

Service Charges and Personal Charges Policy

Scope of Policy

This policy sets out the approach of Platform Housing Group (the Group) to managing service charges and personal charges for all customers. It also covers charges where services are provided to our customers by an external managing agent.

A service charge is a payment made by a customer for communal services received in connection with the occupation of their home. For example, a grounds maintenance service or cleaning of communal areas.

A personal charge is a payment made by a customer for personal services received in connection with the occupation of their homes. For example, the heating of their private apartment or flat.

A comprehensive summary of services that can be charged for is provided as **Appendix One**. The actual charges for each different property type and location will vary.

Applicability

The policy applies to all members of the Group.

Definitions

A **Charge**, for the purposes of this document, refers to both service charges and personal charges.

A **Fixed Charge** is one where the provisions of the tenancy agreement or licence do not require the charges to be set on annual review according to actual costs incurred. This means that if the charges are less than the costs incurred, we will have to fund the deficit, but if the charges are more than the costs incurred, we will keep any surplus.

We review the cost of providing services to our properties at the beginning of each financial year or just before handover for new developments, but there is no subsequent adjustment once the charges are set and no surplus/deficit adjustment. The majority of our general needs tenants, specialist housing tenants and licensees pay Fixed Charges, although we do have a small number of general needs tenants that pay variable charges. Charges to all new customers in social rented homes will be Fixed.

A **Variable Charge** is where we set estimated charges at the beginning of the financial year, or just before handover for new developments, and then produce a final account once the year is complete. The final account compares our actual costs in delivering services to a property against the estimate set and may result in a credit back or an additional amount due from the customer. Our leaseholders (including shared owners) pay Variable Charges. We also have a small number of general needs tenants with Variable Charges.

For tenants, we need to follow the terms of tenancies which typically means we carry forward any difference to the year after next estimate and add it on or take it off from those charges.

For leaseholders we follow the terms of the leases and typically this means we credit or debit their Platform account with the difference six months after the end of their financial year. A refund can be claimed for any resulting credit balance on their account above what is due, and the payment of any debit needs to follow the terms of the lease, which can include spreading cost over the remainder of the financial year.

Affordable Rent - the rent is inclusive of service charges, and it is set at a level which is no more than 80 per cent of the estimated market rent.

Freeholder Charges - where charges are payable by a freeholder, the freehold transfer document will set out the obligations of the freeholder to contribute towards charges and subsequent owners will enter into a deed of covenant agreeing to continue making the contribution.

Reserve Fund - a fund set up to cover expenditure with a cycle exceeding one year to even out annual service charges, such as repainting window frames.

Sinking Fund - this provides for expenditure which might only be incurred once or twice during a lengthy lease term such as replacement of the roof, windows or a lift.

Both types of funds provide a way to spread the cost of expensive repairs and component replacements. Most of our leaseholders are required to contribute towards a Sinking Fund and or Reserve Fund as a term of their lease agreement. Platform will keep Reserve Funds and Sinking Funds in a separate bank account.

A **Use of Assets** charge is a type of service charge that is similar to reserve funds or sinking funds and is typical for tenants. The charge represents the current cost of having that asset. It can be calculated by using the useful life of the asset, similar to depreciation from an accounting perspective, however it is not depreciation. General needs tenants, those living in a specialist housing scheme and licensees may pay a Use of Assets charge, depending on the features of their scheme/block. Components include communal lifts, door entry systems, floor coverings, fire detection and smoke dispersal systems, furniture and white goods.

Section 20 Consultation – the law (section 20 of the Landlord and Tenant Act 1985 (as amended by section 151 Commonhold and Leasehold Reform Act 2002) requires that leaseholders and tenants with Variable Service Charges must be consulted before a landlord carries out qualifying works or enters into a long-term agreement for the provision of services.

Qualifying Long Term Agreements are any agreements to provide services for a period exceeding twelve months when the cost of the service to any one tenant (with a Variable Service Charge) or leaseholder exceeds £100 in any accounting period per property.

Qualifying Works are defined as any work proposed as a one-off where the cost to any one leaseholder exceeds £250 in any single accounting period per property.

Qualifying Works within a Qualifying Long-Term Agreement is defined as any works proposed as a one-off cost as part of a Qualifying Long-Term Agreement where the cost to one leaseholder exceeds £250 in any single accounting period per property.

