

## Service charge headings and their meanings

Service charge heading on rent account	What's included	Description	General Needs	Supported Housing	Leasehold	Shared Ownership	Leased Garages
Buildings insurance	Buildings insurance	Costs of insuring your property and any communal areas, plus public liability insurance. Please note: it doesn't include the contents of your home as you're responsible for insuring these.	X	X	✓	✓	✓
Cleaning	Communal cleaning	Contractor costs for cleaning communal areas and communal windows. This may also include cleaning of stairs and floors, sweeping and dusting indoor areas and the cost of cleaning materials.	✓	✓	✓	✓	X
	Communal area window cleaning	Costs of cleaning communal windows when they're not part of a cleaning contract.	✓	✓	✓	✓	X
	Property windows*	Costs of cleaning windows for individual properties.	X	✓	✓	✓	X
Heating and water	Communal gas supply	Costs from utility providers for any gas supplied to communal areas. We pay this to them on behalf of residents.	✓	✓	✓	✓	X
	Communal oil supply	Costs from utility providers for any oil supplied to communal areas. We pay this to them on behalf of residents.	✓	✓	✓	✓	X
	Communal boilers service and maintenance	Costs for the servicing and/or maintenance of communal boilers and any work or parts needed to repair these.	X	X	✓	✓	X
TV systems	Communal TV aerials, digibox, Sky box, estate aerials service, maintenance and electricity supply	Costs for servicing, supplying and maintaining of any shared TV, digital, cable, or satellite system installed for the estate or block. If there's a shared lounge, the cost of the TV Licence will be included here. (This is separate to any charges residents pay to providers for subscriptions to particular services.)	✓	✓	✓	✓	X
Lighting & electricity	Communal electricity	Costs from utility providers for any electricity supply to communal areas. This may include parking or outside lighting, as well as lighting or heating to communal areas.	✓	✓	✓	✓	✓
Communal water supply and drainage	Water rates landlords supply	Costs from utility providers for the water supply to communal areas.	✓	✓	✓	✓	X
	Water softeners	Costs for servicing and maintaining water softeners to the communal water supply.	✓	✓	✓	✓	X
	Legionnaires assessment	Contractor costs to test for, and monitor, legionella bacteria, as well as completing risk assessments and maintaining water systems. (These costs only apply where we provide communal water systems that supply the water to your home.)	✓	✓	✓	✓	X
	Calorifier blowdown, clean and descale		✓	✓	✓	✓	X
	Dechlorination		✓	✓	✓	✓	X
	Sewerage/water pumps service and maintenance	Cost for servicing and maintaining sewerage plants, sewerage pumping stations, surface water pumps and water and sump pump systems.	✓	✓	✓	✓	X
	Cess pits/septic tanks service and maintenance	Costs for servicing and maintaining cess pits and septic tanks.	✓	✓	✓	✓	X
	Sewerage treatment plants service and maintenance	Cost for servicing and maintaining sewerage plants, sewerage pumping stations, surface water pumps and water and sump pump systems.	✓	✓	✓	✓	X
Hot and cold water monitoring	Contractor costs for testing, completing risk assessments and maintaining communal water systems.	✓	✓	✓	✓	X	

