

Actual Service Charge Costs 2024/25 ANDREWES HOUSE 192 FLATS (7.34% of Estate Costs)	Actual Costs 2023/24	Actual Costs 2024/25	Estimate 2024/25	Estimate 2025/26
	£	£	£	£
Customer Care				
Costs of Management and Supervision - Andrewes & Proportion of Estate Costs	53,335	76,224	55,211	109,759
Estate Management				
Resident Staff - Estate%	26,817	23,492	28,835	31,904
Furniture & Fittings - Andrewes Cost	-	-	-	-
Window Cleaning- Andrewes Contract cost	11,114	13,043	12,578	17,000
Cleaners/Porters - No of Cleaners for Andrewes & Estate%	142,000	146,271	155,403	169,648
Car Park Attendants- Terrace Block %	79,044	97,140	75,171	78,326
House Officer - Estate%	11,685	14,195	10,352	13,133
Sub Total	270,659	294,142	282,339	310,011
Property Management				
Garchey Maintenance - Estate%	25,801	27,804	23,583	23,270
General Repairs - House Cost & Estate%	186,960	217,070	267,437	137,035
Technical Services - Andrewes Cost & no of repairs orders	17,909	21,916	32,133	32,760
Lift Maintenance - Andrewes Cost	48,852	61,127	52,258	63,938
Electricity (Common Parts and Lifts) - Andrewes Cost	86,410	68,009	85,499	86,950
Heating - Andrewes Cost	325,892	334,379	399,831	431,975
Sub Total	691,824	730,304	860,740	775,928
Open Spaces				
Garden Maintenance - Estate %	13,994	12,995	15,080	14,532
Total Annually Recurring Items	1,029,813	1,113,665	1,213,370	1,210,230
Non-Annually Recurring Items - Major Works				
External Redecorations	-	78,763	260,609	-
Emergency Lighting	13,900	870	-	-
Electrical Testing	11,250	5,086	-	-
Water Tank Repairs/Replacement - Andrewes House cost	208	-	-	-
Asbestos Works	8,280	32,672	-	-
Water Supply Works	2,836	2,605	-	-
Replacement Windows and Frames - Andrewes House cost	-	125	-	-
Redecorations 2020 - 2025 Programme	-	-	-	-
Asset Management/Stock Condition Survey	-	-	-	-
Internal Redecorations - Andrewes House cost	22,744	124,991	-	-
Total Non-Annually Recurring Items	59,218	245,113	260,609	-
TOTAL	1,089,031	1,358,778	1,473,979	1,210,230

Actual Service Charge Costs 2024/25 Ben Jonson 204 FLATS (9.02% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care	£	£	£	£
Costs of Management and Supervision - Ben Jonson & Proportion of Estate Costs	71,767	87,910	63,602	110,917
Estate Management				
Resident Staff - Estate%	32,954	28,869	35,434	39,206
Furniture & Fittings - Ben Jonson Cost	-	-	-	-
Window Cleanings- Ben Jonson Contract cost	29,817	35,797	30,678	26,000
Cleaners/Porters - No of Cleaners for Ben Jonson & Estate%	120,091	123,704	130,983	142,989
Car Park Attendants- Terrace Block %	97,198	119,450	92,376	96,254
House Officer - Estate%	14,359	17,444	12,721	16,138
Sub Total	294,420	325,264	302,191	320,587
Property Management				
Garchey Maintenance - Estate%	31,919	34,397	28,981	28,596
General Repairs - House Cost & Estate%	425,970	308,061	386,665	168,400
Technical Services - Ben Jonson & no of repairs orders	35,867	30,824	39,488	40,258
Lift Maintenance - Ben Jonson	16,705	34,592	17,870	20,979
Electricity (Common Parts and Lifts) - Ben Jonson	61,914	65,716	82,318	86,025
Heating - Ben Jonson	334,260	329,381	399,753	454,175
Sub Total	906,636	802,971	955,075	798,433
Open Spaces				
Garden Maintenance - Estate %	17,197	15,969	18,532	17,858
Total Annually Recurring Items	1,290,020	1,232,114	1,339,400	1,247,796
Non-Annually Recurring Items - Major Works				
Asbestos Works	6,902	17,263	-	-
Emergency Lighting	1,985	570	-	-
Redecorations 2020 - 2025 Programme	-	-	-	-
Replacement Window & Door Frames - Ben Jonson House cost	10,212	-	-	-
Internal Redecorations	-	132,329	166,881	-
Water Tank Repairs/Replacement	5,772	-	-	-
Electrical Testing	-	5,406	-	-
Water Supply Works	10,450	3,710	-	-
Stock Condition Survey	-	-	-	-
External Redecorations	24,338	7,412	-	-
Total Non-Annually Recurring Items	48,115	166,690	166,881	-
TOTAL	1,338,135	1,398,804	1,506,281	1,247,796

Actual Service Charge Costs 2024/25 Brandon Mews 26 Flats (1.14% of estate costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
	£	£	£	£
Customer Care Costs of Management and Supervision - Brandon Mews & Proportion of Estate Costs	4,766	5,985	4,481	10,842
Estate Management Resident Staff - Estate% Furniture & Fittings - Brandon Mews Cost Window Cleaning- Brandon Mews Contract cost Cleaners/Porters - No of Cleaners for Brandon Mews & Estate% Car Park Attendants- Terrace Block % House Officer - Estate%	4,165 - 7,728 8,114 12,324 1,815	3,649 - 8,527 8,358 15,145 2,205	4,478 - 8,705 9,768 11,675 1,608	4,955 - 7,000 10,664 12,165 2,040
Sub Total	34,146	37,884	36,234	36,824
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Brandon Mews & no of repairs orders Lift Maintenance - Brandon Mews Electricity (Common Parts and Lifts) - Brandon Mews Heating - Brandon Mews	4,034 18,042 1,191 - 148 67,174	4,347 11,482 2,714 - 117 55,274	3,663 16,563 4,991 - 143 70,766	3,614 19,953 5,088 - 150 86,025
Sub Total	90,590	73,933	96,125	114,830
Open Spaces Garden Maintenance - Estate %	2,173	2,018	2,342	2,257
Total Annually Recurring Items	131,674	119,820	139,183	164,753
Non-Annually Recurring Items - Major Works Electrical Testing External Redecorations Water Supply Works Redecorations 2020 - 2025 Programme Asbestos Works Replacement of BMS system Asset Management/Stock Condition Survey	- - 3,723 - 502 - -	689 15,955 1,666 - 632 - -	- 25,178 - - - - -	- - - - - - -
Total Non-Annually Recurring Items	4,224	18,942	25,178	-
TOTAL	135,899	138,761	164,361	164,753

