

Service Charge Account

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %	Actual 2011/12 % of Total	Actual 2012/13 % of Total
Customer receipts									
Fees & Charges	13	11	(2)	(15)	15	(4)	(27)		
Long lessees	6,223	6,779	556	9	7,059	(280)	(4)		
Short term tenancies	346	365	19	5	373	(8)	(2)		
Recharges									
Cleaning & Lighting	138	122	(16)	(12)	158	(36)	(23)		
	6,720	7,277	557	8	7,605	(328)	(4)		
Direct Costs									
Employees	(1,998)	(2,139)	(141)	(7)	(2,195)	56	3	30	29
Premises	(3,773)	(4,230)	(457)	(12)	(4,456)	226	5	56	58
Transport	0	0	0	0	0	0	0	0	0
Supplies and services	(34)	(77)	(43)	(126)	(98)	21	21	1	1
	(5,805)	(6,446)	(641)	(11)	(6,749)	303	4	86	88
Recharges									
Insurance	(24)	(25)	(1)	(4)	(24)	(1)	(4)	0	0
Supervision & Management	(499)	(472)	27	5	(478)	6	1	7	6
Technical Services	(413)	(380)	33	8	(391)	11	3	6	5
	(936)	(877)	59	6	(893)	16	2	14	12
Total Costs	(6,741)	(7,323)	(582)	(9)	(7,642)	319	4	100	100
Surplus / (Deficit)	(21)	(46)	(25)	(119)	(37)	(9)	(24)		

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	153,792.96	
	3 Additional Pension (Resident Housekeeper)	250.04	
9 10	Estate Cleaners	871,880.27	
	12 Car Park Attendants (one third)	447,684.97	
	13 Hall Porters	552,849.97	
	4 Relocation expenses	997.89	
	9 Recruitment expenses	890.00	
9 12	Training Expenses	1,979.00	
	9 Medical/Counselling expenses	70.00	
	9 Retirement provision	1,037.00	
	14 Garchey Operatives	<u>108,044.26</u>	
			2,139,476.36
			2,139,476.36
Premises Related Expenditure			
Repairs and Maintenance			
	2 Lifts General Maintenance	27,949.73	
	2 Lifts Contract Servicing	205,603.55	
	14 Garchey Repairs	67,026.41	
	16 General Maintenance Estate Wide	73,580.06	
	17 Electrical Repairs Common Parts	73,924.76	
	18 Electrical Repairs Exterior	3,542.17	
	19 General Repairs Common Parts	123,229.66	
	20 General Repairs Exterior	640,991.38	
25 33	Redecoration Programme (fees)	22,634.36	
	25 Redecoration Programmes	150,431.02	
	26 Special Works - Safety/Security	82,707.48	
	27 Water Supply Works	30,552.01	
	28 Cromwell/Shakespeare Tower lobby refurbishment	4,138.00	
20 29	Concrete works	66,886.35	
	30 RCD Socket outlets	6,279.00	
	31 Emergency Lighting	29,484.96	
	32 Fan and duct work cleaning	<u>-200.00</u>	
	Total		1,608,760.90
Energy Costs			
	1 Electricity (Common Parts and Lifts)	402,788.72	
	4 Electricity Resident Engineers	603.16	
	14 Electricity Garchey	6,682.21	
	34 Electricity heating	1,730,493.04	
	35 Gas Heating Frobisher	<u>21,368.45</u>	
	Total		2,161,935.58
Rents			
	4 Resident Engineers	<u>102,278.10</u>	
	Total		102,278.10
Rates/Council tax			
	9 Cleaners	4,214.21	
	4 Resident Engineers	<u>8,812.61</u>	
	Total		13,026.82
Water			
	14 Garchey	4,024.64	
	4 Resident Engineers	<u>2,652.00</u>	
	Total		6,676.64
Cleaning and Domestic Supplies			
	6 Window Cleaning	174,720.62	
9 12 13	Hygiene services	3,002.82	
	15 Cleansing charges	200.00	
6, 9, 13, 16 19	Contract cleaning	3,413.25	
	7 Cleaning Materials	41,243.80	
	15 Pest Control	<u>10,222.84</u>	
	Total		232,803.33
Garden Maintenance			
	11 Grounds maintenance costs	<u>104,110.66</u>	
			104,110.66

