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| **TITLE**  *Name / description of the issue being assessed* | | | Leaseholder Service Charge Calculation Policy | | | | |
| **DATE**  *Date the DIA is completed* | | | First published October 2019  Reviewed July 2020 | | | | |
| **LEAD OFFICER**  *Name, title and dept of person responsible for carrying out the DIA*. | | | Katherine Bishop – Policy and Partnership Manager | | | | |
| 1. **Summary description of the proposed change**  * *What is the change to policy / service / new project that is being proposed?* * *How does it compare with the current situation?* | | | | | | | |
| The purpose of this policy is to set out how Medway Council Housing Services will bill for services provided;  • How often bills will be sent out  • What will be charged for  • How to pay  • Allowed payment periods  • How disputes will be handled  This policy has been updated with minor amendments; there has been no change to legislation. | | | | | | | |
| 1. **Summary of evidence used to support this assessment**  * *Eg: Feedback from consultation, performance information, service user records etc.* * *Eg: Comparison of service user profile with Medway Community Profile* | | | | | | | |
| As of 31/03/2020 there are 216 leaseholders. | | | | | | | |
| What is the likely impact of the proposed change? *Is it likely to :*   * *Adversely impact on one or more of the protected characteristic groups?* * *Advance equality of opportunity for one or more of the protected characteristic groups?* * *Foster good relations between people who share a protected characteristic and those who don’t?* | | | | | | | |
| **Protected characteristic groups** | | **Adverse impact** | | | **Advance equality** | **Foster good relations** | |
| **Age** | |  | | |  |  | |
| **Disabilty** | |  | | |  |  | |
| **Gender reassignment** | |  | | |  |  | |
| **Marriage/civil partnership** | |  | | |  |  | |
| **Pregnancy/maternity** | |  | | |  |  | |
| **Race** | |  | | |  |  | |
| Religion/belief | |  | | |  |  | |
| **Sex** | |  | | |  |  | |
| **Sexual orientation** | |  | | |  |  | |
| **Other (eg low income groups)** | |  | | | ***✓*** | ***✓*** | |
| 1. **Summary of the likely impacts**  * *Who will be affected?* * *How will they be affected?* | | | | | | | |
| It has not been identified that this policy will have a negative impact on any protected characteristic, as the policy will be applied universally to all leaseholders.  The policy may advance equality for low income groups by providing details of the loans scheme and variable payment options. | | | | | | | |
| 1. **What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?**  * *Are there alternative providers?* * *What alternative ways can the Council provide the service?* * *Can demand for services be managed differently?* | | | | | | | |
| **Consultation**  In the event that a leaseholder does not agree with the level of service charges that they have been asked to pay, they will be able to query these. In the first instance, they should address their questions, in writing, to Medway Council’s Homeownership Officer who will try to resolve any issues they may have with their bill.  The leaseholder may also approach the Leasehold Valuation Tribunal (LVT) to ask for a ruling. Leaseholders are also free to use the Medway Council’s Complaints Procedure, details of this are available on the website and in the complaints leaflet available from council offices.  **Low Income Groups**  Loans Scheme c  Leaseholders may be eligible for a loan to pay for service charges for repairs that have been carried out to their block. For more information please refer to the Service Charge Loans Policy  Variety of payment methods available  For the convenience of the leaseholder Medway Council currently accepts payments for service charges by the following methods;  •Cheque  •Cash at a handy till in one of the councils contact points  •Debit / Credit card | | | | | | | |
| Action plan  * *Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence* | | | | | | | |
| **Action** | | | | **Lead** | | | **Deadline or review date** |
| Monitor Complaints to identify any negative trends with regards to the Leaseholder Service Charge Calculation policy. | | | | Income Manager | | | December 2020c |
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| Recommendation *The recommendation by the lead officer should be stated below. This may be:*   * *to proceed with the change, implementing the Action Plan if appropriate* * *consider alternatives* * *gather further evidence*   *If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.* | | | | | | | |
| To proceed with the implementation of the revised policy. | | | | | | | |
| Authorisation *The authorising officer is consenting that:*   * *the recommendation can be implemented* * *sufficient evidence has been obtained and appropriate mitigation is planned* * *the Action Plan will be incorporated into the relevant Service Plan and monitored* | | | | | | | |
| **Authorising Officer** | **Mark Breathwick** | | | | | | |
| **Date** |  | | | | | | |