Actual Service Charge Costs 2024/25 Breton House 111 Flats (3.11% of estate costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
	£	£	£	£
Customer Care				
Costs of Management and Supervision - Breton House & Proportion of Estate Costs	26,249	30,533	23,467	46,869
Estate Management				
Resident Staff - Estate%	11,362	9,954	12,217	13,518
Furniture & Fittings - Breton House Cost	-	-	-	-
Window Cleaning- Breton House Contract cost	9,583	11,470	9,894	13,000
Cleaners/Porters - No of Cleaners for Breton House & Estate%	60,046	61,852	65,713	71,737
Car Park Attendants- Terrace Block %	33,548	41,228	31,850	33,187
House Officer - Estate%	4,951	6,014	4,386	5,564
Sub Total	119,489	130,518	124,060	137,006
Property Management				
Garchey Maintenance - Estate%	11,005	11,860	9,992	9,859
General Repairs - House Cost & Estate%	131,880	74,564	115,602	58,062
Technical Services - Breton House & no of repairs orders	11,967	12,107	13,615	13,881
Lift Maintenance - Breton House	12,331	21,341	13,187	15,985
Electricity (Common Parts and Lifts) - Breton House	33,532	29,242	39,426	44,400
Heating - Breton House	110,374	88,443	122,841	143,375
Sub Total	311,090	237,556	314,664	285,562
Open Spaces				
Garden Maintenance - Estate %	5,929	5,506	6,390	6,157
Total Annually Recurring Items	462,758	404,114	468,580	475,593
Non-Annually Recurring Items - Major Works				
Asbestos Works	4,633	19,765	-	-
Water Supply Works	1,895	1,817	-	-
Replacement Window & Door Frames - Breton House Cost	3,580	-	-	-
Water Tank Repairs/Replacement - Breton House Cost	213	-	-	-
Internal Redecorations	36,050	1,080	-	-
Concrete works	-	-	-	-
Electrical Testing	-	2,942	-	-
Emergency Lighting	-	-	-	-
Stock Condition Survey	-	-	-	-
External Redecorations	7,019	-	-	-
Total Non-Annually Recurring Items	53,389	25,603	-	-
TOTAL	516,147	429,717	468,580	475,593

Actual Service Charge Costs 2024/25 Bryer Court 56 Flats (1.32% of estate costs)	Actual 2023/24	Actual 2024/25	ESTIMATE 2024/25	ESTIMATE 2025/26
	£	£	£	£
Customer Care				
Costs of Management and Supervision - Bryer Court & Proportion of Estate Costs	13,773	18,249	11,412	23,487
Estate Management				
Resident Staff - Estate%	4,823	4,225	5,185	5,737
Furniture & Fittings - Bryer Court Cost	-	-	-	-
Window Cleaning- Bryer Court Contract cost	12,094	13,619	13,345	6,000
Cleaners/Porters - No of Cleaners for Bryer Court & Estate%	29,211	30,090	31,969	34,899
Car Park Attendants- Terrace Block %	14,201	17,452	13,519	14,086
House Officer - Estate%	2,101	2,553	1,862	2,362
Sub Total	62,430	67,939	65,879	63,084
Property Management				
Garchey Maintenance - Estate%	4,671	5,034	4,241	4,185
General Repairs - House Cost & Estate%	53,274	52,732	35,946	24,644
Technical Services - Bryer Court & no of repairs orders	6,527	7,079	5,779	5,891
Lift Maintenance - Bryer Court	8,363	9,507	8,938	10,990
Electricity (Common Parts and Lifts) - Bryer Court	31,565	25,027	32,380	30,525
Heating - Bryer Court	65,194	57,857	76,602	85,100
Sub Total	169,595	157,237	163,887	161,335
Open Spaces				
Garden Maintenance - Estate %	2,517	2,337	2,712	2,613
Total Annually Recurring Items	248,315	245,761	243,890	250,519
Non-Annually Recurring Items - Major Works				
Redecorations 2020 - 2025 Programme	-	-	-	-
Water Supply Works	464	422	-	-
Concrete works - Bryer Court cost	-	-	-	-
Internal Redecorations	-	-	-	-
Electrical Testing	-	1,484	-	-
Emergency lighting	-	-	-	-
Replacement Window & Door Frames - Bryer Court Cost	2,545	-	-	-
Asbestos Works	820	14,234	-	-
Asset Management/Stock Condition Survey	-	-	-	-
External Redecorations	2,458	-	-	-
Total Non-Annually Recurring Items	6,287	16,140	-	-
TOTAL	254,602	261,902	243,890	250,519

