



# A blog from the Chair

## Cathy Combs

November 2023

The service charges letter many of us received in September remains at the back of my mind. Even though we've received a few apologies and a subsequent letter cancelling the first letter (unless we paid service charges in the past), it remains there eating away.

I realise Saffron provides services and there is a cost to that, but surely charging for a service is a lot more complicated than sending out a bill? Is that service needed or even wanted? Has that service been reviewed recently to see if there are new technologies or alternatives? Are the services provided done to a good standard or even carried out?

In order to get to the bottom of these and other questions around service charges, the Tenant Communication & Support Group has decided to look at the distinctly different areas the members live in. We hope by digging deep into what, why, where and when, we will have the knowledge necessary to help Saffron make any future decisions regarding service charges that are fair to the tenant but also doesn't leave Saffron out of pocket.

If you want to get involved with this group doing projects like this, or with the Tenant Scrutiny Group, you can first become a Saffron Community Member. It's a great opportunity to attend virtual meetings where you can hear updates about Saffron and also ask questions directly to the Executive Team.



**Click here to find out more about becoming a Saffron Community Member.**

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CEO James Francis has provided the below comment about the delivery of the service charges letters:

“We want Saffron to be an organisation that works with you to improve your tenant experience, and on this occasion we have clearly failed to do this. We are truly sorry for any distress we have caused. We are committed to learning from what we did wrong and will be working to rebuild your trust in us.”

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