	Total Premises Related Expenses		4,229,592.03
	Travel expenses		
9 12 13	Staff travelling expenses	<u>131.70</u>	131.70
			131.70
	Supplies and Services		
	Equipment Furniture and Materials		
4 5	Furniture and Fittings	29,331.06	
8 13 14 19 26	Cleaning Equipment	<u>10,785.71</u>	
	Total		40,116.77
	Clothing Uniforms and Laundry		
9 12 13 14	Estate Cleaners/Hall Porters/Car Park Attendants/Garchey	<u>9,886.51</u>	
	Total		9,886.51
	13 Provisions		608.03
12 23	Subsistence		<u>109.56</u>
2 9 13 14 16	Communications & Computing		<u>21,801.92</u>
16 23	Printing and stationery		<u>3,344.20</u>
	23 Consultants fees		1,200.00
12	Medical fees		<u>76.00</u>
			1,276.00
	Total Supplies and Services		<u>77,142.99</u>
	TOTAL DIRECT COSTS		6,446,343.08
	Recharges		
2	Lift Insurance	21,908.71	
14	Premises insurance	<u>2,689.97</u>	
	Total Insurance		<u>24,598.68</u>
9 12 13 22 23	Supervision and Management - Estate Wide	472,397.72	
24	Supervision and Management - Block	0.00	
			<u>472,397.72</u>
2, 4, 19, 21, 25, 26, 27, 29	Community Services Technical Division		<u>379,667.06</u>
	Total recharges		876,663.46
	Total expenditure		7,323,006.54
	Income		
	Fees and Charges		
N/C	23 Charges for Services (solicitor's enquiries)	(10,020.71)	
	Other charges	(1,229.24)	
	Total		<u>(11,249.95)</u>
	Service Charges Long Lessees		(6,778,592.10)
	Service Charges Short Term Tenants		(365,133.76)
	Total Income		<u>(7,154,975.81)</u>
	RECHARGES		
	Recharges within fund		
9	Estate cleaners to HRA	(6,137.64)	
1	Electricity to HRA	(2,593.64)	
1	Electricity - Recharge to Car Parks	(24,026.66)	
9	Estate Cleaners - Recharge to Car Parks	<u>(89,301.25)</u>	
	/Stores/Landlord		(122,059.19)
	Total income		(7,277,035.00)
	TOTAL NET REVENUE EXPENDITURE		<u><u>45,971.54</u></u>

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2012/13

Final CBIS
Actual
ANNEX 4
£

	£	£
Electricity		
1	Energy Costs - Electricity Common Parts and Lifts	402,788.72
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(24,026.66)
1	Recharge to HRA	(2,593.64)
		<u>376,168.42</u>
Lift Maintenance		
2	Technical Division - Resident Engineers	14,671.86
2	Repairs & Maintenance - Lifts General Maintenance	27,949.73
2	Repairs & Maintenance - Lifts Contract Servicing	205,603.55
2	Communications and Computing	10,034.64
2	Central Recharges - Lift Insurance	21,908.71
		<u>280,168.49</u>
3	Employees - Resident Housekeeper - Additional Pension	250.04
		250.04
Resident Engineers		
4	Technical Division - Resident Engineers	188,733.81
4	Electricity	603.16
4	Rents - Resident Engineers	102,278.10
4	Rates - Resident Engineers Council Tax	8,812.61
4	Relocation costs	997.89
4	Furniture/Fittings	1,550.00
4	Water - Residents Engineers Water Rates	2,652.00
		<u>305,627.57</u>
5	Equipment Furniture and Materials - Furniture and Fittings Furniture and fittings	
		27,781.06
6	Cleaning and Domestic Supplies - Window Cleaning	174,720.62
6	Contract cleaning	855.00
		<u>175,575.62</u>
7	Cleaning and Domestic Supplies - Cleaning Materials	
		41,243.80
Equipment Furniture and Materials - Cleaning Equipment		
8	Equipment Furniture and Materials - Cleaning Equipment	5,816.83
		5,816.83
Cleaners		
9	Employees - Estate Cleaners	856,150.30
9	Supervision & Management on costs	15,318.28
9	Recruitment	890.00
9	Clothing Uniforms and Laundry - Estate Cleaners	5,854.43
9	Travelling expenses - Estate Cleaners	91.70
9	Rates for mess room	4,214.21
9	Hygiene	1,000.94
9	Medical/counselling	70.00
9	Training	1,904.00
9	Retirement provision	1,037.00
9	Contract cleaning	695.00
9	Communications and computing	459.51
9	Recharge within fund	(6,137.64)
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(89,301.25)
		<u>792,246.48</u>
10	Additional Refuse Collection	
		15,729.97
Garden Maintenance		
11	Repairs & Maintenance - Garden Maintenance	104,110.66
		104,110.66
Car Park Attendants		
12	Employees - Car Park Attendants (one third)	447,684.97

