

Actual 2012-13 £'000	TABLE 3 - Service Charge Account	Latest Approved Budget £'000	Actual 2013- 14 £'000	Variances £'000
	Local Risk Expenditure			
2,119	Direct Employee Expenses	2,144	2,087	(57)
5	Indirect Employee Expenses	7	8	1
2,124	Total Employees	2,151	2,095	(56)
1,609	Repairs and Maintenance	2,226	2,028	(198)
2,162	Energy Costs	2,231	2,138	(93)
102	Rents	111	110	(1)
13	Rates	15	13	(2)
7	Water Services	3	(1)	(4)
233	Cleaning and Domestic Supplies	223	226	3
104	Grounds Maintenance Costs	120	101	(19)
4,230	Total Premises Costs	4,929	4,615	(314)
40	Equipment, Furniture & Materials	33	17	(16)
1	Catering	1	0	(1)
10	Clothes, Uniform & Laundry	12	8	(4)
4	Printing & Stationery	5	4	(1)
1	Fees and Services	2	1	(1)
22	Communications & Computing	20	17	(3)
77	Total Supplies and Services	73	47	(26)
6,431	Total Expenditure	7,153	6,757	(396)
(7,155)	Income	(7,695)	(7,454)	241
(724)	Net Income	(542)	(697)	(155)
	Recharges			
892	Expenditure	939	957	18
(168)	Income	(397)	(260)	137
724	Total Recharges	542	697	155
(0)	Total Service Charge Account	0	0	0

	CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
Employees		
	5,973.31	
23 Estate wide expenses	137,630.38	
22 House Officer	149.24	
3 Additional Pension (Resident Housekeeper)	874,115.84	
9 Estate Cleaners	422,086.72	
12 Car Park Attendants (one third)	536,860.25	
13 Hall Porters	1,982.80	
4 9 Relocation expenses	455.00	
13 Recruitment expenses	3,833.00	
4 9 11 23 Training Expenses	1,100.00	
	1,038.00	
9 Medical/Counselling expenses	109,874.32	
9 Retirement provision	<u>2,095,098.86</u>	2,095,098.86
14 Garchey Operatives		
Premises Related Expenditure		
Repairs and Maintenance		
	21,529.05	
2 Lifts General Maintenance	216,999.73	
2 Lifts Contract Servicing	54,159.84	
14 Garchey Repairs	311.51	
9 Cleaners	85,928.32	
16 33 General Maintenance Estate Wide	63,048.00	
17 Electrical Repairs Common Parts	2,361.30	
18 Electrical Repairs Exterior	135,201.19	
19 General Repairs Common Parts	694,628.50	
20 33 34 General Repairs Exterior	202,665.41	
25 Redecoration Programmes	99,600.44	
26 Special Works - Safety/Security	105,202.10	
27 32 Water Supply Works	305,933.47	
28 Concrete works	2,669.72	
29 RCD Socket outlets	42,036.24	
30 Emergency Lighting	-4,886.16	
31 Fan and duct work cleaning	<u>2,027,388.66</u>	2,027,388.66
Total		
Energy Costs		
	408,931.77	
1 Electricity (Common Parts and Lifts)	437.52	
4 Electricity Resident Engineers	204.08	
9 Electricity Cleaners	6,106.36	
14 Electricity Garchey	1,713,023.03	
35 Electricity heating	8,645.49	
36 Gas Heating Frobisher	<u>2,137,348.25</u>	2,137,348.25
Total		
Rents		
	1,648.28	
9 Cleaners	108,725.79	
4 Resident Engineers	<u>110,374.07</u>	110,374.07
Total		
Rates/Council tax		
	5,076.61	
9 Cleaners	8,260.37	
4 Resident Engineers	<u>13,336.98</u>	13,336.98
Total		
Water		
	79.68	
13 Lobby Porters	-179.77	
9 Cleaners	-2,245.83	
14 Garchey	1,122.90	
4 Resident Engineers	<u>-1,223.02</u>	-1,223.02
Total		
Cleaning and Domestic Supplies		
	180,954.63	
6 Window Cleaning	815.58	
9 Cleaning	-25.00	
19 Refuse collection	2,589.98	
9 12 13 15 Hygiene services	30,886.23	
7 12 13 Cleaning Materials	10,948.47	
15 Pest Control	<u>226,169.89</u>	226,169.89
Total		
Garden Maintenance		
	101,301.06	
11 Grounds maintenance costs	<u>101,301.06</u>	101,301.06
Total Premises Related Expenses		
		4,614,695.89
Travel expenses		

