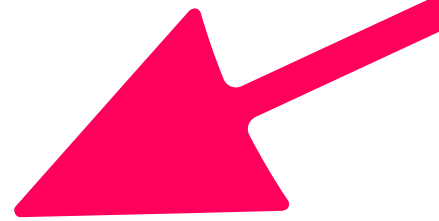


# What does my Service Charge payment cover?

Your Service Charge pays for a number of services. These vary depending on the construction of the property or block and the facilities available in or around the block or estate that you live in.

Below is a list of service charges and a brief explanation of the charge. You may receive all or only some of the services listed.



<b>Other income</b>	This is money collected or generated from the scheme, where the money goes back into the overall service charge. This could include income from hiring out the guest room, communal lounge, scheme fundraising, etc.
<b>Grounds maintenance</b>	This is the cost for keeping communal gardens and other outside areas clean and tidy. It includes grass cutting, maintenance of flower beds, hedges, shrubs and woodland.
<b>Other grounds maintenance works</b>	This includes grounds maintenance activities that are outside of the standard contract, they are usually one-off items such as additional planting.
<b>Tree management</b>	This is the cost for keeping the trees in the communal areas around your home and estate tidy and safe.
<b>Rubbish clearance</b>	This is the cost of removing rubbish and fly-tipping on your block or estate.
<b>Cleaning</b>	These are the costs for providing the cleaning service to both the internal and external communal areas in your block and your estate.
<b>Other cleaning</b>	This includes cleaning activities that are outside of the standard contract, for example, where we carry out an additional deep clean of an area.
<b>Cleaning materials and sundries</b>	The cost of providing cleaning materials and sundries on an independent living scheme.
<b>Window cleaning</b>	This is the cost of cleaning communal windows inside and out where Accent are responsible.
<b>Security</b>	This is the cost of providing security on your scheme, such as alarm systems, CCTV, security services etc. This may be regular or a one-off service.
<b>Lift service and repairs</b>	This is the cost of servicing and repairing the communal passenger lifts in your scheme.
<b>Fire safety</b>	This includes the cost of carrying out fire risk assessments, the servicing and repair of fire safety equipment and emergency lighting systems.
<b>Door entry repairs</b>	This includes the costs of repair, maintenance and servicing of communal door entry systems.
<b>Domestic equipment rental and repairs</b>	This includes the costs of rental, servicing and repairs of communal laundry equipment.
<b>TV costs</b>	This is the cost for servicing and repairing communal TV aerials.
<b>Portable appliance and electrical testing</b>	This is the cost of regular testing of appliances such as kettles, microwave ovens etc, which are owned by Accent, and may be found in communal areas.

<b>Legionella testing</b>	This is the charge for legionella testing and any works needed as a result.
<b>Rotary dryer costs</b>	This is the cost of providing and repairing rotary dryers in the communal areas of your scheme
<b>Office costs and telephone</b>	The cost of providing the office and associated costs on an independent living scheme.
<b>Water charges (to dwellings)</b>	This is the cost of providing water to your own home, which is provided by a utility company. This cost is shared among all properties in the scheme.
<b>Communal water charges</b>	This is the cost of the water supply to internal and external communal areas on your scheme, for example, the kitchens, bathrooms and outside taps used in cleaning and gardening services.
<b>Accountant's report</b>	This is the fee incurred where annual accounts are checked by an independent accountant. This is done each year end to ensure costs charged to you are independently verified and are accurate. The fees incurred for this work are recharged back to you.
<b>Alarm call maintenance</b>	This is the cost of servicing and repairing the alarm call (also known as warden call) system installed in your home and scheme.
<b>Repairs to communal areas</b>	This is the cost of internal and external communal repairs such as rehangng of doors, easing of locks, fencing works and road or pavement repairs.
<b>Alarm call monitoring</b>	This is the cost of alarm call monitoring services. These are provided by a third party, and we recharge these costs back to you.
<b>Communal gas heating</b>	This includes the cost of maintaining and running a gas heating and hot water system that serves a communal area of a block or scheme, such as a laundry facility, or a communal heating system. This will include the utilities costs.
<b>Communal electric</b>	This is the cost of supplying electricity to internal and/or external communal areas. The charge may include the costs for heating, door entry systems, lifts, fire safety equipment and car park lighting.
<b>Energy in your home</b>	This is for the gas and/or electric supply in your home.
<b>Homeowner management fee</b>	This is the charge that covers Accent's costs of managing the service and service charge. The management fee varies depending on the type of property and number of services received.
<b>Insurance</b>	This is a charge to leaseholders, freeholders and shared ownership where we are responsible for the structure of your home. This is recharged back to you. You are responsible for the insurance of the contents within your home. Please note that this charge is shown as an in-eligible (for benefit relief) charge, however there are some instances in which this charge is eligible, if you are a Shared Owner in receipt of Housing Benefit, please contact us to discuss this further.
<b>Scheme manager costs</b>	This is the cost for providing a scheme manager/house manager at your scheme.
<b>Services provided by managing agent</b>	Where the services on your estate are not directly managed by us, we receive invoices from third party agents for the work they have arranged. These costs are recharged to you.

<b>Contribution to replacement of equipment</b>	This is an amount you pay each year towards the replacement of equipment installed on your scheme, the cost of which is spread over the life cycle of the equipment.
<b>Pest Control</b>	Our repairs service does not cover the cost of pest control inside your home or your garden. You are responsible for keeping your home and garden free of pests, and paying for someone to remove them if your home or garden becomes infested. If you live in a scheme or block of homes where there are communal areas, the service charge you pay for pest control covers the cost of treating infestations in these areas.
<b>Communal Lighting Repairs</b>	These charges are for repairing or replacing communal lighting in schemes or blocks which have their own inside or outside communal areas, such as corridors, kitchens, and car parks etc. This charge also pays for street lighting we provide on our own land.
<b>Miscellaneous Service Charge Works</b>	These charges relate to one off works that are not covered within any of the other service charge categories. For example, repairs to a communal fence or rechargeable sewerage treatments.

## Sinking Funds and Reserve Funds

Sinking Funds or Reserve Funds are provided for expenditure that might only be incurred once or twice during the term of your lease, for example for replacement of a lift or a new roof. Sinking Funds are useful because they avoid the necessity for large sums to be collected from the homeowners in the year of replacement.

The Funds are planned to meet the reasonable costs of anticipated, periodic or major works and each property/fund is considered on a case-by-case basis.



<b>Contribution to major repairs fund</b>	This covers large items of repair and replacement – roofs, lifts, door entry systems, fire safety systems and any access equipment needed to do these repairs or replacements. This fund may also be used for items such as internal and external communal area re-decoration and internal flooring replacement if there is no cyclical fund.
<b>Contribution to future cyclical maintenance</b>	Included in this fund are things such as internal and external communal area re-decorations (stairwells and fascias and soffits), internal flooring replacement and related access equipment needed to do these. Cyclical Maintenance items are usually things that need to be replaced or maintained every five to 10 years.