

This factsheet is to inform of any changes that have been made this year in our approach to calculating estimated charges for the year ahead. In addition, where the cost for a service has substantially changed for all customers, information is given on this. This doesn't however cover any substantial changes that may only impact individual estates, schemes or blocks where we have homes.

General information about service charges is available at our website at <https://my.sovereign.org.uk/service-charge>. You can find further information here about what's covered under our service charge headings and how service charges are calculated.

Buildings insurance for leaseholders and some shared owners

The insurance premium element of your service charge has increased this year. Many factors have led to increases in all insurance policies, such as global pressures on the industry (including more frequent severe weather events and international political instability) plus the added impact of high inflation and increases in all material and labour costs. There have also been increases to insurance excess amounts - the summary of cover gives more detail: <https://www.sovereign.org.uk/advice-and-guides/leaseholder/select-for-social-housing-providers>.

If you wish to raise a complaint regarding the cover provided, you have the right to do so directly to the insurer and the summary of cover explain how to do this.

This is the last year of the long-term agreement with our current insurer and we will be going through a full tender process in 2024 to make sure we continue to obtain the best possible terms for our customers.

Our current policy is with Zurich Municipal and runs from 5 November 2023 – 4 November 2024. The policy number is JHA-22S164-0013. Information on how to make a claim is included here. (link to the webpage above)

Please note that our insurers have also increased some excess amounts from 5 November 2023 to reflect an increase in the number and cost of claims to them and across the insurance industry, please see table below.

Category	Excess 2022/23	Excess 2023/24
Escape of Water (each and every loss)	£350	£500
Subsidence	£1000	£1000 (no change)
All other claims (each and every loss)	£100	£350

Communal and Private sewage charges

With some of our schemes you may see that some of the communal water charges have been moved to private sewage. This is due to a review of where some charges should be charged. Any servicing, tankering or electric supply for sewage treatment plants costs will now come under the heading of Private Sewage.

Guest room income

For some of our Housing for Older People schemes, we are now showing the income received from the rental of guest rooms in the previous financial year. This is then used to offset the services charges charged to that scheme.

If you have any further questions about your charges for this year, please contact us on 0300 5000 926 or email contact@sovereign.org.uk