12	Travelling expenses - CPA	100.00	
12	Training	75.00	
12	Hygiene services	1,000.94	
12	Medical	76.00	
12	Subsistence	7.33	
12	Supervision & Management on costs	9,796.48	
12	Uniforms	1,864.11	
		<hr/>	460,604.83
	Hall Porters		
13	Employees - Hall Porters	552,849.97	
13	Uniforms	2,066.27	
13	Traveling expenses - Hall Porters	(60.00)	
13	Equipment	2,852.93	
13	Provisions	608.03	
13	Supervision & Management on costs	5,832.76	
13	Contract cleaning	353.25	
13	Communications and Computing	332.63	
13	Hygiene services	1,000.94	
			565,836.78
	Garchey Maintenance		
14	Employees - Garchey Operatives	108,044.26	
14	Repairs & Maintenance - Garchey Repairs	67,026.41	
14	Energy Costs	6,682.21	
14	Water rates	4,024.64	
14	Communications and computing	21.51	
14	Equipment	73.65	
14	Uniforms	101.70	
14	Central Recharges - Premises Insurance	2,689.97	
		<hr/>	188,664.35
	Pest Control		
15	Cleaning and Domestic Supplies - Pest Control	10,222.84	
15	Cleansing charges	200.00	
		<hr/>	10,422.84
	General Maintenance (Estate wide)		
16	Repairs & Maintenance - General Maintenance	73,580.06	
16	Refuse collection	1,235.00	
16	Computers and communication	10,953.63	
16	Printing and stationery	731.50	
16	Reallocation of Technical Division Projects Costs	3,507.41	
			90,007.60
	Electrical Repairs Common Parts		
17	Repairs & Maintenance - Electricial Repairs Common Parts	73,924.76	
			73,924.76
	Electrical Repairs Exterior		
18	Repairs & Maintenance - Electricial Repairs Exterior		3,542.17
	General Repairs Common Parts		
19	Repairs & Maintenance - General Repairs Common Parts	123,229.66	
19	Equipment	944.33	
19	Refuse collection/cleaning	275.00	
			124,448.99
	General Repairs Exterior		
20	Repairs & Maintenance - General Repairs Exterior	640,991.38	
			640,991.38
	Technical Services Division		125,275.95
	House Officer		
22	Employees	153,792.96	
22	Supervision & Management on costs	65,256.14	
			219,049.10
	Supervision and Management Estate Wide		
23	Supervision and Management Estate Wide	376,194.07	
23	Subsistence	102.23	
23	Fees and Charges - Charges for Services (solicitor's enquiries)	(10,020.71)	

23	Printing and stationery	2,612.70	
23	Consultants' fees	1,200.00	370,088.29
24	Supervision and Management Blocks		0.00
	Redecorations Programmes		
25	Repairs & Maintenance - Redecoration Contracts	171,634.74	
25	Reallocation of Technical Division Projects Costs	26,291.39	197,926.13
	Safety/Security - Repairs and Maintenance		
26	Repairs and Maintenance - Safety/Security	82,707.48	
26	Equipment	1,097.97	
26	Reallocation of Technical Division Projects Costs	9,843.43	93,648.88
	Water Supply		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	30,552.01	30,552.01
	Shakespeare /Cromwell Lobby		
28	Cromwell Tower lobby refurbishment		4,138.00
	Concrete Works		
29	Concrete works	66,886.35	
29	Reallocation of Technical Division Projects Costs	11,343.22	78,229.57
	RCD socket outlets		
30	RCD socket outlets		6,279.00
	Emergency lighting		
31	Emergency lighting		29,484.96
	Fan and ductwork cleaning		
32	Fan and ductwork cleaning		(200.00)
33	Water Tank Works		1,430.64
	Heating		
34	Energy Costs - Electricity	1,730,493.04	
35	Energy costs - gas	21,368.45	1,751,861.49
N/C	Other charges		(1,229.24)
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<u>7,189,697.40</u>
	Service Charges Long Lessees		(6,778,592.10)
	Service Charges Short Term Tenants		(365,133.76)
	TOTAL NET REVENUE EXPENDITURE		<u><u>45,971.54</u></u>

<u>Narration</u>	<u>Cross- Reference</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	376,168.42	(0.03)	376,168.39
Lift Maintenance	2	280,168.49	3,387.33	283,555.82
Resident Housekeepers (Additional Pension)	3	250.04	0.00	250.04
Resident Engineers	4	305,627.57	(0.00)	305,627.57
Furniture & Fittings	5	27,781.06	0.00	27,781.06
Window Cleaning	6	175,575.62	(1,508.70)	174,066.92
Cleaning Materials including refuse sacks	7	41,243.80	(14,416.42)	26,827.38
Cleaning Equipment	8	5,816.83	0.00	5,816.83
Estate Cleaners	9	792,246.48	(695.40)	791,551.08
Additional Refuse Collection	10	15,729.97	0.00	15,729.97
Garden Maintenance	11	104,110.66	0.00	104,110.66
Car Park Attendants	12	460,604.83	0.00	460,604.83
Hall Porters	13	565,836.78	(0.00)	565,836.78
Garchey Maintenance	14	188,664.35	(1,681.33)	186,983.02
Pest Control	15	10,422.84	0.00	10,422.84
General Maintenance (Estate)	16	90,007.60	(7,477.17)	82,530.43
Electrical Repairs (Common Parts)	17	73,924.76	0.00	73,924.76
Electrical Repairs (Exterior)	18	3,542.17	0.00	3,542.17
General Repairs (Common Parts)	19	124,448.99	0.00	124,448.99
General Repairs (Exterior)	20	640,991.38	(137,916.55)	503,074.83
Technical Services	21	125,275.95	0.00	125,275.95
House Officer	22	219,049.10	(7,689.65)	211,359.44
Estate-Wide proportion of Supervision & Management costs	23	370,088.29	6,279.71	376,368.00
Directly attributed Supervision & Management costs	24	0.00	0.00	0.00
Redecorations	25	197,926.13	(267.41)	197,658.72
Safety/Security	26	93,648.88	0.00	93,648.88
Water Supply Works	27	30,552.01	0.00	30,552.01
Shakespeare / Cromwell Lobbies	28	4,138.00	(4,138.00)	0.00
Concrete Works	29	78,229.57	14,972.13	93,201.70
RCD socket outlets	30	6,279.00	0.00	6,279.00
Emergency lighting	31	29,484.96	0.00	29,484.96
Fan and ductwork cleaning	32	-200.00	0.00	-200.00
Water tank works	33	1,430.64	0.00	1,430.64
Heating - Electricity	34	1,730,493.04	(1,018.83)	1,729,474.21
Heating - Gas	35	21,368.45	(5,335.62)	16,032.83
Other charges	N/C	(1,229.24)	1,229.24	0.00
TOTAL		7,189,697.40	(156,276.69)	7,033,420.72

