

Actual 2013/14 £'000	TABLE 3 - Service Charge Account	Latest Approved Budget £'000	Actual 2014- 15 £'000	Variances £'000
	Local Risk Expenditure			
2,087	Direct Employee Expenses	1,934	1,828	(106)
8	Indirect Employee Expenses	6	3	(3)
2,095	Total Employees	1,940	1,831	(109)
2,027	Repairs and Maintenance	2,557	2,014	(543)
2,137	Energy Costs	2,271	2,097	(174)
110	Rents	118	149	31
13	Rates	14	15	1
(1)	Water Services	3	2	(1)
226	Cleaning and Domestic Supplies	233	263	30
101	Grounds Maintenance Costs	120	116	(4)
4,615	Total Premises Costs	5,316	4,656	(660)
17	Equipment, Furniture & Materials	71	40	(31)
0	Catering	1	0	(1)
8	Clothes, Uniform & Laundry	12	10	(2)
4	Printing & Stationery	5	0	(4)
1	Fees and Services	2	1	(1)
17	Communications & Computing	14	14	0
47	Total Supplies and Services	105	66	(39)
6,757	Total Expenditure	7,361	6,552	(809)
(7,454)	Income	(8,283)	(7,580)	703
(697)	Net Income	(922)	(1,028)	(106)
	Recharges			
957	Expenditure	1,109	1,184	75
(260)	Income	(187)	(156)	31
697	Total Recharges	922	1,028	106
(0)	Total Service Charge Account	0	0	0

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

Local Risk		CBIS Actual ANNEX 3	CBIS Actual ANNEX 1
		£	£
Employees			
22	House Officer	-7,075.64	
3	Additional Pension (Resident Housekeeper)	240.78	
9	Estate Cleaners	847,339.12	
12	Car Park Attendants (one third)	402,612.08	
13	Hall Porters	473,995.03	
9	Recruitment expenses	78.00	
4 9 22	Training Expenses	1,609.00	
14	Medical/Counselling expenses	21.00	
9	Retirement provision	1,038.00	
14	Garchey Operatives	<u>110,766.87</u>	
			1,830,624.24
			1,830,624.24
Premises Related Expenditure			
Repairs and Maintenance			
2	Lifts General Maintenance	9,841.51	
2	Lifts Contract Servicing	277,100.05	
14	Garchey Repairs	79,835.72	
9	Cleaners	815.04	
16	General Maintenance Estate Wide	53,633.37	
17 29	Electrical Repairs Common Parts	110,341.42	
18	Electrical Repairs Exterior	3,384.36	
5 19 30	General Repairs Common Parts	102,596.46	
20 28 31	General Repairs Exterior	880,261.48	
20 25	Redecoration Programmes	393,852.97	
26	Special Works - Safety/Security	50,920.10	
19 27	Water Supply Works	7,002.68	
20 28	Concrete works	-5,804.72	
30	Refurbishment works	43,790.00	
17	Emergency Lighting	-28.00	
	Total		2,007,542.44
25 27 N/C	Supplementary Revenue Projects		
	SRP - Contingency	<u>6,001.00</u>	6,001.00
Energy Costs			
1	Electricity (Common Parts and Lifts)	396,391.27	
4	Electricity Resident Engineers	295.94	
9	Electricity Cleaners	715.81	
14	Electricity Garchey	5,783.59	
32	Electricity heating	1,677,666.03	
9 32	Gas Heating	15,918.50	
9	Carbon reduction credits	<u>143.94</u>	
	Total		2,096,915.08
Rents			
9	Cleaners	6,007.17	
4	Resident Engineers	<u>143,437.50</u>	
	Total		149,444.67
Rates/Council tax			
9	Cleaners	6,233.30	
4	Resident Engineers	<u>8,433.94</u>	
	Total		14,667.24
Water			
9	Cleaners	181.42	
14	Garchey	454.43	
4	Resident Engineers	<u>1,292.76</u>	
	Total		1,928.61
Cleaning and Domestic Supplies			
6 26	Window Cleaning	202,093.56	
9 12 26	Cleaning	6,751.00	
12 13	Hygiene services	2,781.48	
7 12 13	Cleaning Materials	31,163.06	
15	Pest Control	<u>20,278.05</u>	
	Total		263,067.15
Garden Maintenance			
11	Grounds maintenance costs	<u>115,513.10</u>	
			115,513.10
	Total Premises Related Expenses		<u>4,655,079.29</u>

