

Service Charges

Service Descriptions



Residents are not contributing to all the below services, to see what you are contributing to, please refer to your rent review booklets.

Service	Description
Administration Charge/ Management Fee	This is your share of general expenses to do with the effective management of your property/block/estate. It covers items such as premises, salaries, office expenses, the cost of managing the service charges, managing agents, contractors, site visits, Staff training, newsletters and other publications sent to residents, and dealing with day to day homeowner queries.
Building insurance (shared owners and leaseholders only)	All properties owned by Octavia are insured under a Block Building Insurance Policy to achieve the best possible value for money. This does not cover the contents of your property and you should take out your own insurance.
Car Park Maintenance	This charge is for cost associated with the upkeep of the car park area. In some instances, depending on the set up of the scheme, this element is only payable by those who benefit from this service. However, in some development, the car park also has other services such as cycle store, bin rooms etc for the use of all residents and as such charged to all. Wherever we can, those with cars would pay an extra premium for the service either at purchase or on an ongoing basis.

CCTV	This covers the cost of periodic maintenance / servicing /inspection of the CCTV system(s) at your block or scheme.
Central heating plant	This covers the cost of routine maintenance of the equipment in the plant room that supplies the heating and hot water.
Central heating plant - tariff standing charge	This is the cost of the standing charge from the utility company for the electricity to the equipment that supplies the heating and hot water.
Cleaning / Caretaking (Block and/or Estate)	This is the cost of providing cleaning services to your block or estate. This may include sweeping, vacuuming, and washing down of internal communal areas. It may also include cleaning of the bin rooms as well as washing down of the communal bins.
Communal bins/ Paladins	This is a charge collected and set aside for the eventual replacement of the communal bins at the end of its natural life cycle. This can sometimes include emptying of the bins that is outside of the council collections
Communal Cost Per Property (Fixed Charge – all tenures)	<p>As of 2020/21 there will be set sum on a Cost per Property (CPP) basis, in line with the statutory consultation process that was followed during the tender for this service; Mears were the successful contractor. This means that we will not be passing on the cost of individual work invoices in the service charge.</p> <p>Instead, a fixed charge will be levied per property to give greater certainty on cost. This will be reviewed annually, and the cost adjusted based on the true cost of the</p>

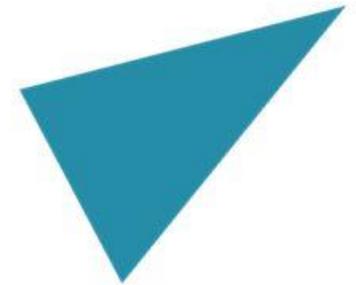
	work carried out during the previous year. Please note that this does not include works excluded from the contract such as major repairs, improvements or cyclical works and work carried out by specialist contractors.
Cyclical fund (shared owners and leaseholders only)	This is the payment that you are making for this year into the pot of money set aside for regular works that need to be undertaken but not on a yearly basis. It builds up year on year and includes items such as redecoration and maintenance of the communal areas. Cyclical funds are held in trust and separate from your service charges.
Door entry	This covers the cost of periodic maintenance / servicing of the entry phone system(s) at your block or scheme.
Electricity (common parts)	This covers the cost of any electricity consumed within the common areas such as communal sockets, automatic opening vents/windows and includes internal lighting.
Fire Safety Works	This usually follows on from Fire Risk Assessments (FRA) which we carry out periodically. Any fire safety works identified through the FRA or other means when carried out is paid for from this element of your service charge.
Fire safety equipment maintenance	This covers the cost of periodic maintenance / servicing of the fire safety equipment at your block or scheme.
Fly-tipping removal	This is the cost for removing and clearing any fly tipping that occurs on your scheme. Some local authorities would carry out this service for free but only for a

	<p>limited number of visits. Octavia would carry out any extra visits that may be required to clear any fly tipping. If you witness any fly-tipping we always encourage residents to capture as much information as possible and pass on to the local authority in the first instance. Wherever we can prove who fly-tipped, Octavia would look to recover the cost directly from that person(s).</p>
Ground Rent (shared owners and leaseholders only)	<p>This is charged in accordance with provisions in your lease for our leaseholders on long leases. Your lease would specify the amount payable and when it's due.</p>
Grounds maintenance	<p>Where there is a shared garden or lawned areas, we provide a service to maintain these areas. We use a contractor and their responsibilities can include cutting the grass, trimming hedges and bushes, clearing leaves, weeding and removing litter.</p>
Heating and hot water (only some flats)	<p>This is the cost of providing heat and hot water to your property from the communal system.</p>
Legionella testing	<p>This covers the periodic testing of water tanks and water systems at your block or scheme to ensure they are safe and free of any legionella species or bacteria.</p>
Lift	<p>This covers the cost of periodic maintenance / servicing of the lifts at your block or scheme.</p>
Lift – Electricity	<p>This is the cost of electricity used to power the communal lifts where there is a separate meter to the rest of the common areas.</p>

<p>Managing agents' costs</p>	<p>As Octavia is not the owner of your block, we receive the services charges from the managing agent for services provided. These costs for the services provided are then passed onto you. We do not have any control over these services and costs allocated.</p>
<p>Pest control</p>	<p>This is the cost of carrying out pest control to your block or estate.</p>
<p>Play areas</p>	<p>This charge pays for the inspections carried out to the play areas in line with current health and safety regulations. The charge relates to the playground equipment within the whole estate.</p>
<p>Scheme heating maintenance</p>	<p>This covers the cost of periodic maintenance / servicing of the heating systems at your block or scheme.</p>
<p>Scheme heating management</p>	<p>There are some developments where we need to engage the services of a third-party company to manage the heating system at the development. If you live in such a development, this charge goes towards any external third-party costs we may incur from time to time in connection with the management of the heating system.</p>
<p>Sinking fund (shared owners and leaseholders only)</p>	<p>This is the payment that you are making for this year into the pot of money set aside for large expenditure. It builds up year on year and will pay towards any planned cyclical or major works. This includes items such as redecoration, the replacement of the roof, lift, door entry system etc. Sinking funds are held in trust and separate from your service charges.</p>

Solar panels	This covers the cost of periodic maintenance / servicing of the solar panel systems at your block or scheme.
Tree works	This is to pay for the cost of tree surveying and surgery carried out to any trees on our land at your scheme/estate.
TV and satellite systems	This covers the cost of periodic maintenance / servicing /inspection of the communal TV and satellite systems at your block or scheme.
Water booster pump	This covers the cost of periodic maintenance / servicing / inspection of the water pumps at your block or scheme.
Water (external)	This is the charge for providing water in the communal areas.
Water Pump Electricity	This covers the cost of the electricity to power communal water pumps.
Window cleaning	This charge is to pay for the cleaning of the communal windows only.

Estate Service Charges Examples



Solar Panels

Window Cleaning

Communal Lighting

Car Park

Playground Equipment

Communal Path

Grounds Maintenance

