

# Understanding some of your charges

## Estate services

**This year, some of the charges you pay for services in your neighbourhood have increased. These are called estate service charges. We want to help explain each charge and why there may have been an increase.**

Estate service charges cover essential services that maintain the quality, safety, and cleanliness of your shared living environment. These charges may increase due to inflation, rising contractor costs, additional service requirements, or regulatory changes. Below is a breakdown of the key services covered by your estate service charge and why they may fluctuate over time.

In 2025, with the help of our involved residents, we significantly improved how we managed our contractors, challenging their poor performance, high costs, and attendance. We've also strengthened audits, contractor inspections, and monitoring to ensure all services are delivered consistently. They also assisted in the procurement process of bulk rubbish and pest contractors.

In 2026/27, we will begin the procurement of our new 3-5 year grounds maintenance and cleaning contracts. This will be an opportunity for you to be involved redesigning the service you receive and help us select the new contractors.

Our ongoing commitment in 2026/27 is to continue this approach to the management of our neighbourhoods to ensure value for money and the best possible service for you. This includes inviting residents to be part of the procurement process to ensure transparency and to listen to their views.

## Bulk rubbish

It's essential that we remove bulk rubbish to meet our fire safety responsibilities and ensure all residents live in a safe environment. In 2025, we saw a large increase in the number of reported cases of fly tipping. Despite our best efforts we know we need to get better at tackling this issue, knowing that sometimes the people responsible are not our residents.

Bulk rubbish can occur due to fly-tipping and unauthorised dumping as well as excess household items being left for removal. We use several different contractors across our regions to carry this work out for us, helping to keep your neighbourhood and communal areas clean, hygienic, safe, and free of obstructions.

It's important we take a proactive approach to fire safety. This means removing bulk items and other fire risks from communal areas as quickly as possible. We have a duty to keep residents safe and where items are left in shared areas or near escape routes, we must remove them urgently.

It's important to remember that although you pay a service charge for bulk rubbish removal, this does not mean you can leave items in communal areas for us to remove. By doing this, it actually increases costs for everyone and is not good value for money. Removing dumped items requires specialist contractors. This is far more expensive than using the correct disposal routes and these higher costs are then passed back through your service charges.

You will see an increase in your service charge for bulk rubbish and there are several factors which may have contributed to this:

- An increase in fly-tipping and unauthorised dumping, particularly around bin stores and communal spaces.
- Higher contractor and disposal costs due to rising waste processing.
- More frequent clearances to maintain neighbourhood standards and prevent fire safety hazards.

We're taking steps to get better value for money and manage these costs more effectively. This includes inviting residents to be part of the procurement process to ensure transparency and to listen to their views.

We share quarterly updates on the Neighbourhoods page on our website and on noticeboards so you can see how bulk rubbish spending is affecting your service charges, and what's being done locally.

Our Neighbourhood Coordinators are developing targeted plans for the most problematic areas to tackle the underlying causes and engage with residents.

## What we need to do more of in 2026-2027

- Recharging and tenancy breach: Where we do identify perpetrators, we need to be taking proactive steps to recharge the cost of removal to the resident and follow our tenancy breach procedure which could result in legal action.
- Where we identify that the person who has dumped rubbish is not one of our residents we will actively work with our stakeholders and / or prosecute directly.
- Staff training: We're providing further training for our Neighbourhood teams and managers to improve our service, including how to effectively reduce bulk rubbish.
- Value for money: We're finalising a new procurement process for bulk rubbish removal to ensure we get the best possible service at the right price. We are also

considering alternative solutions that may provide better value for money and be able to provide more for less.

- Neighbourhood engagement: We hold meetings in our neighbourhoods where bulk rubbish is an issue to discuss local challenges.
- New technology: We'll be piloting mobile CCTV in some of our neighbourhoods with high levels of bulk rubbish to help us better understand where waste is coming from and deter fly-tipping.