	Travel expenses		
12	Staff travelling expenses	<u>295.20</u>	295.20
	Total Transport Related Expenses		<u>295.20</u>
	Supplies and Services		
	Equipment Furniture and Materials		
5 14	Furniture and Fittings	26,727.82	
4 8 9 11 13 26	Equipment	12,251.13	
16 17 19 23	Materials	<u>682.54</u>	
	Total		39,661.49
	Clothing Uniforms and Laundry		
4 9 12 13 14	Resident engineers/Estate Cleaners/Hall Porters/Car Park Attendants/Garchey	<u>10,452.13</u>	
	Total		10,452.13
2 9 12 13 14 17 23 26	Communications & Computing	<u>13,745.38</u>	13,745.38
23	Expenses - Subsistence and Hospitality	<u>445.59</u>	445.59
23	Printing and stationery	<u>662.52</u>	662.52
25	Professional fees	-34.63	
16	Legal fees	800.00	
12	Medical fees	<u>21.00</u>	
			786.37
	Total Supplies and Services		65,753.48
	TOTAL DIRECT COSTS		6,551,752.21
	Recharges		
N/C	Contributions to funds	(32,027.54)	
2	Lift Insurance	23,061.69	
14	Premises insurance	<u>2,602.93</u>	
	Total Insurance		(6,362.92)
9 12 13 22 23	Supervision and Management - Estate Wide	<u>789,394.95</u>	789,394.95
2, 4, 21, 25, 26, 27, 28, 33	Community Services Technical Division	<u>401,135.08</u>	401,135.08
	Total recharges		1,184,167.11
	Total expenditure		7,735,919.32
	Income		
	Fees and Charges		
23	Charges for Services (solicitor's enquiries)	(13,024.89)	
N/C	Other charges	<u>(1,831.57)</u>	
	Total		(14,856.46)
	Service Charges	(7,562,228.12)	
N/C	Transfer from reserve	<u>(2,500.00)</u>	
			(7,564,728.12)
	Total Income		<u>(7,579,584.58)</u>
	RECHARGES		
	Recharges within fund		
N/C	Supervision and management	(8,015.24)	
9	Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(121,235.08)	
1	Electricity - Recharge to Car Parks	<u>(27,084.42)</u>	
			<u>(156,334.74)</u>
	Total income		(7,735,919.32)
	TOTAL NET REVENUE EXPENDITURE		<u><u>0.00</u></u>

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2014/15

**Final CBIS
Actual
ANNEX 4
£**

	£	£
Electricity		
1	Energy Costs - Electricity Common Parts and Lifts	396,391.27
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(27,084.42)
		<u>369,306.85</u>
Lift Maintenance		
2	Technical Division - Resident Engineers	2,239.11
2	Repairs & Maintenance - Lifts General Maintenance	9,841.51
2	Repairs & Maintenance - Lifts Contract Servicing	277,100.05
2	Communications and Computing	11,012.45
2	Central Recharges - Lift Insurance	23,061.69
		<u>323,254.81</u>
3	Employees - Resident Housekeeper - Additional Pension	240.78
		<u>240.78</u>
Resident Engineers		
4	Technical Division - Resident Engineers	204,541.28
4	Electricity	295.94
4	Rents - Resident Engineers	143,437.50
4	Rates - Resident Engineers Council Tax	8,433.94
4	Training	600.00
4	Uniforms	145.20
4	Equipment	106.50
4	Water - Residents Engineers Water Rates	1,292.76
		<u>358,853.12</u>
Equipment Furniture and Materials - Furniture and Fittings		
5	Furniture and fittings	26,531.47
5	General repairs common parts	4,220.76
		<u>30,752.23</u>
6	Cleaning and Domestic Supplies - Window Cleaning	192,625.26
		<u>192,625.26</u>
7	Cleaning and Domestic Supplies - Cleaning Materials	30,656.92
		<u>30,656.92</u>
Equipment Furniture and Materials - Cleaning Equipment		
8	Equipment Furniture and Materials - Cleaning Equipment	6,135.29
		<u>6,135.29</u>
Cleaners		
9	Employees - Estate Cleaners	847,339.12
9	Supervision & Management on costs	56,675.79
9	Clothing Uniforms and Laundry - Estate Cleaners	7,482.09
9	Rates for mess room	6,233.30
9	Rent for mess room	6,007.17
9	Equipment	130.30
9	Repairs	815.04
9	Training	769.00
9	Water rates	181.42
9	Electricity	715.81
9	Gas	313.43
9	Carbon reduction credits	143.94
9	Recruitment	78.00
9	Retirement provision	1,038.00
9	Cleaning	5,286.26
9	Communications and computing	744.36
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(121,235.08)
9	Additional weekend cleaning	(18,463.58)
		<u>794,254.37</u>
10	Additional Refuse Collection	<u>18,463.58</u>

