

Service charges explained

Detailed below is an explanation of all the individual services we provide. Please note that a breakdown of the services you receive and the charges you'll pay is provided in the Service Charge Schedule or letter sent to you. **You're unlikely to pay for all the individual services explained below and will only be charged for the services you receive.** We regularly review service charges and do everything we can to make sure the service cost is good value for money.

Under/Over fee

We estimate the cost of providing scheme services and make a charge based on these estimates. At the end of the year, we compare the estimates with actual costs. Some are too low (under) and some too high (over). This is reflected in next year's charges.

Minor repairs

This includes any minor repairs which are carried out in the communal areas of the scheme.

Electricity

This is for electricity used in communal areas and for private street lighting.

TV licence

This charge is for the TV licence for the communal areas.

Lift

This charge is for any costs relating to the communal lift.

Communal estate maintenance

This includes grass cutting, litter picking, tree works and general tidying and maintenance of communal areas.

Aerials

This charge is collected annually to cover the replacement of communal aerials.

Lighting

This charge is collected annually to cover the replacement of communal lighting.

Cleaning

This includes general cleaning of the common area.

Water

This charge is for water used in communal areas.

Fire alarm

This charge is for any costs relating to the communal fire alarm systems.

Management fee

This is a cost to cover the staffing and office overheads to provide your scheme services.

Window cleaning

This is the cost for cleaning all windows at a block. This includes windows in communal areas, as well as individual flats.

Gas

This charge is for gas used in communal areas.

Other services in communal areas that you may be charged annually for:

- emergency lighting
- soft furnishings
- door entry
- furniture
- boundary fencing
- landscaping
- grit bins
- replacement kerbs
- footpaths
- manhole covers
- roads and parking
- drainage pump maintenance
- carpets.

Have a question?

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