	12 Staff travelling expenses	101.00	101.00	101.00
	Supplies and Services			
	Equipment Furniture and Materials			
4 8 13 14	5 Furniture and Fittings	6,860.00		
	Equipment	9,528.30		
11 19 23	9 Book	13.72		
	Materials	243.39		
	Total		16,645.41	
	Clothing Uniforms and Laundry			
	Resident engineers/Estate Cleaners/Hall Porters/Car Park Attendants/Garchey			
4 9 12 13 14	Total	8,056.15	8,056.15	
	13 Provisions		243.53	
2 9 13 14 17 23 26	Communications & Computing		16,700.22	
	23 Printing and stationery		3,060.99	
16 28	Consultants fees		1,450.00	
	23 Subsistence		242.14	
9 13	Advertising and promotion		364.46	
	Total Supplies and Services			46,762.90
	TOTAL DIRECT COSTS			6,756,658.65
	Recharges			
2	Lift Insurance	22,855.32		
14	Premises insurance	2,583.34		
	Total Insurance		25,438.66	
9 12 13 22 23	Supervision and Management - Estate Wide	480,177.80		
	24 Supervision and Management - Block			
10	Additional cleaning	11,673.29		
			491,851.09	
2, 4, 21, 25, 26, 27, 28, 33	Community Services Technical Division		440,651.19	
	Total recharges		957,940.94	
	Total expenditure		7,714,599.59	
	Income			
	Fees and Charges			
N/C	23 Charges for Services (solicitor's enquiries)	(12,590.74)		
	Other charges	(1,512.91)		
	Total			(14,103.65)
	Service Charges Long Lessees			(6,990,447.57)
	Service Charges Short Term Tenants			(450,092.99)
	Total Income			(7,454,644.21)
	RECHARGES			
	Recharges within fund			
N/C	Landlord	(104,721.68)		
	1 Electricity - Recharge to Car Parks	(27,656.81)		
	9 Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(127,576.92)		
			(259,955.41)	
	Total income			(7,714,599.62)
	TOTAL NET REVENUE EXPENDITURE			(0.03)

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2013/14

Final CBIS
Actual
ANNEX 4
£

	£	£
Electricity		
1	Energy Costs - Electricity Common Parts and Lifts	408,931.77
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(27,656.81)
		<u>381,274.96</u>
Lift Maintenance		
2	Technical Division - Resident Engineers	12,966.01
2	Repairs & Maintenance - Lifts General Maintenance	21,529.05
2	Repairs & Maintenance - Lifts Contract Servicing	216,999.73
2	Communications and Computing	10,316.56
2	Central Recharges - Lift Insurance	22,855.32
		284,666.67
3	Employees - Resident Housekeeper - Additional Pension	149.24
		149.24
Resident Engineers		
4	Technical Division - Resident Engineers	272,551.81
4	Electricity	437.52
4	Rents - Resident Engineers	108,725.79
4	Rates - Resident Engineers Council Tax	8,260.37
4	Relocation costs	1,969.85
4	Training	810.00
4	Uniforms	301.24
4	Equipment	252.80
4	Water - Residents Engineers Water Rates	1,122.90
		<u>394,432.28</u>
5	Equipment Furniture and Materials - Furniture and Fittings Furniture and fittings	
		6,860.00
6	Cleaning and Domestic Supplies - Window Cleaning	<u>180,954.63</u>
		180,954.63
7	Cleaning and Domestic Supplies - Cleaning Materials	
		30,412.09
Equipment Furniture and Materials - Cleaning Equipment		
8	Equipment Furniture and Materials - Cleaning Equipment	
		5,580.88
Cleaners		
9	Employees - Estate Cleaners	874,115.84
9	Supervision & Management on costs	18,749.65
9	Clothing Uniforms and Laundry - Estate Cleaners	5,226.44
9	Rates for mess room	5,076.61
9	Rent for mess room	1,648.28
9	Repairs and water rates for mess room	131.74
9	Hygiene	1,274.72
9	Training	475.00
9	Medical/Counselling expenses	1,100.00
9	Book	13.72
9	Electricity	204.08
9	Advertising	14.46
9	Relocation expenses	12.95
9	Retirement provision	1,038.00
9	Cleaning	815.58
9	Communications and computing	874.87
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(127,576.92)
		<u>783,195.02</u>
10	Additional Refuse Collection	
		11,673.29
Garden Maintenance		