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
1	Electricity	(0.03)	Rounding
2	Lift Maintenance	(512.65)	Reallocation to Landlords for non service charge account lifts reallocation in respect of Frobisher Crescent lift contracts
		<u>3,899.98</u>	
		3,387.33	
6	Window Cleaning	(1,214.40)	Charge to Barbican Centre regarding cleaning of public areas of Frobisher Crescent adjustment re 999 year lease sold
		<u>(294.30)</u>	
		(1,508.70)	
7	Cleaning equipment	<u>(14,416.42)</u>	Not chargeable
		(14,416.42)	
9	Cleaners	<u>(695.40)</u>	reallocated to LL account
		(695.40)	
14	Garchey Maintenance	(1,681.33)	Reallocated to non residential users
		(1,681.33)	
16	General repairs Estate Wide	3,390.83	Reallocated from concrete works for estate wide consultancy re Listed Accrual reallocated to Land Lords account
		<u>(10,868.00)</u>	
		(7,477.17)	

20	General Repairs Exterior	(451.51) (114,102.08) (5,000.00) <u>(18,362.96)</u> (137,916.55)	Reduction respect of repairs chargeable to the Rectory Reversal of 2011/12 adjustment for concrete works. Accrual reallocated to Land Lords account Reallocated to Concrete works project
22	House Officer	<u>(7,689.65)</u> (7,689.65)	Reallocation of officer costs to LL account
23	Supervision and Management	<u>6,279.71</u> 6,279.71	Adjustment to salaries following closure of accounts.
25	Redecorations	<u>(267.41)</u> (267.41)	Reduction respect of cost chargeable to the Rectory
28	Lobby refurbishment	(4,138.00)	Adjustment allowed for in last years actual service charges.
29	Concrete works	(3,390.83) <u>18,362.96</u> 14,972.13	Reallocated to General repairs Reallocated from general repairs
34	Heating	<u>(1,018.83)</u> (1,018.83)	Reallocated for non service charge account properties
35	Heating gas	(5,335.62)	Adjustment to year end creditor following receipt of actual invoices
N/C	Other charges	1,229.24	Miscoded to SCA
	Total BEO Adjustment	<u><u>(156,276.69)</u></u>	

ACTUAL COST OF SERVICES 1.4.12- 31.3.13 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT	
1	Electricity (Common Parts and Lifts)	Actual	376,168	31,912	33,036	53	16,698	11,577
2	Lift Maintenance	Actual	283,556	37,177	12,960	0	9,744	6,114
3	Resident Housekeepers (Additional Pension)	E. wide lease %	250	18	22	3	8	3
4	Resident Engineers	E. wide lease %	305,628	21,814	26,806	3,388	9,243	3,923
5	Furniture & Fittings	Actual	27,781	0	0	0	0	0
6	Window Cleaning	Contract base	174,067	14,092	17,433	2,905	6,246	5,629
7	Cleaning Materials including refuse sacks	No of cleaners	26,827	3,076	2,585	209	1,289	627
8	Cleaning Equipment	No of cleaners	5,817	498	419	34	209	102
9	Estate Cleaners	No. cleaners	791,551	90,762	76,269	6,167	38,032	18,502
10	Additional Refuse Collection	No. cleaners	15,730	0	0	0	0	0
11	Garden Maintenance	E. wide lease %	104,111	7,431	9,131	1,154	3,148	1,336
12	Car Park Attendants	Terrace lease %	460,605	47,466	58,368	7,400	20,146	8,528
13	Hall Porters	Towers one third each plus individual costs	565,837	0	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for c	E. wide lease %	186,983	13,723	16,976	2,145	5,851	2,484
15	Pest Control	E. wide lease % plus individual block costs	10,423	715	878	111	303	129
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	5,890	7,239	915	2,496	1,059
17	Electrical Repairs (Common Parts) (N1041111)	Actual	73,925	3,769	7,225	1,326	1,619	1,207
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,542	19	0	1,279	116	36
19	General Repairs (Common Parts) (N1041113)	Actual	124,449	9,439	7,177	1,108	4,245	1,824
20	General Repairs (Exterior) (N1061113)	Actual	503,075	33,714	80,479	3,081	15,985	14,828
22	House Officer	E. wide lease %	211,359	15,085	18,538	2,343	6,392	2,713
	Sub-total of apportioned services		4,334,214	336,600	375,541	33,622	141,768	80,621
21	S & M Technical	Actual Time and No of repairs orders	125,276	11,235	15,334	1,388	5,139	3,020
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376,368	29,229	32,611	2,920	12,311	7,001
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	197,659	20,313	0	0	0	6,160
26	Safety/Security (aggregated with Water Supply Works as I	Actual/E. wide lease%	93,649	6,351	8,355	6,306	2,769	1,645
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	30,552	1,020	1,620	1,050	744	120
28	Shakespeare/Cromwell Lobby	Actual	0	0	0	0	0	0
29	Concrete works	Actual	93,202	0	0	0	0	0
30	RCD sockets	Actual	6,279	1,794	0	0	0	0
31	Emergency Lighting	Actual	29,485	862	12,196	106	365	155
32	Fan and ductwork cleaning	Actual	-200	0	0	0	0	0
33	Water tank replacements	Actual	1,431	0	0	1,431	0	0
34	Heating - Electricity	Actual	1,729,474	152,051	152,189	25,891	46,851	28,236
35	Heating - Gas	Actual	16,033	0	0	0	0	0
	Total Services & Heating		7,033,421	559,454	597,846	72,713	209,947	126,958