			18,463.58
	Garden Maintenance		
11	Repairs & Maintenance - Garden Maintenance	115,513.10	
11	Equipment	<u>489.55</u>	116,002.65
	Car Park Attendants		
12	Employees - Car Park Attendants (one third)	402,612.08	
12	Travelling expenses - CPA	295.20	
12	Hygiene services	1,860.24	
12	Medical Fees	21.00	
12	Cleaning materials	253.07	
12	communications and computing	132.00	
12	Cleaning	484.74	
12	Supervision & Management on costs	30,693.24	
12	Uniforms	<u>866.74</u>	437,218.31
	Hall Porters		
13	Employees - Hall Porters	473,995.03	
13	Uniforms	1,852.84	
13	Equipment	4,259.87	
13	Supervision & Management on costs	7,072.49	
13	Cleaning materials	253.07	
13	Communications and Computing	405.12	
13	Hygiene services	<u>921.24</u>	488,759.66
	Garchey Maintenance		
14	Employees - Garchey Operatives	110,766.87	
14	Repairs & Maintenance - Garchey Repairs	79,835.72	
14	Energy Costs	5,783.59	
14	Water rates	454.43	
14	Communications and computing	16.11	
14	Furniture and fittings	196.35	
14	Medical expenses	21.00	
14	Uniforms	105.26	
14	Central Recharges - Premises Insurance	<u>2,602.93</u>	199,782.26
	Pest Control		
15	Cleaning and Domestic Supplies - Pest Control	<u>20,278.05</u>	20,278.05
	General Maintenance (Estate wide)		
16	Repairs & Maintenance - General Maintenance	53,633.37	
16	Materials	88.80	
16	Legal Fees	800.00	54,522.17
	Electrical Repairs Common Parts		
17	Repairs & Maintenance - Electrical Repairs Common Parts	68,356.42	
17	Emergency lighting	-28.00	
17	Communications and computing	828.00	
17	Materials	48.00	69,204.42
	Electrical Repairs Exterior		
18	Repairs & Maintenance - Electrical Repairs Exterior	3,384.36	3,384.36
	General Repairs Common Parts		
19	Repairs & Maintenance - General Repairs Common Parts	95,975.70	
19	Materials	445.10	
19	Water supply works	5,500.00	101,920.80
	General Repairs Exterior		
20	Repairs & Maintenance - General Repairs Exterior	867,624.63	
20	Repairs & Maintenance - Redecoration Contracts	-770.63	

20	Repairs and Maintenance Concrete works	-54.46	866,799.54
21	Technical Services Division	170,544.14	170,544.14
	House Officer		
22	Employees	-7,075.64	
22	Supervision & Management on costs	227,342.00	
22	Training	240.00	220,506.36
23	Supervision and Management Estate Wide		
23	Supervision and Management Estate Wide	467,611.43	
23	Fees and Charges - Charges for Services (solicitor's enquiries)	(13,024.89)	
23	Printing and stationery	662.52	
23	Estate wide salary costs		
23	Materials	100.64	
23	Expenses - Subsistence and Hospitality	445.59	
23	Communications and computing	407.34	456,202.63
24	Supervision and Management Blocks		0.00
	Redecorations Programmes		
25	Repairs & Maintenance - Redecoration Contracts	394,623.60	
25	Professional fees	(34.63)	
25	SRP - Contingency	1,101.00	
25	Reallocation of Technical Division Projects Costs	9,244.87	404,934.84
	Safety/Security - Repairs and Maintenance		
26	Repairs and Maintenance - Safety/Security	50,920.10	
26	Communications and computing	200.00	
26	Window cleaning	9,468.30	
26	Equipment	1,129.62	
26	Cleaning	980.00	
26	Reallocation of Technical Division Projects Costs	3,910.55	66,608.57
	Water Supply		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	1,502.68	
27	SRP - Contingency	2,400.00	
27	Reallocation of Technical Division Projects Costs	2,254.53	6,157.21
	Concrete Works		
28	Concrete works	(5,750.26)	
28	Repairs & Maintenance - General Repairs Exterior	(7,514.16)	
28	Reallocation of Technical Division Projects Costs	5,749.05	(7,515.37)
	Emergency lighting		
29	Repairs and Maintenance - emergency lighting	<u>41,985.00</u>	41,985.00
	Lobby Refurbishment Works		
30	Lobby refurbishment works	43,790.00	
30	General repairs common parts	2,400.00	46,190.00
	Digital TV network		
31	Repairs & Maintenance - General Repairs Exterior	20,151.01	
31	Reallocation of Technical Division Projects Costs	<u>2,651.55</u>	22,802.56
	Heating		
32	Energy Costs - Electricity	1,677,666.03	
32	Energy costs - gas	<u>15,605.07</u>	1,693,271.10
N/C	Contribution to funds	(32,027.54)	

N/C	SRP - Contingency	2,500.00	
N/C	Supervision and management	(8,015.24)	
N/C	Other charges	(1,831.57)	
N/C	Transfer from reserve	(2,500.00)	
		<hr/>	(41,874.35)
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<hr/> 7,562,228.12
	Service Charges Long Lessees	(7,562,228.12)	
	Service Charges Short Term Tenants		
	TOTAL NET REVENUE EXPENDITURE		<hr/> <hr/> 0.00