1. Policy Statement

1.1 This policy sets out our approach to managing service charges and personal charges for all customers. It also covers charges where services are provided to our customers by an external managing agent.

1.2 This policy covers:

- Charge affordability and value for money
- Setting charges on new developments
- Reviewing charges
- Apportioning charges
- Varying the level of services and adding and suspending services
- Service charges for planned and cyclical maintenance
- Reserve/Sinking Funds and Use of Assets charges
- Management fees
- Third party managing agents
- Statutory consultation with customers
- Dealing with customer queries and complaints

2. Context

2.1 This policy is set within the context of relevant legislation and regulatory guidance which includes:

- Commonhold and Leasehold Reform Act 2002
- Landlord and Tenant Act 1985 and 1987
- Housing Act 1980, 1985, 1988 and 1996
- Regulator of Social Housing:
 - Rent Standard – April 2020
 - Consumer Standards - Transparency, Influence and Accountability
- Department for Levelling Up, Housing and Communities (DLUHC) formerly MHCLG - Policy Statement on Rents for Social Housing – updated 14 December 2022
- The Service Charges (Consultation Requirements) (England) Regulations 2003
- Terms of individual licence, tenancy and lease agreements
- Complaints, Comments and Compliments Policy
- Leasehold and Shared Ownership Management Policy

3. Aims and Objectives

- 3.1
- Develop a consistent approach to setting fair and reasonable charges.
 - Ensure we manage charges in a transparent way, providing our customers with clear, up to date information that is easy to understand.
 - Provide value for money to customers ensuring, as far as practicable, that the cost of providing services is covered by the charges levied.
 - Ensure that charges comply with lease, tenancy agreement and licence agreement terms and conditions and with legislation, case law, guidance and best practice issued by the Regulator of Social Housing and National Housing Federation.

4. Policy Outline

4.1 Affordability, Quality and Value for Money (VFM)

4.1.1 Through this policy we will:

- Adopt a consistent approach to setting fair and reasonable charges.
- Provide value for money to customers ensuring, as far as practicable, that the cost of providing services is covered by the charges levied.
- Ensure we provide good quality services for our customers that demonstrate good housing and leasehold management practice and are value for money.
- Continuously improve, challenge, manage and monitor the efficiency and effectiveness of our services.
- Ensure the cost of supplying services is always transparent, competitive and offers best value for money.
- When considering which services to provide, we will consider whether the service is eligible for Housing Benefit and Universal Credit to ensure services remain affordable and desirable to customers.
- Make charges to all customers for non-communal (or personal) lighting, heating, water and other non-communal services that are not eligible for welfare benefits.
- Aim for charges to be based on expected costs and for charges to be good value for money. We may cap increases for some customers to keep services affordable.

4.2 Charge Setting for Existing Properties and New Developments, Changing Services, Management Fees and Statements

4.2.1 Through this policy we will:

- Manage charges in a transparent way, providing our customers with clear, up to date information that is easy to understand.

- Ensure that the services provided are clearly identified to customers and set out in agreements including licences, tenancy agreements, leases, service specifications, external managing agent management agreements.
 - Apportion charges between individual properties in accordance with the terms of the occupancy agreements. We recognise the need for reasonable and fair apportionment of charges to customers and, where none is prescribed, we will adopt a fair and reasonable approach to apportionment.
 - Charges for internal communal areas will be apportioned across those customers with access to these areas, although in instances where we are not the freeholder of the scheme/block, we will be subject to the requirements of the head lease.
 - Apply a fair and reasonable approach to service expenditure and the collection of charges. Although we are not bound to minimise costs, the law and our policy reinforces the requirement that we will ensure charges remain reasonable. Under section 19 of the Landlord and Tenant Act 1985 the following must be considered:
 - Whether costs incurred for services, repairs, maintenance, insurance or management were reasonably incurred.
 - Whether services or works for which costs were incurred are of a reasonable standard.
 - Whether an amount payable before costs are incurred is reasonable.
- 4.2.2 We will provide standardised budgeting and accounts information which makes it clear how charges are apportioned between customers within the same block or on the same estate.
- 4.2.3 The accounting period will be in accordance with the occupancy agreements or another legal requirement.
- 4.2.4 We will review all charges every year.
- 4.2.5 We will use the latest available information when we estimate charges, including taking account of inflation or changes in the price or rates in contracts, and historical costs.
- 4.2.6 We will record costs for each scheme/block and review these to check that they are value for money and accurate.
- 4.2.7 We will comply with all statutory obligations to provide annual charge statements for customers with variable charges and accounts in the prescribed format and in accordance with the occupancy agreements.
- 4.2.8 We aim to minimise annual charge fluctuations for Variable Charges by having accurate estimates.