11	Repairs & Maintenance - Garden Maintenance	101,301.06	
11	Materials	53.62	
11	Training	2,470.00	103,824.68
	Car Park Attendants		
12	Employees - Car Park Attendants (one third)	422,086.72	
12	Travelling expenses - CPA	101.00	
12	Hygiene services	430.72	
12	Cleaning materials	237.07	
12	Supervision & Management on costs	7,594.78	
12	Uniforms	859.34	
		<hr/>	431,309.63
	Hall Porters		
13	Employees - Hall Porters	536,860.25	
13	Uniforms	1,556.69	
13	Water	79.68	
13	Equipment	3,654.70	
13	Provisions	243.53	
13	Advertising	350.00	
13	Supervision & Management on costs	3,797.39	
13	Cleaning materials	237.07	
13	Recruitment expenses	455.00	
13	Communications and Computing	741.19	
13	Hygiene services	604.54	
			548,580.04
	Garchey Maintenance		
14	Employees - Garchey Operatives	109,874.32	
14	Repairs & Maintenance - Garchey Repairs	54,159.84	
14	Energy Costs	6,106.36	
14	Water rates	-2,245.83	
14	Communications and computing	15.52	
14	Equipment	39.92	
14	Uniforms	112.44	
14	Central Recharges - Premises Insurance	2,583.34	
		<hr/>	170,645.91
	Pest Control		
15	Cleaning and Domestic Supplies - Pest Control	10,948.47	
15	Hygiene services	280.00	
			11,228.47
	General Maintenance (Estate wide)		
16	Repairs & Maintenance - General Maintenance	76,782.32	
16	Consultants fees	600.00	
			77,382.32
	Electrical Repairs Common Parts		
17	Repairs & Maintenance - Electrical Repairs Common Parts	63,048.00	
17	Communications and computing	3,528.00	
			66,576.00
	Electrical Repairs Exterior		
18	Repairs & Maintenance - Electrical Repairs Exterior		2,361.30
	General Repairs Common Parts		
19	Repairs & Maintenance - General Repairs Common Parts	135,201.19	
19	Materials	184.77	
19	Refuse collection	-25.00	
			135,360.96
	General Repairs Exterior		
20	Repairs & Maintenance - General Repairs Exterior	677,218.50	
			677,218.50
21	Technical Services Division		122,121.49
	House Officer		
22	Employees	137,630.38	

22	Supervision & Management on costs	62,847.66	200,478.04
23	Supervision and Management Estate Wide		
23	Supervision and Management Estate Wide	387,188.32	
23	Fees and Charges - Charges for Services (solicitor's enquiries)	(12,590.74)	
23	Printing and stationery	3,060.99	
23	Estate wide salary costs	5,973.31	
23	Materials	5.00	
23	Subsistence	242.14	
23	Communications and computing	357.48	
23	Training	78.00	
			384,314.50
24	Supervision and Management Blocks		0.00
	Redecorations Programmes		
25	Repairs & Maintenance - Redecoration Contracts	202,665.41	
25	Reallocation of Technical Division Projects Costs	10,316.66	
			212,982.07
	Safety/Security - Repairs and Maintenance		
26	Repairs and Maintenance - Safety/Security	99,600.44	
26	Communications and computing	866.60	
26	Reallocation of Technical Division Projects Costs	3,245.19	
			103,712.23
	Water Supply		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	42,133.40	
27	Reallocation of Technical Division Projects Costs	4,735.98	
			46,869.38
	Concrete Works		
28	Concrete works	305,933.47	
28	Consultants fees	850.00	
28	Reallocation of Technical Division Projects Costs	10,705.02	
			317,488.49
	RCD socket outlets		
29	RCD socket outlets		2,669.72
	Emergency lighting		
30	Emergency lighting		42,036.24
	Fan and ductwork cleaning		
31	Fan and ductwork cleaning		-4,886.16
	Water tank replacements		
32	Water tank replacements		63,068.70
	Digital TV network		
33	Digital TV network	22,106.00	
	Reallocation of Technical Division Projects Costs	4,009.03	
			26,115.03
34	Gable end window design		4,450.00
	Heating		
35	Energy Costs - Electricity	1,713,023.03	
36	Energy costs - gas	8,645.49	
			1,721,668.52
N/C	Other charges		-1,512.91
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<u>7,545,262.21</u>

