

Service Charge Account

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %	Actual 2010/11 % of Total	Actual 2011/12 % of Total
Customer receipts									
Fees & Charges	10	13	3	30	16	(3)	(19)		
Long lessees	6,381	6,223	(158)	(2)	7,294	(1,071)	(15)		
Short term tenancies	410	346	(64)	(16)	384	(38)	(10)		
Recharges									
Cleaning & Lighting	163	138	(25)	(15)	168	(30)	(18)		
	6,964	6,720	(244)	(4)	7,862	(1,142)	(15)		
Direct Costs									
Employees	(2,029)	(1,998)	31	2	(2,139)	141	7	29	30
Premises	(3,926)	(3,772)	154	4	(4,751)	979	21	56	56
Transport	0	0	0	0	0	0	0	0	0
Supplies and services	(61)	(34)	27	44	(63)	29	46	1	1
	(6,016)	(5,804)	212	4	(6,953)	1,149	17	86	86
Recharges									
Insurance	(24)	(24)	0	0	(24)	0	0	0	0
Supervision & Management	(539)	(499)	40	7	(501)	2	0	8	7
Technical Services	(397)	(413)	(16)	(4)	(398)	(15)	(4)	6	6
	(960)	(936)	24	3	(923)	(13)	(1)	14	14
Total Costs	(6,976)	(6,740)	236	3	(7,876)	1,136	14	100	100
Surplus / (Deficit)	(12)	(20)	(8)	(67)	(14)	(6)	(43)		

B = Better, (W) = Worse

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

Local Risk		CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
Employees			
	22 House Officer	138,558.48	
	3 Additional Pension (Resident Housekeeper)	237.76	
	9 Estate Cleaners	791,967.91	
	12 Car Park Attendants (one third)	415,895.77	
	13 Hall Porters	540,407.55	
9 13	Training Expenses	1,398.50	
9 12 13	Medical/Counselling expenses	213.99	
	9 Retirement provision	1,037.00	
	14 Garchey Operatives	<u>108,002.32</u>	
			1,997,719.28
			1,997,719.28
Premises Related Expenditure			
Repairs and Maintenance			
	2 Lifts General Maintenance	64,887.72	
	2 Lifts Contract Servicing	204,248.09	
	14 Garchey Repairs	54,342.91	
	16 General Maintenance Estate Wide	47,603.82	
	17 Electrical Repairs Common Parts	47,935.76	
	18 Electrical Repairs Exterior	4,665.33	
	19 General Repairs Common Parts	90,350.30	
	20 General Repairs Exterior	643,326.53	
	25 Redecoration Programme (fees)	30,016.10	
	25 Redecoration Programmes	151,208.20	
	26 Special Works - Safety/Security	93,600.61	
	27 Water Supply Works	14,067.00	
	28 Cromwell/Shakespeare Tower lobby refurbishment	-9,385.60	
	29 Concrete works	226,107.45	
	30 Fire pumps	17,496.00	
	31 RCD Socket outlets	7,609.00	
	32 Emergency Lighting	46,761.00	
	33 Fan and duct work cleaning	19,459.00	
	34 Digital TV consultation	7,849.50	
	35 Electrical testing	<u>6,486.00</u>	
	Total		1,768,634.72
Energy Costs			
	1 Electricity (Common Parts and Lifts)	359,748.21	
	4 Electricity Resident Engineers	1,110.54	
	14 Electricity Garchey	5,778.08	
	36 Electricity heating	1,221,608.10	
	37 Gas Heating Frobisher	<u>14,652.98</u>	
	Total		1,602,897.91
Rents			
	4 Resident Engineers	<u>82,597.58</u>	
	Total		82,597.58
Rates			
	9 Cleaners	3,716.68	
	Other	-1,142.28	
N/C, 2	4 Resident Engineers	<u>7,846.77</u>	
	Total		10,421.17
Water			
	4 Resident Engineers	<u>1,598.44</u>	
	Total		1,598.44
Cleaning and Domestic Supplies			
	6 Window Cleaning	164,910.04	
	Hygiene services	2,719.16	
	19 Refuse collection	25.00	
	7 Cleaning Materials	18,163.13	
7 12 13	15 Pest Control	<u>11,018.72</u>	
	Total		196,836.05
Garden Maintenance			
	11 Grounds maintenance costs	<u>109,097.12</u>	
			109,097.12

