

Before the new charge year begins, we send you an estimate showing what we expect your service charges to be, and how that compares to your current charges. This guide walks through each part of your estimate, using a worked example.

CUSTOMER SERVICE CHARGE ESTIMATE 2027/28

2 Service Charge Breakdown

3 Your Charges

Total Service Charge for 2027/28	£0.97
Brought Forward Balance from 2025/26	-£51.01
Annual Service Charge Payable	-£50.04

Weekly Eligible Service Charge (UC)	-£0.96
Weekly Ineligible Service Charge (UC)	£0.00
Total Weekly Service Charge (2027/28)	-£0.96

Important Information: The eligible and ineligible weekly service charge amounts shown above are based on current Universal Credit guidance and are provided for information only. You are responsible for ensuring that your full service charge is paid, including any amounts not covered by Universal Credit, Housing Benefit or any other benefit entitlement.

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How Has My Service Charge Changed?

	2026/27	2027/28
Annual Service Charge	£0.00	-£50.04
Weekly Service Charge	£0.00	-£0.96

LIVEWEST | This estimate was generated on 06 September 2026 for charge period 1 April 2027 to 31 March 2028.

1 Your account details

Property Reference

Your unique property number with LiveWest - quote this if you contact us.

Address

The home this estimate relates to.

Charge Period

The 12-month period the estimate covers.

Date Issued

The date we produced this estimate.

2 Service Charge Breakdown

This table shows what each service is budgeted to cost, comparing this year against next year:

Column	What it means
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2026/27 Budget	What you're currently budgeted to pay for this service.
2027/28 Budget	What we expect to charge for this service from next April.
Change	The percentage difference between the two budgets.

Why does the Change column say "+100.0%"?

Where there was no budget at all for a service the previous year (£0.00), any new budget shows as a +100.0% change. This isn't a sign of a huge ongoing rise - it simply means the service is newly budgeted for.

The **Total Eligible Services** row adds together the services that can be covered by Universal Credit or Housing Benefit. Some estimates also list services that aren't eligible for this support separately - these are added into your Total Service Charge in the same way, just kept apart so you can see what is and isn't covered.

The **Admin Fee** row is the cost of administering your service charge account.

3 Your Charges

Total Service Charge for 2027/28

The full cost of your budgeted services and admin fee for the year ahead.

Brought Forward Balance

Any credit or amount owed carried over from the previous year's statement of accounts.

Annual Service Charge Payable

Your Total Service Charge, adjusted by the brought forward balance - this is what you'll actually be asked to pay.

Weekly Eligible / Ineligible Service Charge (UC)

Your annual charge broken down into a weekly amount, split by whether it can be covered by Universal Credit.

Reading a negative Annual Service Charge Payable (like our example, -£50.04):

This means the credit brought forward from last year is larger than this year's charge, so you're in credit overall - this is reflected in your weekly figures as well.

4 How Has My Service Charge Changed?

A simple side-by-side comparison of your annual and weekly service charge this year against last year, so you can see the overall change at a glance.

5 Key terms, quick reference

Budget

The amount set aside for a service, either for the current or coming year.

Eligible Services

Services that can be covered by Universal Credit or Housing Benefit.

Ineligible Services

Services that cannot be covered by Universal Credit or Housing Benefit - you're responsible for paying these yourself.

Brought Forward Balance

Credit or amount owed carried over from your last statement of accounts.

If anything on your estimate doesn't look right, or you'd like it explained in more detail, please get in touch with your service charge officer quoting your Property Reference.