

Actual 2014/15 £'000	TABLE 3 - Service Charge Account	Latest Approved Budget £'000	Actual 2015- 16 £'000	Variances £'000
	Local Risk Expenditure			
1,828	Direct Employee Expenses	2,054	2,018	(36)
3	Indirect Employee Expenses	5	1	(4)
1,831	Total Employees	2,059	2,019	(40)
2,012	Repairs and Maintenance	3,326	2,670	(656)
2,097	Energy Costs	2,326	1,863	(463)
149	Rents	123	97	(26)
15	Rates	15	10	(5)
2	Water Services	3	2	(1)
263	Cleaning and Domestic Supplies	241	228	(13)
116	Grounds Maintenance Costs	123	118	(5)
4,654	Total Premises Costs	6,157	4,988	(1,169)
40	Equipment, Furniture & Materials	52	37	(15)
0	Catering	1	0	(1)
10	Clothes, Uniform & Laundry	12	5	(7)
1	Printing & Stationery	5	1	(4)
1	Fees and Services	2	0	(2)
14	Communications & Computing	14	14	0
66	Total Supplies and Services	86	57	(29)
6,551	Total Expenditure	8,302	7,064	(1,238)
(7,580)	Income	(9,198)	(8,171)	1,027
(1,029)	Net Income	(896)	(1,107)	(211)
	Recharges			
1,185	Expenditure	1,083	1,259	176
(156)	Income	(187)	(152)	35
1,029	Total Recharges	(896)	1,107	211
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 £
<b>Employees</b>			
9 10	3 Additional Pension (Resident Housekeeper)	265.88	
	Estate Cleaners	886,050.91	
12 13	12 Car Park Attendants (one third)	436,516.03	
	13 Hall Porters	582,626.11	
	9 Recruitment expenses	260.00	
	Training Expenses	900.00	
	9 Medical/Counselling expenses	289.17	
	14 Garchey Operatives	<u>112,170.75</u>	
		2,019,078.85	<b>2,019,078.85</b>
<b>Premises Related Expenditure</b>			
<b>Repairs and Maintenance</b>			
2 16	2 Lifts General Maintenance	636.17	
	2 Lifts Contract Servicing	316,779.29	
17 29	14 Garchey Repairs	102,652.85	
	9 Cleaners	1,844.37	
20 31	General Maintenance Estate Wide	85,482.50	
	Electrical Repairs Common Parts	80,704.39	
16 25	18 Electrical Repairs Exterior	2,576.66	
	19 General Repairs Common Parts	110,564.36	
	General Repairs Exterior	898,576.16	
	Redecoration Programmes	463,697.45	
	26 Special Works - Safety/Security	123,117.94	
	27 Water Supply Works	78,836.68	
29	Emergency Lighting	16,004.75	
	<b>Total</b>		2,281,473.57
<b>Supplementary Revenue Projects</b>			
N/C 25 28	<b>SRP - Contingency</b>	<u>389,291.54</u>	389,291.54
<b>Energy Costs</b>			
9 26 33	1 Electricity (Common Parts and Lifts)	423,440.39	
	4 Electricity Resident Engineers	483.41	
	9 Electricity Cleaners	818.82	
	14 Electricity Garchey	6,618.52	
	33 Electricity heating	1,415,830.99	
	Gas Heating	15,421.44	
	9 Carbon reduction credits	<u>89.05</u>	
	<b>Total</b>		1,862,702.62
<b>Rents</b>			
9	Cleaners	5,696.98	
	4 Resident Engineers	<u>91,112.50</u>	
	<b>Total</b>		96,809.48
<b>Rates/Council tax</b>			
9	Cleaners	4,640.72	
	4 Resident Engineers	<u>5,451.79</u>	
	<b>Total</b>		10,092.51
<b>Water</b>			
9	Cleaners	180.38	
	14 Garchey	240.10	
	4 Resident Engineers	<u>1,294.26</u>	
	<b>Total</b>		1,714.74
<b>Cleaning and Domestic Supplies</b>			
6 26	Window Cleaning	195,816.24	
9 12 13 26	9 13 Cleaning	1,403.54	
	Hygiene services	4,012.14	
7 12 13	Cleaning Materials	25,942.53	
	15 Pest Control	<u>1,297.04</u>	
	<b>Total</b>		228,471.49
<b>Garden Maintenance</b>			
11	Grounds maintenance costs	<u>118,438.69</u>	
			118,438.69
<b>Total Premises Related Expenses</b>			<b>4,988,994.64</b>
<b>Travel expenses</b>			
12 14	Staff travelling expenses	<u>65.97</u>	
			65.97
<b>Total Transport Related Expenses</b>			<b>65.97</b>
<b>Supplies and Services</b>			
<b>Equipment Furniture and Materials</b>			
2 4 8 12 13 16 17 20 26	12 Furniture and Fittings	107.10	
	Equipment	30,229.56	
	Materials	<u>6,852.85</u>	
	<b>Total</b>		37,189.51
16 20			
<b>23 Books and Publications</b>		<u>39.00</u>	
			39.00
13 23	<b>Provisions</b>	<u>162.78</u>	
			162.78
9 12 13	<b>Clothing Uniforms and Laundry</b>	<u>4,987.64</u>	