	Total Premises Related Expenses		3,772,082.99
	Travel expenses		
N/C	Petrol and oil	100.18	
9 12 13	Staff travelling expenses	<u>384.05</u>	484.23
			484.23
	Supplies and Services		
	Equipment Furniture and Materials		
8 13 14 19	19 Furniture and Fittings	1,615.00	
	Cleaning Equipment	<u>9,562.67</u>	11,177.67
	Total		
	Clothing Uniforms and Laundry		
9 12 13	Estate Cleaners/Hall Porters/Car Park Attendants/	<u>3,649.95</u>	3,649.95
	Total		
5 8 14	Provisions		<u>1,002.17</u>
2 9 13 14 17	Communications & Computing		<u>12,604.66</u>
5 16 20 23	Printing and stationery		<u>3,466.64</u>
	23 Consultants fees		<u>2,000.00</u>
	Total Supplies and Services		<u>33,901.09</u>
	Total Expenditure		<u>5,804,187.59</u>
	Income		
	Fees and Charges		
N/C	23 Charges for Services (solicitor's enquiries)	(12,077.87)	
	Other charges	(1,229.24)	
	Total		<u>(13,307.11)</u>
	Service Charges Long Lessees		(6,223,214.38)
	Service Charges Short Term Tenants		(346,108.05)
	Total Income		<u>(6,582,629.54)</u>
	TOTAL LOCAL RISK		<u>(778,441.95)</u>
	RECHARGES		
	Central Recharges		
2	Lift Insurance	21,093.75	
14	Premises insurance	<u>2,702.34</u>	23,796.09
	Total Central Recharges		<u>23,796.09</u>
	Recharges from /to other divisions		
9 12 13 22 23	Supervision and Management - Estate Wide	454,533.50	
24	Supervision and Management - Block	44,743.05	
			<u>499,276.55</u>
	1 Electricity - Recharge to Car Parks	(20,793.58)	
	9 Estate Cleaners - Recharge to Car Parks /Stores/Landlord/	<u>(117,195.78)</u>	<u>(137,989.36)</u>
	Recharges from/(to) other Committees		
2, 4, 21,25, 26, 27, 28, 29, 34	Community Services Technical Division	413,136.27	
	Total Recharges from/(to) other Committees		413,136.27
	TOTAL RECHARGES		<u>798,219.55</u>
	TOTAL NET REVENUE EXPENDITURE		<u>19,777.60</u>

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2011/12

**Final CBIS
Actual
ANNEX 4
£**

	£	
Electricity		
1	Energy Costs - Electricity Common Parts and Lifts	359,748.21
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	<u>(20,793.58)</u>
		338,954.63
Lift Maintenance		
2	Technical Division - Resident Engineers	12,069.06
2	Repairs & Maintenance - Lifts General Maintenance	64,887.72
2	Repairs & Maintenance - Lifts Contract Servicing	204,248.09
2	Communications and Computing	10,448.38
2	Central Recharges - Lift Insurance	21,093.75
2	Rates for lift consultants office	303.94
		313,050.94
3	Employees - Resident Housekeeper - Additional Pension	
		237.76
Resident Engineers		
4	Technical Division - Resident Engineers	232,768.54
4	Electricity	1,110.54
4	Rents - Resident Engineers	82,597.58
4	Rates - Resident Engineers Council Tax	7,846.77
4	Water - Residents Engineers Water Rates	<u>1,598.44</u>
		325,921.87
Equipment Furniture and Materials - Furniture and Fittings		
5	Provisions of sales and stock	914.90
5	Equipment purchase	4,774.53
5	Printing and stationery	<u>89.28</u>
		5,778.71
6	Cleaning and Domestic Supplies - Window Cleaning	
		164,910.04
7	Cleaning and Domestic Supplies - Cleaning Materials	18,163.13
7	Hygiene services	<u>310.20</u>
		18,473.33
Equipment Furniture and Materials - Cleaning Equipment		
8	Equipment Furniture and Materials - Cleaning Equipment	4,396.68
8	Provisions	<u>82.28</u>
		4,478.96
Cleaners		
9	Employees - Estate Cleaners	791,967.91
9	Supervision & Management on costs	18,104.67
9	Clothing Uniforms and Laundry - Estate Cleaners	1,677.01
9	Travelling expenses - Estate Cleaners	219.05
9	Rates for mess room	3,716.68
9	Medical/counselling	7.99
9	Training	648.50
9	Retirement provision	1,037.00
9	Communications and computing	1,066.70
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	<u>(117,195.78)</u>
		701,249.73
10	Additional Refuse Collection	
		0.00
Garden Maintenance		
11	Repairs & Maintenance - Garden Maintenance	109,097.12
		109,097.12
Car Park Attendants		
12	Employees - Car Park Attendants (one third)	415,895.77
12	Travelling expenses - CPA	25.00
12	Hygiene services	986.28
12	Medical	21.00
12	Supervision & Management on costs	20,107.23

