

# Service Charges Descriptions 2024/25

This sheet contains a description of all the services that RWP provides; it will, therefore, refer to services that may not necessarily be provided to you or your property. You will find the details of the separate charges for the services you are receiving on the bottom of your rent and service charge statement.

The service charges are split into two sections, property-related service charges and personal service charges.

## Section 1: Property-related service charges

Property-related service charges refer to services that are provided by RWP to your property and the surrounding area. Each service charge is calculated to include costs incurred by RWP in providing these services. The calculation includes costs to provide, maintain and repair any equipment involved in providing the service. It also includes employee time and utility costs required to provide the service.

-  **Administration charge**  
The cost of administering the services RWP provides to your property and the surrounding area.
-  **Communal cleaning**  
Communal cleaning provided in some shared housing and blocks of flats, this may include hallways, stairways and communal lounges.
-  **Communal heat and light**  
The cost of providing lighting and heating within the communal areas of schemes or blocks of flats. In some schemes, the heating system supplies both the communal areas and individual flats. In these schemes, the charge for the communal area is included as a property-related service charge and, the charge for the individual flat is included in the personal charge in section 2.
-  **Communal gardening**  
The cost of garden maintenance such as pruning, grass cutting, and maintaining borders to communal gardens.
-  **Communal internal decoration**  
Carrying out internal decoration to the communal areas within a scheme.
-  **Contents insurance**  
The cost of providing contents insurance for items that are owned by RWP.
-  **Communal TV licence**  
The cost of providing a TV licence or a Motion Picture Licensing Corporation (MPLC) licence.
-  **Communal water charges**  
The cost of providing water to the communal areas in schemes. In some schemes, the water supplies both the communal areas and individual flats. In these schemes, the charge for the communal area is included as a property-related service charge. The charge for the individual flat is included in the personal charges in section 2.

-  **Communal window cleaning**  
The cost of cleaning windows to communal areas.
-  **Grounds maintenance**  
This service provides for mature tree maintenance and environmental improvements.
-  **Legionella risk assessment**  
The cost incurred to carry out water checks and Legionella testing.
-  **Pest control**  
The control of specific pests within the communal areas.
-  **Property-related service/estate caretaker**  
The caretakers are employed to ensure the scheme complies with health and safety. They will carry out routine inspections and minor repairs such as touch-up painting, light bulb changing, clearing blocked waste pipes etc. Prepare communal areas for tenant meetings, setting up tables. Overseeing and supporting cleaning of the communal areas, including corridors, stairs, lift, laundry room, communal WC, lounge, assisted bathroom, office, and grounds, including car parks, ensuring a high standard of cleanliness and hygiene is maintained.
-  **Provision and replacement of furniture, fixtures and white goods**  
The cost of providing and replacing items of furniture, fixtures and white goods owned by RWP.
-  **Repair of furniture, fixtures and white goods**  
The maintenance of fixtures, fittings and white goods within the communal areas of a scheme.
-  **Provision of communal alarm and fire equipment**  
Some schemes and blocks of flats have an alarm system and fire equipment installed which is maintained and repaired by RWP.
-  **Provision of communal telephone**  
Provision of a telephone to a scheme, for the use of employees involved in managing the scheme and providing a telephone line to facilitate alarm equipment.

-  **Provision and maintenance of passenger lift and communal stair-lift**  
The cost of providing, servicing and maintaining passenger lifts and stair-lifts installed at schemes.
-  **Provision and maintenance of door entry system**  
Some schemes and blocks of flats have a keypad/call button or fob reader door entry system, maintained and repaired by RWP.
-  **Provision and maintenance of automatic entry/CCTV system**  
Some schemes and estates have CCTV cameras installed to assist with the security of the area. This may be separate to or combined with an automatic entry system.
-  **Refuse collection**  
Provision of waste collection service in addition to the Council Tax allowance.
-  **Servicing of electrical equipment (portable appliance testing)**  
Carrying out PAT testing to electrical equipment within the communal areas which are owned by RWP.
-  **Specialist equipment**  
The cost of servicing items of specialist equipment provided by RWP that are for individual needs.

## Section 2: Personal service charges

Personal charges refer to services that are provided by RWP to you in your individual property.

-  **Concessionary TV licence**  
Cost of providing concessionary TV licence.
-  **Personal heating or light**  
This charge relates to the cost of providing personnel usage of heating and/or lighting to your room or property. It does not include any costs for maintaining the heating or lighting systems.
-  **Personal service charge**  
Cost of providing services to you in your individual property.
-  **Personal water charge**  
This charge relates to the cost of providing water to your individual property from a communal supply. The charge pays for the usage of water; it does not include any cost for maintenance.