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 1.4.12- 31.3.13 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	FROBISHER CRESCENT	GILBERT HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	376,168	9,298	36,216	29,293	2,369	18,658
2	Lift Maintenance	Actual	283,556	3,657	17,759	38,293	3,900	10,388
3	Resident Housekeepers (Additional Pension)	E. wide lease %	250	8	24	17	8	10
4	Resident Engineers	E. wide lease %	305,628	9,183	29,897	21,308	10,015	12,690
5	Furniture & Fittings	Actual	27,781	0	16,805	0	0	0
6	Window Cleaning	Contract base	174,067	7,336	12,902	11,695	10,747	4,648
7	Cleaning Materials including refuse sacks	No of cleaners	26,827	662	1,289	2,585	102	1,150
8	Cleaning Equipment	No of cleaners	5,817	107	733	419	17	186
9	Estate Cleaners	No. cleaners	791,551	19,530	38,032	76,269	3,022	33,920
10	Additional Refuse Collection	No. cleaners	15,730	355	4,815	0	2,772	0
11	Garden Maintenance	E. wide lease %	104,111	3,128	10,184	7,259	3,412	4,323
12	Car Park Attendants	Terrace lease %	460,605	19,987	0	46,352	21,923	27,652
13	Hall Porters	Towers one third each plus individual costs	565,837	0	188,853	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for c	E. wide lease %	186,983	5,813	18,928	13,491	0	8,035
15	Pest Control	E. wide lease % plus individual block costs	10,423	301	1,139	698	328	416
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	2,480	8,073	5,754	2,704	3,427
17	Electrical Repairs (Common Parts) (N1041111)	Actual	73,925	3,390	5,511	6,589	5,746	3,284
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,542	66	153	28	1,460	0
19	General Repairs (Common Parts) (N1041113)	Actual	124,449	2,612	18,172	8,191	1,907	4,845
20	General Repairs (Exterior) (N1061113)	Actual	503,075	37,010	40,459	26,526	3,971	16,057
22	House Officer	E. wide lease %	211,359	6,351	20,676	14,736	6,926	8,776
Sub-total of apportioned services			4,334,214	131,272	470,621	309,502	81,328	158,466
21	S & M Technical	Actual Time and No of repairs orders	125,276	5,668	9,433	4,173	2,373	6,694
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376,368	11,399	40,867	26,876	7,062	13,761
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	197,659	0	0	0	0	0
26	Safety/Security (aggregated with Water Supply Works as I	Actual/E. wide lease%	93,649	3,218	10,607	6,251	8,338	1,296
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	30,552	552	8,589	1,212	0	468
28	Shakespeare/Cromwell Lobby	Actual	0	0	0	0	0	0
29	Concrete works	Actual	93,202	0	42,702	0	0	0
30	RCD sockets	Actual	6,279	0	0	1,794	0	0
31	Emergency Lighting	Actual	29,485	335	1,181	842	396	501
32	Fan and ductwork cleaning	Actual	-200	0	0	0	0	0
33	Water tank replacements	Actual	1,431	0	0	0	0	0
34	Heating - Electricity	Actual	1,729,474	49,311	151,793	154,516	0	81,591
35	Heating - Gas	Actual	16,033	0	0	0	16,033	0
Total Services & Heating			7,033,421	201,755	735,793	505,166	115,529	262,777

