



2019/20 Fees & Charges

Housing

Charges with effect from 1st April 2019

| Name of Fee or Charge | Charge for 2018/19 (£) | Proposed charge for 2019/20 (£) | % Increase | Frequency | Inclusive of VAT? |
|---|------------------------|---------------------------------|------------|-----------------|-------------------|
| Miscellaneous Housing Related: | | | | | |
| Charges for reference to banks & building societies | 30.50 | 31.20 | 2.4 | Per application | Y |
| Consent for Cable Installations | 132.50 | 135.70 | 2.4 | Per application | Y |
| Private Sector Housing – Immigration survey request | 256.90 | 263.10 | 2.4 | Per survey | Y |
| Court attendance representation | 36.00 | 36.90 | 2.4 | Per hour | Y |
| Homeless Hostels (52-week basis): | | | | | |
| Scheme Manager | 37.20 | 38.10 | 2.4 | Per week | N/A |
| Communal Heating | 1.50 – 2.10 | 1.50 – 2.10 | 0 | Per week | N/A |
| Communal Electric | 3.10 | 3.10 | 0 | Per week | N/A |
| Heating & Domestic Hot Water | 3.90 – 8.30 | 3.90 – 8.30 | 0 | Per week | N/A |
| TV | 0.30 | 0.30 | 0 | Per week | N/A |
| Communal Cleaning | 5.90 – 10.00 | 5.90 – 10.00 | 0 | Per week | N/A |
| Window Cleaning | 0.50 | 0.50 | 0 | Per week | N/A |

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|--|--|---|-----------------------------|-----------|-------------------|
| Temporary Accommodation Rental Charges (52-week basis): | | | | | |
| Bed & Breakfast | One Bed (Local Housing Allowance) LHA rate + charge equal to Department of Works & Pensions (DWP) allowance for services, utilities etc + water charge of £4.00 per week (plus £2.10 per week per additional person past the first) where applicable | One Bed LHA rate + charge equal to DWP allowance for services, utilities etc + water charge of £4.10 per week (plus £2.10 per week per additional person past the first) where applicable | 2.4 (on water element only) | Per week | N/A |
| Non HRA, non-self-contained | 90% One Bed (LHA) rate + charge equal to DWP allowance for services, utilities etc + water charge of £4.00 (plus £2.10 per week per additional person past the first) where applicable | 90% One Bed LHA rate + charge equal to DWP allowance for services, utilities etc + water charge of £4.10 (plus £2.10 per week per additional person past the first) where applicable | 2.4 (on water element only) | Per week | N/A |
| Non-HRA, self-contained | 90% appropriate LHA rate + charge equal to DWP allowance for services, utilities etc + water charge of £4.00 (plus £2.10 per week per additional person past the first) where applicable | 90% appropriate LHA rate + charge equal to DWP allowance for services, utilities etc + water charge of £4.10 (plus £2.10 per week per additional person past the first) where applicable | 2.4 (on water element only) | Per week | N/A |

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|--|--|---------------------------------|------------|-------------------|-------------------|
| Independent Living: | | | | | |
| Guest Rooms per night: Tier 1 (e.g. Crescent Court, Furness Ave, Gale Court) | 19.60 (peak rate) 15.60 (off peak rate) | 20.10 16.00 | 2.4 | Each night booked | Y |
| Guest Rooms per night: Tier 2 (e.g. Tudor Court, Red House Court) | 32.40 (peak rate) 25.90 (off peak rate) | 33.20 26.50 | 2.4 | Each night booked | Y |
| Guest Rooms per night: Tier 3 (e.g. Priory View) | 51.90 (peak rate) 41.50 (off peak rate) | 53.20 42.50 | 2.4 | Each night booked | Y |
| Communal Lounge hire | 14.10 | 14.40 | 2.4 | Per hour | N/A |
| Well Being Charge: Provision of emergency care 24/7 at Priory View, | 1.00 per person | 1.00 per person | 0 | Weekly per person | N/A |
| Priory View parking permit fee (resident) | 10.00 | 10.00 | 0 | Per year | Y |
| Priory View parking permit fee (visitor) | 30.00 | 30.00 | 0 | Per book | Y |
| General Management of schemes | 3.10 | 3.20 | 2.4 | Per week | N/A |
| Intensive Housing Management Charges (48-week basis): | | | | | |
| Mini Groups | 5.90 | 6.00 | 2.4 | Per week | N/A |
| Independent Supported Accommodation | 18.40 | 18.80 | 2.4 | Per week | N/A |
| Community Alarm Scheme (48-week basis): | | | | | |
| Community Alarm System: Persons in Council accommodation | 4.10 | 4.20 | 2.4 | Per week | N/A |

