

Rent and Service Charge Guidance

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



Calculating 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 small number of properties at different rent levels as they have been purchased separately.

Shared Housing

Where individual tenancies are present within the same property additional work is required to manage them. A charge is added to the rent to cover this. The charge for 2026/27 is 709.88 for 2 tenancies and £1,419.76 for 3. This is split between all tenants in the property.

Additional Kitchens

In a small number of properties we have fitted an additional kitchen for tenants that share. The charge covers the additional costs of maintaining and replacing this kitchen. The charge for 2026 /27 is £847.88 This is split between all tenants in the property.

Intensive Housing Management (IHM)

IHM reflects the intensive housing management activity carried out by Key Community Supports/Community Lifestyles staff. From March 2019, it also covers some of the property costs related to supported tenancies. For 2026/27 the charge will be £3,259.25 per tenancy.

Property Size	AnnuRent 2026/27
Bedsit 1	£4,989.53
1 Bedroom	£5,542.87
2 Bedroom	£5,820.59
3 Bedroom	£6,097.26
4 Bedroom	£6,374.98

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 the HMO are included in the rent. The charge for 2026/27 is £3,211.45. This is split between all the tenants in the property.

Servicing of Equipment

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

Service charge	2026/27 charge	What does it do
Fire Alarm Monitoring	£287.83	This charge pays for the fire monitoring service provided by BR24 and an element towards replacement and repair of the Tunstall units.
Blender Valves	£115.44	These regulate the temperature of the tap water (sink or bath) to ensure that it is not too hot.
Sprinklers	£155.43	These are systems that will extinguish fires by spraying water in the room where the fire is.
Fire Monitoring Panel with Pager	£41.04	The monitoring system sounds an alarm in the event of fire and also alerts a pager that will call a member of support staff. These are linked through Fire Alarm Monitoring systems.
Passenger Lift	Varies	We have passenger/ platform lifts at some flat blocks.
Stair Lift	£141.60	This is a chair lift that can be raised and lowered at the edge of a staircase.
Portable/ Tracking/Bath Hoist	£133.24	Hoists help lift people from one place to another. Tracking hoists have a track attached to the ceiling and a person can be moved between 2 specific points.
Clos-O-Mat	£304.16	A specialised toilet that helps with personal hygiene.
Automatic Door Openers	£374.28	These are push pads that automatically open the door when pressed.
Specialist Bath	£95.76	These baths are specially created with mobility issues in mind (for instance a walk-in bath).
Specialist Bed	£95.76	Beds that can be raised and lowered by remote control.

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.

Service charge	2026/27 charge	How we calculate this
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 based on the actual cost and is calculated according to the area you live in. The cost is split between tenants.
Stair Lighting (Electricity Charge)	Varies	This pays for the communal electricity used, for example stairwell lighting, door entry system, emergency lighting and sometimes external lights next to paths. We base the charge on actual cost and it is calculated according to the usage in your area. The charge is split between tenants who have use of this communal electricity.
Stair Cleaning	Varies	This is only added to the rent of people who receive stair cleaning services. The charge is based on a review of bills paid during the year and any increase in charges from the contractor for the next year.
Furnishings	Varies	This charge covers the provision and replacement of furnishings and white goods over an average 8 year period. The charge varies depending on the package you have been given when signing your tenancy. You can find this information at the back of your tenancy agreement.
Laundry	£86.86	This is only charged if you have a communal laundry room. The charge is for the replacement and running costs of the laundry facilities.
Communal Decoration	£528.19 per property	This is only charged in larger, shared properties. The charge is based on the actual cost of redecoration of shared living spaces.

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