



Your service charges – Frequently Asked Questions

What is a service charge?

Your service charge covers the cost of services provided to your scheme, neighbourhood and personal charges in relation to your home.

How is my charge calculated?

The charge is calculated annually based on the cost of services you received for the previous year and estimated costs for the coming year.

What items are chargeable?

We provide a service charge estimate which sets out what services are chargeable and what these cover. Please take a look at this and if you have any questions please do not hesitate to get in touch by calling **0300 555 0600** or by emailing Homeownership-CustomerAccounts@onward.co.uk

Why have my service charges increased?

Some customers may see an increase in their budgets charges this year. We always work to ensure the best value for money for customers through competitive tender processes for all suppliers. However, the economy has been challenging in recent years and as a result we continue to see increases in the costs of delivering essential services, such as building safety and compliance.

We have brought some services inhouse, such as grounds maintenance, cleaning and waste management, which means that we can better control costs. We have also reviewed data to capture the full and accurate costs of delivering services, which means some customers may see changes in their service charges.

Why does my neighbour pay a different amount to me?

You only pay for the services that your lease requires us to provide and allows us to recover the cost of. In some cases, you may pay a different amount to another customer on the same site. An example of this could be where there are two blocks of apartments and one has internal communal areas which need to be maintained, and the other one doesn't.

I am concerned about how I will pay the new amount. Who do I contact?

If you are worried about paying your service charges, please contact our Customer Accounts and Money Advice Team at Homeownership-CustomerAccounts@onward.co.uk

Where can I find a schedule of the services I receive?

Our Onward Environmental team provides grounds maintenance, cleaning, window cleaning, and waste management service for most customers. Most internal communal areas are cleaned fortnightly, with some properties and sheltered schemes being cleaned more frequently. Window cleaning takes place usually every two months or as stated in your lease.

Grounds maintenance visits take place every two weeks. Litter picks are carried out on all visits. Grass is cut during the growing season, except in cases of extreme wet weather, and hedge and shrub reduction works are carried out from November to February. Some grassed areas, for example meadows, may be cut less frequently.

For those customers that receive a service from Onward Environmental, we will send a newsletter which sets out the services that we provide and when you can expect to receive these. If you have any questions about your grounds maintenance service, please get in touch. You can find out more by visiting www.onward.co.uk/services/environmental-services/ or giving us a call.

Do I need to adjust my Direct Debit mandate or Standing Order with my bank?

Your Direct Debit will be adjusted automatically by our Customer Accounts team – you don't have to do anything. However, you will need to contact your bank to amend your Standing Order to the new amount before April 1st 2026.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344603**, or send an email to **homeownership@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres homeownership@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على رقم الواتس homeownership@onward.co.uk 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা homeownership@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 0300 555 0600 تماس بگیرید، از طریق واتساپ به شماره homeownership@onward.co.uk 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 homeownership@onward.co.uk 07418 344603，或发送电子邮件至

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, fariin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir homeownership@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ ہمیں واٹس ایپ homeownership@onward.co.uk پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à homeownership@onward.co.uk.

ئەگەر پێویستت بە یارمەتی هەبێت بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتساپ homeownership@onward.co.uk پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیلیکمان بۆ بنێرە بۆ

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07418 344603, ou envie um email para homeownership@onward.co.uk.