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|---|------------------------|---------------------------------|------------|------------------|-------------------|
| Lifeline 1: Lifeline Emergency Response per week, (48-week basis) - existing customers as at 31.03.2014: | | | | | |
| Rental | 3.10 | 3.20 | 2.4 | Per week | N/A |
| Rental for non-Council tenants | 3.70 | 3.80 | 2.4 | Per week | Y |
| Lifeline 2: Lifeline Emergency Response per week, (48-week basis) - new customers from 01.04.2014 to 31.03.2018: | | | | | |
| Rental | 3.80 | 3.90 | 2.4 | Weekly | N/A |
| Rental for non-Council tenants | 4.60 | 4.70 | 2.4 | Weekly | Y |
| Lifeline 3 (Lifeline+) – new customers from 31.03.2018: | | | | | |
| Lifeline + 1 contact from Sheltered Housing Officer per week | 6.50 | 6.70 | 2.4 | Per contact | N/A |
| Lifeline + 1 contact from Sheltered Housing Officer per week (non-Council tenant) | 7.80 | 8.00 | 2.4 | Per contact | Y |
| Lifeline + 2 contacts from Sheltered Housing Officer per week | 8.60 | 8.80 | 2.4 | For 2 contacts | N/A |
| Lifeline + 2 contacts from Sheltered Housing Officer per week (non-Council tenant) | 10.40 | 10.70 | 2.4 | For 2 contacts | Y |
| Lifeline + 3 contacts from Sheltered Housing Officer per week | 10.70 | 11.00 | 2.4 | For 3 contacts | N/A |
| Lifeline + 3 contacts from Sheltered Housing Officer per week (non-Council tenant) | 12.90 | 13.20 | 2.4 | For 3 contacts | Y |
| Installation Cost | 26.90 | 27.60 | 2.4 | Per installation | Y |
| Supply of additional pendant | 53.50 | 54.80 | 2.4 | Per request | Y |
| Sheltered Housing: Lifeline Response Charge | 22.20 | 22.70 | 2.4 | Per response | Y |

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|---|------------------------|---------------------------------|------------|---|-------------------|
| No Fault Call Out Fee | 26.90 | 27.60 | 2.4% | For each call out | Y |
| Supply and fit key safe (C500) | 85.60 | 87.70 | 2.4% | Per job | Y |
| Lifeline One Call Set Up Cost | 32.20 | 33.00 | 2.4% | Per application | Y |
| Annual Subscription | 15.40 | 15.80 | 2.4% | Annual | Y |
| Community Support Charge 01.11.2018: | | | | | |
| Contact Charge | 6.00 | 6.00 | 0 | Per contact | N/A |
| Contact Charge (non-Council tenant) | 6.60 | 6.60 | 0 | Per contact | Y |
| Hourly Charge | 16.80 | 16.80 | 0 | Hourly | N/A |
| Hourly Charge (non-Council tenant) | 20.10 | 20.10 | 0 | Hourly | Y |
| Contact Charge ten-hour rate | 160.00 | 160.00 | 0 | Ten hour advance purchase | N/A |
| Contact Charge ten-hour rate (non-Council tenant) | 192.00 | 192.00 | 0 | Ten hour advance purchase | Y |
| Telephone contact charge | 2.00 | 2.00 | 0 | Per call | N/A |
| Telephone contact charge (non-Council tenant) | 2.40 | 2.40 | 0 | Per call | Y |
| De-designated customers contact charge (Only for tenants who signed up prior to 01.04.2017) | 7.50 | 7.50 | 0 | Per 1 contact and 1 call | N/A |
| Priory View Commercial – 4 hrs then per hour unless otherwise stated: | | | | | |
| First floor – Commercial | 154.40 then 25.70 p/hr | 158.10 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | N/A |
| First floor – Resident | 102.90 then 25.70 p/hr | 105.40 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | N/A |