Actual Service Charge Costs 2024/25 Bunyan Court 69 Flats (3.09% of estate costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
	£	£	£	£
Customer Care Costs of Management and Supervision - Bunyan Court & Proportion of Estate Costs	26,072	23,836	19,315	37,183
Estate Management Resident Staff - Estate% Furniture & Fittings - Bunyan Court Cost Window Cleaning- Bunyan Court Contract cost Cleaners/Porters - No of Cleaners for Bunyan Court & Estate% Weekend cleaning - Bunyan Court cost Car Park Attendants- Terrace Block % House Officer - Estate%	11,289 1,748 6,084 30,834 609 33,283 4,919	9,890 - 7,734 31,762 - 40,902 5,976	12,139 - 5,829 33,745 344 31,645 4,358	13,431 - 11,000 36,838 - 32,974 5,529
Sub Total	85,271	96,264	88,059	99,772
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Bunyan Court & no of repairs orders Lift Maintenance - Bunyan Court Electricity (Common Parts and Lifts) - Bunyan Court Heating - Bunyan Court	10,935 173,286 14,395 4,303 28,396 117,368	11,783 65,019 10,212 11,855 22,424 109,947	9,928 117,246 13,528 4,607 27,862 133,401	9,796 57,689 13,792 4,995 37,000 158,175
Sub Total	348,681	231,241	306,573	281,447
Open Spaces Garden Maintenance - Estate %	5,891	5,490	6,349	6,118
Total Annually Recurring Items	465,916	356,832	420,296	424,521
Non-Annually Recurring Items - Major Works Internal Redecorations Water Tank Repairs/Replacement Electrical Testing Replacement Windows & Frames Concrete works Bunyan Court cost Water Supply Works Internal Redecorations Emergency Lighting Asbestos Works External Redecorations	- 2,994 - 6,072 - 1,506 29,680 - 2,140 798	- - 1,828 125 - 1,418 - 190 7,990 -	- - - - - - - - - -	- - - - - - - - - -
Total Non-Annually Recurring Items	37,203	11,551	-	-
TOTAL	503,118	368,383	420,296	424,521

Actual Service Charge Costs 2024/25 Cromwell Tower 111 FLATS (10.06% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care Costs of Management and Supervision - Cromwell Tower & Proportion of Estate Costs	£ 59,763	£ 92,251	£ 71,218	£ 135,787
Estate Management Resident Staff - Estate% Furniture & Fittings - Cromwell Tower Cost Window Cleaning- Cromwell Tower Contract cost Cleaners/Porters - No of Cleaners for Cromwell Tower & Estate% Weekend cleaning - Cromwell Tower cost Lobby Porters - Tower block % House Officer - Estate%	36,754 - 26,056 60,046 4,755 305,723 16,015	32,198 14,545 29,288 61,852 - 292,699 19,455	39,520 8,667 28,588 63,351 5,160 297,802 14,188	43,726 8,667 10,000 69,158 - 305,333 17,999
Sub Total	449,349	450,036	457,276	454,883
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Cromwell Tower & no of repairs orders Lift Maintenance - Cromwell Tower Electricity (Common Parts and Lifts) - Cromwell Tower Heating - Cromwell Tower	35,600 122,394 15,100 28,727 52,342 336,550	38,363 184,674 22,395 60,258 71,613 335,365	32,323 324,263 44,041 31,014 71,181 391,764	31,893 187,816 44,900 17,985 74,000 465,275
Sub Total	590,713	712,667	894,585	821,869
Open Spaces Garden Maintenance - Estate %	19,180	17,810	20,669	19,917
Total Annually Recurring Items	1,119,005	1,272,764	1,443,747	1,432,456
Non-Annually Recurring Items - Major Works Internal Redecorations Lift Refurbishment External Redecorations Concrete works Replacement Windows & Frames Emergency Lighting Water Supply Works Water Tank Repairs/Replacement Electrical Testing Stock Condition Survey Asbestos Works	60,384 2,269 30,663 - - 7,200 8,779 2,538 - - 5,055	8,172 - 3,920 - - 435 12,097 - 2,942 - 20,390	- 16,667 - - - - - - - - -	- - - - - - - - - - -
Total Non-Annually Recurring Items	111,811	47,955	16,667	-
TOTAL	1,230,816	1,320,719	1,460,414	1,432,456

Actual Service Charge Costs 2024/25 Defoe House 178 FLATS (7.17% of Estate Costs)	<i>Actual</i> 2023/24	<i>Actual</i> 2024/25	<i>Estimate</i> 2024/25	<i>Estimate</i> 2025/26
	£	£	£	£
Customer Care				
Costs of Management and Supervision - Defoe House & Proportion of Estate Costs	49,578	71,360	50,755	101,152
Estate Management				
Resident Staff - Estate%	26,195	22,948	28,167	31,165
Furniture & Fittings - Defoe House Cost	-	-	-	-
Window Cleaning- Defoe House Contract cost	14,176	14,546	15,968	16,000
Cleaners/Porters - No of Cleaners for Defoe House & Estate%	120,091	123,704	130,539	142,504
Car Park Attendants- Terrace Block %	77,189	94,860	73,430	76,512
House Officer - Estate%	11,414	13,866	10,112	12,828
Sub Total	249,066	269,924	258,215	279,009
Property Management				
Garchey Maintenance - Estate%	25,373	27,342	23,037	22,731
General Repairs - House Cost & Estate%	190,755	214,248	253,182	133,861
Technical Services - Defoe House & no of repairs orders	18,953	20,112	31,389	32,001
Lift Maintenance - Defoe House	48,742	60,439	51,779	63,938
Electricity (Common Parts and Lifts) - Defoe House	60,133	51,956	66,640	72,150
Heating - Defoe House	328,281	327,059	398,284	437,525
Sub Total	672,237	701,156	824,311	762,206
Open Spaces				
Garden Maintenance - Estate %	13,670	12,694	14,731	14,195
Total Annually Recurring Items	984,552	1,055,135	1,148,013	1,156,563
Non-Annually Recurring Items - Major Works				
External Redecorations	18,427	164,673	275,542	-
Emergency Lighting	-	870	-	-
Water Tank Repairs/Replacement - Defoe House cost	878	-	-	-
Water Supply Works	3,104	4,076	-	-
Electrical testing	20,240	4,717	-	-
Replacement Windows & Frames	23,158	1,838	-	-
Stock Condition Survey	-	-	-	-
Asbestos Works	7,135	22,431	-	-
Redecorations 2020 - 2025 Programme	-	-	-	-
Internal Redecorations	-	66,018	-	-
Total Non-Annually Recurring Items	72,942	264,623	275,542	-
TOTAL	1,057,494	1,319,758	1,423,555	1,156,563