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Communal water supply and drainage	Pumping station service and maintenance	Servicing and maintaining sewerage plants, sewerage pumping stations, surface water pumps and water and sump pump systems.	✓	✓	✓	✓	X
	Pumping station electricity	Utility costs for the supply of electricity required for running a pumping station.	✓	✓	✓	✓	X
	Environment Agency Annual Permit	Costs levied by the Environment Agency annually for certain types of sewerage schemes.	✓	✓	✓	✓	X
Door entry/security	Door entry system service and maintenance	Cost for servicing and maintaining any door entry systems, CCTV cameras, alarms and electrical doors. Servicing and maintaining any communal automatic gates, barriers or shutters.	✓	✓	✓	✓	X
	CCTV		✓	✓	✓	✓	X
	Security services		✓	✓	✓	✓	X
	Automatic gates and shutters		✓	✓	✓	✓	X
	Automatic doors -service and maintenance		✓	✓	✓	✓	X
Fly tipping and pest control	Refuse collection	Contractor costs for removing rubbish and bulk refuse left in bin storage areas and around estates.	✓	✓	✓	✓	X
	Pest control	Contractor costs for pest control in communal areas.	✓	✓	✓	✓	X
	Bulk waste removal and dumped items	Contractor costs for removing rubbish and bulk refuse left in bin storage areas and around estates.	✓	✓	✓	✓	X
External management costs	External management company costs	Costs payable to an external Managing agent who is carrying out estate services on behalf of the Freeholder.	✓	✓	✓	✓	X
Grounds maintenance	Grounds maintenance	Contractor costs to look after outside areas of estates and schemes (such as gardening, maintaining paths and parking areas). Also carrying out tree surveys, pruning and surgery.	✓	✓	✓	✓	X
	Grounds maintenance - tree work		✓	✓	✓	✓	X
	Gritting/salt for paths		✓	✓	✓	✓	X
	Major ground works		✓	✓	✓	✓	X
Health and safety/fire equipment	Emergency lighting testing, service and maintenance	Contractor costs for testing, servicing and maintaining fire systems and carrying out fire safety inspections.	✓	✓	✓	✓	X
	Fire panels testing, service and maintenance		✓	✓	✓	✓	X
	Communal area smoke detectors testing, service and maintenance		✓	✓	✓	✓	X
	Fire ventilation system service and maintenance		✓	✓	✓	✓	X
	Communal fire equipment service and maintenance		✓	✓	✓	✓	X
	Sprinkler system service and maintenance		✓	✓	✓	✓	X
	Dry riser service and maintenance		✓	✓	✓	✓	X

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Health and safety/fire equipment	Lightning conductor service and maintenance	Contractor costs for testing, servicing and maintaining lightning conductors on blocks.	✓	✓	✓	✓	X
	Fall arrest system service and maintenance	Inspecting and maintaining safe wires, bolts and cradles within various systems to make sure they're safe.	✓	✓	✓	✓	X
	Electrical equipment testing	Costs for testing and maintaining electrical installations in communal areas when it's needed.	✓	✓	✓	✓	X
Lifts	Communal passenger lift service and maintenance	Servicing and repairing lifts and stair lifts in communal areas.	✓	✓	✓	✓	X
	Communal stairlift service and maintenance		✓	✓	✓	✓	X
	Lift - emergency telephone	Costs from utility provider for emergency telephone lines in lifts.	✓	✓	✓	✓	X
Repairs, maintenance & decoration	Water, drainage and sewerage repairs	Costs for completing day to day repairs in communal areas.	X	X	✓	✓	X
	Electrical repairs		X	X	✓	✓	X
	Emergency lighting repairs		X	X	✓	✓	X
	Fire panel repairs		X	X	✓	✓	X
	Communal area smoke detector repairs		X	X	✓	✓	X
	Fire ventilation system repairs		X	X	✓	✓	X
	Communal fire equipment repairs		X	X	✓	✓	X
	Sprinkler system repairs		X	X	✓	✓	X
	Fire extinguisher repairs		X	X	✓	✓	X
	Dry riser repairs		X	X	✓	✓	X
	Lightning conductor repairs		X	X	✓	✓	X
	Fall arrest system repairs		X	X	✓	✓	X
	Automatic gates and shutter repairs		X	X	✓	✓	X
	Lift repairs		X	X	✓	✓	X
	Automatic door repairs		X	X	✓	✓	X
	General repairs		X	X	✓	✓	X
	Communal lighting repairs		X	X	✓	✓	X
	Gutter clearance		X	X	✓	✓	X
Communal area maintenance	Costs of maintaining and redecorating communal areas.	X	X	✓	✓	X	
Communal area redecoration		X	X	✓	✓	X	
Tenancy or leasehold related services & facilities	Guest room expenditure	Costs of renewing and replacing items in guest rooms in sheltered schemes.	X	X	✓	✓	X
	Guest room income	The income received from the rental of guest rooms within sheltered schemes is used to offset the services charges charged to that scheme.	X	X	✓	✓	X
	Laundry income	Income from laundry machines is offset against service charges (where this applies).	X	X	✓	✓	X
	Laundry equipment	Costs for providing equipment and appliances in sheltered or supported schemes.	X	X	✓	✓	X
	Furniture and equipment ~	Costs for providing furniture, equipment and appliances in sheltered or supported schemes.	X	X	✓	✓	X
	Appliances		X	X	✓	✓	X
	Telephone	Costs from utility providers for the telephone systems installed in leasehold sheltered schemes.	X	X	✓	✓	X

