

SERVICE CHARGE SCHEDULE 2023/24

Service	Cost	What this pays for
Bulk Rubbish Removal	£0.50	The removal of any large items (e.g. communal furniture that may need to be disposed of) from the bin area.
Caretaking staff - services	£6.47	The communal handyperson service that is available to all customers.
CCTV Maintenance and Telephone Line	£0.25	The maintenance contract of the CCTV camera and the telephone line that allows the cameras to be accessed on the computers.
Cleaning materials	£0.74	The cost of the items used to clean the communal areas.
Communal cleaning	£10.08	Our cleaning contract with Renovo who does all the cleaning.
Common parts maintenance	£0.48	The day to day maintenance of communal fixtures and fittings
Estate management fee	£17.65	The private management company provides external estate services, such as CCTV, maintenance, pest control and utility plant maintenance.
Electricity	£3.26	The utilities used in all the communal areas.. It doesn't cover the cost of the utilities you use in your flat which you have to pay for separately.
Gas	£1.40	
Water	£1.12	
TV Aerial and Satellite Entry Maintenance	£0.25	The service contract, maintenance and repairs to the communal TV aerial or satellite system.
Fire alarm maintenance & servicing	£0.50	The maintenance of our fire alarm system.
Fittings and equipment repair/maintenance	£1.33	The repair, maintenance and replacement of fixtures, fittings, flooring, furniture and appliances in all the communal areas. It doesn't cover the cost of these items in your flat which you have to pay for separately.
Furniture and equipment depreciation	£2.80	
Furniture/white goods replacement	£2.12	
Gardening & grounds	£0.53	The maintenance of gardens and outdoor facilities.
Laundry services	£0.41	The costs of repair and maintenance of all laundry equipment used by residents.
Licences	£0.36	The cost of communal licences, including the TV licences for TVs in communal areas. It doesn't cover the cost of licences in your flat.
Lift emergency phone	£0.21	The cost of maintaining the phone line in the lifts.
Lift servicing & maintenance	£1.01	The maintenance of the lifts.
Lighting consumables	£0.32	The cost for replacing the light bulbs in the communal areas.
Pest control	£0.48	The contracts we have to ensure we can deal with any pest control concerns quickly.
Portable appliance testing	£0.85	Annual testing of all electrical equipment used in communal and office areas. It doesn't cover the cost of testing personal equipment in your flat which you can pay for separately.
Rubbish Bin Hire	£0.22	The hire of the rubbish bins.
Water pump maintenance	£0.26	The cost of maintaining a water pump.

Warden Call system	£0.50	The service contract on the call systems to reception.
Window Cleaning	£1.22	The cost of the window cleaning service provided to internal and external communal windows.
Insurance - Building	£10.90	Insurance for the building only.
Sinking Fund	£4.33	A contribution towards the cost of future replacement of large items e.g. new roof or replacement lift.
Management Fee	£16.00	This is the management fee for One Housing services, including the administration of services.
Weekly Service Charge		£86.55
Monthly Service Charge		£375.05

Further information on the Service Charge at Bankhouse for Tonic customers

The Service Charge covers the cost of maintaining the communal areas, buildings insurance and every day maintenance, and is charged at cost based on an annual assessment. The table above provides a breakdown of the costs that are covered.

The Service Charge is a 'variable' charge, meaning that it is based on the actual expenditure in the previous year and the planned expenditures in the year for which they apply.

The Service Charge is payable monthly in advance.

The Service Charge increases annually on 1st April on the basis of the change in actual costs. Customers will receive at least 28 days' notice of the new Charge.

If any service covered by the Service Charge could not be provided, appropriate alternative arrangements would be put in place.

Any surpluses arising from these charges are used by One Housing to contribute to its general reserves. Any deficit arising from service charge-related expenditure will be proportioned in future years charges.