

## 2026-2027 Service Charges

Service charges can vary depending on your home and where you live. Some properties have shared spaces, which need to be lit or heated and others have shared grounds that need to be maintained. Service charges may also include things like security systems, health and safety equipment, and refuse collection.

We do everything we can to manage service charges and limit the costs to our tenants. As a not-for-profit organisation and registered charity, we calculate service charges based on what they cost to deliver and do not make any profit from these.

If you have any questions about your service charges, please get in touch with us on 0800 316 0897 or email [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk) for more information.

### Need some extra help?

We understand that the cost-of-living crisis is still affecting many of our tenants and will provide additional support wherever we can. Our welfare, benefit and debt advice team are available to all tenants and can provide free advice and support for those that need it.

If you need to speak to someone about paying your rent or service charges, please get in touch with our income collection team. They are ready to answer any questions and help find a solution that works for you.

### Service charge headings and their meanings

Service charge	What's included	Description	General Needs	Home Plus	Leasehold	Shared Ownership
Buildings insurance	Buildings insurance	Costs of insuring your property and any communal areas, plus public liability insurance. Please note: it doesn't include the contents of your home as you're responsible for insuring these.	✗	✗	✓	✓
Cleaning	Communal cleaning	Contractor costs for cleaning communal areas. This may also include cleaning of stairs and floors, sweeping and dusting indoor areas and the cost of cleaning materials.	✓	✓	✓	✓
	Communal area window cleaning	Costs of cleaning communal windows when they're not part of a cleaning contract.	✓	✓	✓	✓
Heating and water	Communal gas / electric supply	Costs from utility providers for any gas/electric supplied to individual flats. We pay this to them on behalf of residents. Costs from utility providers for any gas/electric suppliers for communal areas. Costs of running and servicing ground source heat pumps.	✓	✓	✓	✓

TV systems	Communal TV aerials, estate aerials service, maintenance and electricity supply	Costs for servicing, supplying and maintaining of any shared TV, digital, cable, or satellite system installed for the estate or block. If there's a shared lounge, the cost of the TV Licence will be included here. (This is separate to any charges residents pay to providers for subscriptions to particular services.)	✓	✓	✓	✓
Lighting and electricity	Communal electricity	Costs from utility providers for any electricity supply to communal areas. This may include parking or outside lighting, as well as lighting or heating to communal areas and street lighting not adopted by the local authority.	✓	✓	✓	✓
Communal water supply and drainage	Water rates landlords supply	Costs from utility providers for the water supply to communal areas and rainwater harvesting systems.	✓	✓	✓	✓
	Hot and cold water monitoring	Contractor costs for testing, completing risk assessments and maintaining communal water systems.	✓	✓	✓	✓
Door entry/ security	Door entry system service and maintenance	Cost for servicing and maintaining any door entry systems, CCTV cameras, alarms and electrical doors. Servicing and maintaining any communal automatic gates, barriers or shutters.	✓	✓	✓	✓
	CCTV		✓	✓	✓	✓
	Automatic gates, doors and shutters		✓	✓	✓	✓
Fly tipping and pest control	Refuse collection	Contractor costs for removing rubbish and bulk refuse left in bin storage areas and around estates over and above any local authority collections.	✓	✓	✓	✓
	Pest control	Contractor costs for pest control in communal areas.	✓	✓	✓	✓
External management costs	External management company costs	Costs payable to an external managing agent who is carrying out estate services on behalf of the freeholder.	✓	✓	✓	✓
Grounds maintenance	Grounds maintenance	Contractor costs to look after outside areas of estates and schemes (such as gardening, maintaining paths and parking areas). Also carrying out tree surveys, pruning and surgery.	✓	✓	✓	✓
	Grounds maintenance - tree work		✓	✓	✓	✓
Health and safety/ fire equipment	Emergency lighting testing, service and maintenance	Contractor costs for testing, servicing and maintaining fire systems and carrying out fire safety inspections.	✓	✓	✓	✓
	Fire panels testing, service and maintenance		✓	✓	✓	✓
	Communal area smoke detectors testing, service and maintenance		✓	✓	✓	✓
Sewerage charges	Sewerage treatment plants service and maintenance	Cost for servicing and maintaining sewerage plants, sewage pumping stations, surface water pumps and water and sump pump systems.	✓	✓	✓	✓
	Pumping station service and maintenance	Servicing and maintaining sewerage plants, sewerage pumping stations, surface water pumps and water and sump pump systems.	✓	✓	✓	✓
	Pumping station electricity	Utility costs for the supply of electricity required to run the pumping station.	✓	✓	✓	✓
Tenancy Services	Guest room expenditure	Costs of renewing and replacing items in guest rooms and sheltered schemes.	✗	✓	✗	✗
	Guest room and lounge hire income	The income received from the rental of guest rooms or communal lounges within sheltered schemes, is used to offset the services charges charged to that scheme.	✗	✓	✗	✗
	Homeplus service	Cost of staffing plus a management fee.	✗	✓	✗	✗