12	Uniforms	1,381.06	438,416.34
	Hall Porters		
13	Employees - Hall Porters	540,407.55	
13	Uniforms	591.88	
13	Traveling expenses - Hall Porters	140.00	
13	Training	750.00	
13	Medical	185.00	
13	Supervision & Management on costs	8,356.19	
13	Communications and Computing	137.45	
13	Hygiene services	1,422.68	
			551,990.75
	Garchey Maintenance		
14	Employees - Garchey Operatives	108,002.32	
14	Repairs & Maintenance - Garchey Repairs	54,342.91	
14	Energy Costs	5,778.08	
14	Communications and computing	52.13	
14	Equipment	51.46	
14	Provisions	4.99	
14	Central Recharges - Premises Insurance	2,702.34	
			170,934.23
	Pest Control		
15	Cleaning and Domestic Supplies - Pest Control		11,018.72
	General Maintenance (Estate wide)		
16	Repairs & Maintenance - General Maintenance	47,603.82	
16	Printing and stationery	434.48	
			48,038.30
	Electrical Repairs Common Parts		
17	Repairs & Maintenance - Electrical Repairs Common Parts	47,935.76	
17	Computers and communication	900.00	
			48,835.76
	Electrical Repairs Exterior		
18	Repairs & Maintenance - Electrical Repairs Exterior		4,665.33
	General Repairs Common Parts		
19	Repairs & Maintenance - General Repairs Common Parts	90,350.30	
19	Equipment	340.00	
19	Refuse collection	25.00	
19	Furniture and fittings	1,615.00	
			92,330.30
	General Repairs Exterior		
20	Repairs & Maintenance - General Repairs Exterior	643,326.53	
20	Printing and stationery	54.00	
			643,380.53
21	Technical Services Division		125,328.44
	House Officer		
22	Employees	138,558.48	
22	Supervision & Management on costs	75,644.66	
			214,203.14
23	Supervision and Management Estate Wide	454,533.50	
23	Less costs charged direct	(122,212.75)	
23	Fees and Charges - Charges for Services (solicitor's enquiries and filming)	(12,077.87)	
23	Printing and stationery	2,888.88	
23	Consultants' fees	2,000.00	
			325,131.76
24	Supervision and Management Blocks		44,743.05
	Redecorations Programmes		
25	Repairs & Maintenance - Redecoration Contracts	181,224.30	

25	Reallocation of Technical Division Projects Costs	18,271.45	199,495.75
	Safety/Security - Repairs and Maintenance		
26	Repairs and Maintenance - Safety/Security	93,600.61	
26	Reallocation of Technical Division Projects Costs	8,004.74	101,605.35
	Water Supply		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	14,067.00	
27	Reallocation of Technical Division Projects Costs	3,267.21	17,334.21
	Shakespeare /Cromwell Lobby		
28	Cromwell Tower lobby refurbishment	-9,385.60	
28	Reallocation of Technical Division Projects Costs	1,098.31	(8,287.29)
	Concrete Works		
29	Concrete works	226,107.45	
29	Reallocation of Technical Division Projects Costs	9,877.06	235,984.51
	Fire Pumps		
30	Fire Pumps		17,496.00
	RCD socket outlets		
31	RCD socket outlets		7,609.00
	Emergency lighting		
32	Emergency lighting		46,761.00
	Fan and ductwork cleaning		
33	Fan and ductwork cleaning		19,459.00
	Digital TV consultation		
34	Digital TV consultation	7,849.50	
34	Reallocation of Technical Division Projects Costs	2,451.46	10,300.96
	Electrical testing		
35	Electrical testing		6,486.00
	Water tank replacements		
36	Water tank replacements		0.00
N/C	Other charges		
	Other Charges	(1,229.24)	
	Petrol and oil	100.18	
	Rates	(1,446.22)	(2,575.28)
	Heating		
37	Energy Costs - Electricity	1,221,608.10	
38	Energy costs - gas	14,652.98	1,236,261.08
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<u>6,589,100.03</u>
	Service Charges Long Lessees		(6,223,214.38)
	Service Charges Short Term Tenants		(346,108.05)
	TOTAL NET REVENUE EXPENDITURE		<u><u>19,777.60</u></u>

<u>Narration</u>	<u>Cross-Reference key</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	338,954.63	(2,825.16)	336,129.47
Lift Maintenance	2	313,050.94	3,269.61	316,320.55
Resident Housekeepers (Additional Pension)	3	237.76	0.00	237.76
Resident Engineers	4	325,921.87	17,473.42	343,395.29
Furniture & Fittings	5	5,778.71	0.00	5,778.71
Window Cleaning	6	164,910.04	(0.10)	164,909.94
Cleaning Materials including refuse sacks	7	18,473.33	0.00	18,473.33
Cleaning Equipment	8	4,478.96	0.00	4,478.96
Estate Cleaners	9	701,249.73	(22,410.57)	678,839.16
Additional Refuse Collection	10	0.00	12,786.17	12,786.17
Garden Maintenance	11	109,097.12	0.00	109,097.12
Car Park Attendants	12	438,416.34	(2,328.72)	436,087.62
Hall Porters	13	551,990.75	(16,164.29)	535,826.46
Garchey Maintenance	14	170,934.23	(1,522.82)	169,411.41
Pest Control	15	11,018.72	0.00	11,018.72
General Maintenance (Estate)	16	48,038.30	0.00	48,038.30
Electrical Repairs (Common Parts)	17	48,835.76	16,840.64	65,676.40
Electrical Repairs (Exterior)	18	4,665.33	(99.00)	4,566.33
General Repairs (Common Parts)	19	92,330.30	(10,600.00)	81,730.30
General Repairs (Exterior)	20	643,380.53	(91,845.69)	551,534.84
Technical Services	21	125,328.44	(15,161.87)	110,166.57
House Officer	22	214,203.14	0.00	214,203.14
Estate-Wide proportion of Supervision & Management costs	23	325,131.76	(40,667.76)	284,464.00
Directly attributed Supervision & Management costs	24	44,743.05	(0.00)	44,743.05
Redecorations	25	199,495.75	(1,203.15)	198,292.60
Safety/Security	26	101,605.35	(5,272.70)	96,332.65
Water Supply Works	27	17,334.21	(825.00)	16,509.21
Shakespeare / Cromwell Lobbies	28	(8,287.29)	4,138.00	(4,149.29)
Concrete Works	29	235,984.51	184,225.79	420,210.30
Fire Pumps	30	17,496.00	0.00	17,496.00
RCD socket outlets	31	7,609.00	0.00	7,609.00
Emergency lighting	32	46,761.00	0.00	46,761.00
Fan and ductwork cleaning	33	19,459.00	0.00	19,459.00
Digital TV consultation	34	10,300.96	(12.13)	10,288.83
Electrical testing	35	6,486.00	0.00	6,486.00
Water tank replacements	36	0.00	21,175.86	21,175.86
Heating - Electricity	37	1,221,608.10	(1,809.95)	1,219,798.15
Heating - Gas	38	14,652.98	(702.79)	13,950.19
Other charges	N/C	(2,575.28)	2,575.28	0.00
TOTAL		6,589,100.03	49,033.07	6,638,133.10

