

List of service charges

Please find below a list of service charges and a brief description of what services are provided. Please note that only some of the services listed below in each heading may apply to you.

| Grouping | Heading on service charge statement | Eligible / Ineligible | Description | Rent your home | Own or part own your home |
|----------------------------|-------------------------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------------|
| Admin | Admin fee | Eligible | This covers our costs of providing services. This may include managing contracts, procurement activities, monitoring contracts, and calculating service charges. The administration charge is set at 15% of the cost of providing the communal services. | ✓ | ✓ |
| Balance from previous year | Balancing charge carried forward | Eligible | For variable service charge payers, this is the amount carried forward from a previous year's service charge for eligible service charge items | ✓ | ✓ |
| Balance from previous year | Personal Balancing charge carried forward | Ineligible | For variable service charge payers, this is the amount carried forward from a previous year's service charge for ineligible service charge items | ✓ | ✓ |
| Cleaning | Additional Specialist cleaning | Eligible | Cost for removal of graffiti, or biological waste that requires a specialist cleaning contractor | ✓ | ✓ |
| Cleaning | Communal Cleaning | Eligible | Contractor costs for cleaning communal areas such as sweeping stairs, vacuuming carpets and wiping internal surfaces | ✓ | ✓ |
| Cleaning | Communal Window Cleaning | Eligible | Contractor costs for cleaning communal windows | ✓ | ✓ |
| Cleaning | Gutter Cleaning | Eligible | Costs for cleaning and wiping gutters where they do not form part of the cleaning or window cleaning contract | ✓ | ✓ |
| Door Entry | Provision of Door Entry System | Eligible | Contribution towards the cost of replacing the door entry system | ✓ | ✓ |

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| Door Entry | Repairs Door Entry System | Eligible | Cost of maintaining and repairing any door entry system and electrical doors. | ✓ | ✓ |
| Door Entry | Servicing Door Entry System | Eligible | Cost of servicing any door entry system and electrical doors. This will also include any communal automatic gates, barriers or roller shutter doors. | ✓ | ✓ |
| Door Entry | Provision Roller Shutter Doors | Eligible | Contribution towards the cost of replacing the roller shutter doors | ✓ | ✓ |
| Door Entry | Repairs Roller Shutter Doors | Eligible | Cost of servicing, maintaining and repairing any door entry system and electrical doors. This will also include any communal automatic gates, barriers or roller shutter doors. | ✓ | ✓ |
| Door Entry | Repairs to Electric gates Repairs to Vehicle gates | Eligible | Cost of servicing, maintaining and repairing any door entry system and electrical doors. This will also include any communal automatic gates, barriers or roller shutter doors. | ✓ | ✓ |
| Door Entry | Servicing Electronic Gates/Barriers | Eligible | Cost of servicing, maintaining and repairing any door entry system and electrical doors. This will also include any communal automatic gates, barriers or roller shutter doors. | ✓ | ✓ |
| External managing agents | Management Company costs - Homeowners | Eligible | Costs paid to an external managing agent appointed by the Freeholder to provide communal services, these costs often cover the maintenance of the wider estate. | ✓ | ✓ |

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| External managing agents | Management Company | Eligible | Costs paid to an external managing agent appointed by the Freeholder to provide communal services | ✓ | ✓ |
| Furnishings and appliances | Provision of Communal Carpets/Flooring | Eligible | Contribution towards the cost of replacing communal carpets | ✓ | ✓ |
| Furnishings and appliances | Provision of Domestic Appliances | Eligible | Contribution towards the cost of replacing communal appliances such as cookers or fridges | ✓ | ✓ |
| Furnishings and appliances | Rental Laundry Equipment | Eligible | Contractor cost for renting communal laundry equipment | ✓ | ✓ |
| Furnishings and appliances | Repairs Communal furniture and furnishings | Eligible | Maintenance and repair costs to communal furniture and furnishings such as chairs in communal lounge, carpets etc. | ✓ | ✓ |
| Furnishings and appliances | Repairs Cooker/Fridge - Individual | Eligible | Maintenance and repair costs to cookers and appliances | ✓ | ✓ |
| Furnishings and appliances | Repairs Cookers/Fridges Communal | Eligible | Maintenance and repair costs to communal cookers and appliances | ✓ | ✓ |
| Furnishings and appliances | Repairs Laundry Equipment | Eligible | Repair costs to communal laundry equipment | ✓ | ✓ |
| Furnishings and appliances | Replacement Furniture | Eligible | Costs to replace furniture in sheltered and supported schemes | ✓ | ✓ |
| Furnishings and appliances | Servicing Laundry Equipment | Eligible | Maintenance contract costs to communal laundry equipment | ✓ | ✓ |
| Furnishings and appliances | Provision of Laundry Equipment | Eligible | Contribution towards the cost of replacing communal laundry equipment | ✓ | ✓ |
| Grounds and site maintenance | Communal Grounds Maintenance | Eligible | Contractor costs to maintain external communal areas such as grass cutting, hedge cutting and sweeping of paved areas. | ✓ | ✓ |

