

What are the services that we provide?

This is an explanation of the main services we may provide to your building which are chargeable.

Service	Explanation of charge
Closed Circuit Television (CCTV)	Providing CCTV, servicing, repairs any CCTV system and appliances.
Communal cleaning	Cleaning and maintenance of internal communal areas, such as stairs and rubbish chute. It includes labour and the cost of cleaning materials and equipment.
Window cleaning	Cleaning internal communal area windows and external cleaning of windows.
Communal health and safety works	Electrical testing, legionella assessment, the maintenance and provision for renewal of ventilation fans in the communal areas.
Communal lighting and or heating	Supply to external/internal communal areas (hallways, corridors, staircases, and rooms). Including provision of lighting, power points, emergency lighting, power to lifts and other similar equipment. Also light bulbs, tubes and setting time clocks. Including unadopted street lighting, car park and pathway lighting.
Communal repair	Making sure that shared parts of the building are kept in good repair.
Communal TV and or satellite systems	The provision of equipment (such as aerials, central amplifier or masts) to enable access for free-to-air television and radio, including servicing and repairing.
Concierge service	Patrolling the site daily and carrying out major incident patrols.
Dumped rubbish removal	This is rubbish that has been dumped in your building or your estate that needs to be removed.
Fire detection prevention and fire fighting	Maintenance and provision for renewal of the fire alarm system, smoke dispersal system or other plant and specialist equipment, including servicing, testing, repairing and replacing the equipment.
Grounds maintenance	Maintenance of the landscaped and communal areas around blocks or communal gardens includes grass and tree cutting, flower beds, hedges and shrubs maintenance and boundary maintenance.
Lift repairs and servicing	Maintenance, cleaning, repair, electrical and fire testing, insurance and provision for major repairs or replacement of lifts, including stairlifts in communal areas.
Pest control	This is for the prevention and extermination of pest infestations in the communal areas of your estate/block.
Removal of graffiti	This is the removal of offensive graffiti which could be seen as inflammatory or incite hatred

Secure building access door entry	Servicing, repairing and replacement of the door entry system or appliances, including keys, key-cards, keypad door locking mechanism and door entry phone.
Water quality checks	Servicing dealing with Legionella, pest control, cleaning or lift maintenance.
Admin charge	Citizen's costs in monitoring and reviewing the service charge.