

Service Charges Table

Charge Title on rent account	Description	What's included?	Service standards (where applicable_
Low Rise Communal Electricity charge (No cleaning)	A weekly charge of communal electricity within your block	<ul style="list-style-type: none"> • Door entry systems that use electric • Lighting of communal areas • Outside lighting 	
Low Rise Communal Electricity charge <i>with cleaning service</i>	A weekly charge for communal electricity within your block, plus a charge for cleaning & caretaking costs	<ul style="list-style-type: none"> • Door entry systems that use electric • Lighting of communal areas • Outside lighting • Any contractor costs for cleaning and communal windows • This may also include cleaning of stairs and floors, sweeping and dusting indoor areas and the cost of cleaning materials, tools and equipment • Removal of bulk items that cause a health and safety risk • Window cleaning • Staff costs • Management charge for overseeing contract arrangements 	<ul style="list-style-type: none"> • Provide a weekly cleaning service to the internal communal or shared areas of your block. • Provide a weekly cleaning service to the external communal areas of your block. • Provide an emergency cleaning service to your block, including outside normal working hours.

<p>High Rise</p>	<p>A weekly charge for communal electricity within your block, plus a charge for cleaning & caretaking costs, plus a charge for lift maintenance</p>	<ul style="list-style-type: none"> • Door entry systems that use electric • Lighting of communal areas • Outside lighting • Staff costs for cleaning • This may also include cleaning of stairs and floors, sweeping and dusting indoor areas and the cost of cleaning materials, tools and equipment • Fly tipping removal • Servicing lifts and stairlifts in communal areas 	<p>What you can expect from us specifically relating to the High Rise Caretaking and Cleaning service:</p> <ul style="list-style-type: none"> • Clean the communal areas inside the block every week. • Remove litter from lobbies, halls and corridors within one working day. • Remove litter from the communal areas around the block every week. • Clean the ground floor entrance and lifts every day. • Check for any health and safety risks and communal repairs every day and ensure appropriate action is taken. • Remove, or report graffiti for removal, in and around your block. • Wear an official uniform at all times whilst on duty. • Give you details as to how to contact your Estate Caretaker and their supervising Neighbourhood Caretaker or Area Neighbourhood Caretaker. • Give advice on how you can dispose of large items of unwanted waste appropriately. • Take action to have abandoned or nuisance vehicles removed from your neighbourhood. • Work with other organisations for the benefit of your neighbourhood.
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<p>High Rise + Night-Time Security (NTS)</p>	<p>A weekly charge for communal electricity within your block, plus a charge for cleaning & caretaking costs, plus a charge for lift maintenance, plus a charge for night-time security</p>	<ul style="list-style-type: none"> • Door entry systems that use electric • Lighting of communal areas • Outside lighting • This may also include cleaning of stairs and floors, sweeping and dusting indoor areas and the cost of cleaning materials, tools and equipment • Staff costs • Servicing lifts and stairlifts in communal areas • Night time security service carried out by mobile patrol officers, dealing with incident, conducting a minimum of 3 patrols per week. • Monitoring of door entry system • Maintenance of control panels 	<p>What you can expect from us specifically relating to the High-Rise Security Service:</p> <ul style="list-style-type: none"> • Provide 24x7 response to door entry requests from yourselves and your visitors. • Provide 24x7 response to your property intercom calls to the Security Service control room. • Provide an average of three patrols to your block each week, between the hours of 7pm and 7am Monday to Sunday. And 7am to 7pm Saturday and Sunday day. • Check for any health and safety risks and communal repairs on each patrol and ensure appropriate action is taken. • Respond to reports of anti-social behaviour. • Record all calls incoming and outgoing to the 24x7 Security Service Control Room from the door entry and intercom system. • We will work with other organisations for the benefit of you and your high rise block. • Wear an official uniform and always carry identification when on duty. • Be helpful and treat all tenants with dignity and respect. • Be understanding of your circumstances.

Sheltered / Cat 1 – High Rise	This charge is levied for residents in high rise blocks that have been designated as sheltered housing schemes. The charge covers the cost of running the services that are provided in these types of buildings.	<ul style="list-style-type: none"> • Cost towards utilities for communal areas • Cost towards cleaning contract of communal facilities and communal windows • White goods in communal areas & laundry • Staff costs for Sheltered Officers 	<ul style="list-style-type: none"> • Staff on site at least x1 a week • A visit within 4 weeks of a new tenancy • A yearly home visit to check property and tenants' welfare. • Weekly health & safety checks to the common room and scheme for health and safety risks • Report & monitor all communal repairs to communal areas of the building and ensure appropriate action is taken. • Signposting and referrals to other agencies to maintain independence / tenancy.
Sheltered / Cat 1	This charge is levied for residents in a category 1 sheltered scheme, which are generally purpose-built schemes with properties built around a communal lounge.	<ul style="list-style-type: none"> • Cost towards utilities for communal areas • Cost towards cleaning contract of communal facilities and communal windows • White goods in communal areas & laundry • Staff costs for Sheltered Officers 	<ul style="list-style-type: none"> • Staff on site at least x1 a week • A visit within 4 weeks of a new tenancy • A yearly home visit to check property and tenants' welfare • Weekly health and safety checks to the common room and scheme for any safety risks • Report & monitor all communal repairs to communal areas of the building and ensure appropriate action is taken. • Signposting and referrals to other agencies to maintain independence / tenancy.

<p>Extra Care – Cat 2</p>	<p>This charge is levied for residents in a category 2 extra care scheme which are all purpose-built schemes where the properties are linked by a corridor to a communal lounge. These schemes are allocated to people over the age of 55 who have support needs.</p>	<ul style="list-style-type: none"> • Cost towards utilities for communal areas • Cost towards cleaning contract of communal facilities and communal windows • White goods in communal areas & laundry • Cost towards specialist equipment i.e. medical assistance baths & stair lifts • Staff costs for Sheltered Officers 	<ul style="list-style-type: none"> • Staff on site at least x2 a week • A visit within 4 weeks of a new tenancy • Weekly health & safety checks to all communal areas for any safety risks • Report & monitor all communal repairs to communal areas of the building and ensure appropriate action is taken. • A yearly home visit • A weekly welfare check • Individual support from on-site staff to access required services to maintain tenancy / independence.
<p>Careline</p>	<p>Careline is a 24 hour, 365 days a year technology enabled care (TEC) service run by Birmingham City Council.</p>	<p>The weekly cost is based on the provision of the basic Careline alarm box and pendant, and includes:</p> <ul style="list-style-type: none"> • installation • maintenance • 24 hour, 365 days control centre monitoring of the alarm • Equipment • Staff costs 	