					4,987.64	
2 9 13 14 17 26	Communications & Computing	<u>13,349.21</u>	13,349.21			
23	Expenses - Subsistence and Hospitality	<u>195.54</u>	195.54			
23 26	Printing and stationery	<u>618.00</u>	618.00			
25 28	Professional fees	205.66				
12	Medical fees	<u>7.00</u>	212.66			
N/C	Contributions to funds	<u>-51,341.36</u>	-51,341.36			
	Total Supplies and Services				5,412.98	
	TOTAL DIRECT COSTS				7,013,552.44	
	Recharges					
2	Lift Insurance	24,865.31				
14	Premises insurance	<u>2,718.75</u>	27,584.06			
	Total Insurance					
9 12 13 22 23	Supervision and Management - Estate Wide	<u>837,133.23</u>	837,133.23			
2, 4, 21, 25, 26, 27, 28	Community Services Technical Division	<u>445,713.68</u>	445,713.68			
	Total recharges				1,310,430.97	
	Total expenditure				8,323,983.41	
	Income					
N/C	Other contributions	<u>(188,054.91)</u>	(188,054.91)			
	Fees and Charges					
23 N/C	Charges for Services (inc solicitor's enquiries)	(17,385.98)				
N/C	Other charges	<u>(46,494.00)</u>	(63,879.98)			
	Total					
	Service Charges	(7,916,749.08)	(7,916,749.08)			
	Total Income				<u>(8,168,683.97)</u>	
	RECHARGES					
SRP offset contractor office	Transfer from reserve	(3,000.00)				
	Recharges within fund					
N/C	Supervision and management	(14,422.26)				
9	Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(111,597.16)				
1	Electricity - Recharge to Car Parks	<u>(26,280.02)</u>	(155,299.44)			
	Total income				(8,323,983.41)	
	TOTAL NET REVENUE EXPENDITURE				<u>0.00</u>	

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference  
Key to  
ANNEXES 2 & 4

