

Rent and service charge guidance

If you have any questions about the following information, please call Housing on 0141 342 1810 or email hello@keyhousing.org



How we calculate your rent

Your rent includes your annual rent charge and any service charges. The following information explains how we calculate your annual rent charge.

Property Size

We calculate rents based on the number of bedrooms in the property. This reflects the costs around building and maintenance of the property.

We have a few properties at different rent levels as they have been purchased or the tenants have a Registered Rent.

Property Size	Proposed Annual Rent 2017/18
Bedsit	£3,715
1 Bedroom	£4,127
2 Bedroom	£4,333
3 Bedroom	£4,539
4 Bedroom	£4,746

Houses in Multiple Occupation (HMO)

We have a small number of properties where 3 or more people share, each with their own tenancy. By law we have to register this as a House in Multiple Occupation (HMO). The costs of licensing and maintaining it are included in the rent. The proposed charge for 2017/18 is £3,153. This is split between the number of tenants.

Shared Housing

Where individual tenancies are given within the same property there is additional work to manage these tenancies. A charge is added to the rent to cover this. The proposed charge for 2017/18 is £526 for 2 tenancies and £1,052 for 3. This is split between the number of tenants.

Additional Kitchens

In a few properties we have fitted an additional kitchen for tenants that share. The charge covers the additional costs of maintaining and replacing this kitchen. The proposed charge for 2017/18 is £630. This is split between the number of tenants.

Intensive Housing Management

In the main this charge reflects the intensive housing management activity carried out by Key Community Supports/Community Lifestyles staff. From March 2017, it also covers some of the property costs related to supported tenancies. For the coming year we propose the charge will be £1527 per tenancy.

Service charges

The table below shows how service charges are calculated. These are only charged if you need the service or have a specific piece of equipment in your home. Please note we have provided the 2015/16 charges.

Service charge	2015/16 charge	Basis of charge
Gardening	Varies	We have contractors who provide a ground maintenance service. This includes grass cutting, general weed control and litter picking (where necessary). The charge is the actual cost for the area divided up between properties dependent on a communal and shared garden basis.
Stair Lighting (Electricity Charge)	Varies	This pays for the electricity used by the landlord supply of electricity in stairwells. This supplies the door entry system, lighting and emergency lighting and sometimes external lights next to paths. Charge is based on actual bills paid in specific areas during the year to make sure we are covering costs. It is charged per property.
Stair Cleaning	Varies	This pays for stair cleaning services in 8 areas. The charge is based on a review of actual bills paid during the year before and any increase in charges from the stair cleaning contractor for the next year.
Furnishings	Varies	This pays for providing and replacing white goods and a package of furniture, on an average 8 year cycle. The charge is either for a full or partial furnishing service and is charged per tenant based on the number of tenants sharing a property.
BCAS/ Monitoring Alarm	£131.88	This charge pays for the fire monitoring service provided by BR24 and an element towards replacement and repair of the Tunstall units.
Laundry	£36.00	This charge is for providing and maintaining, with an element for replacement of the communal laundry facility. Only charged in 1 location.

Servicing of equipment

Below is a list of all the equipment that Key Housing services and a brief description of what the equipment does.

Equipment	2017/18 charge	What does it do
Blender Valves	£76.09	These regulate the heat of the water from taps (sink or bath) to ensure that it does not run too hot.
Sprinklers	£115.57	These are systems that will extinguish fires by spraying out water in the room where the fire is.
Fire Evacuation Panel	£83.46	The fire evacuation panel sounds the alarm in case of fire. Installed in our larger, shared properties.
Fire Monitoring Panel with Pager	£38.89	The monitoring system sounds an alarm in the sleepover room in case of fire and also alerts a pager that will call a member of staff. These are linked through BCAS systems.
Passenger Lift	Varies	Either passenger or platform lifts at some flat blocks.
Stair Lift	£162.83	This is a chair lift that can be raised and lowered at the edge of a staircase.
Portable/ Tracking/ Bath Hoist	£97.05	Hoists help lift people from one place to another. Tracking hoists have a track attached to the ceiling and can move somebody between 2 specific points.
Clos-O-Mat	£167.80	A specialised toilet that helps with personal hygiene.
Automatic Door Openers	£308.80	These are push pads that will automatically open the door when pressed.
Specialist Bath	£63.27	These are baths that are specially created with mobility issues in mind (for instance a walk-in bath).
Specialist Bed	£99.99	Beds that can be raised and lowered by remote control.

Key Housing, 70 Renton Street, Glasgow G4 0HT Telephone: 0141 342 1890
Email: hello@keyhousing.org www.key.org.uk/key-housing