

What your charges cover



ISLINGTON

Block mechanised services	Pressure washing to clean areas of your block (e.g. dustbin chambers) and remove graffiti or spillages; using mechanical sweepers to clean and wash the communal pathways and areas of your block.
Block repairs and maintenance	Repairs and maintenance to the structural, external and communal parts of your block, including lifts. Regular maintenance jobs could include CCTV repairs, electrical testing & inspections, water tank monitoring, water hygiene assessments and monthly lift inspections.
Building insurance	Premium to cover the cost of insuring your property in the event of structural damage. This insurance does not cover your contents. The premium is calculated from the rebuild cost of your property, where you pay £1.25 for every £1000 insured. We also have to include 12% insurance premium tax (this tax is set by the government).
Caretaking	The caretaking service for your block/estate. Duties can include cleaning communal corridors and staircases, picking up litter, reporting damage to communal areas and dealing with blocked rubbish chutes. Your charge also includes the cost of materials, equipment and management relating to the caretaking service.
Communal electricity	Electricity for the communal lighting, lifts and other services to your block/estate.
Communal heating/gas	Hot water and/or heating from a communal heating system to your property.
Concierge	The security service for your block. This can include: providing a physical presence on site, meeting and greeting visitors, CCTV monitoring, reception cover, answering the intercom and providing incident reports.
Entry phone repairs and maintenance	The repair and maintenance of the communal entry phone system in your block.
Estate mechanised services	Removing lumber and bulk rubbish; pressure washing to clean areas of your estate (e.g. bin chambers) and remove graffiti or spillages; using mechanical sweepers to clean and wash paths, roads and other communal areas.
Estate repairs and maintenance	Repairing and maintaining the communal areas of your estate, estate roads and paths etc.
Fire safety	The cost of Fire Risk Assessments, the maintenance of fire safety equipment (e.g. dry riser testing and fire detection inspections) and related repairs.
Ground rent	Ground rent as per the terms of your lease.
Grounds maintenance	Maintaining the communal grassed and planted areas on the estate including grass cutting, pruning shrub beds and trees, clearing leaves.
Heating repairs and maintenance	Repairing and maintaining the communal heating system. This includes monthly maintenance inspections.
Management fee	It includes the costs of the leasehold teams (who manage service charges and provide a leasehold management service); the housing service's costs for managing your block/estate (e.g. dealing with anti-social behaviour, leaks and general lease/tenancy issues); the central costs of housing management (e.g. senior managers, the repairs call centre, health and safety); and associated central support costs (including IT, finance & audit, HR & payroll, employers' liability insurance; communications & procurement etc).
Pest control	Treatments carried out by the Pest Control Team to deal with block infestations.
TMO management and maintenance	Your local management organisation's costs for managing your building and/or estate. This will apply if your building or estate is managed by a tenant management organisation (TMO), a co-operative or an estate management board. You have to pay their fee for the services they provide, as well as a management fee to the council. Your TMO/co-op work out their costs based on the services they provide.
TV repairs and maintenance	Repairing and maintaining the communal TV aerial system. This includes the costs of servicing the equipment on a yearly basis.