Actual Service Charge Costs 2024/25 Frobisher Crescent 133 FLATS (3.78% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
	£	£	£	£
Customer Care Costs of Management and Supervision - Frobisher Crescent & Proportion of Estate Costs	16,866	18,632	15,874	35,543
Estate Management Resident Staff - Estate% (inc add pension) Furniture & Fittings - Frobisher Crescent Cost Window Cleaning- Frobisher Crescent Contract cost Cleaners/Porters - No of Cleaners for Frobisher Crescent & Estate% Car Park Attendants- Terrace Block % House Officer - Estate%	12,312 - 6,497 30,304 36,507 5,365	10,786 - 7,582 31,147 44,865 6,517	13,239 - 6,902 33,137 34,513 4,753	14,648 - 11,000 36,213 35,962 6,029
Sub Total	90,986	100,898	92,544	103,852
Property Management Boiler Maintenance - Frobisher Crescent General Repairs - House Cost inc safety and security Technical Services - Frobisher Crescent Lift Maintenance - Frobisher Crescent cost Electricity (Common Parts and Lifts) - Frobisher Crescent cost Gas - Communal charge for circulating heat	- 87,349 5,617 9,012 7,804 44,912	- 45,909 6,465 11,710 6,986 29,175	- 92,297 14,753 3,000 14,024 35,000	- 79,467 15,041 2,000 13,875 35,000
Sub Total	154,694	100,246	159,074	145,383
Open Spaces Garden Maintenance - Estate %	6,425	5,966	6,924	6,672
Total Annually Recurring Items	268,971	225,741	274,416	291,450
Non-Annually Recurring Items - Major Works Electrical Testing Redecorations 2020 - 2025 Programme Carpet Replacement Water Supply Works External Redecorations Asset Management/Stock Condition Survey Internal Redecorations Lift Refurbishment Roof Waterproofing	- - 65,319 455 17,881 - - - - 8,928	1,829 - - 1,867 - - - - 1,473	- - - - 97,666 - - - -	- - - - - - - - -
Total Non-Annually Recurring Items	92,583	5,168	97,666	-
TOTAL	361,554	230,910	372,082	291,450

Actual Service Charge Costs 2024/25 Gilbert House 88 FLATS (4.27% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care Costs of Management and Supervision - Gilbert House & Proportion of Estate Costs	£ 21,542	£ 33,117	£ 25,349	£ 53,854
Estate Management Resident Staff - Estate% Furniture & Fittings - Gilbert House Cost Window Cleaning- Gilbert House Contract cost Cleaners/Porters - No of Cleaners for Gilbert House & Estate% Car Park Attendants- Terrace Block % House Officer - Estate%	15,600 - 9,533 54,528 46,048 6,797	13,666 994 10,518 56,168 56,590 8,258	16,774 17,000 10,737 60,385 43,730 6,022	18,560 17,000 8,000 65,920 45,566 7,640
Sub Total	132,507	146,194	154,648	162,686
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Gilbert House & no of repairs orders Lift Maintenance - Gilbert House Electricity (Common Parts and Lifts) - Gilbert House Heating - Gilbert House	15,110 52,669 6,706 12,356 34,098 179,557	16,283 79,463 10,149 16,336 29,051 179,397	13,720 105,758 18,693 13,594 36,924 213,842	13,537 63,169 19,058 15,985 48,100 246,050
Sub Total	300,496	330,680	402,531	405,898
Open Spaces Garden Maintenance - Estate %	8,141	7,560	8,773	8,454
Total Annually Recurring Items	462,686	517,551	591,301	630,893
Non-Annually Recurring Items - Major Works Replacement Window & Doors Frames - Gilbert House cost Water Tank Repairs/Replacement Concrete Works Roof Repairs Water Supply Works Emergency Lighting Stock Condition Survey Redecorations 2020 - 2025 Programme Internal Redecorations Asbestos Works External Redecorations Electrcial testing	1,303 561 - - 1,389 - - - 4,733 1,420 - 3,500	125 - - - 1,248 - - - 6,126 4,071 80,911 2,332	- - - - - - - - - - 143,998 -	- - - - - - - - - - - -
Total Non-Annually Recurring Items	12,906	94,814	143,998	-
TOTAL	475,592	612,365	735,299	630,893

Actual Service Charge Costs 2024/25 John Trundle Court 133 FLATS (3.78% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care Costs of Management and Supervision - John Trundle Court & Proportion of Estate Costs	£ 36,026	£ 47,069	£ 28,264	£ 57,226
Estate Management Resident Staff - Estate% Furniture & Fittings - John Trundle Court Cost Window Cleaning- John Trundle Court Contract cost Cleaners/Porters - No of Cleaners for John Trundle Court & Estate% Car Park Attendants- Terrace Block % House Officer - Estate%	13,810 - 10,800 69,783 40,682 6,017	12,098 - 12,192 71,882 49,995 7,310	14,849 - 11,888 67,933 38,712 5,331	16,430 - 18,000 74,160 40,337 6,763
Sub Total	141,092	153,477	138,713	155,690
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - John Trundle Court & no of repairs orders Lift Maintenance - John Trundle Court Electricity (Common Parts and Lifts) - John Trundle Court Heating - John Trundle Court	13,376 198,965 16,295 16,770 47,879 134,857	14,415 167,309 19,431 36,861 39,893 131,300	12,145 140,859 16,548 17,941 54,332 166,656	11,984 70,571 16,871 20,979 64,750 187,775
Sub Total	428,143	409,209	408,482	372,931
Open Spaces Garden Maintenance - Estate %	7,207	6,692	7,766	7,484
Total Annually Recurring Items	612,468	616,446	583,224	593,331
Non-Annually Recurring Items - Major Works				
Redecorations 2020 - 2025 Programme	-	-	-	-
Internal Redecorations - John Trundle Cost	-	742	-	-
Water Tank Repairs/Replacement	1,758	-	-	-
Emergency Lighting	-	437	-	-
Water Supply Works	2,565	2,478	-	-
Electrical Testing	-	3,525	-	-
Replacement Window & Door Frames - John Trundle Court Cost	75,254	27	-	-
Asset Management/Stock Condition Survey	-	-	-	-
Asbestos Works	2,011	5,027	-	-
External Redecorations	1,321	-	-	-
Total Non-Annually Recurring Items	82,910	12,236	-	-
TOTAL	695,377	628,682	583,224	593,331