- 4.2.9 All directly linked costs, together with administration or management costs will be recovered in accordance with the terms of any lease, tenancy, licence or legal transfer agreement.

4.2.10 **Affordable Rent**

The Affordable Rent charge is an inclusive charge that covers the cost of communal services. The initial rent, relet rent and annual reviews are subject to the Rent Setting Policy.

There may be additional charges for personal or non-communal services, and these will be reviewed annually, and the customer will receive details of the personal charge breakdown.

4.2.11 **Market Rent and Intermediate Market Rent**

Properties let on Market Rent or Intermediate Market Rent typically have a rent charge only and no service charge.

4.2.12 **Fair Rent**

When an application is made to the Rent Officer for a Fair Rent, we will include an amount for services as recently reviewed for the relevant block/scheme. If the Rent Officer allows less than we have requested for the services, this will be reflected in the charges we apply to that customer only. If the Rent Officer allows a higher amount, we will not charge a higher amount than we have calculated for the block/scheme.

4.2.13 **Management Fees**

We will charge a management fee to cover the costs associated with procuring and managing the day-to-day services and collecting the charges. It includes Platform Hub costs, Neighbourhood Services costs, Service Charge team costs, Income Management team costs, Finance team costs and Customer Experience team costs relating to dealing with queries and complaints, as well as the costs of producing printed information and information in other formats.

The management fee for general needs rented and specialist housing properties is 15% of the total charges (excluding administration/management fee) for any particular estate/block.

For leaseholders, unless their lease agreement specifies otherwise, the management fee is at a flat rate, depending on the property type/block type and the services received. This fee is typically £250.00 per annum.

We also charge a management fee for dealing with the managing agent on schemes where we are not the freeholder. This fee is typically £100.00 per annum.

For leaseholders, we will also charge a management fee for the administration and management of planned and cyclical works to buildings delivered by Property Services and Asset Management teams. This fee is set as 15% of the cost of the works capped at a maximum fee.

4.3 Varying the Level of Services

- 4.3.1 Providing any particular service is already allowed for in the occupancy agreement, it is possible to vary the level of service, if necessary. For instance, to increase the frequency of a block cleaning service if the current frequency is not sufficient to maintain the block to good standard.
- 4.3.2 We will only vary the level of any service after consultation with customers affected and the proposed revised level of service provided must still be reasonable and justifiable.

4.4 Adding or Suspending Services

- 4.4.1 Adding new services to any particular estate/block can be complex as the occupancy agreements may not allow for the service to be charged, making recovery of the charge difficult.
- 4.4.2 We will only add a new service following consultation with all customers impacted, or where the new service is essential to meet legal requirements. The addition of any new service must be authorised by the Chief Operations Officer.
- 4.4.3 We will consider the suspension of provision of service where it is deemed no longer necessary, following consultation with all the impacted customers. The suspension of any service must be authorised by the Chief Operations Officer.

4.5 Planned Maintenance and Cyclical Repairs

We will identify, through stock condition surveys, any repairs and renewals which are chargeable. This information will be used to plan future planned maintenance and cyclical repairs programmes and to budget for these works accordingly.

4.6 Reserve/Sinking Funds and Use of Assets Charges

- 4.6.1 We will operate Reserve/Sinking Funds for leaseholders, including shared owners, where there are shared assets and leases allow.

Where a Reserve/Sinking Fund is required, leaseholders including shared owners, are required to pay regular amounts as part of their service charge to cover the future cost of items that need to be replaced. Where leases allow, contributions to Reserve/Sinking Funds will be made when leases are sold and will be calculated according to the terms of the lease.

Stock condition survey information will be used to review the level of Reserve/Sinking Fund contributions required from leaseholders, including shared owners.

Tenants need to contribute to the cost of shared communal assets that are not funded by rent. Therefore, tenants will be charged for "Use of Assets".

