


# Service Charges Descriptions 2026/27


This sheet contains a description of all the services that Progress Housing Group provides; it will, therefore, refer to services that may not necessarily be provided to you or your property. You will find the details of the separate charges for the services you are receiving on the bottom of your rent and service charge statement.


The service charges are split into three sections, property-related service charges, personal service charges and support charges.

## Section 1: Property-related service charges


Property-related service charges refer to services that are provided by Progress Housing Group to your property and the surrounding area. Each service charge is calculated to include costs incurred by Progress Housing Group in providing these services. The calculation includes costs to provide, maintain and repair any equipment involved in providing the service. It also includes employee time and utility costs required to provide the service.


 **Amenity lighting**  
Amenity lighting relates to street lighting, which has not been adopted by the local authority and is Progress Housing Group's responsibility to provide. This category can include lighting provided to improve security in specific locations.


 **Adaptations**  
The cost of maintaining and possible replacement of aids and adaptations.


 **Administration charge**  
The cost of administering the services Progress Housing Group provides to your property and the surrounding area.


 **Annual service of photovoltaic**  
The cost of servicing any photovoltaic (solar) panels or systems.

 **Buildings insurance premium**  
The cost of providing buildings insurance to properties owned by Progress Housing Group and leased to a leaseholder.


 **Bulk container**  
These are large industrial bins which are used at some of the schemes.


 **Certification charge**  
The cost of producing the annual service charge statement, issued to tenants and customers with variable service charges.


 **Communal area repair and maintenance**  
The repair and maintenance of communal areas within a scheme.

 **Communal cleaning**  
Cleaning communal areas at a scheme or block of flats, this may include a community centre, toilets, hallway, stairway and corridors.

 **Communal contents insurance**  
The cost of providing contents insurance for items that are owned by Progress Housing Group.


 **Communal electricity**  
The cost of providing lighting and heating within the communal areas of a scheme or block of flats.


 **Communal gas**  
The cost of providing heating to communal areas within a scheme or block of flats. In some schemes, the heating system supplies both the communal areas and individual flats. In these schemes, the charge for the communal area is included as a property-related service charge and the charge for the individual flat is included in the personal charge in section 2.


 **Communal gardening**  
The cost of garden maintenance such as pruning, grass cutting, and maintaining borders to communal gardens.


 **Communal repair of furniture, fixtures and white goods**  
The maintenance and replacement of fixtures, fittings and white goods within the communal areas of a scheme.

 **Communal health and safety**  
The cost of providing signage and adaptations to communal areas required to meet health and safety regulations.

 **Communal internal decoration**  
Carrying out internal decoration to the communal areas within a scheme, including replacing the floor coverings.

 **Communal pathway and parking**  
The cost of maintaining and repairing communal pathways and parking areas which are the responsibility of Progress Housing Group.

 **Communal pest control**  
Removal of wasps' nests and the control of other pests within the communal areas.

 **Communal TV Licence**  
The cost of providing a TV Licence for a television provided by Progress Housing Group in a communal area.

### **Communal water charges**

The cost of providing water to the communal areas in schemes. In some schemes, the water supplies both the communal areas and individual flats. In these schemes, the charge for the communal area is included as a property-related service charge. The charge for the individual flat is included in the personal charges in section 2.

In some properties, Progress Housing Group provides and maintains the water meters. In these properties, the service charge is for provision of these meters and not for any water consumed. This is billed directly to the individual tenant by the relevant utility company.

### **Communal window cleaning**

The cost of cleaning windows to communal areas.

### **Concierge**

This charge only applies to Progress Housing Group's single homeless units to maintain the security of the building.

### **Estate caretaker**

The caretakers carry out minor repair improvements. They also deal proactively with graffiti and the estates' appearance, making sure areas are kept clean and tidy in conjunction with Progress Housing Group's grounds maintenance contractor.

They also work with tenants to advise and encourage them to keep their properties and gardens clean and tidy. In addition to this, they attend local meetings and deal with other estate management issues that arise with other agencies such as the local authority and the police. They also work with other estate employees in their areas, such as improving a 'grot spot' or on planting projects.

### **External management charge**

Other companies manage some properties owned by Progress Housing Group. This company is responsible for providing services to the property; these would usually be Progress Housing Group's responsibility, such as grounds maintenance or maintenance of communal areas.

### **Grounds maintenance**

The cost includes cutting grass on communal greens, grass verges and other communal areas in an area owned by Progress Housing Group. All tenants in the area share the cost of this service, even if they do not have a verge or communal space directly adjacent to their property. The reason for this is that everyone benefits from the area's maintenance of these areas.

