

Service Charge Definitions - Shared Owners and Leaseholders.

Please read the following for an explanation of what your service charge breakdown is. **Remember we only charge for the items in the service charge breakdown for your home which you would have received with your accounts.**

This is not a full list of service charges, but a guide for common queries. Should you have any further queries, please contact the Homeownership Team on 0300 131 7300 or email Homeownership@isha.co.uk

Entry phone

This charge is for the maintenance and repair of your entry phone system or any necessary repairs to the entrance doors, security gates or intercom systems in your scheme.

Fire system and fire risk assessment

This covers regular checks of the fire safety system in the communal areas. Your fire system will include such things as the smoke vents, smoke alarms, fire alarms, dry risers, emergency lighting, etc.

Contract cleaning

This charge covers the cleaning of the communal areas in your scheme, communal window cleaning and grounds maintenance.

Bin hire

This charge is for the hire of bins for rubbish collection from the local authority.

Communal TV aerial servicing

This charge is used for the repairs and maintenance of any communal aerials or satellite dishes.

Pest control

This refers to the prevention and extermination of pest infestations on your block/estate. e.g. rats, mice, squirrels or cockroaches in your household or in communal areas.

Communal water

This charge covers the consumption of communal water supply often used for grounds maintenance and cleaning service.

Bulk refuse

This is the cost of removing bulky rubbish on our estates, such as fridges and mattresses, often as a result of fly-tipping. This charge is separate from the regular refuse collection service provided by the council.

Water pumps servicing & maintenance

This is a charge for the maintenance of any mechanical pumps we have onsite (where applicable) e.g. sump pumps, booster pumps and water systems. The charge also covers any major upgrades.

Examination fee

This covers the cost of annual audit by independent auditor to examine the service charge account.

Communal electricity

This charge covers the internal and external communal lights not controlled by residents, power for intercom/entrance and automatic doors. It also covers the electricity supplied to lifts (where applicable).

Lift

This covers the cost of the communal lift servicing contract.

The costs are split into three parts

- Repairs, service visits and callouts by the contractor
- Major repairs that fall outside the normal service contract terms
- Callouts to repairs where the contractor finds the lift to be in fully working order

Management fee

The management fee covers all staff costs and overheads incurred by ISHA in the management of service charges.

Sinking fund

This is a monthly contribution towards major works that are required over a period of time such as painting and replacements of worn items such as the door entry system.

cyclical decorations, planned repairs, lift replacement, roof replacements, etc.

Communal repairs

This charge is for all minor repairs to the communal parts of the building as well as in the grounds, paths, or roadways on the estate. It includes a large range of items depending on the makeup of each block.

Health & safety

This covers the cost of all contracts related to health & safety in your building. It may include periodic asbestos surveys, legionella testing to communal water, checking the fire system, safety signage, playground equipment and testing of any electrical systems and appliances.

External management fee

This charge is for services provided by third party agents. It includes any cost that a third party incurs in management of the building. Sometimes the managing agents are responsible for the management of the block or estate where you live, and they will pass the cost to us. This can include any of the services listed above.

If you want more information regarding what this fee is made up of please contact us.

Buildings insurance

This is an insurance policy covering the structure and fabric of the building. That means permanent fixtures such as the ceiling, roof, bricks, common parts and stairwells, etc.