

# YOUR ANNUAL SERVICE CHARGE EXPLAINED

Your invoice may include charges for the following services. Each service listed contains a brief description and how the cost has been calculated:

## ◆ **Communal Energy/Lighting**

All lighting and energy in the communal areas including lift lighting and power.  
Total block cost based on meter readings divided by number of properties

## ◆ **Horticultural Services**

Grass cutting, pruning trees & shrubs; maintaining communal garden areas etc.  
Total cost for the area divided by number of properties in that *area*

## ◆ **Caretaking and Cleaning**

All caretaking costs including: caretaker's labour, cleaning materials, maintenance of equipment, and supply of light bulbs for communal areas. Window cleaning has been included in this charge, where applicable.

Based on the hours spent at the block divided by the number of properties

## **Communal Heating**

Fuel, repair and maintenance to the heating system as required.  
Block cost divided by the property size (number of habitable rooms)

## ◆ **Lift Maintenance**

Repair and maintenance of the lift  
Block cost divided by the property size (number of habitable rooms)

## ◆ **Entryphone Maintenance**

Repair and maintenance of the entry phone system.  
Block cost divided by the property size (number of habitable rooms)

## ◆ **Repairs and Maintenance**

Labour and materials required to carry out general maintenance work and repairs to the block/complex/neighbourhood.

Block costs are divided by the property size (number of habitable rooms) Complex and Neighbourhood by the number of properties:

If you would like to request a full repair breakdown please email or write in to us.

Email: [hsq-servicecharges@croydon.gov.uk](mailto:hsq-servicecharges@croydon.gov.uk)

Address: Leasehold Services Team, Place, 3<sup>rd</sup> floor, zone B, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA

## ◆ **Management and Administration**

This relates to all costs for the managing and administering of ex-council properties that attract service charges. These costs are used to calculate an annual fixed rate for flats and houses.

## ◆ **Habitable Rooms**

A habitable room is any room that is not a kitchen, bathroom, or WC, etc. The block cost is divided the number of habitable rooms in the block and multiplied by the number of habitable rooms in your property. This means 2 bedroom property with 1 living room would have 3 habitable rooms. See example below:

Repair cost	£1,000.00
Number of block habitable rooms	50
Charge per flat habitable room	£20.00
Charge for 2 bedroom flat with 3 habitable rooms	£60.00

Therefore: £1,000.00 ÷ 50 (block habitable rooms) x 3 (property habitable rooms) = £60.00

The most common ways to pay are as follows:

### **By debit or credit card**

Log on to [croydon.gov.uk](http://croydon.gov.uk). Click on the 'Pay for it' link on the top left of the screen and then select 'Pay housing service charge'. You will need to enter your account number shown on this letter. This should be 14 digits long. If not, add a zero in front of the account number.

### **By direct debit**

Log on to [croydon.gov.uk/housing/private housing/leaseholders](http://croydon.gov.uk/housing/private%20housing/leaseholders) to download a direct debit form. Please post the hard copy back to this office (the address is shown on the front page) so that we can verify the signature.

### **Online Banking**

Please quote our account number 01000624 and sort code 57-10-70. The payment reference to quote is '19/' followed by the account number shown on the front of your invoice. This should be 14 digits. If not, add a zero in front of the account number.

### **By automated telephone service**

Dial 0345 3000 614 and listen for the option housing service charge. You will need to enter your account number shown on the front of this invoice. This should be 14 digits long. If not, add a zero in front of the account number. Please note there is a surcharge of 1.65% if you pay by credit card.

### **By post**

Please make cheques and postal orders (not cash) payable to Croydon Council. Write the account number (see the front page) on the back and send it with your payment to: Cash and Control Team, 5th Floor, Bernard Weatherill Hse, 8 Mint Walk, Croydon, CR9 1BQ. Please note that receipts will not normally be issued for postal payments.