Actual Service Charge Costs 2024/25 Lauderdale Tower 117 Flats (10.82% of estate costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care Costs of Management and Supervision - Lauderdale Tower & Proportion of Estate Costs	£ 64,955	£ 92,299	£ 70,180	£ 137,852
Estate Management Resident Staff - Estate% Furniture & Fittings - Lauderdale Tower Cost Window Cleaning- Lauderdale Tower Contract cost Cleaners/Porters - No of Cleaners for Lauderdale Tower & Estate% Weekend cleaning - Lauderdale Tower cost Lobby Porters - Tower block % House Officer - Estate%	39,531 7,495 23,638 60,046 6,676 305,723 17,224	34,630 - 26,543 61,852 113 292,699 20,925	42,506 4,334 26,072 63,351 6,879 297,802 15,260	47,030 4,334 10,000 69,158 - 305,333 19,359
Sub Total	445,344	436,761	456,205	455,214
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Lauderdale Tower & no of repairs orders Lift Maintenance - Lauderdale Tower Electricity (Common Parts and Lifts) - Lauderdale Tower Heating - Lauderdale Tower	38,289 164,774 17,312 28,816 71,160 349,620	41,261 226,464 24,278 33,087 68,716 354,730	34,765 305,219 47,368 31,159 73,497 408,902	34,302 202,005 48,292 17,985 67,525 474,525
Sub Total	669,970	748,536	900,911	844,634
Open Spaces Garden Maintenance - Estate %	20,629	19,156	22,230	21,422
Total Annually Recurring Items	1,200,898	1,296,752	1,449,525	1,459,122
Non-Annually Recurring Items - Major Works Emergency Lighting External redecorations - Lauderdale cost Water Supply Works Water Tank Repairs/Replacement Replacement Window & Door Frames - Lauderdale Tower cost Internal Redecorations Electrical Testing Asset Management/Stock Condition Survey Asbestos Works Redecorations 2020 - 2025 Programme Lift Refurbishment	- 150,824 8,701 4,718 - - - - 8,207 - 2,269	435 - 11,321 - - 59,757 - - 21,349 - -	- - - - - 75,444 - - - - 16,667	- - - - - - - - - - -
Total Non-Annually Recurring Items	174,718	92,862	92,111	-
TOTAL	1,375,617	1,389,615	1,541,636	1,459,122

Actual Service Charge Costs 2024/25 Lambert Jones Mews 8 Flats (0.59% of estate costs)	<i>Actual</i> 2023/24	<i>Actual</i> 2024/25	<i>Estimate</i> 2024/25	<i>Estimate</i> 2025/26
Customer Care Costs of Management and Supervision - Lambert Jones Mews & Proportion of Estate Costs	£ 2,108	£ 3,832	£ 2,460	£ 5,386
Estate Management Resident Staff - Estate% Furniture & Fittings - Lambert Jones Mews Cost Window Cleaning- Lambert Jones Mews Contract cost Cleaners/Porters - No of Cleaners for Lambert Jones Mews & Estate% Car Park Attendants- Terrace Block % House Officer - Estate%	2,156 - 409 4,869 6,316 939	1,888 - 451 5,015 7,763 1,141	2,318 - 460 5,328 6,042 832	2,564 - 1,000 5,816 6,296 1,056
Sub Total	14,688	16,258	14,980	16,732
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Lambert Jones Mews & no of repairs orders Lift Maintenance - Lambert Jones Mews Electricity (Common Parts and Lifts) - Lambert Jones Mews Heating - Lambert Jones Mews	2,088 6,069 977 - 1,088 31,695	2,250 13,907 2,973 - 801 31,140	1,896 13,232 2,583 - 1,030 38,196	1,870 10,327 2,633 - 1,100 -
Sub Total	41,917	51,071	56,937	15,930
Open Spaces Garden Maintenance - Estate %	1,125	1,045	1,212	1,168
Total Annually Recurring Items	59,838	72,205	75,589	39,216
Non-Annually Recurring Items - Major Works Electrical Testing External Redecorations Water Supply Works Water Tank Repairs/Replacement Drainage Repars & Replacement Asset Management/Stock Condition Survey Asbestos Works	- - 725 197 - - 27	212 - 721 - - - 226	- - - - - - -	- - - - - - -
Total Non-Annually Recurring Items	949	1,158	-	-
TOTAL	60,788	73,364	75,589	39,216