### **Inbuilt appliances**

In some circumstances, inbuilt appliances, are provided by Progress Housing Group, for example, cookers and hobs. These remain in the ownership of Progress Housing Group and means that the Group has the responsibility to repair, maintain, insure and replace these items.

### **Laundry duct**

The cost of servicing and maintaining commercial laundry ducts within the communal areas owned by Progress Housing Group. This cost is for removing lint and dirt buildup in the duct from the back of the laundry equipment to ensure continued operation and remove possible fire risks that could be created if the duct were to become blocked.

### **Legionella risk assessment**

The cost incurred to carry out water checks and Legionella testing.

### **Maintenance and provision of communal passenger lift**

The cost of providing, servicing and maintaining the passenger lift installed at a scheme.

### **Management costs**

Where management services are provided by Progress Housing Group, for example, at independent living schemes the housing management function is provided by the independent living co-ordinators and the scheme cleaner.

### **Office costs**

The cost of providing and operating an office located within some of the schemes.

### **Other communal heating source (fuel-based heating)**

The cost of providing heat to communal areas within a scheme or block of flats, which uses an alternative fuel to gas and electricity.

In some schemes, the heating system supplies both the communal areas and individual flats. In these schemes, the charge for the communal area is included as a property-related service charge, and the charge for the individual flat is included in the personal charge in section 2.

### **Planned and cyclical maintenance**

This charge is for the provision of planned and cyclical maintenance to leasehold properties. Cyclical maintenance relates to maintenance which takes place on a cycle, such as external painting. Planned maintenance refers to maintenance scheduled from the stock condition survey and is usually large maintenance items such as the replacement of a roof.

### **Provision and replacement of furniture, fixtures and white goods**

The cost of providing and replacing items of furniture, fixtures and white goods owned by Progress Housing Group.



### **Provision of communal alarm and fire equipment**

Some schemes and blocks of flats have an alarm system and fire equipment installed which is maintained and repaired by Progress Housing Group.



### **Provision of other communal alarms**

The cost of providing other alarms (not fire alarms), this can include the provision of Tunstall alarms in independent living schemes



### **Provision and maintenance of automatic entry/CCTV system**

Some schemes and estates have CCTV cameras installed to assist with the security of the area. This may be separate to or combined with an automatic entry system.



### **Provision of communal telephone**

Provision of a telephone to a scheme, for the use of employees involved in managing the scheme and providing a telephone line to facilitate alarm equipment.



### **Provision and maintenance of communal stair-lift**

The cost of providing, servicing and maintaining a stair-lift installed at a scheme.



### **Provision and maintenance of door entry system**

Some schemes and blocks of flats have a keypad/call button or fob reader door entry system, maintained and repaired by Progress Housing Group.



### **Refuse collection**

Provision of waste collection service.



### **Routine maintenance**

This charge relates to leasehold properties for providing day-to-day repairs and maintenance. These items cannot be planned for, as they are required to repair items as and when they are needed, such as repairing a leaking gutter.



### **Servicing of electrical equipment (portable appliance testing (PAT))**

Carrying out PAT testing to electrical equipment within the communal areas which are owned by Progress Housing Group.



### **Sinking fund**

A sinking fund is an amount of money which may be used to help leaseholders pay for planned repairs to the property, for example, replacing the roof or external painting. This has to be kept in a separate account.



### **Specialist equipment**

The cost of servicing items of specialist equipment provided by Progress Housing Group, such as specialist baths and fixed hoists.

## **Section 2: Personal service charges**

Personal charges refer to services that are provided by Progress Housing Group to you in your individual property.



### **Concessionary TV Licence**

Cost of providing concessionary TV Licence.



### **Personal heating charge**

This charge relates to the cost of providing heating to your individual property from a communal boiler. The charge pays for the usage of gas or electricity for heating; it does not include any cost for maintaining the heating system.



### **Personal service charge**

Cost of providing services to you in your individual property.



### **Personal water charge**

This charge relates to the cost of providing water to your individual property from a communal supply. The charge pays for the usage of water; it does not include any cost for maintenance.

## **Section 3: Support charges**

Support charges refer to support services provided by Progress Housing Group to independent living scheme tenants. It pays part of the independent living co-ordinators' cost, the response service for out-of-hours emergencies, the alarm equipment and the employees who monitor the 24-hour emergency alarm system.

