

Your Service Charges Explained 2025 - 2026

A service charge is a payment for services related to your home, varying by property size, and is additional to your rent. A cost breakdown is provided in your rent review letter.

Please find a breakdown of the different types of additional services you can be charged for below.

Communal area charge

This cost will include services such as electricity, fly tipping, CCTV, legionella checks, fire safety, lift servicing, water, and window cleaning.



Communal cleaning

This cost is for cleaning communal areas, e.g. hallways and stairs

Caretaking

This cost covers caretaking services like maintenance, repair reporting, site checks, bin rotation, contractor access, key fob programming, and litter picking.

Communal electricity

Where there is a communal electricity supply, we will charge the costs incurred by the meter.

Communal TV aerial

This charge covers the cost of maintaining the communal TV Aerial System.

Door entry

A cost to maintain and repair your door entry systems.



Estate Management Charge

In some areas, services are provided by an external management company. Where this exists, this charge covers the costs of the external company. This may include the maintenance of communal areas such as the grass, verges, and ponds.

Extra Care: Communal charge

This cost will include services such as electricity, cleaning, door entry, fire safety, legionella checks, window cleaning, lift maintenance and fly tipping.

Extra Care: Housing support

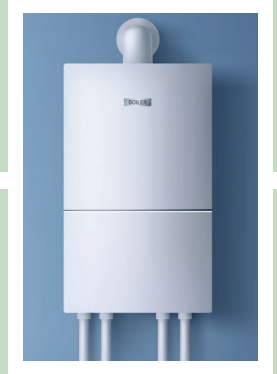
This is a new service charge for 25/26. This service includes additional housing management, community development, tenant engagement, visits, assessments. This service will now be provided by members of the Homes in Sedgemoor team.

Grounds maintenance

The cost of a grounds maintenance contract covers the upkeep of communal roads, footpaths, parking areas, gardening, and any extra work not covered by standard contracts.

Heating: personal

This charge is for the heating and supply of hot water to the tenant's own homes and this element is not benefit eligible.



Heating: communal

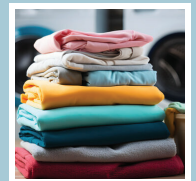
This charge is for the heating and supply of hot water to the communal areas and is benefit eligible.

Independent Living Service

The Independent Living service offers Bronze, Silver, and Gold support levels, helping customers sustain tenancies and improve well-being. Charges reflect the service level chosen.

Laundry

This charge covers maintenance of communal laundry equipment and applies to all customers in settings with these facilities, regardless of usage.



Lifeline

In April 2024, Sedgemoor Careline joined Somerset Lifeline, leading to a review and necessary increase in charges to cover service costs. Despite this, charges are discounted over 50% compared to private sector rates. The team is trained in patient lifting, emergency first aid, and equipment faults, with quick response times.

Management fee

The administration/management fee covers our costs for managing the estate, including staff time, processing, inspections, queries, budget setting, accounting, and related overheads. We charge 10% of your service charge (excluding ILS and heating), and it is benefit eligible. We do not profit from these fees.

Supported housing

This cost will include services such as water, sewerage, electricity, gas, fly tipping, cleaning, fire safety, lift maintenance and window cleaning