Service Charges Long Lessees	-6,990,447.57
Service Charges Short Term Tenants	-450,092.99
Recharge	-104,721.68
TOTAL NET REVENUE EXPENDITURE	<u><u>-0.03</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	381,274.96	0.04	381,274.99
Lift Maintenance	2	284,666.67	22,532.86	307,199.53
Resident Housekeepers (Additional Pension)	3	149.24	0.00	149.24
Resident Engineers	4	394,432.28	0.00	394,432.28
Furniture & Fittings	5	6,860.00	0.00	6,860.00
Window Cleaning	6	180,954.63	(279.49)	180,675.14
Cleaning Materials including refuse sacks	7	30,412.09	0.00	30,412.09
Cleaning Equipment	8	5,580.88	0.00	5,580.88
Estate Cleaners	9	783,195.02	(5,583.82)	777,611.20
Additional Refuse Collection	10	11,673.29	5,583.82	17,257.11
Garden Maintenance	11	103,824.68	2,995.81	106,820.49
Car Park Attendants	12	431,309.63	8,148.47	439,458.10
Hall Porters	13	548,580.04	0.00	548,580.04
Garchey Maintenance	14	170,645.91	(1,516.23)	169,129.68
Pest Control	15	11,228.47	0.00	11,228.47
General Maintenance (Estate)	16	77,382.32	10,868.00	88,250.32
Electrical Repairs (Common Parts)	17	66,576.00	56.00	66,632.00
Electrical Repairs (Exterior)	18	2,361.30	0.00	2,361.30
General Repairs (Common Parts)	19	135,360.96	182.00	135,542.96
General Repairs (Exterior)	20	677,218.50	(6,421.55)	670,796.95
Technical Services	21	122,121.49	(0.00)	122,121.49
House Officer	22	200,478.04	0.00	200,478.04
Estate-Wide proportion of Supervision & Management costs	23	384,314.50	(0.50)	384,314.00
Directly attributed Supervision & Management costs	24	0.00	0.00	0.00
Redecorations	25	212,982.07	(6,276.14)	206,705.93
Safety/Security	26	103,712.23	90.00	103,802.23
Water Supply Works	27	46,869.38	0.03	46,869.41
Concrete Works	28	317,488.49	(12,681.21)	304,807.28
RCD socket outlets	29	2,669.72	0.00	2,669.72
Emergency lighting	30	42,036.24	(56.00)	41,980.24
Fan and ductwork cleaning	31	-4,886.16	0.00	-4,886.16
Water tank replacement	32	63,068.70	0.00	63,068.70
Digital TV Network	33	26,115.03	0.00	26,115.03
Gable end window design	34	4,450.00	0.00	4,450.00
Heating - Electricity	35	1,713,023.03	(3,598.59)	1,709,424.44
Heating - Gas	36	8,645.49	6,675.03	15,320.52
Other charges	N/C	(1,512.91)	1,512.91	0.00
TOTAL		7,545,262.21	22,231.44	7,567,493.65

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
1	Electricity	0.04	Rounding
2	Lift Maintenance	(467.85) 19,100.73 3,899.98 <u>22,532.86</u>	Reallocation to Landlords for non service charge account lifts adjustment re non receipted invoices reallocation in respect of Frobisher Crescent lift contracts
6	Window Cleaning	<u>(279.49)</u> (279.49)	adjustment re sold 999 year lease
9	Cleaners	<u>(5,583.82)</u> (5,583.82)	reallocation to additional cleaning
10	Additional cleaning	<u>5,583.82</u> 5,583.82	reallocation from cleaners salaries
11	Grounds maintenance	<u>2,995.81</u> 2,995.81	reallocation from landlords account
12	Car Park Attendants	<u>8,148.47</u> 8,148.47	Adjustment in respect of apportionment of salaries between car park account and service charge account
14	Garchey Maintenance	(1,521.02) (0.20) 4.99 <u>(1,516.23)</u>	Reallocated to non residential users rounding reallocation from repairs and maintenance
16	General repairs Estate Wide	<u>10,868.00</u> 10,868.00	Reversal of 2012/13 accrual
17	Electrical repairs common parts	<u>56.00</u> 56.00	Reallocation from emergency lighting
19	General repairs Common Parts	<u>182.00</u> 182.00	Reallocated from redecorations
20	General Repairs Exterior	0.03 5,000.00 (108.92) (17,406.79) 6,094.13 <u>(6,421.55)</u>	Rounding Reversal of 2012/13 accrual reallocated to LL Reallocated to Concrete works project Reallocated from redecorations
23	Supervision and Management	<u>(0.50)</u> (0.50)	rounding

25	Redecorations	<u>(6,276.14)</u> (6,276.14)	reallocation to general repairs
26	Safety and security	<u>90.00</u> 90.00	Reallocated from concrete works
27	Water supply works	<u>0.03</u> 0.03	Rounding
28	Concrete works	(54.46) (90.00) (29,998.00) <u>17,461.25</u> (12,681.21)	Reallocated to General repairs Reallocated to safety and security receipted in error Reallocated from general repairs
30	Emergency lighting	<u>(56.00)</u> (56.00)	Reallocation to general repairs
35	Heating	(2,259.18) 33.14 (1,372.55) <u>(3,598.59)</u>	Reallocated for non service charge account properties reallocated from gas Reallocated to gas
36	Heating gas	5,335.62 (33.14) <u>1,372.55</u> 6,675.03	Reversal of 2012/13 accrual Reallocated to Heating Reallocated from heating
N/C	Other charges	1,512.91	Miscoded to SCA
	Total BEO Adjustment	<u><u>22,231.44</u></u>	