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|--|------------------------|---------------------------------|------------|---|-------------------|
| First floor – Friends of Priory View | 82.30 then 25.70 p/hr | 84.40 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | N/A |
| First floor – Residents Committee (flat fee) | 71.60 | 73.30 | 2.4% | flat fee | N/A |
| Bar – Commercial | 195.50 then 25.70 p/hr | 200.20 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Bar – Resident | 174.90 then 25.70 p/hr | 179.10 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Bar – Friends of Priory View | 141.00 then 25.70 p/hr | 144.40 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Bar – Residents Committee (flat fee) | 82.30 | 84.30 | 2.4% | flat fee | Y |
| Restaurant – Commercial | 195.50 then 25.70 p/hr | 200.20 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Restaurant – Residents | 174.90 then 25.70 p/hr | 179.10 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Restaurant – Friends of Priory View | 141.00 then 25.70 p/hr | 144.40 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Restaurant – Residents Committee | 82.30 | 84.30 | 2.4% | flat fee | Y |
| Bar and Restaurant – Commercial | 391.00 then 25.70 p/hr | 400.40 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Bar and Restaurant – Residents | 349.90 then 25.70 p/hr | 358.30 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Bar and Restaurant – Friends of Priory View | 281.90 then 25.70 p/hr | 288.70 then 26.30 p/hr | 2.4% | 1 st four hours, then hourly | Y |
| Bar and Restaurant – Residents Committee | 181.10 | 185.50 | 2.4% | Flat fee | Y |
| Library – Residents | 14.10 | 14.40 | 2.4% | Per hour | N/A |
| Snapdragon / Rosemary Room - Commercial | 87.50/46.30 | 89.60/47.40 | 2.4% | Per full/half day | N/A |

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| Snapdragon / Rosemary Room – Residents | 77.20/41.20 | 79.10/42.20 | 2.4% | Per full/half day | N/A |
| Snapdragon / Rosemary Room – Friends of Priory View | 58.70/30.90 | 60.10/31.60 | 2.4% | Per full/half day | N/A |
| Snapdragon / Rosemary Room – Charities | 12.90 | 13.20 | 2.4% | Per hour | N/A |
| Membership fee – Friends of Priory View | 15.40 | 15.80 | 2.4% | Per application | Y |
| Garages (48-week basis): | | | | | |
| Garages - per week exclusive of rates, Council Tenant | 10.50 | 11.10 | N/A | Per week | N/A |
| Garages - per week exclusive of rates, Not Council Tenant | 12.60 | 13.30 | N/A | Per week | Y |
| Housing Solutions Enforcement (including Housing Act 2004 and Park Homes): | | | | | |
| Recipient of Housing Act or Park Homes Enforcement Notice | 267.30 | 273.70 | 2.4% | Per person | N/A |
| Admin charge for undertaking Works in Default in relation to all enforcement Activity carried out by Housing Solutions | 22.9% of cost | 23.4% of cost | 2.4% | Per Enforcement Notice | N/A |
| Houses of Multiple Occupation (HMO) Licensing (two-part process) Part 1 – Levied at the point of application, to cover the costs of the scheme's 'authorisation procedures and formalities' | £204.80 per property plus £132.70 per flat or per lettable room | £299.60 per property plus £32.50 per flat or lettable room | N/A | Per unit/property | N/A |
| HMO licencing (two-part process) Part 2 - If the application is successful, a further fee to cover the costs of running and enforcing the scheme. | Follows the above as new | £129.90 per property plus £57.80 per flat or lettable room | N/A | Per unit/property | N/A |

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|--|------------------------|---------------------------------|-----------------------------|--------------------------------------|-------------------|
| Traveller site pitch fees (52 weeks): | | | | | |
| Single pitch | 94.00 – 103.90 | 93.10 – 103.90 | -1% (for affordable rented) | Per week | N/A |
| Double pitch | 113.40 | 113.40 | 0 | Per week | N/A |
| Service charges (where levied) pitch | 10.30 | 10.30 | 0 | Per week | N/A |
| Tenant Service Charges (48-week basis): | | | | | |
| Door Entry Systems | 0.20 | 0.20 | 0 | Per week | N/A |
| District Heating | 3.90 – 20.60 | 3.90 – 20.60 | 0 | Per week | N/A |
| Communal Heating | 0.10 – 6.20 | 0.10 – 6.20 | 0 | Per week | N/A |
| Communal Cleaning | 0.60 -14.30 | 0.60 -14.30 | 0 | Per week | N/A |
| Communal Electric | 0.10 – 8.90 | 0.20 – 8.90 | 0 | Per week | N/A |
| Window Cleaning | 0.30 - 0.50 | 0.30 - 0.50 | 0 | Per week | N/A |
| Staircase Lighting - General Dwellings | 0.10 – 3.00 | 0.10 – 3.00 | 0 | Per week | N/A |
| Non-Homeless Hostels: Communal Television | 0.30 | 0.30 | 0 | Per week | N/A |
| Water supply (where property not metered) | 3.20 – 5.20 | 3.20 – 5.20 | 0 | Per week | N/A |
| Park Homes Charges (per pitch unless otherwise stated): | | | | | |
| Initial Licence Fee per pitch | 57.50 | 58.90 | 2.4% | Per licence /application / per pitch | N/A |
| Amendment or transfer fee | 267.60 | 274.00 | 2.4% | Per licence /application | N/A |