4.7 New Developments

- 4.7.1 It is our objective to build and develop new homes which have appropriate charges to meet the needs of each development. We will endeavour to minimise the potential for charges as part of the design of new schemes and in the charges that are included.
- 4.7.2 We acknowledge, however, that the UK's commitment to the 'Net Zero' emissions target, 'green' targets and the protection and enhancement of biodiversity on new developments, may impact on future charges.
- 4.7.3 For new developments of leasehold/shared ownership flats, we will establish a Reserve/Sinking Fund and ensure that the lease agreement includes a Reserve/Sinking Fund clause.
- 4.7.4 We will ensure our charge estimates for new developments are clear and reasonable. Customers will have information on all the expected costs of their new home before they sign their occupancy agreement.

4.8 Management Companies

- 4.8.1 Our preference is to develop new schemes on a land led basis rather than providing properties using the section 106 route. The land led approach allows us to have control over the management of sites and ensures that it is unnecessary for management services to be provided by external management companies.
- 4.8.2 We acknowledge that we are likely to continue to provide a small number of properties through the section 106 route but will try to avoid schemes where external managing agents are part of the contract.
- 4.8.3 For existing estates/blocks, some or all the services and repairs are provided by an external management company. The management company will have been appointed by the freeholder to provide these services, and we may be liable to pay service charges to the management company. These costs will be passed onto our customers as part of their service charge. We will charge our own management fee to leaseholders and shared owners only, in addition to the management company charges so that our administrative costs are covered.
- 4.8.4 The management company sets up the service charge estimate. We will carefully analyse the budget, challenge where necessary and advocate for our customers at any meetings etc. organised by management companies. Ultimately, however, the charges levied can vary substantially between different management companies, as

well as be different from what we would charge if we were managing the service directly. As we do not own the freehold or the management rights, our control over costs is determined by the original contracts made.

4.9 Consultation

In accordance with current legislation, and with a customer focussed approach, we will consult with and listen to our customers views about service provision and the charges for any services provided and works completed.

We will ensure that our customers have a minimum of a four-week notification/consultation period where changes are proposed. Where practical, we will offer opportunities for our customers to be involved in the decision making and monitoring process, providing the appropriate responses and feedback.

4.10 Section 20 Consultation

For leaseholders and tenants covered by legislation relating to Qualifying Long-Term Agreements, Qualifying Works and Qualifying Works within a Long-Term Agreement, a separate consultation exercise will be undertaken if required under The Service Charges (Consultation Regulations) (England) 2003. These regulations set out several agreements that are excluded from the definition of a Qualifying Long-Term Agreement even though they may be for a period of more than 12 months. A contract is not a Qualifying Long-Term Agreement if:

- It is a contract of employment e.g., there is no need to consult under section 20 over the appointment of caretakers employed by us.
- The parties to the agreement are a holding company and one or more of its subsidiaries, as is the case with Platform Housing Limited and Platform Property Care Limited.

4.11 Section 20 Consultation and Management Companies

Where a management company is responsible for providing services and major works to an estate/block, it is responsible for conducting section 20 consultation with our customers as well as consulting with us as the head leaseholder.

4.12 Charge Queries

We will investigate queries relating to service charge statements and accounts on an individual basis. We may arrange a scheme meeting to discuss annual charge budgets in more detail if the majority of residents at a scheme ask us to.

5. Equality and Diversity

- 5.1 We are committed to fairness and equality for all regardless of colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief,

family circumstances or offending history, as referred to in our relevant Group policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

- 5.2 An equality impact assessment has been undertaken in respect of this policy and which identified no negative impact on any person or group with a protected characteristic.

6. Complaints

- 6.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

We will attempt to resolve any issues through the Complaints, Comments and Compliments Policy but if the matter cannot be resolved and the customer has a Variable Charge, the First Tier Tribunal (Property Chamber) should be used for matters relating to the requirement to pay or the reasonableness of charges. Customers with a fixed charge can escalate to the Housing Ombudsman. We will also consider using an accredited mediator to resolve charge disputes or go to arbitration if the lease requires this.

7. Monitoring and Review

- 7.1 The next policy review is scheduled for August 2028 and then every three years thereafter.
- 7.2 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until an updated version is available.

