


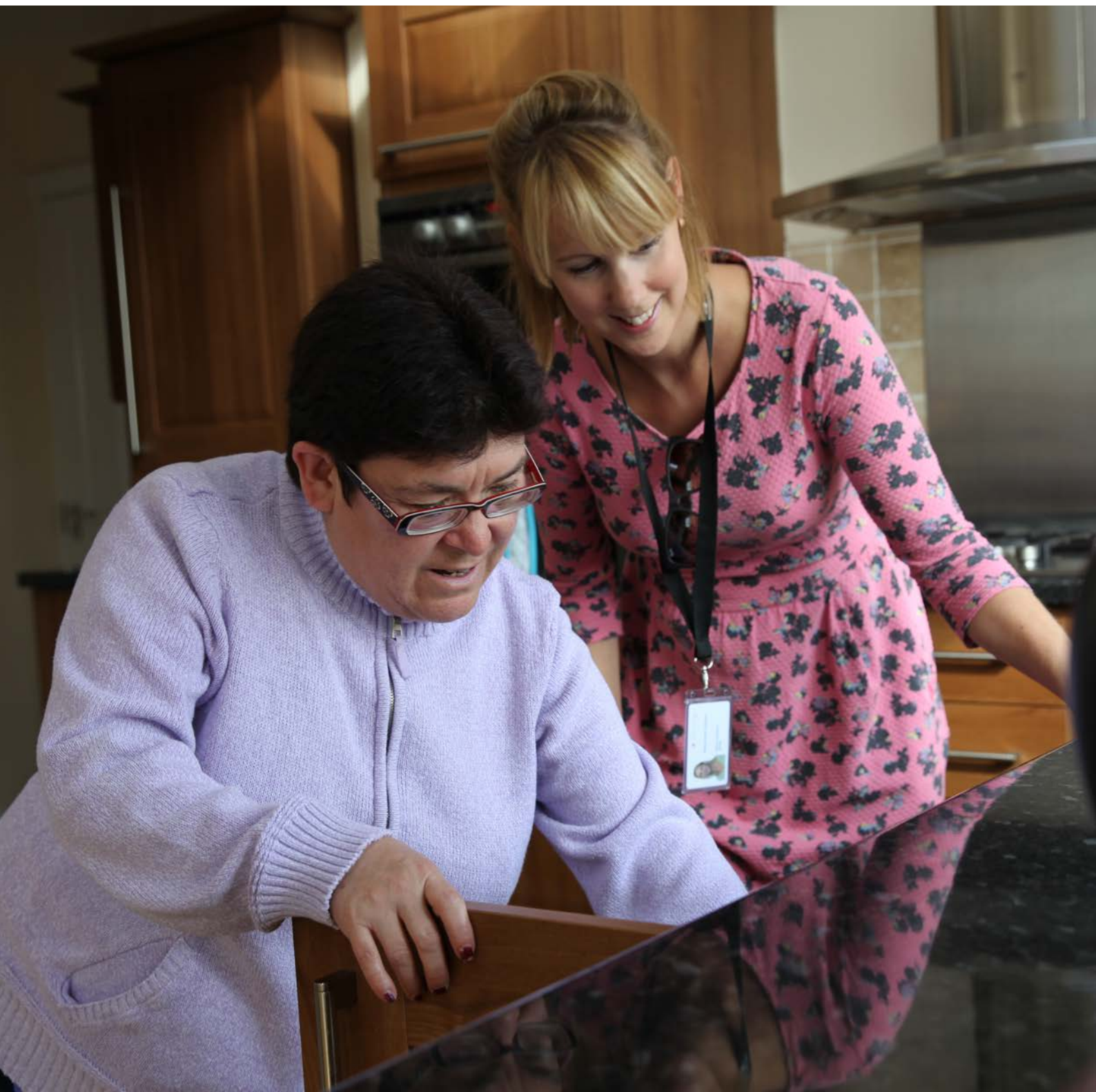
Easy read



Golden Lane Housing

working in partnership with men-cap

## Your service charge



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## About this document



This document tells you about the rent you pay to live in your home and service charge.



It explains what Golden Lane Housing will do and what you are responsible for.

## What is a service charge?



Some tenants pay more money in the rent for extra services they receive for their home.



Your tenancy agreement shows if you pay a service charge and what it is for.

## About your rent and any service charge

Golden Lane Housing will:



- give you a choice of ways to pay for your rent and service charge if it is not paid for by Housing Benefit



- send you a list of your service charges every year



- contact you within 4 weeks if you have not paid your rent or your service charges. We will tell you how much you owe and agree a payment plan. We will confirm it in writing within 5 working days



- keep all information stored securely and in line with General Data Protection Regulation guidance. This means the information we hold about you can only be seen by the people helping you



- write to you 4 weeks before we make any changes to your rent or service charge



- provide services that meet your needs and help you to maintain your tenancy



- find out what you think about your service charge. We will ask if you still need the service, about the cost and the company providing the service



- make sure any services in your service charge give good value for money



- check you are receiving a good service



- give good help and advice about your rent and service charge.



The things you need to do, please ask your support staff if you need help:



- pay your rent and any service charge in full and on time



- contact us as straight away if you are having a problem paying your rent and any service charge



- make sure that if your rent is being paid for by Housing Benefit that the claim is correct and sent to them on time with any information they have asked for



- tell us if any of your benefits change for housing and you can no longer pay all or part of your rent



- update any direct debit or standing order you have with a bank or building society for your rent and service charge if the payments change



- provide Golden Lane Housing with information about the services that are received. This will help us to give you the services that you need and are value for money.

## Repair and replace equipment and items in the service charge



Golden Lane Housing provides a service to repair or replace equipment and items that are part of service charge within the rent. These include for cooking, laundry and furniture.

You will need to:



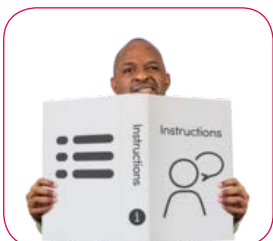
- call our helpline on 0300 003 7007



- provide details of the item, location, repair or replacement needed



- provide access to the property so we check the item and deliver a new one



- take all reasonable steps to use and maintain the equipment or item.

# Get in touch



If you would like to talk to somebody about this booklet:



You can ring us on **0300 003 7007**



You can write to us at:  
**Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR**



Email **[enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)**