2015/16

**Final CBIS  
Actual  
ANNEX 4  
£**

		£	
	<b>Electricity</b>		
1	Energy Costs - Electricity Common Parts and Lifts	423,440.39	
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(26,280.02)	
			397,160.37
	<b>Lift Maintenance</b>		
2	Technical Division - Resident Engineers	4,309.76	
2	Repairs & Maintenance - Lifts General Maintenance	636.17	
2	Repairs & Maintenance - Lifts Contract Servicing	316,779.29	
2	Communications and Computing	10,239.57	
2	General Maintenance Estate Wide	2,106.00	
2	Equipment	3,028.07	
2	Central Recharges - Lift Insurance	24,865.31	
			361,964.17
3	<b>Employees - Resident Housekeeper - Additional Pension</b>	265.88	
			265.88
	<b>Resident Engineers</b>		
4	Technical Division - Resident Engineers	201,144.20	
4	Electricity	483.41	
4	Rents - Resident Engineers	91,112.50	
4	Rates - Resident Engineers Council Tax	5,451.79	
4	Equipment	1,435.73	
4	Water - Residents Engineers Water Rates	1,294.26	
			300,921.89
5	<b>Equipment Furniture and Materials - Furniture and Fittings</b>	0.00	
			0.00
6	Cleaning and Domestic Supplies - Window Cleaning	167,370.40	
			167,370.40
7	Cleaning and Domestic Supplies - Cleaning Materials	25,472.61	
			25,472.61
	<b>Equipment Furniture and Materials - Cleaning Equipment</b>		
8	Equipment Furniture and Materials - Cleaning Equipment	7,151.84	
			7,151.84
	<b>Cleaners</b>		
9	Employees - Estate Cleaners	886,050.91	
9	Supervision & Management on costs	71,227.19	
9	Clothing Uniforms and Laundry - Estate Cleaners	1,676.04	
9	Rates for mess room	4,640.72	
9	Rent for mess room	5,696.98	
9	Hygiene	2,453.76	
9	Repairs	1,844.37	
9	Medical expenses	289.17	
9	Water rates	180.38	
9	Electricity	818.82	
9	Gas	363.06	
9	Carbon reduction credits	89.05	
9	Recruitment Expenses	260.00	
9	Cleaning	1,322.54	
9	Communications and computing	293.36	
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(111,597.16)	
9	Additional weekend cleaning	(17,264.78)	
			848,344.41
10	<b>Additional Refuse Collection</b>	17,264.78	
			17,264.78
	<b>Garden Maintenance</b>		
11	Repairs & Maintenance - Garden Maintenance	118,438.69	
			118,438.69
	<b>Car Park Attendants</b>		
12	Employees - Car Park Attendants (one third)	436,516.03	

12	Travelling expenses - CPA	24.67	
12	Hygiene services	724.34	
12	Medical fees	7.00	
12	Training	450.00	
12	Cleaning materials	117.48	
12	Furniture	107.10	
12	Equipment	151.02	
12	Supervision & Management on costs	46,048.70	
12	Uniforms	1,970.58	
			486,116.92
	<b>Hall Porters</b>		
13	Employees - Hall Porters	582,626.11	
13	Uniforms	1,341.02	
13	Equipment	4,549.42	
13	Provisions	19.75	
13	Supervision & Management on costs	11,512.18	
13	Cleaning materials	352.44	
13	Cleaning	81.00	
13	Training	450.00	
13	Communications and Computing	1,330.44	
13	Hygiene services	803.76	
			603,066.12
	<b>Garchey Maintenance</b>		
14	Employees - Garchey Operatives	112,170.75	
14	Repairs & Maintenance - Garchey Repairs	102,652.85	
14	Energy Costs	6,618.52	
14	Water rates	240.10	
14	Communications and computing	33.07	
14	Travel	41.30	
14	Central Recharges - Premises Insurance	2,718.75	
			224,475.34
	<b>Pest Control</b>		
15	Cleaning and Domestic Supplies - Pest Control	1,297.04	
			1,297.04
	<b>General Maintenance (Estate wide)</b>		
16	Repairs & Maintenance - General Maintenance	83,376.50	
16	Redecorations	648.00	
16	Equipment	3,355.65	
16	Materials	5,200.00	
16	Reallocation of Technical Division Projects Costs	4,649.02	
			97,229.17
	<b>Electrical Repairs Common Parts</b>		
17	Repairs & Maintenance - Electrical Repairs Common Parts	75,425.89	
17	Equipment	200.17	
17	Communications and computing	993.60	
			76,619.66
	<b>Electrical Repairs Exterior</b>		
18	Repairs & Maintenance - Electrical Repairs Exterior	2,576.66	
			2,576.66
	<b>General Repairs Common Parts</b>		
19	Repairs & Maintenance - General Repairs Common Parts	110,564.36	
			110,564.36
	<b>General Repairs Exterior</b>		
20	Repairs & Maintenance - General Repairs Exterior	870,799.75	
20	Equipment	321.90	
20	Materials	1,652.85	
			872,774.50
21	<b>Technical Services Division</b>	182,518.45	
			182,518.45
	<b>House Officer</b>		
22	Supervision & Management costs	309,309.76	
			309,309.76

