

## Residential Tenancy (Supply of Services) (Jersey) Order 201

### Landlord

If the **landlord charges** tenants for a service **through a separate specific meter**, he must not charge a higher rate than the service provider charges him for it

If the **supply is not separately metered**, the landlord must:-

- Estimate as accurately as possible the correct usage
- Charge only at the rate charged by the service provider

The **landlord must inform** the tenant:-

- The **rate charged** on the meter (if metered)...**or**
- The **estimated amount** and **how** this was **calculated** (not metered)

The **tenant can request (in writing) from the landlord:-**

- A **copy** of any **account** that the landlord is responsible for which refers to a **service re-sold to the tenant**
- The request should be **provided within 7 days** of the landlord receiving it

Where there is a **service charge specific to the tenant's unit** the landlord can only pass on the amount service provider charges them

Where there is a **service charge on the landlord's meter** but the supply is provided to one or more other users (tenants) they must apportion the charge fairly amongst them

Where there is **no service charge** the landlord cannot charge their tenant

The **landlord must inform** the tenant:-

- The **amount of the service charge**
- **How the apportionment** of the service charge was **calculated**

Where 2 or more tenants contribute to the cost of a **service to a communal area**, the amount charged must not exceed the actual cost charged by the service provider

The **total amounts charged** to tenants **must not exceed** the **actual cost** of any services provided to the landlord by the service provider

Any **overpayments** taken in error must be **refunded** by the landlord **within 14 days**