We need your support to keep your neighbourhood clean and reduce costs for everyone. You can help by:

- Reporting bulk rubbish or fly-tipping as soon as you see it through the PA Housing website, your Neighbourhood Coordinator, or by calling 0300 123 2221.
- Sharing any information or CCTV footage (if you have a camera or ring doorbell) that could help identify who is responsible.
- Correctly disposing of rubbish in the correct bins provided.
- Not leaving unwanted items in communal areas.
- Encouraging your neighbours to do the same. Working together helps reduce costs for everyone.
- Arranging disposal through your local council's bulk waste collection service. Many offer a free or subsidised bulk collection service.
- Donate reusable items to charity.

## Pest Control

We take a proactive approach to managing pests in communal areas. Pests can move quickly through pipework, drainage routes, voids, and shared corridors, and a single issue in one area can spread rapidly across a block. This means treatments often need to cover several parts of a building at once, involve multiple visits, and require specialist interventions to fully resolve.

We hold regular contractor meetings to strengthen our contractor monitoring and have worked closely with our Repairs Team to seal entry points and reduce repeat activity.

Several factors may have contributed to an increase in your pest control charge:

- Rising contractor costs, including specialist treatments, increased labour charges, and higher material prices.
- A rise in pest activity, particularly in buildings where waste or rubbish has been left in communal areas or bin rooms.
- More complex infestations requiring multiple treatments, block-wide programmes, and follow-up visits.
- Preventative treatments carried out more frequently in buildings identified as higher risk.
- Entry point repairs recommended by contractors, such as sealing damaged vents, gaps, pipework, and brickwork.
- Weather-related increases in rodent and insect activity, especially during warmer and wetter months.
- Higher report volumes in buildings with communal access, where pests can move more easily between connected areas.

These combined pressures increase the frequency, scale, and type of interventions needed to keep buildings safe, hygienic, and pest-free.

## Cleaning

Over the last year, we've had to increase cleaning to maintain safe, hygienic, and well-presented communal internal areas. This includes responding to increased footfall, repeated waste, contamination in bin rooms, spillages, misuse of shared areas; and the rising costs of labour, products, equipment, and disposal.

Several factors may have contributed to an increase in your cleaning charge:

- Rising contractor costs driven by inflation, increased labour costs, equipment, and specialist products.
- More frequent cleaning visits in buildings experiencing repeated waste left beside bins, refuse contamination, or misuse of shared spaces.
- Increased contamination in bin rooms, requiring additional deodorising, deep cleans, and emergency visits to prevent pests and maintain hygiene.
- Higher footfall in internal areas, including lobbies, lifts, stairwells, and corridors, which leads to quicker dirt build-up and longer cleaning sessions.
- Emergency cleaning following hazardous waste, spillages, sharps, or unsafe materials, which require specialist removal.
- Weather-related dirt and moisture being tracked into buildings, especially during winter and wet periods, resulting in more intensive cleaning.

These combined pressures increase the volume, complexity and frequency of work required to maintain clean, safe, and hygienic communal internal environments.

## Grounds Maintenance (including communal tree management)

We've had to significantly increase grounds maintenance activity across many estates due to rapid seasonal growth, misuse of outdoor areas, and rising contractor costs.

We also expanded our programme of tree inspections and safety work to ensure external areas remain safe, accessible, and compliant with statutory obligations. This includes urgent storm-related tree work, high-risk pruning, and clearance of debris.

Several factors may have contributed to an increase in your ground's maintenance charge:



- Rising contractor costs, including increased labour, machinery, and green waste disposal.
- Accelerated seasonal growth due to warmer and wetter weather, requiring additional grass cutting, hedge trimming, shrub maintenance, and weed control.
- Increased littering, misuse of and fly-tipping in communal outdoor areas, resulting in unplanned clearances and additional contractor time.
- More frequent weather-related emergency visits, including clearing storm debris, fallen branches, slipped soil, silt, or obstructions to pathways.
- Greater demand for tree safety work, including risk-based inspections, pruning, crown reductions, storm-damage response, and ongoing safety monitoring.
- Extra seasonal tasks, such as autumn leaf clearance, winter debris removal, and gritting support in some areas.

These combined pressures increase the scale, frequency and complexity of the work required to maintain safe, well-kept external communal spaces throughout the year.

## **Do you have any questions?**

If you have any questions about your estate services, please contact us or visit our website for more information.

[www.pahousing.co.uk](http://www.pahousing.co.uk)