

Your service charge explained

Each April leaseholders are sent an 'estimate' of the service charge which is payable for that year, these are the likely charges that will be incurred in the management and maintenance of your home. Once the year has come to an end on the 31st March, the Council has six months to balance the estimated costs with the 'actual' costs. This statement is issued to leaseholders no later than the 30th September.

The summary of costs for 1 April 2020 to 31 March 2021 provides information about the costs to the block and the proportion that is chargeable for your property in accordance with your lease. It also includes details of the actual amounts spent by the council in this period. The 'total service charge' at the bottom of the page is the cost of your contribution.

The 'balance' is the difference between the estimated charge and the actual costs.

- If there is a surplus this will be credited to your service charge account.
- If there is a deficit this will be added to your invoice for payment.

| Service charge heading | What's included | Description |
|-------------------------------|-----------------------------|--|
| Insurance | Building insurance | The costs of insuring your property and any communal areas Important note: it does not include any contents insurance as you are responsible for insuring your contents. |
| Cleaning | Communal cleaning | The costs for our cleaners/contractors to clean the communal internal areas of your home. |
| Electricity cost | Communal electricity costs | The costs from utility providers for the electric supply to the communal areas. This will include supplies to lights in parking areas (internal or external). Standing charges are included. |
| Gas | Communal gas costs | The costs from utility providers for the gas supply to communal areas. Standing charges are included. |
| TV aerial | Communal TV aerials | The costs for providing access to TV services, there has been a reduction in this years cost as the TV aerial systems capital costs have now been paid for leading to a reduction in costs |
| Door Entry | Communal door entry systems | The costs of the servicing contract for the door entry system. Repair work is charged as a separate item. |
| CCTV | CCTV | The costs for maintaining, servicing and repairs CCTV equipment where it is present. |

| Service charge heading | What's included | Description |
|-------------------------------|--|---|
| Caretaking | Caretakers services | The costs of providing a caretaking service. This will include salary, equipment, NI and Tax, pension, training and cover costs. |
| Diesel Alternator | Diesel Generator | Works as a backup if the main power is cut to the block |
| Fans | Communal fans | The costs of the maintenance and servicing of the communal fan system. |
| Emergency Lighting | Emergency lighting service contract | The costs of servicing the emergency lighting contract. Repair work is charged as a separate item. |
| Lift | Lift maintenance & servicing contract | The costs of servicing any lifts where they are present. Repair work is charged as a separate item. |
| Lightning protection | Lightning rods?? | The costs of maintaining the lightning protection on High Rise flats |
| Communal fans | Communal ventilation system | The costs of servicing and maintaining the communal ventilation system |
| Fire Alarm | Fire alarm contract | The costs of servicing and maintaining the fire alarm systems. Repair work is charged as a separate item. |
| Frost inspection unit | Frost inspection | Small heater that is controlled by a thermostat. If the temperature falls below 5 degrees, the heater comes on to protect sensitive equipment. |
| Laundry | Laundry contract | The costs of providing a laundry including servicing and maintenance |
| Repairs | General repairs Lighting repairs Lift repairs Laundry repairs Door Entry repairs | The costs of carrying out necessary repairs to the communal areas. |
| Major Repairs | Major works and cyclical decoration | In the main, leaseholders are consulted before any major works are carried out. At the time of consultation you will have been sent information about the programme of works, which would have included an estimate of the amount you will have to pay. This estimate may differ from the final bill. |
| Management fee | Management fee – percentage | A 15% management fee has been added for covering the costs of the teams responsible for the services provided to you |

| Service charge heading | What's included | Description |
|------------------------|----------------------------|--|
| Management fee | Management fee – flat rate | A fee has been added to cover the costs of the services of the Leasehold and Finance teams who provide a service to you. |

Leasehold Advisory Service

Free independent advice on leasehold issues, including service charges are available from [the Leasehold Advisory Service](#).