Actual Service Charge Costs 2024/25 Mountjoy House 64 Flats (3.21% of estate costs)	<i>Actual</i> <i>2023/24</i>	<i>Actual</i> <i>2024/25</i>	<i>Estimate</i> <i>2024/25</i>	<i>Estimate</i> <i>2025/26</i>
	£	£	£	£
Customer Care Costs of Management and Supervision - Mountjoy House & Proportion of Estate Costs	14,736	22,888	17,377	38,000
Estate Management Resident Staff - Estate% Furniture & Fittings - Mountjoy House Cost Window Cleaning- Mountjoy House Contract cost Cleaners/Porters - No of Cleaners for Mountjoy House & Estate% Car Park Attendants- Terrace Block % House Officer - Estate % Sub Total	11,728 - 4,085 43,817 34,608 5,110 99,348	10,274 - 4,508 45,135 42,531 6,208 108,655	12,610 - 4,602 47,953 32,874 4,527 102,566	13,953 - 6,000 52,348 34,254 5,743 112,298
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Mountjoy House & no of repairs orders Lift Maintenance - Mountjoy House Electricity (Common Parts and Lifts) - Mountjoy House Heating - Mountjoy House Sub Total	11,359 34,281 5,068 8,307 19,422 131,119 209,557	12,241 52,668 7,557 9,427 16,941 118,818 217,652	10,314 77,935 14,053 8,883 22,267 147,846 281,299	10,177 59,929 14,327 10,990 20,350 165,575 281,348
Open Spaces Garden Maintenance - Estate %	6,120	5,683	6,595	6,355
Total Annually Recurring Items	329,761	354,878	407,837	438,001
Non-Annually Recurring Items - Major Works Redecorations 2020 - 2025 Programme External Redecorations - Mountjoy house cost Water Supply Works Water Tank Repairs/Replacement Emergency lighting Asbestos Works Electrical testing Internal Redecorations Replacement Window & Door Frames - Mountjoy House Cost Total Non-Annually Recurring Items	- - 1,277 154 - 1,686 - 291 7,400 10,807	- - 1,043 - 3,815 5,163 1,696 - - 11,716	- - - - - - - - - -	- - - - - - - - - -
TOTAL	340,569	366,595	407,837	438,001

Actual Service Charge Costs 2024/25 Seddon House 75 Flats (3.78% of estate costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care Costs of Management and Supervision - Seddon House & Proportion of Estate Costs	£ 20,589	£ 28,585	£ 21,519	£ 46,944
Estate Management Resident Staff - Estate% Furniture & Fittings - Seddon House Cost Window Cleaning- Seddon House Contract cost Cleaners/Porters - No of Cleaners for Seddon House & Estate% Car Park Attendants- Terrace Block % House Officer - Estate % Sub Total	13,810 - 9,533 55,177 40,682 6,017 125,219	12,098 - 9,657 56,837 49,995 7,310 135,897	14,849 - 10,737 60,385 38,712 5,331 130,014	16,430 - 7,000 65,920 40,337 6,763 136,450
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Seddon House & no of repairs orders Lift Maintenance - Seddon House Electricity (Common Parts and Lifts) - Seddon House Heating - Seddon House Sub Total	13,376 61,795 10,144 12,226 23,777 149,422 270,739	14,415 53,546 10,639 23,128 21,142 146,801 269,671	12,145 93,692 16,548 13,070 26,352 180,067 341,874	11,984 70,571 16,871 15,985 29,428 117,475 262,313
Open Spaces Garden Maintenance - Estate %	7,207	6,692	7,766	7,484
Total Annually Recurring Items	423,754	440,846	501,173	453,191
Non-Annually Recurring Items - Major Works External Redecorations - Seddon House cost Electrical Testing Water Tank Repairs/Replacement Internal Redecorations Water Supply Works Asset Management/Stock Condition Survey Asbestos Works Redecorations 2020 - 2025 Programme Replacement Window & Door Frames Total Non-Annually Recurring Items	- 13,510 268 28,765 1,070 - 1,398 - - - 45,011	- 1,988 - - 1,707 - 7,763 - 3,500 14,957	- - - - - - - - - -	- - - - - - - - - -
TOTAL	468,765	455,803	501,173	453,191

Actual Service Charge Costs 2024/25 Shakespeare Tower 116 flats (10.77% of estate costs)	<i>Actual</i> 2023/24	<i>Actual</i> 2024/25	<i>Estimate</i> 2024/25	<i>Estimate</i> 2025/26
Customer Care Costs of Management and Supervision - Shakespeare Tower & Proportion of Estate Costs	£ 58,134	£ 85,650	£ 65,188	£ 137,804
Estate Management Resident Staff - Estate% Furniture & Fittings - Shakespeare Tower Cost Window Cleaning- Shakespeare Tower Contract cost Cleaners/Porters - No of Cleaners for Shakespeare Tower & Estate% Additional Refuse Collection/Weekend Cleaning Lobby Porters - tower block % House Officer - Estate%	39,348 - 23,638 60,046 3,537 305,723 17,145	34,470 - 26,543 61,852 - 292,699 20,828	42,309 - 26,072 65,205 - 297,802 15,190	46,813 - 10,000 69,158 - 305,333 19,270
Sub Total	449,437	436,392	446,578	450,574
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Shakespeare Tower & no of repairs orders Lift Maintenance - Shakespeare Tower Electricity (Common Parts and Lifts) - Shakespeare Tower Heating - Shakespeare Tower	38,112 108,323 10,699 32,878 39,330 336,299	41,070 179,447 20,042 34,494 56,977 337,807	34,604 248,854 47,149 30,316 74,937 406,976	34,144 201,072 48,069 17,985 73,075 475,450
Sub Total	565,641	669,838	842,835	849,794
Open Spaces Garden Maintenance - Estate %	20,533	19,067	22,127	21,323
Total Annually Recurring Items	1,093,745	1,210,947	1,376,728	1,459,495
Non-Annually Recurring Items - Major Works Emergency lighting Lobby Refurbishment Water Tank Repairs/Replacement Redecorations 2020 - 2025 Programme External redecorations - Shakespeare Tower Cost Concrete works Water Supply Works Intercom Renewal Internal Redecorations Asbestos Works Lift Refurbishment	- 9,450 3,106 - 149,900 - 9,447 - - 10,857 2,269	435 2,907 - - 19,239 - 12,071 - 31,357 15,689 -	- - - - - - - 70,000 77,759 - 16,667	- - - - - - - - - - -
Total Non-Annually Recurring Items	178,817	81,698	164,426	-
TOTAL	1,272,562	1,292,645	1,541,154	1,459,495

