

Service Charge Explained 2026/27



This table shows services that Paradigm currently provides to customers, together with a description of what the cost of the services may cover. Your letter lists the services that are provided to you and you only pay for the relevant services you receive.

Service	Cost may include some activities and items below
Cleaning (Inc. Estate)	Cleaning of communal areas, communal window cleaning, cleaning materials, litter picking around the building/ estate. Removal of any bulk rubbish that the local council would not expect to remove. Paradigm will recharge those responsible where there is evidence.
Communal Council Tax	Recharges to residents on schemes where Paradigm pays the communal Council Tax.
Communal Heating	Heating of internal communal areas.
Communal Lift Maintenance	Maintenance and servicing on lifts and emergency lift phone line rental, but not cost of any repairs (Maintenance & Service Contracts).
Communal Telephone	Maintenance and servicing of scheme phones and line rental.
Communal Water HB Eligible	Communal water and sewerage cost and legionella testing cost.
Communal/Estate Lighting Estate Electricity	Communal electricity charges such as internal and external lighting in your block/estate.
Electricity (Personal) **	Recharges to residents on schemes where Paradigm pays the costs of individual properties' electricity consumption.
Fire Safety Maintenance	Maintenance of fire alarms and smoke detectors, emergency lighting, fire extinguishers and sprinkler system as relevant, including the regular testing and inspection that Paradigm is legally required to carry out.
Grounds Maintenance (Block) Grounds Maintenance (Estate)	Maintenance of communal grounds including grass cutting, flower bed maintenance, sweeping of paths, tree surgery and any other specialist ground maintenance in areas surrounding blocks of flats or on the wider estate and unadopted roads.
Heating (Personal) **	Recharges to residents on schemes where Paradigm pays for individual properties heating.
Insurance	Recharges to leaseholders and shared owners for their share of cost where Paradigm provides buildings insurance cover.
Leaseholder Costs	Recharges to leaseholders and shared owners for their share of building repair cost that are not from replacement provision (see below).
Maint/Renewal Of Furniture under 500 pounds	Charges to residents on schemes to cover replacement and renewal cost where Paradigm provides furniture in communal areas.
Maintenance & Service Contracts	The cost of general repairs to the communal areas including lifts, lighting, door repairs, door entry equipment (inc. fire doors), locks, walls, floors, pest control services and any other service contracts in the communal area.
Maintenance of Laundry Equipment	Maintenance and service contract for communal laundry equipment.
Management Company Costs	Costs for services and repairs provided to the block or estate by a third party management company.
Paradigm Management Fees	Paradigm's charge for managing the essential activities provided including managing contracts for work and services to communal areas and estates, billing and collection of service charge, site visits and dealing with resident enquiries.
Replacement Provision (Leasehold)	Contribution to a reserve fund for future repair, replacement and renewals of significant cost items such as roofs, windows or internal redecorations.
Secured Controlled Access	The cost of providing additional security to some schemes.
Water (Personal) **	Recharges to residents on schemes where Paradigm pays the water charges for individual properties' water consumption.

NOTE:

Benefit Eligibility	** - Denotes services that are ineligible for Universal Credit (UC) or Housing Benefit (HB). If you are in receipt of either of these benefits, these charges will be excluded from your total charges when your benefit is calculated.
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