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| Grounds and site maintenance | Provision of Rotary Driers | Eligible | Contribution towards the cost of replacing communal washing lines and rotary airers | ✓ | ✓ |
| Grounds and site maintenance | Ground Maintenance Extra to Contract | Eligible | Additional costs for external site maintenance that are not included in the current contract. This could be for one off works such as replacement planting. | ✓ | ✓ |
| Grounds and site maintenance | Pest Control | Eligible | Contractor costs to treat pests in communal areas | ✓ | ✓ |
| Grounds and site maintenance | Pressure Washing | Eligible | Costs for pressure washing paths, steps and bin store to remove moss and grime. | ✓ | ✓ |
| Grounds and site maintenance | Rental of Refuse Containers | Eligible | Cost to rent large refuse containers or paladins for communal bin stores | ✓ | ✓ |
| Grounds and site maintenance | Repairs Rotary Driers Communal | Eligible | Costs of repairing communal washing lines and rotary airers | ✓ | ✓ |
| Grounds and site maintenance | Tree Works | Eligible | Costs associated with surveying, removing, pruning and surgery of trees on communal land | ✓ | ✓ |
| Grounds and site maintenance | Fly-tipping/waste removal & Clearance | Eligible | Contractor costs to remove rubbish and bulky items from communal areas | ✓ | ✓ |
| H&S | Scheme Risk Assessment | Eligible | To cover the cost of carrying out a risk assessment to external communal areas – this is a requirement under Health and Safety legislation | ✓ | ✓ |
| H&S | Provision of Emergency Lighting System | Eligible | Contribution towards the cost of replacing communal emergency lighting | ✓ | ✓ |
| H&S | Provision of Fire Alarm/smoke dispersal System | Eligible | Contribution towards the cost of replacing communal fire alarm system and automatic opening vents to disperse smoke | ✓ | ✓ |

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| H&S | Fire Safety Team Costs | Eligible | Employee or contractor costs of servicing, maintaining, inspecting and repairing fire and building safety equipment. This will include routine fire safety inspections and assessments. | ✓ | ✓ |
| H&S | FRA Fire Costs (no internals) | Eligible | Employee or contractor costs of inspecting buildings where there are shared spaces such as roofs, but no internal communal areas. This is a legal requirement. | ✓ | ✓ |
| H&S | Fire Risk Assessment | Eligible | Employee or contractor costs of inspecting buildings where there are 2 or more dwellings with communal areas. This is a legal requirement. | ✓ | ✓ |
| H&S | Repairs Emergency Lighting System | Eligible | Employee or contractor costs of repairing emergency lighting systems. | ✓ | ✓ |
| H&S | Repairs Fire Alarm/Smoke Dispersal | Eligible | Employee or contractor costs of repairing fire alarm, smoke detection and smoke dispersal systems. | ✓ | ✓ |
| H&S | Repairs/replacement of FFE | Eligible | Employee or contractor costs of repairing and replacing fire and building safety equipment such as fire extinguishers and fire blankets provided in communal areas. | ✓ | ✓ |