Actual Service Charge Costs 2024/25 Speed House 114 FLATS (4.52% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care	£	£	£	£
Costs of Management and Supervision - Speed House & Proportion of Estate Costs	30,333	53,267	36,129	72,354
Estate Management				
Resident Staff - Estate%	16,514	14,467	17,757	19,647
Furniture & Fittings - Speed House Cost	-	-	-	-
Window Cleaning- Speed House Contract cost	14,980	16,528	16,873	10,000
Cleaners/Porters - No of Cleaners for Speed House & Estate%	98,183	101,136	105,674	115,360
Car Park Attendants- Terrace Block %	48,654	59,793	46,290	48,234
House Officer - Estate %	7,195	8,741	6,375	8,087
Sub Total	185,526	200,665	192,969	201,328
Property Management				
Garchey Maintenance - Estate%	15,995	17,237	14,523	14,330
General Repairs - House Cost & Estate%	60,340	148,670	159,878	84,386
Technical Services - Speed House & no of repairs orders	9,923	21,423	19,788	20,174
Lift Maintenance - Speed House	33,692	55,728	36,019	42,959
Electricity (Common Parts and Lifts) - Speed House	55,574	45,188	62,533	67,127
Heating - Speed House	198,365	220,559	230,101	268,250
Sub Total	373,890	508,805	522,842	497,226
Open Spaces				
Garden Maintenance - Estate %	8,617	8,002	9,286	8,949
Total Annually Recurring Items	598,366	770,739	761,226	779,858
Non-Annually Recurring Items - Major Works				
Redecorations 2020 - 2025 Programme	-	-	-	-
Internal redecorations - Speed House Cost	91,603	78,004	-	-
Water Tank Repairs/Replacement	145	-	-	-
External Redecorations	-	137,604	188,664	-
Electrical Testing	16,250	3,021	-	-
Water Supply Works	1,856	3,824	-	-
Asset Management/Stock Condition Survey	-	-	-	-
Asbestos Works	2,354	35,082	-	-
Emergency lighting	-	927	-	-
Replacement Window & Door Frames - Speed House Cost	-	10,009	-	-
Total Non-Annually Recurring Items	111,919	268,471	188,664	-
TOTAL	710,285	1,039,210	949,890	779,858

Actual Service Charge Costs 2024/25 Thomas More House 165 FLATS (6.04% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
Customer Care Costs of Management and Supervision - Thomas More House & Proportion of Estate Costs	£ 50,285	£ 72,194	£ 45,485	£ 90,239
Estate Management Resident Staff - Estate% Furniture & Fittings - Thomas More House Cost Window Cleaning- Thomas More House Contract cost Cleaners/Porters - No of Cleaners for Thomas More House & Estate% Car Park Attendants- Terrace Block % House Officer - Estate % Sub Total	22,067 - 12,915 120,091 65,020 9,615 229,709	19,331 - 14,250 123,704 79,905 11,681 248,871	23,728 - 14,547 131,515 61,857 8,519 240,167	26,253 - 13,000 143,570 64,454 10,807 258,084
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Thomas More House & no of repairs orders Lift Maintenance - Thomas More House Electricity (Common Parts and Lifts) - Thomas More House Heating - Thomas More House Sub Total	21,374 236,392 19,586 40,953 56,062 280,224 654,590	23,033 252,324 25,858 61,279 48,404 264,598 675,496	19,407 215,880 26,442 43,798 66,602 355,695 727,823	19,148 112,764 26,958 53,948 66,772 384,800 258,084
Open Spaces Garden Maintenance - Estate %	11,515	10,693	12,409	11,958
Total Annually Recurring Items	946,099	1,007,254	1,025,883	1,024,673
Non-Annually Recurring Items - Major Works Internal Redecorations - TMH cost Window Replacement Water Tank Repairs/Replacement Concrete works Electrical Testing Emergency lighting Water Supply Works Asset Management/Stock Condition Survey Redecorations 2020 - 2025 Programme Asbestos Works Total Non-Annually Recurring Items	114,487 26,652 685 - - - 13,509 - - 13,453 168,787	- - - - 9,085 870 5,997 - - 42,764 58,716	- - - - - - - - - - -	- - - - - - - - - - -
TOTAL	1,114,885	1,065,970	1,025,883	1,024,673

Actual Service Charge Costs 2024/25 2 Wallside	<i>Actual</i> 2023/24	<i>Actual</i> 2024/25	<i>Estimate</i> 2024/25	<i>Estimate</i> 2025/26
Customer Care Costs of Management and Supervision - Postern and Wallside & Proportion of Estste Costs	£ 480	£ 2,076	£ 350	£ 350
Estate Management Resident Staff - Estate% Furniture & Fittings - Postern and Wallside Cost Window Cleaning- Postern and Wallside Contract cost Cleaners/Porters - No of Cleaners for Postern and Wallside & Estate% Car Park Attendants- Terrace Block % House Officer - Estate % Sub Total	810 - - - 2,388 353 3,551	710 - - - 2,935 429 4,073	871 - - - 2,270 313 3,454	964 - - - 2,366 397 3,727
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Postern and Wallside & no of repairs orders Lift Maintenance - Postern and Wallside Electricity (Common Parts and Lifts) - Postern and Wallside Heating - Postern and Wallside Sub Total	785 807 367 - 102 - 2,060	845 13,006 745 - 145 - 14,742	712 700 971 - 252 - 2,636	703 62 990 - 244 - 1,999
Open Spaces Garden Maintenance - Estate %	423	393	456	439
Total Annually Recurring Items	6,514	21,284	6,896	6,515
Non-Annually Recurring Items - Major Works External Redecorations Concrete works - Wallside/Postern cost Replacement Window & Door Frames Water Supply Works Asset Management/Stock Condition Survey Asbestos Roof Repairs Total Non-Annually Recurring Items	- - 76 167 - 10 189 442	- - 81 162 - 85 98 426	- - - - - - - -	- - - - - - - -
TOTAL	6,957	21,709	6,896	6,515

