

Your service charge 2025/26

The cost-of-living crisis continues to have a grip on the UK and we know this is impacting family finances. We understand this, and our teams have been working really hard to make savings and reduce costs wherever we can to ease that financial pressure. For the second year running we have reduced service charges for the majority of our homes.

22 out of 28
service charge
groups will see
a reduced price
in 2025/26

For 2025/26 we have managed to **reduce the service charges for 22 of our 28 schemes/blocks**. This means that the vast majority of Plus Dane customers will again see lower service charge costs this coming financial year.

For 3 schemes there will be an increase of £3 per week or less, and we are still working hard to reduce the increase for the remaining 3 schemes.

What's included

Communal area maintenance

For those customers who live in areas with open or shared green spaces that includes grass, shrubs, bushes and trees, we provide a maintenance service to keep these areas tidy, we also litter pick parking and flagged areas, this is all included in your service charge. The cost is shared between eligible nearby homes or on the estate and is dependent on the amount and type of shared or open space. Costs are outlined in your annual service charge bill.

Service schedule

- 12 grass cuts between mid-March and mid-September (weather dependent)
- 2 hedge trims* prior to Spring and during Autumn
- 2 visits to turn over and weed the beds
- 1 inspection of trees** and 1 cut back of bushes in communal areas
- 4 litter picks during winter [we will also collect any litter during grass cut visits]
- 1 visit to reduce any woodland over-growth
- 4 visits to collect fallen leaves during Autumn and Winter
- 2 weed sprays

What we need from you

- Please remove any obstacles from the grassed area such as toys, garden furniture.
- If you have a pet please remove any animal faeces on the grass. We really can't cut grass if we see any animal faeces present as it poses a significant health and safety risk for our colleagues.

**we don't cut hedges back in Spring as this is nesting season for birds*

***we don't cut back trees and will only remove them if they are dead, diseased, or dangerous.*





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DETAILS



Communal cleaning

We are responsible for the maintenance and cleaning of communal areas, including:

- All external communal entrance areas
- Passenger lifts
- Internal/external communal foyer areas
- Internal/external communal stairs / Stair landing areas
- Internal/external hallways / Corridors / Common Areas
- Refuse rooms or Internal bin stores
- Internal/external doors/glass panels

Deep annual clean

A deep clean is required to all properties on an annual basis

External bin stores - twice per year

External bin stores are to be brushed and jet washed on a 6 month basis

High level cleaning - twice per year

- The light fittings are dusted and any cobwebs removed and wiped clean with a damp cloth to make sure all dirt is removed
- The ceiling / wall areas are to be dusted and wiped clean with a damp cloth to make sure all dirt / cobwebs are removed



Your Council can help with...

Bin and refuse collection

For information on when your bin collection day is, to report a missed collection, to request a bin or for general advice on bins, recycling and waste, please visit your local council's website.

Street lights

Maintaining or repairing street lighting may either be the responsibility of your council or Plus Dane, depending on the location. Please contact us for more information.

Pest control

If you have a problem with pests in your home, please contact your local council who will be able to help. If the issue is within a communal area of your building, you can contact us and we will come out to assess and resolve the problem.

online



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face to face



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