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 1.4.12- 31.3.13 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MILTON COURT	MOUNTJOY HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	376,168	21,527	237	31,559	0	9,850
2	Lift Maintenance	Actual	283,556	12,756	0	19,269	0	7,165
3	Resident Housekeepers (Additional Pension)	E. wide lease %	250	9	1	26	0	8
4	Resident Engineers	E. wide lease %	305,628	11,234	1,753	32,156	0	9,540
5	Furniture & Fittings	Actual	27,781	0	0	10,976	0	0
6	Window Cleaning	Contract base	174,067	6,319	1,017	13,292	0	4,648
7	Cleaning Materials including refuse sacks	No of cleaners	26,827	1,289	105	1,289	0	941
8	Cleaning Equipment	No of cleaners	5,817	209	17	776	0	152
9	Estate Cleaners	No. cleaners	791,551	38,032	3,084	38,032	0	27,753
10	Additional Refuse Collection	No. cleaners	15,730	0	0	6,420	0	0
11	Garden Maintenance	E. wide lease %	104,111	3,827	597	10,954	0	3,250
12	Car Park Attendants	Terrace lease %	460,605	24,429	3,793	0	0	20,782
13	Hall Porters	Towers one third each plus individual costs	565,837	0	0	188,847	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for c	E. wide lease %	186,983	7,112	1,110	20,358	0	6,040
15	Pest Control	E. wide lease % plus individual block costs	10,423	368	57	1,203	0	313
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	3,033	473	8,683	0	2,576
17	Electrical Repairs (Common Parts) (N1041111)	Actual	73,925	5,573	147	3,848	0	1,958
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,542	0	166	96	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	124,449	11,410	271	19,624	0	4,767
20	General Repairs (Exterior) (N1061113)	Actual	503,075	19,943	3,322	48,260	0	17,632
22	House Officer	E. wide lease %	211,359	7,769	1,213	22,238	0	6,597
	Sub-total of apportioned services		4,334,214	174,838	17,364	477,906	0	123,972
21	S & M Technical	Actual Time and No of repairs orders	125,276	6,766	728	9,575	0	4,582
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376,368	15,182	1,508	41,500	0	10,765
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	197,659	0	9,427	3,013	0	1,306
26	Safety/Security (aggregated with Water Supply Works as I	Actual/E. wide lease%	93,649	2,038	319	9,537	0	947
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	30,552	1,020	228	3,972	0	372
28	Shakespeare/Cromwell Lobby	Actual	0	0	0	0	0	0
29	Concrete works	Actual	93,202	0	0	17,593	0	0
30	RCD sockets	Actual	6,279	0	0	0	0	0
31	Emergency Lighting	Actual	29,485	444	69	1,270	0	6,707
32	Fan and ductwork cleaning	Actual	-200	0	0	0	0	0
33	Water tank replacements	Actual	1,431	0	0	0	0	0
34	Heating - Electricity	Actual	1,729,474	62,460	15,020	154,613	0	59,569
35	Heating - Gas	Actual	16,033	0	0	0	0	0
	Total Services & Heating		7,033,421	262,747	44,663	718,978	0	208,220

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 1.4.12- 31.3.13 (LONG LESSEES)							
ITEM		AMOUNT TO APPORTION	SEDDON HOUSE	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MORE HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	376,168	10,003	30,519	23,819	29,158
2	Lift Maintenance	Actual	283,556	10,669	19,248	26,345	32,567
3	Resident Housekeepers (Additional Pension)	E. wide lease %	250	9	26	11	15
4	Resident Engineers	E. wide lease %	305,628	11,234	32,007	13,433	17,950
5	Furniture & Fittings	Actual	27,781	0	0	0	0
6	Window Cleaning	Contract base	174,067	5,503	12,902	9,443	11,985
7	Cleaning Materials including refuse sacks	No of cleaners	26,827	1,184	1,289	2,099	2,588
8	Cleaning Equipment	No of cleaners	5,817	192	590	340	419
9	Estate Cleaners	No. cleaners	791,551	34,948	38,032	61,930	76,372
10	Additional Refuse Collection	No. cleaners	15,730	0	1,368	0	0
11	Garden Maintenance	E. wide lease %	104,111	3,827	10,903	4,576	6,115
12	Car Park Attendants	Terrace lease %	460,605	24,429	0	29,217	39,045
13	Hall Porters	Towers one third each plus individual costs	565,837	0	188,137	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for c	E. wide lease %	186,983	7,112	20,265	8,505	11,365
15	Pest Control	E. wide lease % plus individual block costs	10,423	368	1,149	440	588
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	3,033	8,643	3,627	4,847
17	Electrical Repairs (Common Parts) (N1041111)	Actual	73,925	3,004	7,520	1,459	6,444
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,542	0	78	19	28
19	General Repairs (Common Parts) (N1041113)	Actual	124,449	3,930	8,613	6,736	4,789
20	General Repairs (Exterior) (N1061113)	Actual	503,075	27,250	22,264	23,852	36,031
22	House Officer	E. wide lease %	211,359	7,769	22,135	9,290	12,414
	Sub-total of apportioned services		4,334,214	154,466	425,689	225,141	292,718
21	S & M Technical	Actual Time and No of repairs orders	125,276	6,368	7,122	6,840	9,970
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376,368	13,413	36,965	19,550	25,419
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	197,659	57,158	28,588	0	69,486
26	Safety/Security (aggregated with Water Supply Works as I	Actual/E. wide lease%	93,649	1,533	9,289	4,892	3,970
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	30,552	324	6,981	744	840
28	Shakespeare/Cromwell Lobby	Actual	0	0	0	0	0
29	Concrete works	Actual	93,202	0	32,906	0	0
30	RCD sockets	Actual	6,279	0	0	1,196	1,495
31	Emergency Lighting	Actual	29,485	444	1,264	531	709
32	Fan and ductwork cleaning	Actual	-200	0	0	0	0
33	Water tank replacements	Actual	1,431	0	0	0	0
34	Heating - Electricity	Actual	1,729,474	70,810	155,014	90,213	122,943
35	Heating - Gas	Actual	16,033	0	0	0	0
	Total Services & Heating		7,033,421	304,516	703,818	349,106	527,551