23	<b>Supervision and Management Estate Wide</b>		
23	Supervision and Management Estate Wide	399,035.40	
23	Fees and Charges - Charges for Services (solicitor's enquiries )	(16,795.00)	
23	Printing and stationery	436.00	
23	Provisions	143.03	
23	Book	39.00	
23	Provisions		
23	Expenses - Subsistence and Hospitality	195.54	
			383,053.97
24	<b>Supervision and Management Blocks</b>		0.00
	<b>Redecorations Programmes</b>		
25	Repairs & Maintenance - Redecoration Contracts	463,049.45	
25	Professional fees	(69.35)	
25	Supplementary Revenue Projects	8,819.32	
25	Reallocation of Technical Division Projects Costs	27,527.73	
			499,327.15
	<b>Safety/Security - Repairs and Maintenance</b>		
26	Repairs and Maintenance - Safety/Security	123,117.94	
26	Communications and computing	459.17	
26	Printing	182.00	
26	Window cleaning	28,445.84	
26	Gas Heating	1,450.00	
26	Equipment	10,035.76	
26	Hygiene	30.28	
26	Reallocation of Technical Division Projects Costs	6,638.75	
			170,359.74
	<b>Water Supply</b>		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	78,836.68	
27	Reallocation of Technical Division Projects Costs	10,887.94	
			89,724.62
	<b>Concrete Works</b>		
28	Concrete works (Supplementary Revenue Project)	189,655.52	
28	Professional fees	275.01	
28	Reallocation of Technical Division Projects Costs	8,037.83	
			197,968.36
	<b>Emergency lighting</b>		
29	Electrical Repairs Common Parts	5,278.50	
29	Repairs and Maintenance - emergency lighting	16,004.75	
			21,283.25
	<b>Lobby Refurbishment Works</b>		
30	General repairs common parts		
			0.00
	<b>Digital TV network</b>		
31	Repairs & Maintenance - General Repairs Exterior	27,776.41	
			27,776.41
	<b>Heating</b>		
33	Energy Costs - Electricity	1,415,830.99	
33	Energy costs - gas	13,608.38	
			1,429,439.37
N/C	Contribution to funds	(51,341.36)	
N/C	Other contributions	(188,054.91)	
N/C	Supervision and management	(14,422.26)	
N/C	Other charges	(590.98)	
N/C	Supplementary Revenue Projects	190,816.70	
N/C	Other charges	(46,494.00)	
N/C	Transfer from reserve	(3,000.00)	
			(113,086.81)
	<b>TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER</b>		7,916,749.08