<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	369,306.85	0.00	369,306.85
Lift Maintenance	2	323,254.81	(15,017.77)	308,237.04
Resident Housekeepers (Additional Pension)	3	240.78	0.00	240.78
Resident Engineers	4	358,853.12	(28,687.50)	330,165.62
Furniture & Fittings	5	30,752.23	0.00	30,752.23
Window Cleaning	6	192,625.26	(9,035.72)	183,589.54
Cleaning Materials including refuse sacks	7	30,656.92	0.00	30,656.92
Cleaning Equipment	8	6,135.29	0.00	6,135.29
Estate Cleaners	9	794,254.37	(1,524.42)	792,729.95
Additional Refuse Collection	10	18,463.58	0.00	18,463.58
Garden Maintenance	11	116,002.65	0.00	116,002.65
Car Park Attendants	12	437,218.31	18,689.85	455,908.16
Hall Porters	13	488,759.66	0.00	488,759.66
Garchey Maintenance	14	199,782.26	(1,781.14)	198,001.12
Pest Control	15	20,278.05	(8,857.08)	11,420.97
General Maintenance (Estate)	16	54,522.17	0.00	54,522.17
Electrical Repairs (Common Parts)	17	69,204.42	0.00	69,204.42
Electrical Repairs (Exterior)	18	3,384.36	0.00	3,384.36
General Repairs (Common Parts)	19	101,920.80	0.00	101,920.80
General Repairs (Exterior)	20	866,799.54	(3,111.19)	863,688.35
Technical Services	21	170,544.14	(8,176.55)	162,367.59
House Officer	22	220,506.36	0.00	220,506.36
Estate-Wide proportion of Supervision & Management costs	23	456,202.63	(56,447.63)	399,755.00
Directly attributed Supervision & Management costs	24	0.00	0.00	
Redecorations	25	404,934.84	0.00	404,934.84
Safety/Security	26	66,608.57	(97.50)	66,511.07
Water Supply Works	27	6,157.21	0.00	6,157.21
Concrete Works	28	-7,515.37	29,998.00	22,482.63
Emergency lighting	29	41,985.00	0.00	41,985.00
Refurbishment works	30	46,190.00	0.00	46,190.00
Digital TV network	31	22,802.56	0.00	22,802.56
Heating	32	1,693,271.10	(2,114.33)	1,691,156.77
Other charges	N/C	(41,874.35)	41,874.35	0.00
TOTAL		7,562,228.12	(44,288.62)	7,517,939.50

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
2	Lift Maintenance	(212.79) (19,100.73) 4,295.75 <u>(15,017.77)</u>	Reallocation to Landlords for non service charge account lifts Reversal of adjustment re non receipted invoices in 13/14 Reallocation in respect of Frobisher Crescent lift contracts
4	Resident engineers	<u>(28,687.50)</u> (28,687.50)	Adjustment in respect of rent paid in advance
6	Window Cleaning	285.13 <u>(9,320.85)</u> (9,035.72)	Reversal of manual adjustment in 13/14 re sold 999 year lease Miscoded - works should be charged to landlord
9	Cleaners	<u>(1,524.42)</u> (1,524.42)	Reallocation to landlords account
12	Car Park Attendants	21,982.41 (132.00) (972.00) <u>(2,188.56)</u> 18,689.85	Adjustment in respect of apportionment of salaries between car park account and service charge account Miscoded - should be for Housing Miscoded - should be for Landlords Adjustment in respect of apportionment of charges between car park account and service charge account
14	Garchey Maintenance	(1,781.14)	Reallocated to non residential users
15	Pest Control	(8,857.08)	Incorrectly receipted invoices
20	General Repairs Exterior	(1,105.76) <u>(2,005.43)</u> (3,111.19)	Reallocated to LL Miscoded to Service charge
21	Technical costs	<u>(8,176.55)</u> (8,176.55)	Adjustment in respect of reallocation of technical costs
23	Supervision and Management Estate wide costs	<u>(56,447.63)</u> (56,447.63)	Adjustment in respect of reallocation of S and M costs
26	Safety and security	(97.50)	Miscoded to safety equipment service charge
28	Concrete works	<u>29,998.00</u> 29,998.00	Reversal of over receipting 2013/14
32	Heating	<u>(2,114.33)</u> (2,114.33)	Reallocated for non service charge account properties
N/C	Other charges	41,874.35	Miscoded to SCA
	Total BEO Adjustment	<u><u>(44,288.62)</u></u>	

ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)							
	ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE
1	Electricity (Common Parts and Lifts)	Actual	369,307	29,603	34,163	50	17,397
2	Lift Maintenance	Actual	308,237	38,756	14,310	0	10,587
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	17	21	3	7
4	Resident Engineers	E. wide lease %	330,166	23,565	28,959	3,660	9,985
5	Furniture & Fittings	Actual	30,752	0	0	0	0
6	Window Cleaning	Contract base	183,590	14,899	18,431	3,072	6,604
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	3,461	2,908	235	1,450
8	Cleaning Equipment	No of cleaners	6,135	693	582	47	290
9	Estate Cleaners	No. cleaners	792,730	89,496	75,205	6,081	37,501
10	Additional Refuse Collection	No. cleaners	18,464	0	0	0	0
11	Garden Maintenance	E. wide lease %	116,003	8,279	10,174	1,286	3,508
12	Car Park Attendants	Terrace lease %	455,908	46,981	57,773	7,326	19,941
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	14,528	17,973	2,271	6,198
15	Pest Control	E. wide lease % plus individual block costs	11,421	803	986	125	390
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	3,891	4,782	604	1,649
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	6,465	3,725	155	3,563
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	0	0	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	13,254	6,037	1,041	3,396
20	General Repairs (Exterior) (N1061113)	Actual	863,688	75,822	219,095	810	27,294
22	House Officer	E. wide lease %	220,506	15,738	19,340	2,444	6,668
	Sub-total of apportioned services		4,653,597	386,252	514,465	29,210	156,429
21	S & M Technical	Actual Time and No of repairs orders	162,368	15,079	20,817	1,317	6,756
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	33,180	44,194	2,509	13,438
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	0	325,517	0	76,005
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	5,116	3,577	2,117	5,193
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	537	731	169	288
28	Concrete works	Actual	22,483	1,214	1,390	176	9,934
29	Emergency Lighting	Actual	41,985	13,995	0	0	0
30	Refurbishment works	Actual	46,190	0	0	0	0
31	Digital TV network	Actual	22,803	2,049	2,309	281	1,155
32	Heating - Electricity/Gas	Actual	1,691,157	145,766	157,008	23,296	42,406
	Total Services & Heating		7,517,940	603,188	1,070,009	59,075	311,605

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 1.4.14- 31.3.15 (LONG LESSEES)							
	ITEM		AMOUNT TO APPORTION	BRYER COURT	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE
1	Electricity (Common Parts and Lifts)	Actual	369,307	11,750	10,957	33,925	30,504
2	Lift Maintenance	Actual	308,237	7,172	3,931	21,993	39,421
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	3	7	24	17
4	Resident Engineers	E. wide lease %	330,166	4,238	9,920	32,297	23,019
5	Furniture & Fittings	Actual	30,752	0	0	18,299	0
6	Window Cleaning	Contract base	183,590	5,951	7,756	15,097	12,365
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	706	745	1,450	2,908
8	Cleaning Equipment	No of cleaners	6,135	141	149	290	582
9	Estate Cleaners	No. cleaners	792,730	18,244	19,257	37,501	75,205
10	Additional Refuse Collection	No. cleaners	18,464	0	300	5,894	0
11	Garden Maintenance	E. wide lease %	116,003	1,489	3,485	11,348	8,088
12	Car Park Attendants	Terrace lease %	455,908	8,439	19,782	0	45,878
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	163,037	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	2,630	6,156	20,044	14,286
15	Pest Control	E. wide lease % plus individual block costs	11,421	144	338	1,100	784
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	700	1,638	5,333	3,801
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	1,149	1,418	3,877	9,314
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	29	794	167	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	1,837	2,781	10,466	7,161
20	General Repairs (Exterior) (N1061113)	Actual	863,688	6,972	45,192	51,816	58,280
22	House Officer	E. wide lease %	220,506	2,830	6,625	21,570	15,374
	Sub-total of apportioned services		4,653,597	74,424	141,233	455,530	346,987
21	S & M Technical	Actual Time and No of repairs orders	162,368	2,895	7,257	11,651	13,627
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	6,393	12,132	39,131	29,807
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	642	1,068	496	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	836	8,295	11,148	456
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	85	250	303	566
28	Concrete works	Actual	22,483	286	442	-6,778	1,162
29	Emergency Lighting	Actual	41,985	0	0	0	13,995
30	Refurbishment works	Actual	46,190	0	0	0	0
31	Digital TV network	Actual	22,803	576	748	1,334	1,909
32	Heating - Electricity/Gas	Actual	1,691,157	25,956	42,811	148,009	152,436
	Total Services & Heating		7,517,940	112,094	214,236	660,824	560,946