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT	
1	Electricity (Common Parts and Lifts)	Actual	381,275	32,924	36,331	55	17,838	11,687
2	Lift Maintenance	Actual	307,200	38,199	13,553	0	10,269	6,419
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	11	13	2	5	2
4	Resident Engineers	E. wide lease %	394,432	28,152	34,595	4,372	11,928	5,063
5	Furniture & Fittings	Actual	6,860	0	0	0	0	0
6	Window Cleaning	Contract base	180,675	14,532	17,977	2,994	6,441	5,798
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	3,487	2,930	237	1,461	711
8	Cleaning Equipment	No of cleaners	5,581	640	538	43	268	130
9	Estate Cleaners	No. cleaners	777,611	89,164	74,926	6,059	37,362	18,176
10	Additional Refuse Collection	No. cleaners	17,257	0	0	0	0	0
11	Garden Maintenance	E. wide lease %	106,820	7,624	9,369	1,184	3,230	1,371
12	Car Park Attendants	Terrace lease %	439,458	45,286	55,688	7,062	19,222	8,134
13	Hall Porters	Towers one third each plus individual costs	548,580	0	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	12,412	15,355	1,940	5,292	2,247
15	Pest Control	E. wide lease % plus individual block costs	11,228	738	907	115	313	133
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	6,299	7,740	978	2,669	1,133
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	3,916	3,798	487	2,177	828
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	0	0	0	76	245
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	6,583	6,920	-52	3,402	3,810
20	General Repairs (Exterior) (N1061113)	Actual	670,797	53,575	93,991	3,979	8,130	14,135
22	House Officer	E. wide lease %	200,478	14,309	17,584	2,222	6,063	2,573
	Sub-total of apportioned services		4,540,731	357,851	392,216	31,678	136,145	82,595
21	S & M Technical	Actual Time and No of repairs orders	122,121	9,251	13,752	823	3,960	3,371
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	30,287	33,196	2,681	11,523	6,991
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	783	778	0	580	39,036
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	3,058	14,465	3,514	-675	1,697
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	2,666	4,030	1,697	1,771	349
28	Concrete works	Actual	304,807	0	0	0	16,170	0
29	RCD sockets	Actual	2,670	0	0	0	-1,697	0
30	Emergency Lighting	Actual	41,980	13,870	0	0	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	0	2,817	0	12,000	15,602
33	Digital TV Network	Actual /Ewide lease %	26,115	2,141	2,431	309	1,093	520
34	Gable end window design	Actual	4,450	0	0	0	0	0
35	Heating - Electricity	Actual	1,709,424	151,507	151,769	26,963	47,304	28,615
36	Heating - Gas	Actual	15,321	0	0	0	0	0
	Total Services & Heating		7,567,494	571,413	615,454	67,664	228,175	178,775

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 1.4.13- 31.3.14 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	FROBISHER CRESCENT	GILBERT HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	381,275	7,478	34,642	32,081	6,604	9,411
2	Lift Maintenance	Actual	307,200	3,356	26,524	41,620	3,900	9,899
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	4	15	10	5	6
4	Resident Engineers	E. wide lease %	394,432	11,851	38,584	27,500	12,925	16,377
5	Furniture & Fittings	Actual	6,860	0	0	0	0	0
6	Window Cleaning	Contract base	180,675	7,562	14,280	12,065	11,072	4,802
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	750	1,461	2,930	116	1,303
8	Cleaning Equipment	No of cleaners	5,581	138	268	538	21	239
9	Estate Cleaners	No. cleaners	777,611	19,186	37,362	74,926	2,969	33,323
10	Additional Refuse Collection	No. cleaners	17,257	190	5,410	0	2,799	0
11	Garden Maintenance	E. wide lease %	106,820	3,210	10,449	7,448	3,500	4,435
12	Car Park Attendants	Terrace lease %	439,458	19,068	0	44,223	20,918	26,381
13	Hall Porters	Towers one third each plus individual costs	548,580	0	183,380	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	5,258	17,121	12,203	0	7,268
15	Pest Control	E. wide lease % plus individual block costs	11,228	311	1,011	781	889	429
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	2,652	8,633	6,153	2,892	3,664
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	3,792	8,710	4,656	4,488	1,951
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	-41	550	0	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	4,338	20,229	6,903	5,644	5,802
20	General Repairs (Exterior) (N1061113)	Actual	670,797	54,611	42,195	47,376	6,904	16,566
22	House Officer	E. wide lease %	200,478	6,024	19,611	13,977	6,570	8,324
	Sub-total of apportioned services		4,540,731	149,736	470,435	335,389	92,217	150,180
21	S & M Technical	Actual Time and No of repairs orders	122,121	6,858	8,979	10,873	3,256	5,114
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	12,673	39,816	28,386	7,805	12,711
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	65,285	778	0	1,154	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	11,228	4,898	3,706	4,968	4,352
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	1,374	7,423	3,048	261	1,293
28	Concrete works	Actual	304,807	0	100,476	0	0	0
29	RCD sockets	Actual	2,670	0	0	0	0	0
30	Emergency Lighting	Actual	41,980	0	0	13,870	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	2,867	4,600	0	0	0
33	Digital TV Network	Actual /Ewide lease %	26,115	827	1,982	2,032	868	1,097
34	Gable end window design	Actual	4,450	0	0	0	4,450	0
35	Heating - Electricity	Actual	1,709,424	51,371	145,441	148,879	0	80,716
36	Heating - Gas	Actual	15,321	0	0	0	15,321	0
	Total Services & Heating		7,567,494	302,220	784,828	546,183	130,300	255,463