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Cross Reference Key	Item	£	Reasons for Adjustments
1	Electricity	(2,825.16)	Reallocation in respect of electricity consumption in basement office at BEO
2	Lift Maintenance	(630.37)	Reallocation to Landlords for non service charge account lifts
		3,899.98	reallocation in respect of Frobisher Crescent lift contracts
		3,269.61	
4	Resident Engineers	16,780.00	Reversal of adjustment for rent paid in advance
		441.42	Reversal adjustment for water rates paid in advance
		252.00	Adjustment in respect water rates
		17,473.42	
6	Window Cleaning	(0.10)	Rounding
		(0.10)	
9	Cleaners	(12,786.18)	Reallocated to additional refuse collection
		(8,410.00)	Adjustment in respect of overtime chargeable elsewhere
		(1,214.40)	Reallocated to Barbican Centre for cleaning of parts of Frobisher Crescent
		0.01	Rounding
		(22,410.57)	
10	Additional refuse collection	12,786.17	reallocation from cleaning costs for additional cleaning and refuse collection of individual blocks
		12,786.17	
12	Car Park Attendants	(2,328.72)	Reallocation to Hall Porters for security managers salary
		(2,328.72)	
13	Hall Porters	2,328.72	Reallocated from Car park Attendants for Security Manager's salary
		4,657.44	Reallocated from Car parking account for Security manager's salary
		0.01	Rounding
		(23,150.46)	Adjustment in respect of long term sick pay
		(16,164.29)	
14	Garchey Maintenance	(1,522.82)	Reallocated to non residential users
		(1,522.82)	
17	Electrical Repairs Common parts	16,950.00	Adjustment for year end creditor raised in error in 2010/11
		(109.36)	Not chargeable
		16,840.64	
		(99.00)	Miscoded order
18	Electrical repairs exterior	(99.00)	
		(99.00)	
		(10,600.00)	Reallocated to water tank replacements
19	General repairs Interior	(10,600.00)	

20	General Repairs Exterior	(171.13) (11,800.00) (5,750.00) (70,123.70) (4,000.86) <u>(91,845.69)</u>	Reduction respect of repairs chargeable to the Rectory Work carried out and charged in 2010/11 and not accrued for. Reallocated to Water tank replacements Reallocated to Concrete works project Reallocated to Water tank replacements
21	Technical Services	<u>(15,161.87)</u> (15,161.87)	Attributable to recalculaion of element chargeable to service charge
23	Supervision and Management	(40,214.45) (2.04) (451.27) <u>(40,667.76)</u>	Reallocated to Car park account. Rounding Adjustment to salaries following closure of accounts.
25	Redecorations	(0.02) (1,203.13) <u>(1,203.15)</u>	Rounding Reduction respect of cost chargeable to the Rectory
26	Safety and security	<u>(5,272.70)</u> (5,272.70)	Over s20 limit - not chargeable
27	Water supply works	<u>(825.00)</u> (825.00)	Reallocated to water tank replacements
28	Lobby Refurbishments	<u>4,138.00</u> 4,138.00	net effect of final charges
29	Concrete works	70,123.70 114,102.08 0.01 <u>184,225.79</u>	Reallocated from general repairs Year end creditor not raised Rounding
34	Digital Tv consultation	<u>(12.13)</u> (12.13)	Reduction respect of cost chargeable to the Rectory
36	Water tank replacements	825.00 10,600.00 9,750.86 <u>21,175.86</u>	Reallocated from water supply works Reallocated from general repairs interior Reallocated from general repairs exterior
37	Heating	<u>(1,809.95)</u> (1,809.95)	Reallocated for non service charge account properties
38	Heating (gas)	127.62 <u>(830.41)</u> (702.79)	Adjustment for year end creditor Deduction for Business Levy incorrectly charged
N/C	Other charges	2,575.28	Miscoded to SCA
	Total BEO Adjustment	<u><u>49,033.07</u></u>	