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 1.4.14- 31.3.15 (LONG LESSEES)							
	ITEM		AMOUNT TO APPORTION	FROBISHER CRESCENT	GILBERT HOUSE	J.TRUNDLE COURT	L.JONES MEWS
1	Electricity (Common Parts and Lifts)	Actual	369,307	4,988	13,022	21,921	269
2	Lift Maintenance	Actual	308,237	4,296	9,912	14,062	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	8	10	9	1
4	Resident Engineers	E. wide lease %	330,166	10,819	13,709	12,136	1,894
5	Furniture & Fittings	Actual	30,752	0	0	0	0
6	Window Cleaning	Contract base	183,590	11,362	4,915	6,681	1,075
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	588	1,293	1,450	118
8	Cleaning Equipment	No of cleaners	6,135	118	259	290	24
9	Estate Cleaners	No. cleaners	792,730	15,203	33,447	37,501	3,041
10	Additional Refuse Collection	No. cleaners	18,464	2,946	0	0	0
11	Garden Maintenance	E. wide lease %	116,003	3,801	4,817	4,264	666
12	Car Park Attendants	Terrace lease %	455,908	21,701	27,368	24,181	3,752
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	0	8,509	7,532	1,175
15	Pest Control	E. wide lease % plus individual block costs	11,421	369	467	463	65
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	1,787	2,264	2,004	313
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	4,242	2,744	3,041	120
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	260	322	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	629	3,988	3,788	0
20	General Repairs (Exterior) (N1061113)	Actual	863,688	9,637	26,577	19,300	3,053
22	House Officer	E. wide lease %	220,506	7,226	9,156	8,105	1,265
	Sub-total of apportioned services		4,653,597	99,979	162,777	166,728	16,829
21	S & M Technical	Actual Time and No of repairs orders	162,368	3,947	6,882	6,165	973
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	8,588	13,983	14,322	1,446
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	496	0	900	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	2,952	272	1,090	38
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	65	288	373	72
28	Concrete works	Actual	22,483	497	631	733	74
29	Emergency Lighting	Actual	41,985	0	0	0	0
30	Refurbishment works	Actual	46,190	0	0	0	0
31	Digital TV network	Actual	22,803	766	962	1,192	93
32	Heating - Electricity/Gas	Actual	1,691,157	14,233	69,644	64,336	14,862
	Total Services & Heating		7,517,940	131,522	255,439	255,841	34,387

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 1.4.14- 31.3.15 (LONG LESSEES)							
	ITEM		AMOUNT TO APPORTION	LAUDERDALE TOWER	MILTON COURT	MOUNTJOY HOUSE	SEDDON HOUSE
1	Electricity (Common Parts and Lifts)	Actual	369,307	32,443	0	9,653	10,370
2	Lift Maintenance	Actual	308,237	22,481	0	6,647	9,872
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	25	0	8	9
4	Resident Engineers	E. wide lease %	330,166	34,737	0	10,306	12,136
5	Furniture & Fittings	Actual	30,752	4,221	0	0	0
6	Window Cleaning	Contract base	183,590	13,090	0	4,915	4,915
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	1,450	0	1,058	1,333
8	Cleaning Equipment	No of cleaners	6,135	290	0	212	267
9	Estate Cleaners	No. cleaners	792,730	37,501	0	27,366	34,460
10	Additional Refuse Collection	No. cleaners	18,464	7,592	0	0	0
11	Garden Maintenance	E. wide lease %	116,003	12,205	0	3,621	4,264
12	Car Park Attendants	Terrace lease %	455,908	0	0	20,571	24,181
13	Hall Porters	Towers one third each plus individual costs	488,760	163,368	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	21,558	0	6,396	7,532
15	Pest Control	E. wide lease % plus individual block costs	11,421	1,208	0	351	413
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	5,736	0	1,702	2,004
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	9,144	0	1,266	1,339
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	0	0	719	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	14,923	0	3,161	3,008
20	General Repairs (Exterior) (N1061113)	Actual	863,688	92,628	0	34,961	18,736
22	House Officer	E. wide lease %	220,506	23,200	0	6,883	8,105
	Sub-total of apportioned services		4,653,597	497,800	0	139,793	142,944
21	S & M Technical	Actual Time and No of repairs orders	162,368	13,637	0	5,570	5,413
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	42,762	0	12,009	12,279
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	0	0	0	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	6,722	0	4,148	307
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	338	0	220	237
28	Concrete works	Actual	22,483	-966	0	11,245	549
29	Emergency Lighting	Actual	41,985	0	0	0	0
30	Refurbishment works	Actual	46,190	46,190	0	0	0
31	Digital TV network	Actual	22,803	1,412	0	906	824
32	Heating - Electricity/Gas	Actual	1,691,157	154,886	0	50,496	70,065
	Total Services & Heating		7,517,940	762,781	0	224,388	232,617