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 1.4.13- 31.3.14 (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	381,275	22,081	245	33,746	0	9,540
2	Lift Maintenance	Actual	307,200	13,189	0	25,765	0	6,677
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	5	1	16	0	5
4	Resident Engineers	E. wide lease %	394,432	14,498	2,263	41,499	0	12,312
5	Furniture & Fittings	Actual	6,860	0	0	6,860	0	0
6	Window Cleaning	Contract base	180,675	6,518	1,049	13,789	0	4,797
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	1,461	118	1,461	0	1,066
8	Cleaning Equipment	No of cleaners	5,581	268	22	268	0	196
9	Estate Cleaners	No. cleaners	777,611	37,362	3,029	37,362	0	27,264
10	Additional Refuse Collection	No. cleaners	17,257	0	0	7,213	0	0
11	Garden Maintenance	E. wide lease %	106,820	3,926	613	11,239	0	3,334
12	Car Park Attendants	Terrace lease %	439,458	23,309	3,617	0	0	19,828
13	Hall Porters	Towers one third each plus individual costs	548,580	0	0	182,919	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	6,433	1,004	18,414	0	5,463
15	Pest Control	E. wide lease % plus individual block costs	11,228	380	59	1,368	0	323
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	3,244	506	9,285	0	2,755
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	4,884	40	4,716	0	1,287
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	865	0	63	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	3,482	59	22,314	0	6,237
20	General Repairs (Exterior) (N1061113)	Actual	670,797	26,833	4,121	99,236	0	24,645
22	House Officer	E. wide lease %	200,478	7,369	1,150	21,093	0	6,258
	Sub-total of apportioned services		4,540,731	176,108	17,898	538,625	0	131,986
21	S & M Technical	Actual Time and No of repairs orders	122,121	6,091	552	8,570	0	5,285
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	14,905	1,515	45,588	0	11,171
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	54,765	349	503	0	863
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	4,183	303	8,370	0	11,962
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	2,390	515	7,482	0	1,014
28	Concrete works	Actual	304,807	0	0	73,403	0	19,733
29	RCD sockets	Actual	2,670	0	0	0	0	3,537
30	Emergency Lighting	Actual	41,980	14,240	0	0	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	11,053	1,920	4,720	0	0
33	Digital TV Network	Actual /Ewide lease %	26,115	1,191	126	2,117	0	943
34	Gable end window design	Actual	4,450	0	0	0	0	0
35	Heating - Electricity	Actual	1,709,424	62,096	14,371	152,925	0	57,404
36	Heating - Gas	Actual	15,321	0	0	0	0	0
	Total Services & Heating		7,567,494	347,022	37,547	842,303	0	243,899

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 1.4.13- 31.3.14 (LONG LESSEES)								
ITEM		AMOUNT TO	SEDDON	SHAKESPEARE	SPEED	THOMAS MORE	3-16 WALLSIDE	
		APPORTION	HOUSE	TOWER	HOUSE	HOUSE		
1	Electricity (Common Parts and Lifts)	Actual	381,275	9,969	32,989	23,528	29,483	892
2	Lift Maintenance	Actual	307,200	9,803	20,323	26,776	33,964	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	5	16	7	9	2
4	Resident Engineers	E. wide lease %	394,432	14,498	41,307	17,336	23,166	5,378
5	Furniture & Fittings	Actual	6,860	0	0	0	0	0
6	Window Cleaning	Contract base	180,675	4,800	14,284	9,737	12,358	0
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	1,343	1,461	2,379	2,934	0
8	Cleaning Equipment	No of cleaners	5,581	246	268	437	538	0
9	Estate Cleaners	No. cleaners	777,611	34,333	37,362	60,839	75,027	0
10	Additional Refuse Collection	No. cleaners	17,257	0	1,645	0	0	0
11	Garden Maintenance	E. wide lease %	106,820	3,926	11,187	4,695	6,274	1,456
12	Car Park Attendants	Terrace lease %	439,458	23,309	0	27,875	37,253	8,653
13	Hall Porters	Towers one third each plus individual costs	548,580	0	182,280	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	6,433	18,330	7,693	10,280	2,340
15	Pest Control	E. wide lease % plus individual block costs	11,228	380	1,083	454	607	141
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	3,244	9,242	3,879	5,183	1,203
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	2,234	7,058	4,125	4,556	106
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	0	340	264	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	6,267	12,646	6,513	7,982	0
20	General Repairs (Exterior) (N1061113)	Actual	670,797	13,898	56,659	18,971	51,064	0
22	House Officer	E. wide lease %	200,478	7,369	20,995	8,811	11,774	2,733
Sub-total of apportioned services			4,540,731	142,057	469,475	224,319	312,452	22,905
21	S & M Technical	Actual Time and No of repairs orders	122,121	6,447	7,043	5,122	8,601	43
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	12,023	39,735	18,986	26,445	1,939
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	4,051	25,559	0	11,863	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	5,584	5,493	1,490	12,544	0
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	959	4,470	1,880	2,195	0
28	Concrete works	Actual	304,807	0	95,026	0	0	0
29	RCD sockets	Actual	2,670	830	0	0	0	0
30	Emergency Lighting	Actual	41,980	0	0	0	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	0	4,600	0	0	0
33	Digital TV Network	Actual /Ewide lease %	26,115	953	2,104	1,292	1,806	263
34	Gable end window design	Actual	4,450	0	0	0	0	0
35	Heating - Electricity	Actual	1,709,424	67,749	151,207	88,782	123,681	29,154
36	Heating - Gas	Actual	15,321	0	0	0	0	0
Total Services & Heating			7,567,494	240,653	804,711	341,871	499,587	54,304