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT	
1	Electricity (Common Parts and Lifts)	Actual	336,129	26,433	31,383	44	15,759	11,879
2	Lift Maintenance	Actual	316,321	37,731	13,263	0	10,049	6,475
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	17	21	3	7	3
4	Resident Engineers	E. wide lease %	343,395	24,582	30,209	3,818	10,416	4,421
5	Furniture & Fittings	Actual	5,779	0	0	0	0	0
6	Window Cleaning	Contract base	164,910	13,627	16,858	2,809	6,040	5,443
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	2,111	1,775	144	888	432
8	Cleaning Equipment	No of cleaners	4,479	512	430	35	215	105
9	Estate Cleaners	No. cleaners	678,839	77,588	65,244	5,290	32,622	15,870
10	Additional Refuse Collection	No. cleaners	12,786	0	0	0	0	0
11	Garden Maintenance	E. wide lease %	109,097	7,810	9,597	1,213	3,309	1,404
12	Car Park Attendants	Terrace lease %	436,088	45,137	55,504	7,037	19,157	8,109
13	Hall Porters	Towers one third each plus individual costs	535,826	0	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	12,433	15,381	1,943	5,301	2,250
15	Pest Control	E. wide lease % plus individual block costs	11,019	789	969	123	334	142
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	3,439	4,226	534	1,457	618
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	7,307	2,393	464	3,185	4,505
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	2,228	0	804	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	3,783	4,278	533	3,054	1,984
20	General Repairs (Exterior) (N1061113)	Actual	551,535	26,215	91,035	1,530	12,586	6,069
22	House Officer	E. wide lease %	214,203	15,334	18,843	2,382	6,497	2,758
	Sub-total of apportioned services		4,108,540	307,075	361,409	28,705	130,878	72,468
21	S & M Technical	Actual Time and No of repairs orders	110,167	7,985	13,631	1,115	3,709	2,186
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	21,281	25,047	1,989	9,070	5,022
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,862	3,214	379	2,119	2,175
25	Redecorations	Actual	198,293	38,162	4,683	93	2,361	3,836
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	4,020	13,709	6,204	7,895	2,441
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	1,410	2,130	697	935	185
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	0	0	0	0
29	Concrete works	Actual	420,210	0	0	0	0	0
30	Fire pumps	Actual	17,496	0	0	0	0	0
31	RCD sockets	Actual	7,609	0	3,844	0	1,697	0
32	Emergency Lighting	Actual	46,761	0	26,203	0	4,265	0
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	737	906	115	312	133
35	Electrical testing	Actual	6,486	0	3,522	0	0	0
36	Water tank replacements	Actual	21,176	0	0	4,826	2,200	0
37	Heating - Electricity	Actual	1,219,798	105,725	104,877	18,828	33,293	21,611
38	Heating - Gas	Actual	13,950	0	0	0	0	0
	Total Services & Heating		6,638,133	489,257	563,176	62,949	198,735	110,056

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	FROBISHER CRESCENT	GILBERT HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	336,129	10,739	34,233	29,421	0	11,753
2	Lift Maintenance	Actual	316,321	3,918	26,051	36,802	3,900	9,739
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	7	23	17	7	10
4	Resident Engineers	E. wide lease %	343,395	10,349	33,692	24,013	10,264	14,300
5	Furniture & Fittings	Actual	5,779	0	2,129	0	0	0
6	Window Cleaning	Contract base	164,910	7,094	12,475	11,309	9,007	4,495
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	456	888	1,775	71	792
8	Cleaning Equipment	No of cleaners	4,479	111	215	430	17	192
9	Estate Cleaners	No. cleaners	678,839	16,752	32,622	65,244	2,592	29,095
10	Additional Refuse Collection	No. cleaners	12,786	317	4,300	0	1,214	0
11	Garden Maintenance	E. wide lease %	109,097	3,288	10,704	7,629	3,261	4,543
12	Car Park Attendants	Terrace lease %	436,088	19,006	0	44,078	18,932	26,295
13	Hall Porters	Towers one third each plus individual costs	535,826	0	178,609	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	5,267	17,149	12,223	0	7,280
15	Pest Control	E. wide lease % plus individual block costs	11,019	332	1,081	771	329	459
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	1,448	4,713	3,359	1,436	2,001
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	1,185	5,001	2,771	5,618	1,373
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	0	128	0	0	50
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	1,914	13,813	5,826	143	3,835
20	General Repairs (Exterior) (N1061113)	Actual	551,535	29,725	107,860	58,094	3,301	22,404
22	House Officer	E. wide lease %	214,203	6,455	21,016	14,979	6,403	8,920
	Sub-total of apportioned services		4,108,540	118,362	506,702	318,742	66,495	147,536
21	S & M Technical	Actual Time and No of repairs orders	110,167	4,616	7,911	8,643	1,475	5,145
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	8,203	35,116	22,090	4,338	10,225
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,374	2,306	2,761	4,305	2,125
25	Redecorations	Actual	198,293	0	0	-166	0	-5,968
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	2,433	9,428	5,789	2,359	940
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	727	1,307	1,611	128	685
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	-4,149	0	0	0
29	Concrete works	Actual	420,210	0	152,781	0	0	0
30	Fire pumps	Actual	17,496	0	0	0	0	0
31	RCD sockets	Actual	7,609	938	0	0	0	0
32	Emergency Lighting	Actual	46,761	6,068	0	0	0	0
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	310	1,011	720	308	429
35	Electrical testing	Actual	6,486	1,174	0	0	0	0
36	Water tank replacements	Actual	21,176	0	0	0	0	0
37	Heating - Electricity	Actual	1,219,798	39,371	100,891	110,864	0	57,306
38	Heating - Gas	Actual	13,950	0	0	0	13,950	0
	Total Services & Heating		6,638,133	184,577	813,303	471,054	93,358	218,422

