

Service charges explained

SERVICE

HOW THE CHARGE IS CALCULATED

Block Caretaking

Cleaning of stairwells and lobby inside the block.
Includes how much time staff spend in the block, and the cost of materials and equipment.

The cost of staff time, plus the cost of materials and equipment, is divided by the total floor space of all the properties in the block.

Block Communal Repairs

Repairs in the block such as to the roof; windows; balconies and landings, or graffiti removal.

The cost is divided by the total floor space of all the properties in the block.

Buildings Insurance

Cover for damage to the structure of the building.
Does not cover contents – details of contents insurance on-line at poplarharca.co.uk or insurance comparison websites.

All leaseholders are charged the same fee.

Communal Electricity

Electricity purchased for lighting block communal areas, and power communal equipment such as door entry systems and lifts.

The cost divided by the total floor space of all the properties in the block.

Communal Heating Fuel

Gas or oil purchased to run a communal boiler which provides heating and/or hot water.

The cost is divided by the total floor space of all the properties in the block that get heating or hot water from the communal boiler.

Door Entry System Maintenance

Repairing and maintaining controlled entry to the block.

The cost divided by the total floor space of all the properties in the block.

Estate Caretaking

Maintaining the estate area around the block.
Includes litter picking, sweeping leaves and removing dumped rubbish.

The cost of staff time, plus the cost of materials and equipment, is divided by the total floor space of all the properties on the estate.

You can help reduce this charge by contacting Tower Hamlets Council StreetLine (020 7364 5004) dispose large and bulk rubbish.

SERVICE

HOW THE CHARGE IS CALCULATED

Estate Communal Repairs

Repairs to the estate such as to drains, lighting and boundary walls.

The cost divided by the total floor space of all the properties on the estate.

Horticultural Maintenance

Maintenance and planting of the estate grassed areas, shrubs, trees and planters.

Does not include private gardens.

The cost of staff time, plus the cost of materials and equipment, is divided by the total floor space of all the properties on the estate.

Lift Maintenance

Inspecting, repairing and maintaining lifts.

The cost divided by the total floor space of all the properties in the block.

Maintenance Administration

Managing and handling repairs e.g. staff taking calls, surveyors inspecting works, contractor management and processing invoices.

Percentage of the cost of block and estate repairs.

Major Works

This is the cost of Poplar HARCA carrying out works on your building. If the value of those works would result in a charge that exceeds £250 per leaseholder in any service charge year, we would separately consult with you about them.

The cost is divided by the total floor space of all the properties in the block.

Management and Administration

Overheads such as offices, and staff e.g. Housing Team, Anti-Social Behaviour Team, Finance Team etc.

All leaseholders are charged the same fee.

Refuse Containers

Hire, replacement and repair of communal bins or Underground Refuse Systems (URS).

The cost divided by the total floor space of all the properties on the estate.

TV Aerial

Costs of repairing and maintaining the communal TV aerial.

The cost divided by the total floor space of all the properties connected to the TV aerial.

