MANORESTATES
Housing Association

# Service Charge Review 2026

## Frequently asked questions

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| **Are service costs reasonable?** | Service charges are based on actual costs incurred by the Association for individual stairs & estates. Regular checks are carried out to ensure the contractors we use offer value for money. |
| **What does garden maintenance cover?** | This covers grass cutting, litter picking and weed removal |
| **What does stair cleaning cover?** | Internal stair cleaning includes floors, vinyl or carpets, windows, sills & banisters. |
| **Does the service charge cover staff time to organise the service?** | No, costs are solely based on what contractors charge the Association, no additional charges or fees would apply. |
| **How is the service monitored?** | The Association organise regular Estate Management inspections & will arrange inspection of individual service complaints. |
| **If tenants want to take on the responsibility for garden maintenance, who is liable for the cost of garden waste collection?** | This would be the liability of the tenant group and currently costs £25 per year through The City of Edinburgh Council. |
| **What consideration has been given to affordability of charges?** | The report submitted to the Board on conclusion of the consultation will include information on affordability. The Association uses a version of the affordability tool devised by SFHA (sector specific) to gauge affordability. |
| **What will happen if tenants take on the stair cleaning/garden maintenance but don't do the work?** | The Association reserves the right to arrange for a contractor to be appointed, costs in this instance will be apportioned equally to tenants. |
| **What happens if the stair is shared by tenants and private owners?** | Private owners would be charged for their share of cost. |
| **What if residents want to get together to discuss how they could manage stair cleaning or garden maintenance themselves?** | We would be happy to support any groups of tenants wishing to do so & would suggest contacting the relevant Housing Officer in the first instance. |