Post course resources - Setting service charges and maximising income – a practical workshop

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Chargeable category	Chargeable item	Leaseholder (y/n)	Tenant (y/n)
Estate costs	Car parking maintenance –	Y	Y
	Fencing (communal) –	Y	Y
	Security gates –	Y	Y
	Pathways/paved areas/un-adopted roads –	Y	Y
	Security measures –	Y	Y
	Children's play areas –	Y	Y
	Garage sites upkeep –	Y	N
	Environmental improvements upkeep –	Y	Y
	Bin stores not integral to a block –	Y	Y
	General grounds maintenance	Y	Y
Health & safety (communal)	Fire alarms –	Y	Y
	Smoke/CO detectors –	Y	Y
	Fire doors –	Y	N
	H&S checks –	Y	Y
	PAT testing –	Y	Y
	Gas checks –	Y	Y
	Thermostatic taps testing –	Y	Y
	Legionella testing –	Y	Y
	Winter gritting –	Y	Y
	Pest control –	Y	Y
	Emergency lighting – for tenants, whilst light bulbs/tubes are service chargeable the rapirs to the light fittings are part of the structure and are funded via the rent.	Y	Y
Door entry		Y	Y
Admin/Management fee		Y	Y
Audit		Y	Y

Chargeable category	Chargeable item	Leaseholder (y/n)	Tenant (y/n)
Communal facilities	Laundries – if coin operated, off-set income	Yes	Yes
	White goods –	Y	Y
	Internet – unlikely that is covered by HB/UC	Y	Y
	CCTV –	Y	Y
	Lighting –	Y	Y
	Buildings insurance –	Y	N
	Scooter storage – for tenants depends on the arrangement	Y	N
	Provision and maintenance of rotary dryers –	Y	Y
	Recycling –	Y	N
	Bins/bin shoots –	Y	Y
	Carpet cleaning –	Y	Y
	Curtain cleaning –	Y	Y
	Furniture cleaning –	Y	Y
	Maintaining communal equipment –	Y	Y
	Maintaining outdoor areas –	Y	Y
	Gym –	Y	Y
	Painting and decorating –	Y	N
	Gas heating subsidy – communal/personal?		
	Out of hours call-out –	N	N
	Refurbishment – Depends if could be construed as maintenance with an element of upgrade then probably 'no' except for leaseholders when it is 'yes' unless the refurbishment is an 'improvement' and the lease does not allow for it	Y	N
	Depreciation/reserve fund to facilitate renewal of communal furnishings ie carpets, furniture, curtains etc.	Y	Y
	Warden call system –	Y	Y
Bulky waste	If not by a caretaker as part of his duties and has to be removed by an external company/contractor –	Y	Y

Chargeable category	Chargeable item	Leaseholder (y/n)	Tenant (y/n)
Cleaning	Communal common parts –	Y	Y
	Window cleaning –	Y	Y
	Gullies / gutters –	Y	Y
Gardening	Assisted gardening – not service chargeable, but could charge individuals receiving the service	N	
	Plant, tree and shrub lopping (communal) –	Y	Y
Own property	Cookers & extractors –	N	N
Communal facilities	Generator –	Y	Y
	Sky dish and connection –	Y	Y
	TV & license & sound system (Aerials) –	Y	Y
	Guest room – not usually a service charge – usually guests are charged, costs of replacement of guest room furniture should be taken from depreciation fund. How do organisations account for this? Is it the same as for accounting for use of reserve funds for leaseholders?		
	Handy person – weekly (communal) –	Y	Y
	Estate caretakers –	Y	Y
Exempt accommodation	?		
Resident / mobile staff costs	Wages / salary –	Y	Y
	Accommodation –	Y	Y
	Council tax –	Y	Y
	Mobile phone / office phone –	Y	Y
HB service charge	Has to be paid as a condition of occupying the dwelling as a home, and is related to the provision of adequate accommodation, and the charge is not excessive – does not include hardwired personal alarms		

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