Exp	5	17	17	21
Capital Charges: Other	6,928	7,261	6,875	7,001
Total Expenditure	48,605	54,997	60,353	55,789
<u>Income</u>				
Dwelling Rents	(42,987)	(43,763)	(43,791)	(45,597)
Garage Rents	(965)	(1,081)	(1,026)	(1,131)
Other Rents	(84)	(65)	(82)	(65)
Service Charges: Tenants	(1,015)	(1,175)	(1,174)	(1,273)
Service Charges: Leaseholders	(2,022)	(2,434)	(2,418)	(2,526)
Other Charges for Services	(1,078)	(2,340)	(1,900)	(1,906)
Transfers from General Fund	(852)	(623)	(873)	(637)
Interest on Revenue Balances	(94)	(32)	(63)	(40)
Total Income	(49,097)	(51,513)	(51,327)	(53,175)
Balance at 1 April	15,751	5,991	16,243	7,217
Surplus / (Deficit) for year	492	(3,483)	(9,026)	(2,614)
Balance in Hand at 31 March	16,243	2,508	7,217	4,603

Harlow Council

APPENDIX 2 - SERVICE AND HOUSING RELATED SUPPORT CHARGES 2022/23

TYPE OF SERVICE/SUPPORT	Highest Weekly Charge	Lowest Weekly Charge	Average Weekly Charge	Average Weekly Charge
Charges	Highest (£)	Lowest (£)	Average (£)	Ave all tenants (£)
Amenity Cleansing – Gullies	1.36	0.01	0.09	0.07
Amenity Cleansing – Bins	1.46	0.06	0.32	0.03
Caretaking	28.21	0.93	7.81	0.68
Cleaning	17.88	0.19	5.74	0.83
Door Entry Management	1.63	1.63	1.63	0.13
Grounds Maintenance	2.96	0.01	0.43	0.35
Landlord's Lighting	3.78	0.41	1.21	0.44
Window Cleaning- General Needs	0.28	0.08	0.13	0.01
Window Cleaning- Sheltered	0.66	0.12	0.26	0.01
Sumners Farm Close Cleaning	8.24	8.24	8.24	0.04
TOTAL Estimate for 2022/23 (2021/22 £2.50)				2.58
Adjustment in respect of 2020/21				(0.17)
Actual charge for 2022/23				2.43
Heating Charges				
District Heating: Fuel Only (annual)	718.54	350.09	537.22	
Sheltered Accommodation				
Meal Charges Sumners 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 (annual)				
Amenity Cleansing – Gullies	70.61	0.27	4.65	
Amenity Cleansing – Bins	76.03	3.38	16.60	
Caretaking	1,467.09	48.26	406.37	
Cleaning	929.78	9.92	298.26	
Door Entry Management	84.96	84.96	84.96	
Grounds Maintenance	160.70	0.71	23.41	
Landlord's Lighting	196.42	21.34	63.11	
Lifts	298.03	134.51	259.76	
Annual Management Fee	219.34			
Contribution to Perpetuity Fund Savoy Wood	102.86			
Enquiry Release Information	32.66			
Insurance Policy Key Facts	11.71			
Insurance	156.67			
Interest Free Loan Admin fee	300.00			
Lease Extension Fee	175.74			
Mandatory and Discretionary Loan Fee	145.95			
Non Compliance Letters	50.20			
Re-mortgage Fee	21.80			
Sublet - Registration Fee	91.75			
Solicitors Enquires without Insurance	111.17			
Solicitors Enquires with Insurance	152.19			
Solicitors additional information	40.43			
Voluntary Charge Fee	300.00			