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)									
	ITEM	AMOUNT TO APPORTION	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MILTON COURT	MOUNTJOY HOUSE	SEDDON HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	336,129	20,126	211	27,568	0	8,964	12,158
2	Lift Maintenance	Actual	316,321	13,198	0	29,997	0	6,318	9,713
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	9	1	25	0	7	9
4	Resident Engineers	E. wide lease %	343,395	12,659	1,976	36,237	0	10,750	12,659
5	Furniture & Fittings	Actual	5,779	0	0	2,649	0	0	0
6	Window Cleaning	Contract base	164,910	6,110	983	12,014	0	4,495	4,495
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	888	72	888	0	648	816
8	Cleaning Equipment	No of cleaners	4,479	215	17	215	0	157	198
9	Estate Cleaners	No. cleaners	678,839	32,622	2,645	32,622	0	23,805	29,977
10	Additional Refuse Collection	No. cleaners	12,786	0	0	5,733	0	0	0
11	Garden Maintenance	E. wide lease %	109,097	4,022	628	11,512	0	3,415	4,022
12	Car Park Attendants	Terrace lease %	436,088	23,231	3,607	0	0	19,762	23,231
13	Hall Porters	Towers one third each plus individual costs	535,826	0	0	178,609	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	6,444	1,006	18,445	0	5,472	6,444
15	Pest Control	E. wide lease % plus individual block costs	11,019	406	63	1,163	0	345	406
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	1,771	276	5,069	0	1,504	1,771
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	1,420	68	5,100	0	226	529
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	149	0	0	0	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	4,141	3	12,135	0	3,427	2,223
20	General Repairs (Exterior) (N1061113)	Actual	551,535	11,514	358	61,016	0	10,475	22,688
22	House Officer	E. wide lease %	214,203	7,897	1,233	22,604	0	6,706	7,897
	Sub-total of apportioned services		4,108,540	146,821	13,148	463,602	0	106,478	139,235
21	S & M Technical	Actual Time and No of repairs orders	110,167	5,076	355	10,064	0	4,496	5,804
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	10,175	911	32,129	0	7,379	9,649
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,278	205	2,647	0	2,240	2,427
25	Redecorations	Actual	198,293	0	63	28,713	0	28,211	23,722
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E.wide lease%	96,333	842	361	2,630	0	718	1,850
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	16,509	1,262	272	-669	0	537	508
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	0	0	0	0	0
29	Concrete works	Actual	420,210	0	0	116,941	0	0	0
30	Fire pumps	Actual	17,496	0	0	8,748	0	0	0
31	RCD sockets	Actual	7,609	1,130	0	0	0	0	0
32	Emergency Lighting	Actual	46,761	0	0	0	0	0	10,225
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	380	59	1,087	0	322	380
35	Electrical testing	Actual	6,486	1,790	0	0	0	0	0
36	Water tank replacements	Actual	21,176	0	0	8,400	0	0	0
37	Heating - Electricity	Actual	1,219,798	44,002	10,770	106,729	0	42,608	50,771
38	Heating - Gas	Actual	13,950	0	0	0	0	0	0
	Total Services & Heating		6,638,133	213,757	26,145	781,019	0	192,990	244,572

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MORE HOUSE	3-16 WALLSIDE	1-2 WALLSIDE & THE POSTERN	
1	Electricity (Common Parts and Lifts)	Actual	336,129	26,727	20,722	21,754	378	302
2	Lift Maintenance	Actual	316,321	31,495	26,709	35,157	0	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	25	10	14	3	3
4	Resident Engineers	E. wide lease %	343,395	36,069	15,138	20,228	4,696	3,744
5	Furniture & Fittings	Actual	5,779	1,001	0	0	0	0
6	Window Cleaning	Contract base	164,910	12,014	9,131	11,589	0	2,005
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	888	1,440	1,775	0	96
8	Cleaning Equipment	No of cleaners	4,479	215	349	430	0	23
9	Estate Cleaners	No. cleaners	678,839	32,622	52,901	65,244	0	3,527
10	Additional Refuse Collection	No. cleaners	12,786	1,222	0	0	0	0
11	Garden Maintenance	E. wide lease %	109,097	11,459	4,809	6,427	1,492	1,189
12	Car Park Attendants	Terrace lease %	436,088	0	27,783	37,129	8,624	6,876
13	Hall Porters	Towers one third each plus individual costs	535,826	178,609	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	18,360	7,706	10,297	2,344	1,868
15	Pest Control	E. wide lease % plus individual block costs	11,019	1,157	486	649	151	120
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	5,046	2,118	2,830	657	524
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	4,633	7,911	3,856	1,938	324
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	1,150	50	10	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	7,395	2,528	3,014	0	676
20	General Repairs (Exterior) (N1061113)	Actual	551,535	23,573	17,174	22,174	0	1,418
22	House Officer	E. wide lease %	214,203	22,499	9,443	12,618	2,929	2,335
	Sub-total of apportioned services		4,108,540	416,160	206,405	255,195	23,211	25,030
21	S & M Technical	Actual Time and No of repairs orders	110,167	7,011	4,725	7,530	196	884
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	28,841	14,305	17,686	1,609	1,735
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,597	2,151	2,626	0	210
25	Redecorations	Actual	198,293	439	-3,968	67,535	0	9,933
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	8,894	17,254	4,399	189	1,274
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	1,481	994	1,161	58	606
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	0	0	0	0
29	Concrete works	Actual	420,210	150,489	0	0	0	0
30	Fire pumps	Actual	17,496	8,748	0	0	0	0
31	RCD sockets	Actual	7,609	0	0	0	0	0
32	Emergency Lighting	Actual	46,761	0	0	0	0	0
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	1,082	454	607	134	107
35	Electrical testing	Actual	6,486	0	0	0	0	0
36	Water tank replacements	Actual	21,176	0	5,750	0	0	0
37	Heating - Electricity	Actual	1,219,798	106,260	62,534	81,407	23,331	16,538
38	Heating - Gas	Actual	13,950	0	0	0	0	0
	Total Services & Heating		6,638,133	732,001	310,606	438,145	48,730	56,316