Service charge heading on rent account	What's included	Description	General Needs	Supported Housing	Leasehold	Shared Ownership	Leased Garages
Tenancy or leasehold related services & facilities	Central control alarm monitoring * ~	Costs for providing central control alarm monitoring in some sheltered or supported schemes.	X	X	✓	✓	X
Tenancy or leasehold related services & facilities	Council tax * ~	Council tax costs in some sheltered or supported schemes.	X	X	✓	✓	X
	Assisted bathrooms - service and maintenance	Costs for maintaining communal assisted bathrooms in sheltered or supported schemes.	X	X	✓	✓	X
	Caretaker/site supervisor	Employing a caretaker, cleaner or scheme manager for a scheme.	✓	✓	✓	✓	X
	Commercial kitchen equipment service	Maintaining, servicing and replacing catering equipment in some sheltered or supported schemes.	✓	✓	✓	✓	X
Reserves/ provisions	Equipment replacement provision ~	For replacing furniture, appliances and equipment in sheltered and supported schemes.	X	✓	✓	✓	X
	Pumping station replacement provision	For replacing water or sewerage pumping stations if needed.	X	X	✓	✓	X
	Door entry system replacement provision	For replacing door entry systems.	X	X	✓	✓	X
	Lift replacement provision	For replacing lifts.	X	X	✓	✓	X
	Reserve funds	Contributions from leasehold properties towards any future items that need to be replaced. Typically this will be things like communal windows and doors, roofing and decorating of communal areas.	X	X	✓	✓	X
	Renewals	Contributions towards replacing items like communal appliances (for example, a washing machine).	X	✓	✓	✓	X
Fees	Audit fees	Only for leaseholders and shared owners. The service charge statements of a % of our schemes are independently audited each year so that our residents know that our charges are fair and accurate.	X	X	✓	✓	X
Management charge	Sovereign management charge	This covers the costs we incur for things like managing contracts for the services we provide, surveyor visits, undertaking risk assessments, calculating and producing service charge statements. For our general need residents and freeholders, this is calculated as 15% of the cost of providing the communal services. For leaseholders and shared owners there is a scale of fixed management charges.	✓	✓	✓	✓	✓
Personal utilities *#	Private resident heating costs*#	Costs from utility providers for any gas, oil or electricity supplied to your home, where we pay this on your behalf.	✓	✓	✓	✓	X
	Private resident heating and hot water *#	Costs from utility providers for any gas, oil or electricity supplied to your home, where we pay this on your behalf.	✓	✓	✓	✓	X
	Private resident water rates * #	Costs from utility providers for any water supplied to your home, where we pay this on your behalf.	✓	✓	✓	✓	X
	Private sewerage costs* #	Costs for emptying and removing waste from cess pits, septic tanks and pumping stations (where this applies).	✓	✓	✓	✓	X
Ground rent	Ground rent	Payment of any ground rent to a property's Freeholder.	✓	✓	✓	✓	X
External management company ground rent	Ground rent	Ground rent payable to an external Management company and they pay it to the Freeholder.	X	X	✓	✓	X

* Not eligible for Housing Benefit	# Not eligible for Universal Credit	~ Certain items may not be eligible for Universal Credit
Note: Eligibility for either Housing Benefit or Universal Credit may vary according to your Local Authority		