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 1.4.14- 31.3.15 (LONG LESSEES)							
	ITEM		AMOUNT TO APPORTION	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MORE HOUSE	3-16 WALLSIDE
1	Electricity (Common Parts and Lifts)	Actual	369,307	31,747	23,237	25,338	670
2	Lift Maintenance	Actual	308,237	21,316	32,897	33,868	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	25	11	14	3
4	Resident Engineers	E. wide lease %	330,166	34,577	14,511	19,391	4,502
5	Furniture & Fittings	Actual	30,752	8,232	0	0	0
6	Window Cleaning	Contract base	183,590	13,584	9,984	12,671	0
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	1,450	2,362	2,912	0
8	Cleaning Equipment	No of cleaners	6,135	290	473	583	0
9	Estate Cleaners	No. cleaners	792,730	37,501	61,066	75,306	0
10	Additional Refuse Collection	No. cleaners	18,464	1,732	0	0	0
11	Garden Maintenance	E. wide lease %	116,003	12,148	5,099	6,813	1,582
12	Car Park Attendants	Terrace lease %	455,908	0	28,918	38,647	8,977
13	Hall Porters	Towers one third each plus individual costs	488,760	162,355	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	21,459	9,006	12,035	2,740
15	Pest Control	E. wide lease % plus individual block costs	11,421	1,228	494	660	153
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	5,710	2,396	3,202	743
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	3,137	3,539	5,114	90
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	1,039	-21	76	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	11,391	3,873	4,260	0
20	General Repairs (Exterior) (N1061113)	Actual	863,688	81,260	24,447	34,670	43
22	House Officer	E. wide lease %	220,506	23,093	9,692	12,951	3,006
	Sub-total of apportioned services		4,653,597	473,274	231,982	288,513	22,510
21	S & M Technical	Actual Time and No of repairs orders	162,368	11,313	9,343	10,805	76
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	40,655	19,928	24,784	1,934
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	-3,289	0	3,100	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	5,583	723	4,628	0
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	335	353	442	0
28	Concrete works	Actual	22,483	-1,026	734	1,021	0
29	Emergency Lighting	Actual	41,985	0	0	13,995	0
30	Refurbishment works	Actual	46,190	0	0	0	0
31	Digital TV network	Actual	22,803	1,401	1,221	1,754	165
32	Heating - Electricity/Gas	Actual	1,691,157	157,323	91,791	126,533	18,130
	Total Services & Heating		7,517,940	685,569	356,074	475,574	42,815

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 1.4.14- 31.3.15 (LONG LESSEES)						
	ITEM		AMOUNT TO APPORTION	1-2 WALLSIDE & THE POSTERN	WILLOUGHBY HOUSE	TOTALS CHARGED
1	Electricity (Common Parts and Lifts)	Actual	369,307	534	26,764	369,307
2	Lift Maintenance	Actual	308,237	0	16,716	308,237
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	3	16	241
4	Resident Engineers	E. wide lease %	330,166	3,589	22,217	330,166
5	Furniture & Fittings	Actual	30,752	0	0	30,752
6	Window Cleaning	Contract base	183,590	2,169	14,054	183,590
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	103	2,675	30,657
8	Cleaning Equipment	No of cleaners	6,135	21	535	6,135
9	Estate Cleaners	No. cleaners	792,730	2,676	69,174	792,730
10	Additional Refuse Collection	No. cleaners	18,464	0	0	18,464
11	Garden Maintenance	E. wide lease %	116,003	1,261	7,806	116,003
12	Car Park Attendants	Terrace lease %	455,908	7,157	44,333	455,908
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	488,760
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	2,184	13,789	198,001
15	Pest Control	E. wide lease % plus individual block costs	11,421	122	757	11,421
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	593	3,669	54,522
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	50	5,713	69,204
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	0	0	3,384
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	0	6,927	101,921
20	General Repairs (Exterior) (N1061113)	Actual	863,688	9,086	24,011	863,688
22	House Officer	E. wide lease %	220,506	2,397	14,838	220,506
	Sub-total of apportioned services		4,653,597	31,945	273,992	4,653,597
21	S & M Technical	Actual Time and No of repairs orders	162,368	1,566	7,277	162,368
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	2,744	23,537	399,755
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0
25	Redecorations	Actual	404,935	0	0	404,935
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	514	2,796	66,511
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	153	353	6,157
28	Concrete works	Actual	22,483	124	1,040	22,483
29	Emergency Lighting	Actual	41,985	0	0	41,985
30	Refurbishment works	Actual	46,190	0	0	46,190
31	Digital TV network	Actual	22,803	132	1,612	22,803
32	Heating - Electricity/Gas	Actual	1,691,157	9,988	111,182	1,691,157
	Total Services & Heating		7,517,940	47,166	421,789	7,517,940