8. Associated Documents

- 8.1 List of documents - associated policies, procedures and publications:
- Service Charges and Personal Charges – Customer information Group website
 - Commonhold and Leasehold Reform Act 2002
 - Landlord and Tenant Act 1985 and 1987
 - Housing Act 1980, 1985, 1988 and 1996
 - Regulator of Social Housing:
 - Rent Standard – April 2020
 - Consumer Standards - Transparency, Influence and Accountability
 - Department for Levelling Up, Housing and Communities (DLUHC) - Policy Statement on Rents for Social Housing – updated 14 December 2022
 - The Service Charges (Consultation Requirements) (England) Regulations 2003
 - Terms of individual licence, tenancy and lease agreements

- Complaints, Comments and Compliments Policy
- Leasehold and Shared Ownership Management Policy

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List of Services and Descriptions

Service	<u>Service Charges or Personal Charges</u> Description
Administration Charge (Eligible Services)	Costs of management and administration of communal services charges, such as the cost of our service charges team including their IT system, production of correspondence (estimates/invoices/ statements/queries), general accountancy, office overheads, and costs incurred in relation to the management of contracts and accounts with third parties delivering eligible services.
Administration Charge (Ineligible Services)	Costs of management and administration of personal services charges, such as the cost of our service charges team including their IT system, production of correspondence (estimates/invoices/ statements/queries), general accountancy, office overheads, and costs incurred in relation to the management of contracts and accounts with third parties delivering ineligible services.
Audio-visual Equipment	Cost of providing and maintaining audio-visual equipment.
Auditor Review Fee	Costs Platform pays for an independent accountant to review our service charge accounts.
Building Insurance	Costs of insuring the building your home is a part of and any communal areas. This cost only covers the structure of your building/home, not your personal items and possessions. To learn more about contents insurance and why it's important that you buy it, please visit our website www.platformhg.com and search 'Home Contents'.
Building Safety Systems	Costs for providing and maintaining communal alarm system that are integral to your building. This excludes any costs related to individual customers.
Catering Equipment	Cost of providing and maintaining catering equipment.
Caretaking Service	Costs associated with general caretaking of communal areas, including general cleaning, removal of hazards and waste from communal areas and general maintenance tasks such as replacing light bulbs.
Catering Services	Your contribution toward the provision or infrastructure of your catering services

Service	<u>Service Charges or Personal Charges</u> Description
Communal Adaptations	Cost of providing and maintaining aids and adaptations in communal spaces such as assisted bathrooms.
Communal Air Conditioning	Costs of providing and maintaining communal air conditioning systems for shared areas, including routine/scheduled maintenance and inspection.
Communal CCTV	Costs of providing and maintaining CCTV for communal areas.
Communal Cleaning	Costs of providing cleaning services for communal areas, including labour costs, cleaning materials and equipment.
Communal Compliance Inspections	Costs of management of asbestos in communal areas, including survey and risk assessment fees. These costs do not include the removal or replacement of materials containing asbestos.
Communal Door Access Systems	Costs of providing and maintaining systems that control access to communal areas.
Communal Electricity	Costs of providing an electricity supply to communal areas, including internal and external lighting, electric heating and hot water equipment.
Communal Electrical Safety Inspections	Costs of carrying out safety inspections on the electrical installations in communal areas.
Communal Estate Management	Costs of providing and maintaining external communal areas, including litter picks, dealing with fly tipping and removal of graffiti.
Communal Fire Safety	Costs of providing and maintaining all fire detection, prevention and firefighting equipment, including testing and maintenance of communal fire alarm systems.
Communal Furnishings	Costs of maintenance and renewal of furniture and furnishings in communal areas, including periodic deep cleans.
Communal Grounds Maintenance	Costs of providing and maintaining communal grounds, such as grass cutting, maintaining paths, pruning or cutting hedges, etc.
Communal Heating	Costs from utility suppliers for heating communal areas. Electric heating is included under communal electricity.
Communal Heating Maintenance	Costs of providing and maintaining communal heating systems, including regular inspections and servicing.
Communal Laundry Equipment	Costs of providing and maintaining communal laundry equipment, including regular inspections and servicing.
Communal Lift	Costs of providing and maintaining passenger lifts in communal areas, including routine/ scheduled maintenance and inspections.

