

2025 Service Charges

List of Services and Descriptions

Service	Service Charge 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.platformmhg.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.
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.

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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.

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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 your receive and charge you pay.
Concierge	Costs of providing concierge services in your building.

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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 £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.

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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.
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.