

# Your service charges explained

Here, we explain in more detail how we use the money we receive in service charges. They may not all apply to you! Only the ones we mention in your letter.

## Cleaning communal areas

This relates to areas such as hallways, and landings. If rubbish is discarded in these areas, we'll clean it and charge the tenant who left it behind. If we don't know who's responsible, we'll recover the cost in next year's charges.

## Grounds maintenance

This includes mowing grass, pruning shrubs, cutting hedges, tending flower beds and weed spraying. You can find the full schedule online

## Digital TV aerials

This charge covers the cost to maintain and lease any shared, communal TV aerials.

## Communal lighting

This covers the cost to power and service any lights in communal areas, both inside and outside. We pay the electricity supplier and then pass the costs on to you.

## Communal heating systems

This charge applies where there's a communal system supplying heating to communal areas.

## Water to individual homes

There are a few cases where we're charged on your behalf for water. In those instances, we'll pass those charges onto you.

## Lifts

This covers the maintenance, servicing and inspection of passenger lifts. For newly installed or refurbished lifts, this charge also covers the depreciation cost of the lift.

## Fire safety equipment

This helps us maintain and routinely check all fire equipment to communal areas including smoke alarms, smoke ventilation systems, fire alarm systems, emergency lights and fire extinguishers.



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## Repairs and maintenance

This charge is for general repairs or maintenance within communal areas and can cover lots of different things.

It might include laundry facilities too, if not listed as a separate service charge.

## Maintaining entry systems and CCTV

This charge covers the cost of maintaining door entry systems, CCTV and automatic gates and bollards.

## Laundry equipment

This charge is for installing and maintaining communal washing machines and tumble driers. It may also include rental costs for any machines that are leased.

## Septic tanks and bio units

This only applies to areas where there is no mains sewerage system. It covers emptying tanks or other wastewater handling equipment, plus maintenance and servicing.

## Management company fees

Some of our neighbourhoods aren't looked after by local authorities. In these cases, a management company will maintain the area, and they're responsible for all the grounds maintenance, general repairs, public liability insurance, street lighting, drains, paths and roads. They can also recharge their fees and overheads.

## Communal water

This is the cost of communal water supplies to bin stores and communal areas.

## Management company fees

Some of our homes are not looked after by the local authority. In these cases, the estate will be maintained by a management company, and they will be responsible for grounds maintenance, general repairs, public liability insurance, street lighting, drains, paths and roads. They can also recharge their fees and overheads.

## Individual heating and lighting

Some of our properties don't have their own heating and lighting supply. Instead these are fed through a communal system, we pay the costs and recharge them to you.

## Energy Bill Relief Scheme

The Government has introduced a range of schemes to provide support for energy bills. Any savings that Flagship Homes receives will be passed onto you, and these are indicated in the Service Charge breakdown included with your 2023 Rent letter.