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| H&S | Servicing Fire Fighting Equipment | Eligible | Employee or contractor costs of servicing fire and building safety equipment such as fire extinguishers and fire blankets in communal areas. | ✓ | ✓ |
| Heating | Communal Gas | Eligible | Costs from energy providers for gas supplied to communal areas. This provides heating and hot water to communal areas | ✓ | ✓ |
| Heating | Communal Oil | Eligible | Costs from energy providers for oil supplied to communal areas. This provides heating and hot water to communal areas | ✓ | ✓ |
| Lift | Provision of Lift | Eligible | Contribution towards the cost of replacing communal passenger lifts | ✓ | ✓ |
| Lift | Emergency Lift Phone Lines | Eligible | Costs from telephone provider for emergency telephone lines in the lift | ✓ | ✓ |
| Lift | Stairlifts, Through lifts & hoists | Eligible | Servicing, inspecting and maintaining stairlifts and hoists in communal areas | ✓ | ✓ |
| Lift | Lift Insurance | Eligible | Insurance costs of any communal passenger lift | ✓ | ✓ |
| Lift | Repairs to hoists & personal lifts | Eligible | Repairs to hoists and stairlifts in communal areas | ✓ | ✓ |
| Lift | Repairs to Lifts | Eligible | Repair costs to communal passenger lift | ✓ | ✓ |
| Lift | Servicing Lifts | Eligible | Servicing, inspecting and maintaining the communal passenger lift | ✓ | ✓ |
| Lighting and electric | Communal Electricity | Eligible | Costs from energy providers for electricity supplied to communal areas. This may include power and lighting to internal and external areas. | ✓ | ✓ |

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| Lighting and electric | Electrical inspections of communal parts & services | Eligible | Cost of testing and inspecting the electrical supply to communal areas and small appliances | ✓ | ✓ |
| Lighting and electric | Replacement Light Bulbs | Eligible | Total cost of replacing light bulbs in communal areas including labour costs. | ✓ | ✓ |
| Maintenance | Estate Maintenance/Repairs | Eligible | Cost of carrying out repairs to the structure of the building and estate such repairs to roof, doors and windows, drains and cyclical decorating | | ✓ |
| Personal | Gas for Personal Use | Ineligible | Costs from energy provider for the supply of gas used for heating and hot water in your home, where we pay for this on your behalf | ✓ | ✓ |
| Personal | Electricity for personal use | Ineligible | Costs from energy provider for the supply of electricity used in your home, where we pay for this on your behalf | ✓ | ✓ |
| Personal | Oil Personal | Ineligible | Costs from energy provider for the supply of oil used for heating and hot water in your home, where we pay for this on your behalf | ✓ | ✓ |
| Personal | Water for Personal Use | Ineligible | Cost from utility provider for any water supplied to your home, where we pay for this on your behalf | ✓ | ✓ |
| Security | Provision of CCTV Equipment | Eligible | Contribution towards the cost of replacing communal CCTV equipment | ✓ | ✓ |
| Security | Rental/Lease CCTV Equipment | Eligible | Costs to rent or hire CCTV equipment for use in communal areas | ✓ | ✓ |
| Security | Repairs CCTV Equipment | Eligible | Costs to maintain and repair communal CCTV cameras and monitoring system | ✓ | ✓ |
| Security | Security - Day & Night | Eligible | Contractor costs of providing security officers (up to 24 hour provision) | ✓ | ✓ |

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| Security | Servicing CCTV Equipment | Eligible | Costs to service communal CCTV cameras and monitoring system | ✓ | ✓ |
| Site based staff | Communal cleaning - materials | Eligible | Cleaning materials such as disinfectant used by LiveWest employees to clean communal areas | ✓ | ✓ |
| Site based staff | Provision of Estate Supervisor Machinery | Eligible | Contribution towards the cost of replacing machinery used by site based staff. This may include floor cleaners. | ✓ | ✓ |
| Site based staff | Provision of Gardening Equipment | Eligible | Contribution towards the cost of replacing machinery used by site based staff. This may include lawnmowers, leaf blowers and hedge trimmers | ✓ | ✓ |
| Site based staff | Grounds Maintenance Equipment Repairs & Servicing | Eligible | Servicing, maintenance and repair to gardening equipment used by site based staff | ✓ | ✓ |
| Site based staff | Grounds Maintenance Materials | Eligible | Gardening materials used by site based staff such as grass seed or weed treatment | ✓ | ✓ |
| Site based staff | Mobile Caretaker | Eligible | All salary and associated costs from providing an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Site based staff | Staff Costs Rent | Eligible | All salary and associated costs from providing an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |