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 1.4.12- 31.3.13 (LONG LESSEES)							
ITEM		AMOUNT TO APPORTION	3-16 WALLSIDE	1-2 WALLSIDE & THE POSTERN	WILLOUGHBY HOUSE	TOTALS CHARGED	
1	Electricity (Common Parts and Lifts)	Actual	376,168	549	438	29,398	376,168
2	Lift Maintenance	Actual	283,556	0	0	15,543	283,556
3	Resident Housekeepers (Additional Pension)	E. wide lease %	250	3	3	17	250
4	Resident Engineers	E. wide lease %	305,628	4,167	3,322	20,565	305,628
5	Furniture & Fittings	Actual	27,781	0	0	0	27,781
6	Window Cleaning	Contract base	174,067	0	2,030	13,293	174,067
7	Cleaning Materials including refuse sacks	No of cleaners	26,827	0	92	2,378	26,827
8	Cleaning Equipment	No of cleaners	5,817	0	15	385	5,817
9	Estate Cleaners	No. cleaners	791,551	0	2,714	70,153	791,551
10	Additional Refuse Collection	No. cleaners	15,730	0	0	0	15,730
11	Garden Maintenance	E. wide lease %	104,111	1,419	1,132	7,006	104,111
12	Car Park Attendants	Terrace lease %	460,605	9,069	7,230	44,787	460,605
13	Hall Porters	Towers one third each plus individual costs	565,837	0	0	0	565,837
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for c	E. wide lease %	186,983	2,587	2,063	13,021	186,983
15	Pest Control	E. wide lease % plus individual block costs	10,423	137	109	674	10,423
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	1,125	897	5,553	82,530
17	Electrical Repairs (Common Parts) (N1041111)	Actual	73,925	299	238	3,767	73,925
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,542	0	0	0	3,542
19	General Repairs (Common Parts) (N1041113)	Actual	124,449	0	218	4,572	124,449
20	General Repairs (Exterior) (N1061113)	Actual	503,075	0	3,727	28,685	503,075
22	House Officer	E. wide lease %	211,359	2,882	2,297	14,222	211,359
Sub-total of apportioned services			4,334,214	22,237	26,525	274,018	4,334,214
21	S & M Technical	Actual Time and No of repairs orders	125,276	78	1,320	7,470	125,276
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376,368	1,931	2,303	23,795	376,368
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	197,659	0	2,208	0	197,659
26	Safety/Security (aggregated with Water Supply Works as I	Actual/E. wide lease%	93,649	157	821	5,009	93,649
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	30,552	0	516	180	30,552
28	Shakespeare/Cromwell Lobby	Actual	0	0	0	0	0
29	Concrete works	Actual	93,202	0	0	0	93,202
30	RCD sockets	Actual	6,279	0	0	0	6,279
31	Emergency Lighting	Actual	29,485	165	131	812	29,485
32	Fan and ductwork cleaning	Actual	-200	0	0	-200	-200
33	Water tank replacements	Actual	1,431	0	0	0	1,431
34	Heating - Electricity	Actual	1,729,474	26,100	14,379	115,927	1,729,474
35	Heating - Gas	Actual	16,033	0	0	0	16,033
Total Services & Heating			7,033,421	50,668	48,203	427,013	7,033,421

