



What is a service charge?

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Hi, I'm Layla from the finance team at Sanctuary.

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Service charges can seem confusing and are often misunderstood. This is partly due to each side having different services provided that we need to charge for. So what is a service charge? A service charge is the share our customers each pay towards the cost of providing communal services and maintenance to their homes.

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Service charges are paid in advance and how often we collect them will depend on your lease or tenancy agreement.

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The communal services we provide can vary, as all our buildings under states are different.

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Generally, if there's a communal service that you use or have access to, you'll need to contribute to it through your service charge. Here are some examples of the communal services that your service charges may include.

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Upkeep of communal gardens, for example, mowing the lawns and attending to plants, flowers and trees. Door entry, CCTV and lift maintenance.

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Internal and external communal lighting including emergency lighting, maintaining and cleaning, communal areas and equipment,

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maintaining and servicing fire alarms and other emergency equipment in communal areas,

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Lighting, heating and water for communal areas,

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any non routine work that may be needed such as tree removal or unblocking drains.

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You can find more information about service charges on our website as well as in your lease or tenancy agreement. If you have any further questions or would like to talk to someone about your service charge, you can speak to your housing officer or get in touch by the Contact Us section on our website.

www.sanctuary.co.uk