

# Service Charge Guide



This table shows all of the services that Paradigm currently delivers to residents together with a breakdown of what the services include.

Service	What services might be included in your Service Charge	Explanation
<b>Cleaning (inc estate)</b>	Cleaning of communal areas Communal window cleaning Cleaning materials  Collection of bulk rubbish/bin hire	Cleaning of internal communal areas, including dusting, vacuuming, mopping of hard surfaces, window cleaning and the removal of any bulk rubbish that does not fall within the remit of the local authorities' collection policy would be the tenants responsibility and therefore charged back to the block. Where Paradigm is able to identify the person(s) responsible a recharge is not applied to the block.
<b>Caretaking services</b>	Caretaking	The cost of providing and paying a caretaker to some sites.
<b>Communal alarm</b>	Maintenance of communal alarm systems	The cost of maintaining and servicing specialist care lines.
<b>Communal council tax</b>	Communal council tax	There are some schemes where Paradigm pays the communal council tax and recharges the residents of the scheme.
<b>Communal lift charge</b>	Communal lift maintenance  Emergency lift phone line rental	The cost of providing a maintenance / servicing contract on a lift (Lift breakdowns are included under the maintenance and service contracts as a communal repair.
<b>Communal/estate lighting</b>	Lighting of internal/external communal areas	The cost of lighting of the internal/external common parts.
<b>Communal water charges HB eligible</b>	Communal water and sewerage	The cost of the supplying water where the service is eligible for housing benefit.
<b>Electricity (personal)</b>	Electricity personal	In some cases Paradigm pays the costs of individual properties' electricity consumption - this is then recharged through the service charge.
<b>Enhanced housing management</b>	Cost of warden services	The cost of providing a warden.
<b>Fire safety maintenance</b>	Fire and smoke alarm maintenance Emergency lighting maintenance Automatic smoke vent maintenance Sprinkler system maintenance	The cost of providing a service contract for fire alarms, smoke detectors, fire extinguishers or emergency lighting which also includes regular testing and inspection in accordance with regulations.
<b>Grounds maintenance (block)</b>	Grounds maintenance per block	The cost of grass cutting, flower bed maintenance, sweeping of paths in areas surrounding blocks of flats.
<b>Grounds maintenance (estate)</b>	General estate maintenance	The cost of grass cutting, flower beds maintenance, sweeping of paths and bin stores and unadopted roads.
<b>Communal heating</b>	Heating of communal areas	The cost of heating the internal common parts.
<b>Heating (personal)</b>	Personal heating	In some cases Paradigm pays the charges for individual properties' heating which is then recharged through the service charge.
<b>Maintenance of laundry equipment</b>	Maintenance laundry equipment	The cost of any service / maintenance contract in place for communal laundry equipment.

<b>Leaseholder repairs</b>	Repairs classified as investment works	The cost of repairs classified as investment works i.e. full replacement of a communal lighting system. These will only be charged to leaseholders as per the terms of your lease.
<b>Insurance</b>	Leasehold insurance costs	This is the cost of providing full buildings insurance and property owners' liability insurance.
<b>Maintenance and service contracts</b>	Communal repairs and maintenance Pest control Removal of clinical waste CCTV Communal boiler servicing Legionella testing Portable appliance testing Car park barrier General service contracts	The cost of general repairs to the communal areas including lighting, door repairs, door entry equipment (inc. fire doors), locks, walls, floors, pest control services and any other service contracts in the communal area.
<b>Maintenance of sheltered equipment</b>	Maintenance sheltered equipment	The cost of maintaining the specialist equipment required within sheltered schemes.
<b>Maintenance/renewal of furniture &lt; £500</b>	Maintenance and renewal of furniture	Some schemes have communal areas where furniture is provided – frequently used furniture requires renewing and this is an amount paid to renew the items when needed.
<b>Management company costs</b>	Management company charges	The costs charged by a management company.
<b>Paradigm management fees</b>	Paradigm's management fee	The management fee covers the costs of things like managing contracts for work and services to communal areas, administration tasks including billing, collection of service charge, site visits and dealing with resident enquiries. The management fee is included in the service charge you pay each year.
<b>Replacement provision (leasehold) also known as sinking fund</b>	Contribution to reserve funds	This is an annual contribution to future repairs and renewals or large items such as the roofs, windows or internal redecorations. This can also be referred to as a sinking fund. Usually the cost of this service is £3.00 per week. This charge will be reviewed each year to ensure the sinking fund can meet future replacement costs.
<b>Secured controlled access</b>	Cost of security contractors	The cost of providing additional security to some schemes.
<b>Water (personal)</b>	Water (personal)	In some cases Paradigm pays the water charges for individual properties' water consumption which is then recharged in the service charge.
<b>White goods eligible for housing benefit</b>	White goods provided to residents	The charge applied to residents for the maintenance and servicing of white goods provided within their individual properties.
<b>White goods property of housing association</b>	White goods provided in communal areas	The charge applied to residents for the maintenance and servicing of white goods provided within the communal areas.