

What does my service charge pay for?



The services you receive vary according to where you live and the type of property you have. For example, if you live in a flat on an estate, you'll receive more services than if you lived in a flat in a street property.

Your service charge is your share of what it costs RHP to provide these services. The services that apply to your home are shown on your service charge statement.

Below is a guide to the types of services you may receive.

Grounds maintenance

This covers the cost of maintaining the communal grounds on the estate. This charge may include grass cutting, weeding, pruning of shrubs, planning etc. It may include some litter clearance and sweeping of car park areas.

Tree maintenance

This is the cost of maintaining any trees on your estate. We have a tree maintenance plan, so if you have trees with a tag on them then we can let you know when work is due if you provide us with the tag number. If work is due, we will include this in the estimated statement for that financial year and the actual costs are reflected in the actual statement.

Caretaking

The charge includes the cleaning of external and internal communal areas – stairways, entrances, rubbish chutes, car parks, bin sheds, paths and gardens. Also, the removal of graffiti and some minor repairs are carried out by the caretaker.

Window cleaning

This is for the cleaning of the communal windows only. These are usually cleaned quarterly.

Bulk rubbish removal

This is for the collection and disposal of bulk rubbish (fly-tipping) from blocks and estates that the Council don't take as part of their domestic refuse collection service.

Bin replacement

This is for the cost of replacing any damaged bins.

Communal electricity

This is the cost of supplying electricity to communal areas, internally & externally. The charge includes electricity costs for lifts, door entry systems, emergency lights, smoke vents & fire alarms.

Lift maintenance

This covers the servicing, maintenance and repair of lifts and engineering insurance.

Day-to-day repairs

This covers repairs carried out to the communal areas of your block and estate.

Maintenance of building services

To comply with health and safety regulations, building services such as fire alarms, dry risers, and emergency lighting, must be regularly tested and serviced. We are also required to carry out regular risk assessments for Fire, Asbestos and Legionella. Any costs associated with this fall under this category.

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Central heating

This charge is applicable only to those with communal heating systems. The charge for gas is based on expected and actual usage and includes the cost of repairs and maintenance of any communal heating system.

Management fee

This contributes towards the cost of staff time in dealing with queries raised by Homeowners. The fee also contributes towards the calculation, invoicing and recovery of service charge.

Audit fee

This covers the cost of the external auditors that we are required to employ to audit the actual service charge accounts each year.

Building insurance

RHP is responsible for insuring any block that we own the freehold of. This building insurance cost is recharged to you under the terms of your lease. Damage to your property as a result of the building, such as leaks from other properties or the external structure can be claimed on this insurance. Homeowners are responsible for arranging their own contents insurance.

Sinking Fund contribution

A sinking fund (sometimes known as a reserve fund) is collected to contribute to the cost of any major or cyclical works that may be necessary to the building or estate in which you live. If there is a major repair needed to the block or the estate the cost will be deducted from the Sinking Fund. If any additional money is needed, this will be billed. The fund stays with the property and is therefore not refundable on sale.

Managing agent

On estates where RHP do not own the freehold, there will be an additional party involved with the estate, known as either a managing or external agent. They will provide management services to the estate, such as grounds maintenance, bin area cleaning, estate repairs etc. They bill RHP for these services and these incurred costs are then passed onto homeowners within their actual service charge accounts.

Health & Safety and Security

This covers the cost of maintaining CCTV and any ad-hoc risk assessments or surveys. Should a security guard be required this cost is also included here.

Pest Control

If there are any vermin, such as rats, birds, squirrels in the block we will arrange for their removal. The costs for this are recharged under this item.