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 1.4.13- 31.3.14 (LONG LESSEES)						
	ITEM		AMOUNT TO APPORTION	1-2 WALLSIDE & THE POSTERN	WILLOUGHBY HOUSE	TOTALS CHARGED
1	Electricity (Common Parts and Lifts)	Actual	381,275	711	29,040	381,275
2	Lift Maintenance	Actual	307,200	0	16,964	307,200
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	2	10	149
4	Resident Engineers	E. wide lease %	394,432	4,287	26,541	394,432
5	Furniture & Fittings	Actual	6,860	0	0	6,860
6	Window Cleaning	Contract base	180,675	2,111	13,708	180,675
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	104	2,695	30,412
8	Cleaning Equipment	No of cleaners	5,581	19	495	5,581
9	Estate Cleaners	No. cleaners	777,611	2,666	68,917	777,611
10	Additional Refuse Collection	No. cleaners	17,257	0	0	17,257
11	Garden Maintenance	E. wide lease %	106,820	1,161	7,188	106,820
12	Car Park Attendants	Terrace lease %	439,458	6,899	42,733	439,458
13	Hall Porters	Towers one third each plus individual costs	548,580	0	0	548,580
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	1,865	11,778	169,130
15	Pest Control	E. wide lease % plus individual block costs	11,228	112	696	11,228
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	959	5,938	88,250
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	597	2,227	66,632
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	0	0	2,361
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	2,868	3,596	135,543
20	General Repairs (Exterior) (N1061113)	Actual	670,797	14,175	19,733	670,797
22	House Officer	E. wide lease %	200,478	2,179	13,490	200,478
	Sub-total of apportioned services		4,540,731	40,717	265,748	4,540,731
21	S & M Technical	Actual Time and No of repairs orders	122,121	1,153	6,975	122,121
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	3,446	22,492	384,314
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0
25	Redecorations	Actual	206,706	361	0	206,706
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	790	1,871	103,802
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	1,148	906	46,869
28	Concrete works	Actual	304,807	0	0	304,807
29	RCD sockets	Actual	2,670	0	0	2,670
30	Emergency Lighting	Actual	41,980	0	0	41,980
31	Fan and ductwork cleaning	Actual	-4,886	0	-4,886	-4,886
32	Water tank replacements	Actual	63,069	2,890	0	63,069
33	Digital TV Network	Actual /Ewide lease %	26,115	210	1,812	26,115
34	Gable end window design	Actual	4,450	0	0	4,450
35	Heating - Electricity	Actual	1,709,424	16,062	113,427	1,709,424
36	Heating - Gas	Actual	15,321	0	0	15,321
	Total Services & Heating		7,567,494	66,777	408,345	7,567,494

