



# STROUD DISTRICT COUNCIL

Ebley Mill • Ebley Wharf • Stroud • Gloucestershire • GL5 4UB  
01453 766321  
www.stroud.gov.uk

[Contact\_Name]  
[Address\_1]  
[Address\_2]  
[Address\_3]  
[Address\_4]  
[Post\_Code]



**Please complete & return the enclosed questionnaire  
or scan the code above to fill it out online.**

20<sup>th</sup> September 2024

Dear [Contact\_Name],

## **Depooling Rent and Service Charges Consultation and Information for Council Tenants**

The Housing Team is reviewing the optional services it provides to tenants and the costing model for continuing to deliver these services. A number of services that are currently provided are not included in the rental charge. As a result, we are considering introducing a 'service charge' to cover the cost of these additional services. This factsheet explains what the charges will be for and how they will affect you.

### **What is depooling?**

Depooling of rents and service charges means separating the costs of specific services from the overall rent. This way, you can see exactly what you are paying for each service. It makes the costs more transparent and ensures you only pay for the services you use. This change helps the Housing Team manage its budget better and provides a clearer breakdown of expenses for tenants.

Examples of the services that may be shown separately:

- Estate management and maintenance
- Buildings insurance
- Aids and Adaptations (repair & maintenance)
- Water charges
- Septic tank

### **Why are we doing it?**

There are two main reasons for this. First, we want tenants to clearly understand the services they receive and have options to choose from. This means they can make informed decisions about what works best for them. Second, we need to ensure that we can afford to provide these services while also offering good value for money. This helps us

manage our budget effectively and ensures that tenants get the best possible services without unnecessary costs.

### **How are the charges worked out?**

All the costs will be based on the actual expenses incurred for the services you receive. This means that every charge reflects the true cost of providing these services. Stroud District Council does not make a profit from these charges. Our goal is to ensure transparency and fairness, so you can be confident that you are only paying for the services you use, at their real cost.

### **How will the costs change?**

The service charges are worked out from the actual cost of providing the services to you. If the cost of the service goes up during the year we will increase the charge by the same amount. All charges will be calculated and set out in the annual rent letter that is sent to tenants in February/March each year.

### **Impact of service charges**

Most service charges are eligible for benefits. If you receive full housing benefit, the cost of these services will be covered by your benefits. For those on Universal Credit (UC), the housing element of UC can also cover these service charges. This means that if you qualify for UC, you may not need to pay out of pocket for these services. If you are not currently receiving benefits, you will be responsible for covering the full cost of the charges.

### **Consultation**

To tell us what you think of this change please complete the enclosed questionnaire and return to us using the pre-paid envelope provided. Alternatively scan the QR code at the top of this letter or go to [stroud.gov.uk/housing/depooling](http://stroud.gov.uk/housing/depooling) The consultation closing date is 20th October 2024.

If you have any questions or would like to discuss these changes, **please book a place** at one of our upcoming in person or online meetings. You can do this by emailing [resident.involvement@stroud.gov.uk](mailto:resident.involvement@stroud.gov.uk) or calling the **Resident Involvement Team** on 01453 766 321.

<b>In Person Meetings</b>	
<b>Location</b>	<b>Time &amp; Date</b>
The Conservatory, Cotswold Bowls Club Golden Jubilee Way, Stroud GL5 3HQ	11am – 12pm Wednesday 2 <sup>nd</sup> October
Centenary Lounge, Chantry Centre, 34-36 Long Street, Dursley, GL11 4JB	10:30am – 11:30am Tuesday 8 <sup>th</sup> October
<b>Online Meetings</b>	
<b>Time</b>	<b>Date</b>
7pm - 8pm Tuesday	1 <sup>st</sup> October
11am - 12pm Saturday	5 <sup>th</sup> October
7pm - 8pm Tuesday	15 <sup>th</sup> October

**For more information about service charge depooling, please visit our website**  
[stroud.gov.uk/housing/depooling](http://stroud.gov.uk/housing/depooling)