



# Milton Keynes City Council

- Andrew Hodgson
- Housing, rents & service charge consultant

**Rents and Service Charge Review Project 2023**

# Variable Service Charges

- New Tenancy Agreement introduced a Variable regime from this year
- MKCC is exempt – Sec 26 HA 1085
- Charges estimated at start of year – notified in Rent Review
- Actual costs accounted for after year end – before 30 September
- Deficits / Surpluses carried forward to next year for tenants
- Landlord recovers all costs
- Promotes tenant choices
- Value for Money transparency



# Property Hierarchy

				Mi			
TOP		Highest Level					
ALL	Stand alone	Legal Entity	MILTON KEYNI				
REN	Stand alone	Revenue Account	WEEKLY		MONTHLY	DAILY	
BUS	Stand alone	Business Stream	HRA RENTED		SHARED OWNERSHIP	LEASEHOLD	
PAT	Stand alone	Neighbourhoods Areas		PATCH 1	PATCH 2	PATCH 3	
ASB	Stand alone	ASB Officer Areas		PATCH 1	PATCH 2	PATCH 3	
INC	Stand alone	Income Officer Areas	INCOME PATCH 1		INCOME PATCH 2	INCOME PATCH 3	
PAR	Parent	Parish Councils	WEST BLETCLEY		BRADWELL	ABBAY HILL	
LOC	Child	Locality Area	KINGSMEAD	WHITNEY	WESTCROFT	TATTENHOE	
EST	Unsure	Estate	BEANHILLEST		BEANHILLEST2	CASTLESEST	
ST	Unsure	Street	ABBAYWAY33		ADAMSCOURT57	ALBANYCOURT31	
GRP	Parent	Group (collection of BLK's)					
BLK	Parent / Child	Block	BAISLEYHOUSE68		BRIARLODGE26	FALAISE31	
ICA	Child	Internal Communal Area	ICA ONE	ICA TWO	ICA THREE		
PRP	Child		810010030	810110070	810560380		
			810010080	810110100	810560390		
			810010130	810110110	810560400		
			810010150	810110140	810560410		
			810010160	810110160	810560460		

# Current Service Charges

Caretaking

Cleaning

Utilities

Heating  
Charges

Alarm  
charges

Warden  
charges

Digital TV  
aerials

Leasehold  
Charges



# Sinking Funds



- Roof & Rainwater goods
- Windows & Doors
- Door entry and PAC systems
- Fire alarm systems
- Emergency lighting
- External decorations
- Internal decorations
- Furnishings in common areas
- Lifts and access equipment
- Barriers, gates and boundaries
- External furniture
- Street Lighting [non adopted]
- Alarm equipment (warden call)
- Security & CCTV equipment
- Water tanks and filtration equipment
- White goods including laundry
- Fire fighting equipment
- External structures eg balconies
- Play equipment
- IT equipment and internet
- Television systems

- Step One
  
- An incident or fault arises and is spotted by a tenant / leaseholder / MKCC employee



- Step Two

- Customer contacts Mears Repairs Centre to raise a works order – by telephone or Online



- Step Three 1
- If fault is easily identified then a works order for an operative to attend and fix can be raised





- Step Three 2
- If fault is unidentified then an inspection may be necessary to programme required works



- Step Four
- Works completed by repairs company or a subcontractor



- Step Five

- The works completed are costed. Materials, Parts and Labour
- These are then checked before invoiced



- Step Six
  
- Contractor invoice is received, agreed and paid



- Step Seven
- Works Invoice cost is then coded and recorded in finance system
- Cost centre and Account Code



- Step Eight
- Year ends 31 March
- Costs are identified for previous year expenditure



- Step Nine
- Service Charge Annual Certificates & Statement of affairs produced
- Certified by qualified officer
- Issues to tenants & leaseholders



- Step Ten
- Customers review charges
- May raise enquiries about costs
- Section 22 LTA request

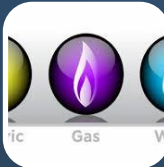




# Service Charges One



Communal Facilities



Utilities Charges



Environmental Charges



Property Specific

# Service Charges Two



Open Spaces Charges

**ADMIN  
FEE**

Administration Charges



Leasehold Charges



Client Specific Charges