

Service Charges

Glossary of terms



Term	Description	Shared Owner/ Leaseholder service chargeable items	Assured Tenant with separate service charges
Administration fee	An assessment of staff and office costs for the administration of service charges, including their calculation, billing and the cost of sending out invoices. Applies to tenants in rented accommodation but not to Leaseholders/Shared Owners.	X	✓
Buildings insurance	An annual charge for Shared Owners and 100% Leaseholders for insuring your building against risks such as fire or water damage and structural issues.	✓	*
Bulk rubbish removal	This charge is for the removal of any bulky items (including personal items) left in communal areas and bin stores, which your local authority will not take as part of your normal refuse collection. This includes large fly-tipped items, such as furniture.	✓	✓
Car park maintenance	The cost of maintaining the car park, including repairs to bollards and road surfacing. This also includes the cost for maintaining traffic lights, barriers and car park shutters, if applicable.	✓	✓
CCTV or security equipment	The cost of renewing and replacing CCTV and security equipment, and associated running costs. This does not cover relevant staffing costs.	✓	✓
Communal cleaning	The cost for the cleaning of both internal and external communal areas for which we are responsible. This includes stairways, landings, refuse areas, car parks, service roads and communal windows.	✓	✓
Communal electricity	Electricity costs for powering communal items and services such as lighting, lifts, CCTV cameras and door entry systems.	✓	✓

*These are services that we provide to an assured tenant, but which are included in the rent.

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Communal heating and system maintenance	The fee for servicing and maintaining your communal heating system. This cost does not normally include repairs inside individual properties.	✓	*
Communal maintenance	This covers works to any communal areas and structure.	✓	*
Communal telephone line costs	The costs of providing telephone lines needed for CCTV, lifts and door-entry phone systems.	✓	✓
Communal television equipment	The service contract costs of any communal TV aerial/system, and the maintenance and repairs costs associated with it.	✓	✓
Communal water rates	The cost of water usage for any cleaning or garden upkeep.	✓	✓
Door and gate entry systems	The cost of servicing and maintaining door-entry systems and communal gates/shutters.	✓	✓
Drainage and water pumps	The cost of maintaining water and sewage pumps and systems, as well as storage tanks and drainage systems. This includes communal pipes and stacks.	✓	✓
Electrical safety checks	The cost of periodic electrical safety testing for any fixed electrical installations in communal areas, such as lighting and sockets. This does not cover any subsequent repairs that may be carried out.	✓	✓
Extraction systems	The cost of maintaining communal ventilation systems.	✓	✓
Fire Risk Assessments, fire equipment and emergency lighting	The cost of Fire Risk Assessments for internal communal areas, to reduce the risk of fire. This charge is also for maintaining fire equipment such as alarms, smoke systems including detectors, dry risers, extinguishers, lightning conductors and emergency lighting.	✓	✓

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Gardening and grounds maintenance	The cost for maintaining green areas including grass cutting, pruning, tree maintenance and control of weeds within communal areas and flower beds. This also covers the costs of maintaining green and brown roofs. Individual private gardens are not included.	✓	✓
Handyperson	The cost of operatives carrying out works to communal areas within Newlon's larger developments.	✓	✗
Lift service and maintenance	The cost of servicing and maintaining any lifts.	✓	✓
Light bulbs and fittings	The cost of replacing light bulbs and light fittings in communal areas.	✓	✓ (Excluding fittings)
Management fee	A fee to cover the administrative and maintenance costs Newlon incurs to manage services on your estate or block. This is paid by Shared Owners and 100% Leaseholders.	✓	✗
Third party managing agent charges	On developments where we do not hold the Freehold we may employ a managing agent to carry out some or all of the services. This sum covers their charges.	✓	✓ Some charges not passed on e.g. insurance.
Paladin hire and refuse chutes	The hire cost for any paladin bins (the large capacity bins found in communal bin areas) and maintenance of any refuse chutes.	✓	✓
Pest control	The cost of carrying out preventative and responsive measures to control some pests, such as vermin, in communal areas and in flats where the infestation is likely to spread to other homes.	✓	✓

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Plant room	A plant room is a part of a scheme which may serve one or more building. It may have pumps and generator equipment, ancillary lighting and fuel supply. Equipment may require specialist services or cleaning. The cost of plant rooms are service chargeable to tenants and leaseholders in all of the dwellings serviced by it.	✓	✓
Play equipment	The cost for inspecting communal playground equipment and for undertaking any necessary works.	✓	✓
Renewable energy maintenance	Servicing arrangements for renewable technologies which serve the building, such as solar panels and rain water harvesting.	✓	✓
Roof and mansafe systems	The cost of maintaining the equipment which enables our contractors to safely perform roof works.	✓	✗
Estate equipment	The cost for replacement of furniture and fittings provided in communal areas.	✓	✓
Security and health and safety patrols	The cost for the concierge service and/or estate inspectors. This also includes CCTV monitoring, if applicable.	✓	✓
Surplus and deficit	The surplus/deficit for the block from the last financial statements.	✓	✓
Transfer to sinking fund	This is an annual charge for Shared Owners and 100% Leaseholders which is paid into a fund which will be used to spend on any future major works, including window and roof replacements, structural repairs, and the painting of communal areas.	✓	✗
Water hygiene service contract	The cost for carrying out Water Risk Assessments, which includes regular checks for Legionella (a waterborne bacteria).	✓	✓

Additional charges

Term	Description	Shared Owner/ Leaseholder additional charges	Assured Tenant additional charges
Ground rent	This is a charge payable by Leaseholders to the property's Freeholder, as outlined in the lease agreement.	✓	✗
Personal heating charges	Heating costs where heat for your home is provided by a communal boiler.	✗	✓
Personal water charge	If you live on a estate or in a block where there are no individual water meters, and it is administered by Newlon, this is your contribution to the cost.	✗	✓
White goods	Maintenance of cooker provided to adapted properties, for supported housing properties.	✗	✓