



What does my Leaseholder Service Charge include?

As a condition of your lease, you must pay us as your landlord your share of the costs of providing services to your estate. For a list of these services and costs, please refer to your Certificate of Expenditure, which we send to all leaseholders every September.

Day-to-day repairs

These are routine jobs carried out on the communal areas of your block and estate. They may include guttering, minor roof repairs, communal lighting, drainage and repairs to the security access system.

Grass and garden maintenance

If your block receives a grass-cutting service, the cost depends on the size of the garden. There will be an extra charge for maintaining things like flower and shrub beds, containers and hedges.

Bulk refuse containers

If your estate has bulk refuse containers, the amount you pay depends on the type and number of containers on your estate.

Cleaning and security

If your block receives a cleaning or security service (or both), there is a charge that covers the cost of cleaning materials, hours worked and any maintenance to security equipment (such as CCTV).

Communal television aerial

If you receive your television signal through a communal aerial, there will be a weekly charge for maintaining the aerial.

Security access system

If your block has a security access system, you will pay towards the annual maintenance of the security doors and handsets.

Lift maintenance

All our high-rise blocks and some other schemes have lifts that are serviced quarterly (every three months). There is a charge for these services and any necessary routine repairs.

Communal lighting

If your block has communal lighting, including external security lights, you are charged for the electricity they use.

Site management officers

Site management officers look after the day-to-day running of the high-rise blocks. Your service charge covers a contribution towards their annual salaries and any materials they use in their work.

Heating

The heating in some of our properties is controlled by an energy supplier (such as ScottishPower). The amount you pay will depend on the number of heaters in your flat. If you live in a high-rise block with communal heating, you will also have to pay towards running costs.

Boundary and environmental maintenance

These are the costs for repairing and maintaining the boundary of your estate and the environment within it, for example walls, gates, fences, footpaths, signs, and removing rubbish and graffiti.

Fire-safety equipment

This usually only applies to high-rise blocks and sheltered schemes and covers fire safety checks and regular maintenance of equipment.

Buildings insurance

We provide building insurance to cover the building your home is in, which you pay a share of.

Management fee

The management fee is your contribution towards the administration, running costs and other general expenses for managing your home. The management fee is based on one and a half full time members of the Leasehold Management Team and 20% of a manager's salary. This amount varies depending on the demands of the service.

Examples of the services you receive through the management fee include:

- calculating the actual and estimated leaseholder bills
- consulting leaseholders about improvement work
- investigating and resolving customer complaints and disputes
- dealing with telephone enquiries from leaseholders and offering help and advice
- replying to letters and emails from leaseholders
- resolving estate problems with leaseholders, residents and neighbourhood management staff
- working with resident groups and Magenta Living officers, as appropriate, to improve our services
- providing a newsletter twice a year to all our leaseholders
- sending out Leaseholder Satisfaction Surveys to all our leaseholders
- updating our Leaseholder Handbook periodically
- organising and holding Challenge Events.

Major works

Your Certificate of Expenditure shows the cost of any major works done on your estate.

Major works can include:

- roof repairs or replacement
- renewal of soffits, fascias, gutters and bargeboards
- communal or external redecoration
- maintenance of communal areas in the building
- overhaul of common services
- windows and doors.

The Section 125 Notice (the offer notice)

If you bought the lease of your flat in the last five years under the Right-to-Buy scheme, you may be affected by the Section 125 reference period. This could limit the amount we charge you. To find out more, please call us on 0808 100 9596.

Ground rent

In addition to your service charge, you will need to pay your ground rent. This is a fixed amount of £10 each year and is due on 1st April.