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 2013/14	ACTUAL 2014/15	Variance Last Year %	ESTIMATE 2014/15	ESTIMATE 2015/16
1	Electricity (Common Parts and Lifts)	Actual	381,275	369,307	(3.14%)	401,734	437,948
2	Lift Maintenance	Actual	307,200	308,237	0.34%	324,952	321,036
3	Resident Housekeepers (Additional Per	E. wide lease %	149	241	61.34%	0	0
4	Resident Engineers	E. wide lease %	394,432	330,166	(16.29%)	359,826	359,844
5	Furniture & Fittings	Actual	6,860	30,752	348.28%	28,800	0
6	Window Cleaning	Contract base	180,675	183,590	1.61%	180,169	186,663
7	Cleaning Materials including refuse sac	No. cleaners	30,412	30,657	0.81%	28,603	28,603
8	Cleaning Equipment	No. cleaners	5,581	6,135	9.93%	23,868	21,700
9	Estate Cleaners	No. cleaners	777,611	792,730	1.94%	790,334	826,535
10	Additional Refuse Collection	No. cleaners	17,257	18,464	6.99%	16,988	18,464
11	Garden Maintenance	E. wide lease %	106,820	116,003	8.60%	120,000	123,001
12	Car Park Attendants	Terrace lease %	439,458	455,908	3.74%	452,728	460,295
13	Hall Porters	Towers one third each plus individual costs	548,580	488,760	(10.90%)	589,731	592,800
14	Garchey Maintenance	E. wide lease %	169,130	198,001	17.07%	223,811	225,003
15	Pest Control	E. wide lease % + individual block costs	11,228	11,421	1.71%	12,001	12,001
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	54,522	(38.22%)	1,091,000	1,278,000
17	Electrical Repairs (Common Parts)	Actual	66,632	69,204	3.86%	included in above	included in ab
18	Electrical Repairs (Exterior)	Actual	2,361	3,384	43.33%	included in above	included in ab
19	General Repairs (Common Parts)	Actual	135,543	101,921	(24.81%)	included in above	included in ab
20	General Repairs (Exterior)	Actual	670,797	863,688	28.76%	included in above	included in ab
22	House Officer	E. wide lease %	200,478	220,506	9.99%	207,000	184,199
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,540,731	4,653,597	2.49%	4,851,546	5,076,091
21	S&M technical	No of repairs orders	122,121	162,368	32.96%	148,583	143,000
23	Estate-Wide Supervision & Managemer	Ratio	384,314	399,755	4.02%	350,000	355,000
24	Directly attributed Supervision & Manag	Actual time	0	0		inc above	inc above
25	Redecorations	Actual	206,706	404,935	95.90%	570,303	1,269,883
26	Safety/Security (included in general rep	Actual/E. wide lease %	103,802	66,511	(35.93%)	inc in repairs	inc in repairs
27	Water Supply Works(included in gener	Actual/E. wide lease %	46,869	6,157	(86.86%)	inc in repairs	inc in repairs
28	Concrete works	Actual	304,807	22,483		60,500	356,500
	RCD sockets	Actual	2,670	0		0	0
29	Emergency Lighting	Actual	41,980	41,985		35,000	44,000
	Fan and ductwork cleaning	Actual	-4,886	0		0	0
	Water tank replacements	Actual	63,069	0		0	0
30	Refurbishment works	Actual		46,190			
31	Digital TV network	Actual	26,115	22,803		0	0
	Gable end window design	Actual	4,450				
	Total Services		5,842,749	5,826,783		6,015,931	7,244,474
32	Heating - Electricity	Actual	1,709,424	1,677,666.03	(1.86%)	1,863,474	1,727,137
32	Heating - Gas	Actual	15,321	15,605.07	1.86%		
	Total Services & Heating		7,567,494	7,517,940		7,879,405	8,971,611

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	369307	29603	160
2	Lift Maintenance	Actual	308237	38756	209
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	17	0
4	Resident Engineers	E. wide lease %	330166	23565	127
5	Furniture & Fittings	Actual	30752	0	0
6	Window Cleaning	Contract base	183590	14899	80
7	Cleaning Materials including refuse sacks	No of cleaners	30657	3461	19
8	Cleaning Equipment	No of cleaners	6135	693	4
9	Estate Cleaners	No. cleaners	792730	89496	483
10	Additional Refuse Collection	No. cleaners	18464	0	0
11	Garden Maintenance	E. wide lease %	116003	8279	45
12	Car Park Attendants	Terrace lease %	455908	46981	254
13	Hall Porters	Towers one third each plus individual costs	488760	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	198001	14528	78
15	Pest Control	E. wide lease % plus individual block costs	11421	803	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54522	3891	21
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69204	6465	35
18	Electrical Repairs (Exterior) (N1061111)	Actual	3384	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	101921	13254	72
20	General Repairs (Exterior) (N1061113)	Actual	863688	75822	409
22	House Officer	E. wide lease %	220506	15738	85
	Sub-total of apportioned services		4653597	386252	2086
21	S & M Technical	Actual Time and No of repairs orders	162368	15079	81
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399755	33180	179
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	404935	0	0
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	66511	5116	28
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	6157	537	3
28	Concrete works	Actual	22483	1214	7
29	Emergency lighting	Actual	41985	13995	76
30	Refurbishment works	Actual	46190	0	0
31	Digital TV Network	Actual	22803	2049	11
32	Heating - Electricity	Actual	1691157	145766	787
32	Heating - Gas	Actual	0		
	Total Services & Heating		7517940	603188	3257