

Service charges



Your statements

Each April we send you a service charge statement.

This sets out our estimated cost of providing the services where you live for the coming financial year.

The following September, we send you another statement with what it actually cost. If we have under or overcharged you, we will adjust this on your next annual statement.



April 2022

Annual service charge statement - estimate for 1 April 2022 to 31 March 2023.

September 2022

Actual service statement - actual amount spent for the year 1 April 2021 to 31 March 2022. It will show any under or over payments compared to the estimate.

April 2023

Annual service charge statement - estimate for 1 April 2023 to 31 March 2024. This takes into account any over- or under-payment notified on the September statement.

What is included in the service charge?



General cleaning

Ensuring the communal areas and bin stores are free from dust, dirt and debris. Surfaces are regularly sanitised to reduce the risk of viruses and bacteria.

Windows

Ensuring all accessible internal and external communal windows are free from dust, dirt and smears. Windows are cleaned approximately every 8 weeks.

Bins

Contractor cleaning every 6 months.

Carpets

Communal area carpets are cleaned annually to maintain carpets and maximise hygiene.



Fire system servicing

- fire alarm system – 6-monthly
- automatic opening vents (AOV) – 6-monthly
- dry risers – 6-monthly
- sprinkler system – annually
- emergency lights – annually
- fire extinguishers – annually



CCTV

Ongoing maintenance and annual servicing.



Door entry servicing

Annual servicing of the communal door entry system.



Lift servicing

Servicing your lift every 2 months.



Repairs

Nominal charge for any communal area repairs needed during the year.



Buildings insurance

Broadland must have building insurance for your home. We use an independent consultant to ensure the premium is good value for money for the cover provided. Buildings Insurance is shown as a personal charge on your statement.



Provisions charge

This covers the initial cost and future replacement cost of communal items when they have reached the end of their lifecycle.

We use the National Housing Federation guidance and our own experience of managing homes to calculate lifecycles:

Note:

Your provision charge is calculated on the initial cost/replacement cost of the item, divided by the lifecycle, divided by the number of homes in your scheme.

If an item does not need replacing after the lifecycle (right), we will not make a provision charge until the item is replaced, when a new provision charge is set and starts again. If an item needs to be replaced sooner, we will collect the original provision charge alongside the future provision cost.

Item lifecycle (years)

- CCTV **10**
- TV amplifier **10**
- Fire systems **15**
- Door entry system **15**
- Floor coverings **15**
- Emergency lighting **20**
- Bike lockers **20**
- Letter boxes **20**
- Lift **25**

For more information about service charges, go to www.broadlandgroup.org or talk to your Neighbourhood Officer