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)					
	ITEM		AMOUNT TO APPORTION	WILLOUGHBY HOUSE	TOTALS CHARGED
1	Electricity (Common Parts and Lifts)	Actual	336,129	25,575	336,129
2	Lift Maintenance	Actual	316,321	15,804	316,321
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	16	238
4	Resident Engineers	E. wide lease %	343,395	23,176	343,395
5	Furniture & Fittings	Actual	5,779	0	5,779
6	Window Cleaning	Contract base	164,910	12,916	164,910
7	Cleaning Materials including refuse sacks	No. of cleaners	18,473	1,632	18,473
8	Cleaning Equipment	No. of cleaners	4,479	396	4,479
9	Estate Cleaners	No. cleaners	678,839	59,954	678,839
10	Additional Refuse Collection	No. cleaners	12,786	0	12,786
11	Garden Maintenance	E. wide lease %	109,097	7,363	109,097
12	Car Park Attendants	Terrace lease %	436,088	42,590	436,088
13	Hall Porters	Towers one third each plus individual costs	535,826	0	535,826
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	11,798	169,411
15	Pest Control	E. wide lease % plus individual block costs	11,019	744	11,019
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	3,242	48,038
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	5,871	65,676
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	0	4,566
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	7,027	81,730
20	General Repairs (Exterior) (N1061113)	Actual	551,535	22,325	551,535
22	House Officer	E. wide lease %	214,203	14,456	214,203
	Sub-total of apportioned services		4,108,540	254,883	4,108,540
21	S & M Technical	Actual Time and No of repairs orders	110,167	7,608	110,167
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	17,664	284,464
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,745	44,743
25	Redecorations	Actual	198,293	645	198,293
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	2,704	96,333
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	483	16,509
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	-4,149
29	Concrete works	Actual	420,210	0	420,210
30	Fire pumps	Actual	17,496	0	17,496
31	RCD sockets	Actual	7,609	0	7,609
32	Emergency Lighting	Actual	46,761	0	46,761
33	Fan and ductwork cleaning	Actual	19,459	19,459	19,459
34	Digital TV consultation	E. wide lease %	10,289	695	10,289
35	Electrical testing	Actual	6,486	0	6,486
36	Water tank replacements	Actual	21,176	0	21,176
37	Heating - Electricity	Actual	1,219,798	82,082	1,219,798
38	Heating - Gas	Actual	13,950	0	13,950
	Total Services & Heating		6,638,133	388,967	6,638,133