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 2012/13	ACTUAL 2013/14	Variance Last Year %	ESTIMATE 2013/14	ESTIMATE 2014/15
1	Electricity (Common Parts and Lifts)	Actual	376,168	381,275	1.36%	401,749	401,734
2	Lift Maintenance	Actual	283,556	307,200	8.34%	320,991	324,952
3	Resident Housekeepers (Additional Pen	E. wide lease %	250	149	(40.31%)	0	0
4	Resident Engineers	E. wide lease %	305,628	394,432	29.06%	322,295	359,826
5	Furniture & Fittings	Actual	27,781	6,860	(75.31%)	25,000	28,800
6	Window Cleaning	Contract base	174,067	180,675	3.80%	174,320	180,169
7	Cleaning Materials including refuse sack	No. cleaners	26,827	30,412	13.36%	28,603	28,603
8	Cleaning Equipment	No. cleaners	5,817	5,581	(4.06%)	21,700	23,868
9	Estate Cleaners	No. cleaners	791,551	777,611	(1.76%)	788,323	790,334
10	Additional Refuse Collection	No. cleaners	15,730	17,257	9.71%	15,730	16,988
11	Garden Maintenance	E. wide lease %	104,111	106,820	2.60%	120,000	120,000
12	Car Park Attendants	Terrace lease %	460,605	439,458	(4.59%)	446,873	452,728
13	Hall Porters	Towers one third each plus individual costs	565,837	548,580	(3.05%)	571,716	589,731
14	Garchey Maintenance	E. wide lease %	186,983	169,130	(9.55%)	220,822	223,811
15	Pest Control	E. wide lease % + individual block costs	10,423	11,228	7.73%	12,001	12,001
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	88,250	6.93%	108,378	1,091,000
17	Electrical Repairs (Common Parts)	Actual	73,925	66,632	(9.87%)	99,012	included in abc
18	Electrical Repairs (Exterior)	Actual	3,542	2,361	(33.34%)	2,567	included in abc
19	General Repairs (Common Parts)	Actual	124,449	135,543	8.91%	132,651	included in abc
20	General Repairs (Exterior)	Actual	503,075	670,797	33.34%	683,849	included in abc
22	House Officer	E.wide lease %	211,359	200,478	(5.15%)	230,001	207,000
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,334,214	4,540,731	4.76%	4,726,581	4,851,546
21	S&M technical	No of repairs orders	125,276	122,121	(2.52%)	122,780	148,583
23	Estate-Wide Supervision & Management	Ratio	376,368	384,314	2.11%	335,881	350,000
24	Directly attributed Supervision & Management	Actual time	0	0		inc above	inc above
25	Redecorations	Actual	197,659	206,706	4.58%	185,232	570,303
26	Safety/Security (included in general repairs)	Actual/E. wide lease %	93,649	103,802	10.84%	inc in repairs	inc in repairs
27	Water Supply Works(included in general repairs)	Actual/E. wide lease %	30,552	46,869	53.41%	inc in repairs	inc in repairs
28	Concrete works	Actual	93,202	304,807		391,915	60,500
29	RCD sockets	Actual	6,279	2,670		11,001	0
30	Emergency Lighting	Actual	29,485	41,980		35,000	35,000
31	Fan and ductwork cleaning	Actual	-200	-4,886		0	0
32	Water tank replacements	Actual	1,431	63,069		0	0
33	Digital TV network	Actual	0	26,115		0	0
34	Gable end window design	Actual	0	4,450			
	Total Services		5,287,914	5,842,749		5,808,390	6,015,931
35	Heating - Electricity	Actual	1,729,474	1,709,424		1,696,036	1,863,474
36	Heating - Gas	Actual	16,033	15,321			
	Total Services & Heating		7,033,421	7,567,494		7,504,426	7,879,405

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	381275	32924	178
2	Lift Maintenance	Actual	307200	38199	206
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	11	0
4	Resident Engineers	E. wide lease %	394432	28152	152
5	Furniture & Fittings	Actual	6860	0	0
6	Window Cleaning	Contract base	180675	14532	78
7	Cleaning Materials including refuse sacks	No of cleaners	30412	3487	19
8	Cleaning Equipment	No of cleaners	5581	640	3
9	Estate Cleaners	No. cleaners	777611	89164	481
10	Additional Refuse Collection	No. cleaners	17257	0	0
11	Garden Maintenance	E. wide lease %	106820	7624	41
12	Car Park Attendants	Terrace lease %	439458	45286	245
13	Hall Porters	Towers one third each plus individual costs	548580	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	169130	12412	67
15	Pest Control	E. wide lease % plus individual block costs	11228	738	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88250	6299	34
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66632	3916	21
18	Electrical Repairs (Exterior) (N1061111)	Actual	2361	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135543	6583	36
20	General Repairs (Exterior) (N1061113)	Actual	670797	53575	289
22	House Officer	E. wide lease %	200478	14309	77
	Sub-total of apportioned services		4540731	357851	1932
21	S & M Technical	Actual Time and No of repairs orders	122121	9251	50
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384314	30287	164
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	206706	783	4
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	103802	3058	17
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	46869	2666	14
28	Concrete works	Actual	304807	0	0
29	RCD sockets	Actual	2670	0	0
30	Emergency Lighting	Actual	41980	13870	75
31	Fan and ductwork cleaning	Actual	-4886	0	0
32	Water tank replacements	Actual	63069	0	0
33	Digital TV Network	Actual /Ewide lease %	26115	2141	12
34	Gable end window design	Actual	4450	0	0
35	Heating - Electricity	Actual	1709424	151507	818
36	Heating - Gas	Actual	15321	0	0
	Total Services & Heating		7567494	571413	3086