

**Stoke-on-Trent City Council
Housing Service Charges**

Charge Type	Charge Description	Housing Benefit Eligible?	Universal Credit Housing Costs Eligible?
Apartment Heating	Charge to pay for the heating and hot water in the individual apartment.	No	No
Closed Circuit Television	Charge to pay for the CCTV maintenance and monitoring within the scheme/apartment block.	Yes	Yes
Communal Cleaning	Charge to pay for the cleaning of any shared communal areas within the scheme/apartment block.	Yes	Yes
Communal Door Entry	Charge to pay for the maintenance and servicing of communal entrance doors and entry systems for the scheme/apartment block.	Yes	Yes
Communal Electricity Supply	Charge to pay for the electrical energy supply and consumption of communal equipment within the scheme/apartment block.	Yes	Yes
Communal Furniture	Charge to pay for the repair and replacement of communal furniture within the scheme/apartment block.	Yes	Yes
Communal Heating	Charge to pay for the heating and hot water in any shared communal area within the scheme/apartment block.	Yes	Yes
Communal Laundry Facility	Charge to pay for the maintenance and replacement of communal laundry equipment within the scheme/apartment block.	Yes	Yes
Communal Redecoration	Charge to pay for the maintenance of decorative finishings in communal areas within the scheme/apartment block.	Yes	Yes
Communal TV Licence	Charge to pay for the audio/visual performance and television licensing in communal areas within the scheme/apartment block.	No	No

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Communal Water	Charge to pay for the communal water consumption and surface water drainage charges within the scheme/apartment block.	Yes	Yes
Concierge Security	Charge to pay for the concierge/security service within the scheme/apartment block.	Yes	Yes
Enhanced Housing Management	Charge to pay for the staffing costs for the enhanced housing management function within the scheme/apartment block.	Yes	Yes
Ground Maintenance	Charge to pay for the gardening services provided to shared communal green spaces for the scheme/apartment block or individual property.	Yes	Yes
Lift	Charge to pay for the maintenance and servicing of lifts within the scheme/apartment block.	Yes	Yes
Office Costs	Charge to pay for the administration facilities within the scheme/apartment block.	Yes	Yes
Out of Hours Warden Call	Charge to pay for the management and maintenance of the out of hours communal warden call system.	Yes	Yes
Resident Activities	Charge to pay for activities that benefit health and wellbeing of residents within the scheme/apartment block.	No	No
TV Aerial	Charge to pay for the maintenance and servicing of communal television/aerial systems for your property	Yes	Yes
Window Cleaning	Charge to pay for the cleaning of windows for the scheme/apartment block (Does not include internal glazing for individual properties).	Yes	Only eligible for apartments not on the ground floor.