

Service Charge Working Party Report to RCC, 26th January 2026

There have been two meetings since the last report to the RCC in November:

13th January, Service Charge budget 2026/27, reported in the RCC/BRC pack at Agenda 5

Members of the BEO Reporting Committee also attended this meeting.

(The meeting had been planned for some while earlier but had to be deferred while Dan and his team were diverted to deal with the emergency situation created when Thames Water failed to supply services to around 400 flats)

At the meeting we received detailed explanations of the forecast expenditure:

- Employees - down to costs of posts
- Repairs and maintenance - details from the planned preventative maintenance programme and some non-recurring works
- Future major works - the costs of the preparation/planning necessary to deliver the relevant projects in the major works programme.
- Electricity – net of the PPA

This was a step change - the first time we have received this level of detail and all members of the SCWP appreciated the willingness to share information, explain and discuss it.

I hope that we can build further on this major improvement and in future receive papers earlier with a written commentary on assumptions, calculations etc and sight of the RCC/BRC paper before it is finalised and distributed.

25th November – Heating Billing

A second meeting was convened to further consider historical heating charges given the charging problems experienced in 2021/22 and 2022/23. As reported at the last RCC meeting Dan and Shruti had undertaken a detailed review to ensure that every invoice received in the period under review was appropriately allocated. At this meeting the outputs of this detailed exercise were reviewed. The results and any rebates/outstanding payments due will be undertaken in March. A detailed communication is being prepared by the BEO explaining the position for each House.

At last, the long outstanding issues around heating bills will have been resolved and we will start the new financial year with a clean sheet.

Other work:

1. A further meeting needs to be held on City of London Recharges, reviewing particularly what we have been charged historically and the justification.
2. A report of the 6-month actuals for 2025/26 ie current year, will be produced and reviewed by the end of the financial year. We would expect this to be available earlier in future years to ensure that the information can be used to inform the budgeting process for the following financial year.

Sandra Jenner,
Chair, SCWP
19th January 2026

Members:

Bernie Burrows
Adam Hogg
Helen Hudson
Sandra Jenner – Chair
Frits van Kempen
Fred Rodgers
Sally Spensley
Dave Taylor
Jo Boait, Chair RCC