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 2011/12	ACTUAL 2012/13	Variance Last Year %	ESTIMATE 2012/13	ESTIMATE 2013/14
1	Electricity (Common Parts and Lifts)	Actual	336,129	376,168	11.91%	376,715	401,749
2	Lift Maintenance	Actual	316,321	283,556	(10.36%)	312,084	320,991
3	Resident Housekeepers (Additional Pens)	E. wide lease %	238	250	5.16%	0	0
4	Resident Engineers	E. wide lease %	343,395	305,628	(11.00%)	250,918	322,295
5	Furniture & Fittings	Actual	5,779	27,781	380.75%	22,000	25,000
6	Window Cleaning	Contract base	164,910	174,067	5.55%	170,922	174,320
7	Cleaning Materials including refuse sack	No. cleaners	18,473	26,827	45.22%	28,603	28,603
8	Cleaning Equipment	No. cleaners	4,479	5,817	29.87%	21,700	21,700
9	Estate Cleaners	No. cleaners	678,839	791,551	16.60%	715,838	788,323
10	Additional Refuse Collection	No. cleaners	12,786	15,730	23.02%	11,572	15,730
11	Garden Maintenance	E. wide lease %	109,097	104,111	(4.57%)	120,000	120,000
12	Car Park Attendants	Terrace lease %	436,088	460,605	5.62%	430,796	446,873
13	Hall Porters	Towers one third each plus individual costs	535,826	565,837	5.60%	549,114	571,716
14	Garchey Maintenance	E. wide lease %	169,411	186,983	10.37%	220,089	220,822
15	Pest Control	E. wide lease % + individual block costs	11,019	10,423	(5.41%)	10,000	12,001
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	82,530	71.80%	120,029	108,378
17	Electrical Repairs (Common Parts)	Actual	65,676	73,925	12.56%	89,515	99,012
18	Electrical Repairs (Exterior)	Actual	4,566	3,542	(22.43%)	2,227	2,567
19	General Repairs (Common Parts)	Actual	81,730	124,449	52.27%	160,769	132,651
20	General Repairs (Exterior)	Actual	551,535	503,075	(8.79%)	570,615	683,849
22	House Officer	E. wide lease %	214,203	211,359	(1.33%)	215,339	230,001
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,108,540	4,334,214	5.49%	4,398,845	4,726,581
21	S&M technical	No of repairs orders	110,167	125,276	13.72%	79,753	122,780
23	Estate-Wide Supervision & Management	Ratio	284,464	376,368	32.31%	417,227	335,881
24	Directly attributed Supervision & Management	Actual time	44,743	0	(100.00%)	inc above	inc above
25	Redecorations	Actual	198,293	197,659	(0.32%)	206,782	185,232
26	Safety/Security (included in general repairs)	Actual/E. wide lease %	96,333	93,649	(2.79%)	inc in repairs	inc in repairs
27	Water Supply Works(included in general repairs)	Actual/E. wide lease %	16,509	30,552	85.06%	inc in repairs	inc in repairs
28	Shakespeare /Cromwell Lobby	Actual	-4,149	0		0	0
29	Concrete works	Actual	420,210	93,202		329,040	391,915
	Fire pumps	Actual	17,496	0		0	0
30	RCD sockets	Actual	7,609	6,279		20,900	11,001
31	Emergency Lighting	Actual	46,761	29,485		38,500	35,000
32	Fan and ductwork cleaning	Actual	19,459	-200		102,300	0
	Digital TV consultation	Actual	10,289	0		0	0
	Electrical testing	Actual	6,486	0		0	0
33	Water tank replacements	Actual	21,176	1,431		0	0
	Total Services		5,404,385	5,287,914		5,593,347	5,808,390
34	Heating - Electricity	Actual	1,219,798	1,729,474		1,588,874	1,696,036
35	Heating - Gas	Actual	13,950	16,033			
	Total Services & Heating		6,638,133	7,033,421		7,182,221	7,504,426

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	376168	31912	172
2	Lift Maintenance	Actual	283556	37177	201
3	Resident Housekeepers (Additional Pension)	E. wide lease %	250	18	0
4	Resident Engineers	E. wide lease %	305628	21814	118
5	Furniture & Fittings	Actual	27781	0	0
6	Window Cleaning	Contract base	174067	14092	76
7	Cleaning Materials including refuse sacks	No of cleaners	26827	3076	17
8	Cleaning Equipment	No of cleaners	5817	498	3
9	Estate Cleaners	No. cleaners	791551	90762	490
10	Additional Refuse Collection	No. cleaners	15730	0	0
11	Garden Maintenance	E. wide lease %	104111	7431	40
12	Car Park Attendants	Terrace lease %	460605	47466	256
13	Hall Porters	Towers one third each plus individual costs	565837	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	186983	13723	74
15	Pest Control	E. wide lease % plus individual block costs	10423	715	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82530	5890	32
17	Electrical Repairs (Common Parts) (N1041111)	Actual	73925	3769	20
18	Electrical Repairs (Exterior) (N1061111)	Actual	3542	19	0
19	General Repairs (Common Parts) (N1041113)	Actual	124449	9439	51
20	General Repairs (Exterior) (N1061113)	Actual	503075	33714	182
22	House Officer	E. wide lease %	211359	15085	81
	Sub-total of apportioned services		4334214	336600	1818
21	S & M Technical	Actual Time and No of repairs orders	125276	11235	61
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376368	29229	158
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	197659	20313	110
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	93649	6351	34
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	30552	1020	6
28	Shakespeare/Cromwell Lobby	Actual	0	0	0
29	Concrete works	Actual	93202	0	0
30	RCD sockets	Actual	6279	1794	10
31	Emergency Lighting	Actual	29485	862	5
32	Fan and ductwork cleaning	Actual	-200	0	0
33	Water tank replacements	Actual	1431	0	0
34	Heating - Electricity	Actual	1729474	152051	821
35	Heating - Gas	Actual	16033	0	0
	Total Services & Heating		7033421	559454	3021