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

CROSS REF. KEY	ITEM	MAIN BASIS OF ATTRIBUTION (A)	ACTUAL 2010/11	ACTUAL 2011/12	Variance Last Year %	ESTIMATE 2011/12	ESTIMATE 2012/13
1	Electricity (Common Parts and Lifts)	Actual	321,998	336,129	4.39%	316,624	376,715
2	Lift Maintenance	Actual	295,808	316,321	6.93%	314,294	312,084
3	Resident Housekeepers (Additional Pen	E. wide lease %	233	238	2.04%	310	0
4	Resident Engineers	E. wide lease %	315,809	343,395	8.74%	245,421	250,918
5	Furniture & Fittings	Actual	25,947	5,779	(77.73%)	22,400	22,000
6	Window Cleaning	Contract base	146,810	164,910	12.33%	152,989	170,922
7	Cleaning Materials including refuse sack	No. cleaners	23,481	18,473	(21.33%)	33,029	28,603
8	Cleaning Equipment	No. cleaners	7,253	4,479	(38.25%)	21,099	21,700
9	Estate Cleaners	No. cleaners	719,747	678,839	(5.68%)	721,379	715,838
10	Additional Refuse Collection	No. cleaners	10,808	12,786	18.30%	10,808	11,572
11	Garden Maintenance	E. wide lease %	111,715	109,097	(2.34%)	115,004	120,000
12	Car Park Attendants	Terrace lease %	418,778	436,088	4.13%	410,296	430,796
13	Hall Porters	Towers one third each plus individual costs	527,322	535,826	1.61%	504,036	549,114
14	Garchey Maintenance	E. wide lease %	176,932	169,411	(4.25%)	221,500	220,089
15	Pest Control	E. wide lease % + individual block costs	10,854	11,019	1.52%	10,201	10,000
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	99,412	48,038	(51.68%)	139,052	120,029
17	Electrical Repairs (Common Parts)	Actual	114,924	65,676	(42.85%)	61,201	89,515
18	Electrical Repairs (Exterior)	Actual	2,151	4,566	112.29%	3,139	2,227
19	General Repairs (Common Parts)	Actual	113,344	81,730	(27.89%)	188,366	160,769
20	General Repairs (Exterior)	Actual	460,707	551,535	19.71%	479,452	570,615
22	House Officer	E. wide lease %	219,209	214,203	(2.28%)	215,397	215,339
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,123,242	4,108,540	(0.36%)	4,185,997	4,398,845
21	S&M technical	No of repairs orders	129,704	110,167	(15.06%)	74,752	79,753
23	Estate-Wide Supervision & Managemen	Ratio	332,588	284,464	(14.47%)	494,159	417,227
24	Directly attributed Supervision & Manag	Actual time	76,712	44,743	(41.67%)	inc above	inc above
25	Redecorations	Actual	207,702	198,293	(4.53%)	297,001	206,782
26	Safety/Security (included in general rep	Actual/E. wide lease %	84,360	96,333	14.19%	inc in repairs	inc in repairs
27	Water Supply Works(included in genera	Actual/E. wide lease %	19,652	16,509	(15.99%)	inc in repairs	inc in repairs
28	Shakespeare /Cromwell Lobby	Actual	207,620	-4,149		0	0
29	Concrete works	Actual	0	420,210		0	329,040
30	Fire pumps	Actual	0	17,496		20,000	0
31	RCD sockets	Actual	0	7,609		0	20,900
32	Emergency Lighting	Actual	0	46,761		35,000	38,500
33	Fan and ductwork cleaning	Actual	0	19,459		90,000	102,300
34	Digital TV consultation	Actual	0	10,289		0	0
35	Electrical testing	Actual	0	6,486		0	0
36	Water tank replacements	Actual	35,975	21,176		449,700	0
	Filming payments	Actual	-1,100			0	0
	Total Services		5,216,455	5,404,385		5,646,609	5,593,347
37	Heating - Electricity	Actual	1,497,479	1,219,798		1,539,561	1,588,874
38	Heating - Gas	Actual		13,950			
	Total Services & Heating		6,713,934	6,638,133		7,186,170	7,182,221

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	336129.47	26433	143
2	Lift Maintenance	Actual	316320.55	37731	204
3	Resident Housekeepers (Additional Pension)	E. wide lease %	237.76	17	0
4	Resident Engineers	E. wide lease %	343395.29	24582	133
5	Furniture & Fittings	Actual	5778.71	0	0
6	Window Cleaning	Contract base	164909.94	13627	74
7	Cleaning Materials including refuse sacks	No of cleaners	18473.33	2111	11
8	Cleaning Equipment	No of cleaners	4478.96	512	3
9	Estate Cleaners	No. cleaners	678839.16	77588	419
10	Additional Refuse Collection	No. cleaners	12786.17	0	0
11	Garden Maintenance	E. wide lease %	109097.12	7810	42
12	Car Park Attendants	Terrace lease %	436087.62	45137	244
13	Hall Porters	Towers one third each plus individual costs	535826.46	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	169411.41	12433	67
15	Pest Control	E. wide lease % plus individual block costs	11018.72	789	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48038.30	3439	19
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65676.40	7307	39
18	Electrical Repairs (Exterior) (N1061111)	Actual	4566.33	2228	12
19	General Repairs (Common Parts) (N1041113)	Actual	81730.30	3783	20
20	General Repairs (Exterior) (N1061113)	Actual	551534.84	26215	142
22	House Officer	E. wide lease %	214203.14	15334	83
	Sub-total of apportioned services		4108539.97	307075	1658
21	S & M Technical	Actual Time and No of repairs orders	110166.57	7985	43
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284464.00	21281	115
24	Directly attributed Supervision & Management costs	Actual Time	44743.05	2862	15
25	Redecorations	Actual	198292.60	38162	206
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	96332.65	4020	22
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	16509.21	1410	8
28	Shakespeare/Cromwell Lobby	Actual	-4149.29	0	0
29	Concrete works	Actual	420210.30	0	0
30	Fire pumps	Actual	17496.00	0	0
31	RCD sockets	Actual	7609.00	0	0
32	Emergency Lighting	Actual	46761.00	0	0
33	Fan and ductwork cleaning	Actual	19459.00	0	0
34	Digital TV consultation	E. wide lease %	10288.83	737	4
35	Electrical testing	Actual	6486.00	0	0
36	Water tank replacements	Actual	21175.86	0	0
37	Heating - Electricity	Actual	1219798.15	105725	571
38	Heating - Gas	Actual	13950.19	0	0
	Total Services & Heating		6638133.09	489257	2642