



Estates Services Service Charge Refund Procedure

The process for refunding residents' service charge for the cleaning/grounds maintenance element will follow two routes.

Missed Visits

Should a scheme not be serviced within the frequency specified in the contract, Quadron will credit for the missed visit or visits. This will therefore equate to the service charge refund to be provided to the resident's for the period in question.

For example :

One week's grounds servicing missed.
Quadron charge £6,000 p/a = £115.38 per week for grounds
12 residents at scheme pay £9.62 per week for Gardening.
Quadron credit for week in question, full refund issued to residents for **Gardening** element of service charge.

Incomplete/Unacceptable work

If Quadron have been attending, but inspections have revealed certain tasks have been missed or not completed to an acceptable level, the following procedure will apply.

Quadron and TVHA will calculate and agree a percentage of the total cost for the tasks missed, and apply this to the weekly invoiced amounts to obtain the correct amount to credit. This percentage will then be applied to the resident's weekly C & G service charge amount, and refunded accordingly.

For example :

Bin store not cleaned out for three weeks.

Quadron charge £4000 p/a = £76.92 per week for cleaning.

8 residents pay £9.62 per week for cleaning.

Discussions agree that bin store cleansing equates to 10% of time on site.

Quadron credit for 10% of costs for three weeks = $£7.69 \times 3 = £23.07$

Residents credited for 10% of service charge for three weeks = $£0.96 \times 3 = £2.88$

Revisits

Where feasible we will offer Quadron the opportunity to return to site in a timely manner to complete the missed, incomplete or sub standard works. Provided the specification and frequency concerns are addressed and Quadron have met the requirements then a deduction or refund of the service charge would not be due to residents.

For: Example

External window cleaning is undertaken quarterly throughout the year. Quadron attend and carry out window cleaning but not to the required standard. Quality issue is reported to Quadron and they re-attend to the areas in question. Provided that Quadron re-visit and complete the works to the required standard then no deduction or refund is due. The window of opportunity for re-visits is less on weekly tasks than for quarterly tasks.