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|--|---------------------------------------|---------------------------------------|------------|-----------------------|-------------------|
| Site Expansion Amendment Fee | 267.60 plus 9.40 per additional pitch | 274.00 plus 9.60 per additional pitch | 2.4% | Per application | N/A |
| Annual Fee per pitch | 12.50 | 12.80 | 2.4% | Annual charge | N/A |
| Fit and Proper Persons Register Application | 113.30 | 116.00 | 2.4% | Per application | N/A |
| Fee for Depositing Site Rules | 33.10 | 33.90 | 2.4% | Per Deposit | N/A |
| Other Private Sector Housing: | | | | | |
| Fee for technical assistance with a Disabled Facilities Grant - % of cost, (for grants not exceeding £27k) | 12% | 12% | N/A | Per grant application | Y |
| Fee for technical assistance with a Renewals Grant - % of cost | 10% | 10% | N/A | Per grant application | Y |
| Fee chargeable in relation to Empty Homes cases - % of cost | 10% | 10% | N/A | Per case | Y |
| Housing Solutions Land Charge Enquiries | 51.30 | 52.50 | 2.4% | Per enquiry | Y |
| Early Redemption Grant / Loan Assistance or Works in Default - Land Registry Charge removal | 62.40 | 63.90 | 2.4% | Per grant/loan | Y |
| Leaseholders / Landlords: | | | | | |
| Gas Boiler Safety Check and Test | 70.00 | 73.80 | 5.4% | For each job | Y |
| Energy Performance Certificate | 76.10 | 80.20 | 5.4% | For each job | Y |
| Mortice Lock Replacement | 40.10 | 42.30 | 5.4% | For each job | Y |

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|---|--|--|------------|-------------------|-------------------|
| Eurolock Replacement | 55.60 | 58.60 | 5.4% | For each job | Y |
| Portable Appliance Test (PAT test) per item, maximum 10 | 7.20 | 7.60 | 5.4% | For each job | Y |
| Consumer unit (renewal /replacement) | 230.50 | 243.00 | 5.4% | For each job | Y |
| Electrical Unoccupied Property Cert | 158.50 | 167.10 | 5.4% | For each job | Y |
| Renew pair of basin pillar taps | 77.20 | 81.40 | 5.4% | For each job | Y |
| Renew 40mm pipe and bath trap | 94.70 | 99.80 | 5.4% | For each job | Y |
| Carbon monoxide detector fitting | 34.00 | 35.90 | 5.4% | For each job | Y |
| Clear property | 10% on contractor cost to cover admin | 10% on contractor cost to cover admin | N/A | For each job | Y |
| Clean property | 10% on contractor cost to cover admin | 10% on contractor cost to cover admin | N/A | For each job | Y |
| FREQUENT WORKS QUOTES ABOVE OTHER WORKS REQUESTS ARE AVAILABLE UPON REQUEST FOR A VARIETY OF JOBS | | | | | |
| Lettings Service | | | | | |
| Let only service (Tenant Find) Bronze Service | 300.00 | 307.20 | 2.4% | For each instance | Y |
| Let and Rent collection - Silver Service | 250.00 and 10% monthly of market rent agreed | 256.00 and 10% monthly of market rent agreed | 2.4% | For each instance | Y |
| Full management Gold Service | 250.00 and 12% monthly of market rent agreed | 256.00 and 12% monthly of market rent agreed | 2.4% | For each instance | Y |

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|--|---|---|------------|-------------------|-------------------|
| Rent Assurance / Guarantee Platinum Service | Dependent on market rent agreed with client, 17% to 20% monthly | Dependent on market rent agreed with client, 17% to 20% monthly | 2.4% | For each instance | Y |
| Tenancy Agreement | 55.00 | 56.30 | 2.4% | For each instance | Y |
| Inventory | 75.00 – 90.00 | 76.80 – 92.20 | 2.4% | For each instance | Y |
| Rent Increase Tenancy Extension | 55.00 | 56.30 | 2.4% | For each instance | Y |
| Check out / Final Inspection | 75.00 | 76.80 | 2.4% | For each instance | Y |
| Serve Eviction Notice (Bronze and Silver only) | 90.00 | 92.20 | 2.4% | For each instance | Y |
| Insurance Policies (admin charge) | 15% of stated cost to cover admin | 15% of stated cost to cover admin | 2.4% | For each instance | Y |

Contact us...

by email: customers@centralbedfordshire.gov.uk
on the web: www.centralbedfordshire.gov.uk
Write to Central Bedfordshire Council, Priory House,
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