

Your Service Charge explained

Service charge heading	What's included
Building Insurance	Bristol City Council (BCC) is required, under the terms of your lease, to insure your property. More information can be found by visiting our website. <i>Important note: This is only building insurance; it does not include any contents insurance as you are responsible for insuring your contents.</i>
Cleaning	The costs for our cleaners/contractors to clean the communal internal areas of your home.
Electricity cost	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. All utility bills will have a standing charge which will include using and maintaining energy networks, wires and pipes. Keeping homes connected to the energy network. Carrying out meter reading and payments towards government initiatives that help vulnerable households and reduce CO2 emissions
Gas	The costs from utility providers for the gas supply to communal areas. Standing charges are included. All utility bills will have a standing charge which will include using and maintaining energy networks, wires and pipes. Keeping homes connected to the energy network. Carrying out meter reading and payments towards government initiatives that help vulnerable households and reduce CO2 emissions. Some of our Laundry's will have a gas supply, this cost will be shown in this field.
TV aerial	The costs for providing access to TV services
CCTV	This is the cost of providing a CCTV service, this may include maintenance, servicing, and monitoring.
Door entry	The costs of the servicing contract for the door entry system. Repair work is charged as a separate item. This also includes the costs for the auto closure testing where the doors are automated.
Caretaking	The costs of providing a caretaking service. This will include salary, equipment, NI and tax, pension, training and cover costs.
Diesel alternator	Works as a backup if the main power is cut to the block and DSEAR testing
Emergency lighting	The costs of servicing the emergency lighting contract. Repair work is charged as a separate item.
Lift	The costs of servicing any lifts where they are present. Repair work is charged as a separate item.
Lightning protection	The costs of maintaining the lightning protection on high rise flats
Communal fans	The costs of servicing and maintaining the communal ventilation system
Fire Protection	The costs of servicing and maintaining the fire alarm systems, sprinklers and dry risers. Repair work is charged as a separate item.
Smoke Alarm	The costs of servicing and maintaining the smoke alarms in the communal areas. Repair work is charged as a separate item.

Frost inspection unit	Small heater that is controlled by a thermostat. If the temperature falls below 5 degrees, the heater comes on to protect sensitive equipment.
Electric storage heaters	This cost is for checking electric storage heaters within communal areas and will only be charged for where they are present.
Laundry	The costs of providing a laundry including servicing and maintenance, legionella and tank cleaning costs.
Repairs	The costs of carrying out necessary repairs to the communal areas. An estimate has been included for any repairs due throughout the year. This will be balanced when the final costs are known.
Management fee	A 15% management fee has been added for covering the costs of the teams responsible for the services provided to your home.
	A fee has been added to cover the costs of the services of the Leasehold and Finance teams who provide a service to you in preparing service charges, income recovery and the management of your home.

Personal hot water and heating costs

Your service charge now includes an estimated amount towards your personal heating and hot water costs. This will allow you to make payments towards these costs over the coming months instead of receiving a large invoice once the accounts have been reconciled. Once we have the actual costs this account will be reconciled with any deficit or credit will be applied to your account. These costs are subject to 5% VAT.

The 'estimated' costs have been based on the meter readings and costs charged to your home in 2024 – 2025. This has been increased by an inflationary uplift of 4.8%.

Useful Contacts

Home Ownership team

Email: leaseholderenquiries@bristol.gov.uk

Phone: 0117 352 5511

Letter: PO Box 3399, BS1 9NE

Leasehold Advisory Service

Free independent advice on leasehold issues, including service charges are available from

Website: www.lease-advice.org

Email: info@lease-advice.org

Phone: 020 7832 2500

Citizens Advice Bureaux

Website: www.Bristolcab.org.uk

Phone: 0808 278 7957

Textphone: 0800 144 88 84

Age UK Advice Line

Phone: 0800 055 6112

Website: www.ageuk.org.uk

National Debtline

Free independent advice for people in financial difficulties.

Phone: 0808 808 4000

Website: www.nationaldebtline.org.uk

Step Change

Free debt advice online

Phone: 0800 138 1111

Website: www.stepchange.org

First Tier Tribunal (Property Chamber)

Deals with disputes between leaseholders and landlords, and other leasehold issues

Website: www.gov.uk/first.tier.tribunal

Phone: 01243 779 394

Email: rpsouthern@justice.gov.uk