Service Charges	(7,916,749.08)
TOTAL NET REVENUE EXPENDITURE	<u>0.00</u>

Narration	Cross-Reference	CBIS Actual		BEO	Service Charge
		£	Adjustment	Schedule	£
Electricity (Common Parts and Lifts)	1	397,160.37	(0.18)		397,160.19
Lift Maintenance	2	361,964.17	(43,540.46)		318,423.71
Resident Housekeepers (Additional Pension)	3	265.88	0.00		265.88
Resident Engineers	4	300,921.89	31,736.70		332,658.59
Furniture & Fittings	5	0.00	0.00		0.00
Window Cleaning	6	167,370.40	0.00		167,370.40
Cleaning Materials including refuse sacks	7	25,472.61	0.00		25,472.61
Cleaning Equipment	8	7,151.84	0.00		7,151.84
Estate Cleaners	9	848,344.41	1,329.42		849,673.83
Additional Refuse Collection	10	17,264.78	0.00		17,264.78
Garden Maintenance	11	118,438.69	(532.00)		117,906.69
Car Park Attendants	12	486,116.92	8,338.26		494,455.18
Hall Porters	13	603,066.12	0.00		603,066.12
Garchey Maintenance	14	224,475.34	(2,466.94)		222,008.40
Pest Control	15	1,297.04	8,857.08		10,154.12
General Maintenance (Estate)	16	97,229.17	(158.26)		97,070.91
Electrical Repairs (Common Parts)	17	76,619.66	(10,709.69)		65,909.97
Electrical Repairs (Exterior)	18	2,576.66	0.00		2,576.66
General Repairs (Common Parts)	19	110,564.36	(466.23)		110,098.13
General Repairs (Exterior)	20	872,774.50	(24,622.07)		848,152.43
Technical Services	21	182,518.45	6,680.71		189,199.16
House Officer	22	309,309.76	0.00		309,309.76
Estate-Wide proportion of Supervision & Management costs	23	383,053.97	(6,493.67)		376,560.30
Directly attributed Supervision & Management costs	24	0.00	0.00		0.00
Redecorations	25	499,327.15	(3,580.19)		495,746.96
Safety/Security	26	170,359.74	(2,559.00)		167,800.74
Water Supply Works	27	89,724.62	0.00		89,724.62
Concrete Works	28	197,968.36	(25,346.56)		172,621.80
Emergency lighting	29	21,283.25	0.00		21,283.25
Refurbishment works	30	0.00	0.00		0.00
Digital TV network	31	27,776.41	0.00		27,776.41
Heating	33	1,429,439.37	(1,898.08)		1,427,541.29
Other charges	N/C	(113,086.81)	113,086.81		0.00
TOTAL		7,916,749.08	47,655.66		7,964,404.74



## ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	<u>Item</u>	£	<u>Reasons for Adjustments</u>
1	Electricity	(0.18)	Rounding
2	Lift Maintenance	(127.64)	Reallocation to Landlords for non service charge account lifts
		(51,344.32)	adjustment re over receipted invoice
		<u>7,931.50</u>	reallocation in respect of Frobisher Crescent lift contracts and maintenance
		(43,540.46)	
4	Resident engineers	28,687.50	Adjustment in respect of first quarter 15/16 rent paid in 14/15
		<u>3,049.20</u>	Adjustment for 2015/16 rates paid in 16/17
		31,736.70	
9	Cleaners	(195.00)	reallocation to landlords account
		<u>1,524.42</u>	adjustment in respect of cancelled PO which was reallocated to LL last year.
		1,329.42	
10	Grounds maintenance	<u>(532.00)</u>	reallocation to landlords account
		(532.00)	
12	Car Park Attendants	8,338.26	Adjustment in respect of apportionment of salaries between car park account and service charge account
		<u>8,338.26</u>	
14	Garchey Maintenance	(109.10)	Reallocated to non residential users
		<u>(2,357.84)</u>	incorrect receipting of invoices
		(2,466.94)	
15	Pest Control	<u>8,857.08</u>	adjustment in respect of incorrectly receipted invoices 2014/15
		8,857.08	
16	General repairs estate wide	<u>(158.26)</u>	reallocated to LL
		(158.26)	

17	Electrical Repairs (Common Parts)	(6,107.66) <u>(4,602.03)</u> (10,709.69)	incorrect receipting of invoices miscoded to service charge
19	General Repairs (Common Parts)	<u>(466.23)</u> (466.23)	incorrect receipting of invoices
20	General Repairs Exterior	(994.82) (3,534.76) <u>(20,092.49)</u> (24,622.07)	charge to Arts Centre for share of relevant repairs to Frobisher Crescent reallocated to landlords incorrect receipting of invoices
21	Technical costs	<u>6,680.71</u> 6,680.71	adjustment in respect of reallocation of technical costs
23	Supervision and Management Estate wide costs	(6,321.94) <u>(171.73)</u> (6,493.67)	adjustment in respect of reallocation of S and M costs reallocation to landlords account
25	Redecorations	<u>(3,580.19)</u> (3,580.19)	Reallocation of staff costs to charge to Arts Centre in respect of Frobisher works
26	Safety and security	<u>(2,559.00)</u> (2,559.00)	invoice receipted in error
28	Concrete works	(11,055.31) <u>(14,291.25)</u> (25,346.56)	reallocation to car parking account repairs to be recharged to Arts Centre for Frobisher Crescent repairs
32	Heating	<u>(1,898.08)</u> (1,898.08)	Reallocated for non service charge account properties
N/C	Other charges	113,086.81	Miscoded to SCA