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| Site based staff | Scheme Staff - Consumables | Eligible | Costs for small sundry items purchased by an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Site based staff | Scheme Staff - Mileage | Eligible | Mileage costs in providing an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Site based staff | Scheme Staff - Telephone Costs | Eligible | Phone line and call costs associated with an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Site based staff | Scheme Staff - Training | Eligible | All salary and associated costs from providing an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Site based staff | Scheme Staff - Travel Costs | Eligible | Can allowance and other travel costs associated providing an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Site based staff | Scheme STAFF SALARY | Eligible | All salary and associated costs from providing an estate supervisor, mobile caretaker, cleaner or scheme officer service | ✓ | ✓ |
| Tenancy specific | Warden Call Maintenance | Ineligible | Costs for providing a central alarm monitoring service | ✓ | ✓ |
| Tenancy specific | Warden Call Telephone Line | Ineligible | Costs of the telephone line for a central alarm monitoring service or emergency alarm monitoring service | ✓ | ✓ |

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| Tenancy specific | Service/Rental Alarm Line | Ineligible | Servicing contract for a central alarm monitoring service or emergency alarm monitoring service | ✓ | ✓ |
| Tenancy specific | Communal Broadband | Eligible | Cost of providing a communal broadband service where installed | ✓ | ✓ |
| Tenancy specific | DM Sanitary Requisites | Eligible | Costs associated with waste collection services in communal bathrooms | ✓ | ✓ |
| Tenancy specific | Income - Car Park/Garage/Scooters | Eligible | The income received from charging of scooters used to offset the utility and maintenance costs | ✓ | ✓ |
| Tenancy specific | Income from Communal Room Hire | Eligible | The income received from the hire of communal rooms and lounges used to offset the utility and maintenance costs | ✓ | ✓ |
| Tenancy specific | Income from Guest Room | Eligible | The income received from guest rooms used to offset the utility and maintenance costs | ✓ | ✓ |
| Tenancy specific | Income from Laundry | Eligible | The income received from laundry machines used to offset the utility and maintenance costs | ✓ | ✓ |
| Tenancy specific | Maintenance Equipment Servicing & Repairs | Eligible | Cost to maintain and service specialist communal equipment provided in sheltered and supported schemes | ✓ | ✓ |
| Tenancy specific | Servicing & Repairs Specialist Medical equipment | Eligible | Cost to maintain and service specialist communal equipment provided in sheltered and supported schemes | ✓ | ✓ |
| Tenancy specific | Supported Tenancy Sustainment Service | Eligible | Additional costs for supported housing schemes linked to providing an enhanced service | ✓ | ✓ |
| TV systems | Provision of TV Aerial System | Eligible | Contribution towards the cost of replacing communal television aerial system | ✓ | ✓ |

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| TV systems | Repairs to Communal TV Aerial | Eligible | Contractor costs for maintaining and repairing any communal or shared television aerial system. | ✓ | ✓ |
| TV systems | TV Licence (Communal) | Ineligible | Cost for a communal television license if a television is provided in a communal lounge. (Please note that this does not include any concessionary television licence which you will need to pay for separately) | ✓ | ✓ |
| Water provision and treatment | Communal Water Rates | Eligible | Costs from utility providers for the supply of water to communal areas such as standpipes and external taps | ✓ | ✓ |
| Water provision and treatment | Water Safety/Legionella Testing | Eligible | Contractor costs to carry out monitoring and testing of water systems for legionella bacteria. This will include a routine risk assessment. | ✓ | ✓ |
| Water provision and treatment | Repairs Pumping Station/Sewerage | Eligible | Costs for maintaining, servicing and repairing sewerage plants, sewerage pumping stations and treatment plants. | ✓ | ✓ |
| Water provision and treatment | Servicing & Maintenance Pumping Station/Sewerage | Eligible | Costs for maintaining, servicing and repairing sewerage plants, sewerage pumping stations and treatment plants. | ✓ | ✓ |
| Water provision and treatment | Servicing & Repairs Mixer valves | Eligible | Costs to service and repair specialist mixer taps in sheltered and supported accommodation | ✓ | ✓ |