Service	<u>Service Charges or Personal Charges</u> Description
Communal Parking Areas/Unadopted Roads	Costs of providing and maintaining communal car parking area and roads that have not been adopted by the local authority, such as replacing road furniture, updating signage and renewing line painting.
Communal Pest Control	Costs to prevent or clear pests/vermin from communal areas, such as the purchase of pesticides and third party pest control contracts.
Communal Playground	Costs of providing and maintaining communal play areas and equipment, including inspection and maintenance.
Communal Repairs	Costs of delivering repairs to communal areas, such as communal lighting and door entry systems.
Communal Rubbish Disposal	Costs of providing and maintaining communal rubbish disposal facilities and services, e.g. maintenance and cleaning of refuse chutes, containers and bin stores, and non-domestic waste removal.
Communal Stairlift/Hoist	Costs of providing and maintaining stairlifts/platform lifts/hoists in communal areas, including routine scheduled maintenance and inspection.
Communal Vehicle Access Barriers	Costs of providing and maintaining vehicle access barriers, such as automated barriers, gates and shutters to ensure access to customer parking.
Communal Water	Costs from utility providers for the water supply to communal areas, where the supply is purchased by Platform.
Communal Water Booster Pump	Costs of providing and maintaining communal water pumps that boost your building's cold water supply to ensure adequate pressure to individual homes.
Communal Water Hygiene Management	Costs of inspection, testing and remediation of shared parts of your building's water system to ensure safe supply of water, e.g. Legionella.
Communal Window Cleaning	Costs of cleaning communal windows, which includes both inside and outside surfaces, as well as labour and materials. Internal window cleaning only covers windows above head height, For windows below the costs are included in your building's caretaking/cleaning service, depending on the service you receive and charge you pay.
Concierge	Costs of providing concierge services in your building.
Eligible Services Discretionary Cap	Platform is committed to keeping charges affordable while ensuring services remain sustainable and high-quality. In 2025, if a customer's total service charge increase exceeded

Service	<u>Service Charges or Personal Charges</u> Description
	£300 per year, a discretionary cap was applied to limit the overall eligible service charges total to £300.
Enhanced Housing Management	Costs of providing enhanced housing, tenancy and building management functions.
Feed In Tarriff (PV Panel) Income	A credit for the share of the surplus energy produced by the PV panels and sent back to the National Grid.
Grant Income (EHM Services)	Any grant received by Platform, typically given by a local authority for its contribution to the EHM Services.
Grant Income (Support Services)	Any grant received by Platform, typically given by a local authority for its contribution to the Support Services.
Ground Rent	Ground rent costs as specified under the terms of your lease.
Income Credit	Income from activities such as Room Hire, Guest Room Hire & other commercial activities. Where we receive additional income on services provided where you live this is added as a credit against service charge costs.
Ineligible Services Discretionary Cap	Platform is committed to keeping charges affordable while ensuring services remain sustainable and high-quality. In 2025, if a customer's total service charge increase exceeded £300 per year, a discretionary cap was applied to limit the overall ineligible service charges total to £300.
Lightning Protection	Costs of providing and maintaining systems to help protect your building from damage caused by lightning strikes.
Major Works	Costs of providing qualifying works as defined under Section 20 of the Landlord and Tenant Act 1985.
Personal Alarms	Costs of providing, maintaining and monitoring your personal alarm, such as a fall alert pendant.
Personal Electricity	Costs from utility providers for electricity supplied to your home, where the supply is purchased by Platform.
Personal Furniture	Cost of providing and maintaining personal furniture.
Personal Heating	Costs from utility providers for heating supplied to your home, where the supply is purchased by Platform.
Personal Water	Costs from utility providers for water supplied to your home, where the supply is purchased by Platform.

Service	<u>Service Charges or Personal Charges</u> Description
Personal Adaptations	Costs of maintaining adaptations in your home, such as assisted toilets, hoists, stairlifts and through-floor lifts.
Reserve Fund	A regular contribution to your building's Reserve Fund to help cover exceptional expenses related to communal areas.
Sewerage	Costs of providing and maintaining a private sewerage system/pumping station, including routine and scheduled maintenance of equipment and sewage removal where required.
Sinking Fund	Money collected in advance, based on how long an asset is expected to last, to help pay for its replacement when needed. This sinking fund may cover one or more assets, or multiple funds may be set up for different assets.
Site Licences	Costs of Site Licences for communal areas, such as a TV Licence
Support Charge	Costs of providing personal support and wellbeing services.
Third Party Management Fees	Costs Platform pays to third party management companies that manage some or all of the services you receive where you live.
Use of Assets	Costs of using communal assets that will need to be replaced in the future.
Working at Height Safety Equipment	Costs of providing and maintaining systems to protect operatives working at height from falls e.g. working on communal roofs.