Total BEO Adjustment

47,655.66

ACTUAL COST OF SERVICES 1.4.15- 31.3.16 (LONG LESSEES)					
	ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE
1	Electricity (Common Parts and Lifts)	Actual	397,160	28,396	37,999
2	Lift Maintenance	Actual	318,424	39,969	14,199
3	Resident Housekeepers (Additional Pension)	E. wide lease %	266	19	23
4	Resident Engineers	E. wide lease %	332,659	23,743	29,177
5	Furniture & Fittings	Actual	0	0	0
6	Window Cleaning	Contract base	167,370	11,726	18,124
7	Cleaning Materials including refuse sacks	No of cleaners	25,473	2,876	2,417
8	Cleaning Equipment	No of cleaners	7,152	807	678
9	Estate Cleaners	No. cleaners	849,674	95,924	80,607
10	Additional Refuse Collection	No. cleaners	17,265	0	0
11	Garden Maintenance	E. wide lease %	117,907	8,415	10,341
12	Car Park Attendants	Terrace lease %	494,455	50,954	62,657
13	Hall Porters	Towers one third each plus individual costs	603,066	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	222,008	16,281	20,142
15	Pest Control	E. wide lease % plus individual block costs	10,154	697	856
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	97,071	6,943	8,532
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,910	4,940	6,139
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,577	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	110,098	8,985	6,195
20	General Repairs (Exterior) (N1061113)	Actual	848,152	42,517	124,170
22	House Officer	E. wide lease %	309,310	22,076	27,129
	Sub-total of apportioned services		4,996,150	365,268	449,386
21	S & M Technical	Actual Time and No of repairs orders	189,199	14,311	22,377
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376,560	27,530	33,870
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	495,747	1,761	-834
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E.wide lease%	167,801	17,190	9,372
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	89,725	4,370	7,964
28	Concrete works	Actual	172,622	11,811	20,715
29	Emergency Lighting	Actual	21,283	0	0
31	Digital TV network	Actual	27,776	2,521	2,575
33	Heating - Electricity/Gas	Actual	1,427,541	126,371	141,199
	Total Services & Heating		7,964,405	571,133	686,624

