

## Service Charge Description

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Below you will find the different services that you are charged for and a descriptions of the type of work and services that are covered.

**Individual property repairs** – Repairs to an individual leasehold property are rare however there are some occasions where we will carry out work and charge you for the cost of this.

**Block repairs** - This charge covers your share of the responsive repairs undertaken to your block. A summary of these is included with your statement. All charges have been capped to £250 per job per Leaseholder meaning that Harrow Council was not required to formally consult you.

**Estate repairs** - This charge covers your share of the responsive repairs undertaken to your Estate. The cost includes items such as estate drainage, fencing and estate lighting. All charges have been capped at £250 per job per Leaseholder meaning that Harrow Council was not required to formally consult you.

**Caretaking** - This charge covers the cost of cleaning the communal areas on the estate, litter picking, removal of dumped goods and general estate appearance maintenance. The cost includes, but is not limited to, staff salaries, equipment, overheads and transport costs.

**Ground maintenance** - This charge covers the cost of maintaining the communal green space. This may involve cutting grass, pruning bushes, planting flowers and weeding.

**Window cleaning** - This charge covers the cost of cleaning the communal windows within your block on a quarterly basis.

**Communal lighting** - This charge is for the electrical energy used in common parts of the building for services such as lighting, water pumps and door entry systems.

**Communal heating** - This charge is for any heating and/or hot water provided to individual flats where a communal heating system is in place. It may cover a gas usage and/or the electricity to power any pumps.

**Building insurance** - This charge covers your share of the cost of insuring the building. Please note that contents cover is not included in this policy. Your cost is determined by the rebuild value of your property and the premium percentage agreed with the Insurer. Leaseholders are notified by letter every April.

**Management fee** - This covers the cost of running the Leasehold Service Team who advise and respond to leasehold enquiries, deal with Lease breaches, calculate the service charge and work to resolve any disputes as well as a contribution to the corporate services of the Council such as the Finance Service, Facilities Management Team, Information Technology Contract and the Human Resource Team. For 2016/17 this charge is set at a fixed rate of £75 per property and is reviewed annually.