Actual Service Charge Costs 2024/25 Wallside freeholders	this has been adjus.			
	<i>Actual</i> 2023/24	<i>Actual</i> 2024/25	<i>Estimate</i> 2024/25	<i>Estimate</i> 2025/26
Customer Care	£	£	£	£
Costs of Management and Supervision - Postern and Wallside & Proportion of Estate Costs	206	306	183	281
Estate Management				
Resident Staff - Estate%	366	321	393	435
Furniture & Fittings - Postern and Wallside Cost	-	-	-	-
Window Cleaning- Postern and Wallside Contract cost	-	-	-	-
Cleaners/Porters - No of Cleaners for Postern and Wallside & Estate%	-	-	-	-
Car Park Attendants- Terrace Block %	1,079	1,326	1,026	1,069
House Officer - Estate %	159	194	141	179
(Last year included in supervision and management charge)				
Sub Total	1,604	1,840	1,560	1,683
Property Management				
Garchey Maintenance - Estate%	354	382	322	318
General Repairs	230	253	204	1,797
Technical Services	11	14	54	54
Electricity (Ventilation) - Postern and Wallside	46	66	114	110
Heating - Postern and Wallside	4,394	4,020	4,838	5,220
Sub Total	5,036	4,734	5,531	7,498
Open Spaces				
Garden Maintenance - Estate %	191	177	206	198
Total Annually Recurring Items	7,036	7,057	7,480	9,661
Non-Annually Recurring Items - Major Works				
Digital TV network				
Asbestos Works	5	38	-	-
Water Supply Works	4	-	-	-
Heating Control System	-	-	-	-
Replacement of BMS system	-	-	-	-
Total Non-Annually Recurring Items	9	38	-	-
TOTAL	7,045	7,095	7,480	9,661

Actual Service Charge Costs 2024/25 Postern and Wallside	<i>Actual</i> 2023/24	<i>Actual</i> 2024/25	<i>Estimate</i> 2024/25	<i>Estimate</i> 2025/26
	£	£	£	£
Customer Care Costs of Management and Supervision - Postern and Wallside & Proportion of Estate Costs	2,649	3,038	2,614	6,422
Estate Management Resident Staff - Estate% Furniture & Fittings - Postern and Wallside Cost Window Cleaning- Postern and Wallside Contract cost Cleaners/Porters - No of Cleaners for Postern and Wallside & Estate% Car Park Attendants- Terrace Block % House Officer - Estate % Sub Total	2,824 - 545 4,057 8,325 1,230 16,981	2,474 - 601 4,179 10,231 1,495 18,980	3,036 - 614 4,440 7,916 1,090 17,096	3,359 - 1,000 4,847 8,248 1,383 18,837
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Postern and Wallside & no of repairs orders Lift Maintenance - Postern and Wallside Electricity (Common Parts and Lifts) - Postern and Wallside Heating - Postern and Wallside Sub Total	2,735 10,197 1,454 - 356 33,893 48,635	2,947 3,741 1,217 - 506 31,007 39,419	2,483 12,330 3,384 - 881 37,314 56,392	2,450 13,529 3,450 - 851 32,375 52,655
Open Spaces Garden Maintenance - Estate %	1,474	1,368	1,588	1,530
Total Annually Recurring Items	69,739	62,804	77,690	79,444
Non-Annually Recurring Items - Major Works Water Tank Repairs/Replacement Concrete Works - Wallside/Postern cost Roof Repairs Water Supply Works External Redecorations Electrical testing Asbestos Works Total Non-Annually Recurring Items	542 - 2,649 1,145 - - 35 4,372	- - 1,369 3,948 - 1,738 296 7,350	- - 24,000 - - - - 24,000	- - - - - - - -
TOTAL	74,111	70,154	101,690	79,444

Actual Service Charge Costs 2024/25 Willoughby House 148 FLATS (6.92% of Estate Costs)	Actual 2023/24	Actual 2024/25	Estimate 2024/25	Estimate 2025/26
	£	£	£	£
Customer Care Costs of Management and Supervision - Willoughby House & Proportion of Estate Costs	40,237	58,689	41,185	94,879
Estate Management Resident Staff - Estate% Furniture & Fittings - Willoughby House Cost Window Cleaning- Willoughby House Contract cost Cleaners/Porters - No of Cleaners for Willoughby House & Estate% Car Park Attendants- Terrace Block % House Officer - Estate % Sub Total	- 25,282 - 11,984 111,977 74,583 11,016 234,842	- 22,148 - 13,222 115,345 91,657 13,383 255,755	- 27,185 - 13,498 120,770 70,870 9,760 242,084	- 30,078 - 13,000 131,841 73,845 12,381 261,145
Property Management Garchey Maintenance - Estate% General Repairs - House Cost & Estate% Technical Services - Willoughby House & no of repairs orders Lift Maintenance - Willoughby House Electricity (Common Parts and Lifts) - Willoughby House Heating - Willoughby House Sub Total	- 24,488 109,955 15,052 33,306 61,084 261,098 504,983	- 26,389 145,079 16,851 35,556 49,668 254,748 528,291	- 22,234 151,378 30,295 21,804 89,986 299,656 615,353	- 21,938 129,194 30,886 26,974 96,598 343,175 648,765
Open Spaces Garden Maintenance - Estate %	- 13,193	- 12,251	- 14,218	- 13,701
Total Annually Recurring Items	793,255	854,987	912,840	1,018,490
Non-Annually Recurring Items - Major Works Asbestos Works Water supply Works External Redecorations - Willoughby House cost Replacement Window & Door Frames - Willoughby House Redecorations 2020 - 2025 Programme Electrical Testing Water Tank Repairs/Replacement Emergency Lighting Asset Management/Stock Condition Survey Internal Redecorations Total Non-Annually Recurring Items	297 901 - 9,200 - - 183 - - 62,824 73,404	8,417 633 2,917 - - 3,922 - - - - 15,888	- - 226,633 - - - - - - - 226,633	- - - - - - - - - - -
TOTAL	866,659	870,875	1,139,473	1,018,490