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 2014/15	ACTUAL 2015/16	Variance Last Year %	ESTIMATE 2015/16	ESTIMATE 2016/17
1	Electricity (Common Parts and Lifts)	Actual	369,307	397,160	7.54%	437,948	424,538
2	Lift Maintenance	Actual	308,237	318,424	3.30%	321,036	333,285
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	266	10.42%	0	0
4	Resident Engineers	E. wide lease %	330,166	332,659	0.76%	359,844	363,455
5	Furniture & Fittings	Actual	30,752	0	(100.00%)	0	24,000
6	Window Cleaning	Contract base	183,590	167,370	(8.83%)	186,663	147,879
7	Cleaning Materials including refuse sacks	No. cleaners	30,657	25,473	(16.91%)	28,603	29,592
8	Cleaning Equipment	No. cleaners	6,135	7,152	16.57%	21,700	22,688
9	Estate Cleaners	No. cleaners	792,730	849,674	7.18%	826,535	865,065
10	Additional Refuse Collection	No. cleaners	18,464	17,265	(6.49%)	18,464	17,265
11	Garden Maintenance	E. wide lease %	116,003	117,907	1.64%	123,001	123,001
12	Car Park Attendants	Terrace lease %	455,908	494,455	8.45%	460,295	497,047
13	Hall Porters	Porters one third each plus individual costs	488,760	603,066	23.39%	592,800	620,340
14	Garchey Maintenance	E. wide lease %	198,001	222,008	12.12%	225,003	222,815
15	Pest Control	E. wide lease % + individual block costs	11,421	10,154	(11.09%)	12,001	19,999
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	97,071	78.04%	1,278,000	1,194,700
17	Electrical Repairs (Common Parts)	Actual	69,204	65,910	(4.76%)	included in above	included in above
18	Electrical Repairs (Exterior)	Actual	3,384	2,577	(23.87%)	included in above	included in above
19	General Repairs (Common Parts)	Actual	101,921	110,098	8.02%	included in above	included in above
20	General Repairs (Exterior)	Actual	863,688	848,152	(1.80%)	included in above	included in above
22	House Officer	E. wide lease %	220,506	309,310	40.27%	184,199	218,496
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,653,597	4,996,150	7.36%	5,076,091	5,124,165
21	S&M technical	No of repairs orders	162,368	189,199	16.53%	143,000	145,000
23	Estate-Wide Supervision & Management costs	Ratio	399,755	376,560	(5.80%)	355,000	400,000
24	Directly attributed Supervision & Management costs	Actual time	0	0		inc above	inc above
25	Redecorations	Actual	404,935	495,747		1,269,883	1,174,237
26	Safety/Security ( included in general repairs on schedule)	Actual/E. wide lease %	66,511	167,801	152.29%	inc in repairs	inc in repairs
27	Water Supply Works( included in general repairs on schedule)	Actual/E. wide lease %	6,157	89,725	1357.23%	inc in repairs	inc in repairs
28	Concrete works	Actual	22,483	172,622		356,500	
29	Emergency Lighting	Actual	41,985	21,283		44,000	20,000
30	Redecoration of lift consoles	Actual	0	0		0	22,275
31	Refurbishment works	Actual	46,190	0			
32	Digital TV network	Actual	22,803	27,776		0	
	Total Services		5,826,783	1,540,713		7,244,474	1,761,512
33	Heating - Electricity	Actual	1,677,666	1,413,933	(15.72%)	1,727,137	1,817,078
33	Heating - Gas	Actual	15,605.07	13,608.38	(12.80%)		
	Total Services & Heating		7,517,940	7,964,405		8,971,611	8,702,755

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	397160	28396	153
2	Lift Maintenance	Actual	318424	39969	216
3	Resident Housekeepers (Additional Pension)	E. wide lease %	266	19	0
4	Resident Engineers	E. wide lease %	332659	23743	128
5	Furniture & Fittings	Actual	0	0	0
6	Window Cleaning	Contract base	167370	11726	63
7	Cleaning Materials including refuse sacks	No of cleaners	25473	2876	16
8	Cleaning Equipment	No of cleaners	7152	807	4
9	Estate Cleaners	No. cleaners	849674	95924	518
10	Additional Refuse Collection	No. cleaners	17265	0	0
11	Garden Maintenance	E. wide lease %	117907	8415	45
12	Car Park Attendants	Terrace lease %	494455	50954	275
13	Hall Porters	Towers one third each plus individual costs	603066	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	222008	16281	88
15	Pest Control	E. wide lease % plus individual block costs	10154	697	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	97071	6943	37
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65910	4940	27
18	Electrical Repairs (Exterior) (N1061111)	Actual	2577	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	110098	8985	49
20	General Repairs (Exterior) (N1061113)	Actual	848152	42517	230
22	House Officer	E. wide lease %	309310	22076	119
	Sub-total of apportioned services		4996150	365268	1972
21	S & M Technical	Actual Time and No of repairs orders	189199	14311	77
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	376560	27530	149
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	495747	1761	10
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	167801	17190	93
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	89725	4370	24
28	Concrete works	Actual	172622	11811	64
29	Emergency lighting	Actual	21283	0	0
31	Digital TV Network	Actual	27776	2521	14
33	Heating - Electricity	Actual	1413933	126371	682
33	Heating - Gas	Actual	13608	0	
	Total Services & Heating		7964405	571133	3084