

What your service charge covers

Your actual service charge may include some or all of these items on your bill, depending on the services you receive.

*Your bill shows the management cost separately. For more detailed information, please request a service charge breakdown from us.

GRV (Gross Rateable Value) is a measure of your property's size and value compared with the size and value of other properties in your block. (This is a simplified definition only).

Service	What the Service Covers	How your block or mapsite cost is calculated	How your individual charge is calculated
Block Repairs	Communal repairs to the structure, communal areas and services in your building. Examples include repairs to the roof, windows, communal water supply, waste pipes, and minor redecorations such as painting and cyclical maintenance to risers.	We take the list of repairs carried out to your block in 2013-14 and add uplifts to cover our management and overhead costs to get the full cost for your block.*	Each property in the block pays a contribution in proportion to its GRV.
Estate (Mapsite) Repairs	Communal repairs to the external areas of your mapsite. Examples include repairs to paths, railings, fences, bollards, clearing and unblocking drains, repairs to playground equipment and other facilities.	We take the list of repairs carried out to your estate in 2013-14 and add uplifts to cover our management and overhead costs to get the full cost for your estate.*	Each property on the estate pays a contribution in proportion to its GRV.
Lift Repairs	Repair and maintenance of lifts.	We take the list of repairs to any lifts in your block in 2013-14 and add uplifts to cover our management and overhead costs to get the full cost for your block.*	Each property in the block pays a contribution in proportion to its GRV.
TV Aerial Repairs	Repair and maintenance of communal TV aerials.	We take the list of repairs to any TV aerials supplying your block in 2013-14 and add uplifts to cover our management and overhead costs to get the full cost for your block.*	Each property in the block pays a contribution in proportion to its GRV.
Door Entry Repairs	Repair and maintenance of communal door entry systems. This does not include faults with handsets within your home which you must pay for.	We take the list of repairs to any door entry systems in your block in 2013-14 and add uplifts to cover our management and overhead costs to get the full cost for your block.*	Each property in the block pays a contribution in proportion to its GRV.
Boiler Repairs	Repair and maintenance of communal heating systems including cyclical maintenance.	We take the list of repairs to any communal boiler systems supplying your property in 2013-14 and add uplifts to cover our management and overhead costs to get the full cost for your block.*	Each property attached to the communal heating system pays a contribution in proportion to its GRV.
Block Caretaking Service	Caretaking of the internal communal areas. Examples include cleaning communal areas, stairs and corridors, bin chambers, rubbish chutes and lifts; graffiti removal; changing light bulbs; minor repairs and general management of the block.	The cost of caretaking in 2013-14 was £23.05 per hour (down from £23.92 in 2012-13). Your block was allocated a number of hours per week in 2013-14 from which the block charge was calculated.*	The block cost is divided between each property based on each property's GRV.
Estate (Mapsite) Caretaking Service	Caretaking of the external areas. Examples include cleaning, sweeping and litter picking, removing graffiti, minor repairs and safety checks.	The cost of caretaking in 2013-14 was £23.05 per hour (down from £23.92 in 2012-13). Your estate (mapsite) was allocated a number of hours per week in 2013-14 from which your estate charge was calculated.*	The estate (mapsite) cost is divided between each property based on each property's GRV.
Grounds Maintenance Service (Horticulture & Trees)	Grounds maintenance around your estate. Examples include cutting grass, planting and weeding flower beds, tree pruning, emptying dog bins.	We took Grounds Maintenance in house during 2013-14 to improve the quality of the service. A schedule of jobs done on your mapsite is available.*	The estate (mapsite) cost is divided between each property based on each property's GRV.
Refuse Service (Bin Hire)	Hire of paladin bins from LBTH.	THH hires paladin bins from LBTH under a service agreement.*	The block cost is divided between each property based on each property's GRV.
Refuse Service (Bulk Waste Collections)	Bulk waste and fly-tipping collections from your estate (mapsite). Collection of normal domestic waste from the paladin bins is not charged for by THH in the service charge as it is paid for through your Council Tax.	THH pays LBTH for bulk waste collections through two service agreements.*	The estate (mapsite) cost is divided between each property based on each property's GRV.
Concierge Service	Block and estate security, including on-site concierges, mobile patrols and CCTV.	Until December 2013, leaseholders were charged a capped £100 per year for a concierge. Since December 2013, leaseholders contribute their full share.	The block cost is now divided between each property based on each property's GRV.
Communal Boiler Fuel	Providing and managing the fuel supply for communal heating and/or hot water systems.	A list of boiler fuel bills for your system is available on demand.*	Boiler fuel cost is divided between each property based on boiler points. Boiler points are based on the service provided, and the number and size of rooms in your property.
Communal Electricity	Providing and managing the communal electricity supply for communal lighting, lifts, door entry systems, heating systems and water pumps.	A list of communal electricity bills for your block and estate is available on demand.*	Electricity block costs are divided between each property based on each property's GRV.
Leasehold Management	Services provided for leaseholders only. Examples include service charge accounting and audit, calculating and billing service charges, debt collection, dealing with payments and enquiries.	The cost of Leasehold Management is made up of salary costs for staff and managers working in this service and overheads to cover office costs.	Leasehold Management costs are divided equally between all leasehold properties.
Housing Services	General housing services for all residents. Examples include managing your neighbourhood, dealing with anti-social behaviour (ASB), pest control, resident engagement and THH customer service staff.	The cost of Housing Management is made up of salary costs for staff and managers working in these services and overheads to cover office costs.	Housing Management costs are divided between all properties based on each property's GRV.