

Actual 2015-16 £'000	TABLE 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2016-17 £'000	Variances £'000	Para
	<b>Expenditure</b>					
2,018	Direct Employee Expenses	2,149	2,136	2,130	(6)	
1	Indirect Employee Expenses	7	8	6	(2)	
2,019	Total Employees	2,156	2,144	2,136	(8)	
2,670	Repairs and Maintenance	3,288	3,094	3,253	159	
1,863	Energy Costs	2,356	2,346	2,298	(48)	
97	Rents	126	126	129	3	
10	Rates	15	18	16	(2)	
2	Water Services	3	3	2	(1)	
228	Cleaning and Domestic Supplies	242	217	198	(19)	
118	Grounds Maintenance Costs	123	123	145	22	
4,988	Total Premises Related Expenses	6,153	5,927	6,041	114	
37	Equipment, Furniture and Materials	68	65	33	(32)	
0	Catering	1	1	0	(1)	
5	Clothes, Uniform and Laundry	12	12	7	(5)	
1	Printing, Stationery	5	5	7	2	
0	Fees and Services	1	2	1	(1)	
13	Communications and Computing	14	14	16	2	
56	TOTAL Supplies and Services	101	99	63	(36)	
<b>7,063</b>	<b>TOTAL Expenditure</b>	<b>8,410</b>	<b>8,170</b>	<b>8,240</b>	<b>70</b>	
<b>(8,170)</b>	Income	<b>(9,308)</b>	<b>(9,371)</b>	<b>(9,598)</b>	<b>(227)</b>	
<b>(1,107)</b>	<b>Net Income</b>	<b>(898)</b>	<b>(1,201)</b>	<b>(1,358)</b>	<b>(157)</b>	
	Recharges					
1,259	Expenditure	1,085	1,346	1,503	157	
<b>(152)</b>	Income	<b>(187)</b>	<b>(145)</b>	<b>(145)</b>	0	
1,107	Total Recharges	898	1,201	1,358	157	
<b>(0)</b>	<b>Total Service Charge Account</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>(0)</b>	

## 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)	265.92	
	Estate Cleaners	958,215.32	
	12 Car Park Attendants (one third)	473,366.38	
	13 Hall Porters	599,941.88	
9, 13	Recruitment expenses	363.00	
4 9 12 13 22	Training Expenses	2,004.50	
	4 Relocation Expenses	2,794.44	
9 12	Medical/Counselling expenses	476.78	
	14 Garchey Operatives	<u>98,677.74</u>	
		2,136,105.96	<b>2,136,105.96</b>
<b>Premises Related Expenditure</b>			
<b>Repairs and Maintenance</b>			
	2 Lifts General Maintenance	1,872.60	
	2 Lifts Contract Servicing	232,633.66	
	14 Garchey Repairs	73,700.48	
	9 Cleaners	4,685.65	
2 11 16 18 30 31	General Maintenance Estate Wide	191,447.03	
	17 Electrical Repairs Common Parts	114,480.04	
	18 Electrical Repairs Exterior	1,034.19	
14 19	General Repairs Common Parts	162,337.44	
	20 General Repairs Exterior	824,926.49	
	30 Heating Replacement of control system	159,589.88	
	31 Heating Replacement of BMS heating system	81,253.00	
	16 Asset Management Plan	5,270.28	
	25 Redecoration Programmes	38,984.16	
	19 Refurbishment Works	(404.33)	
	26 Special Works - Safety/Security	156,929.77	
	27 Water Supply Works	92,109.01	
	29 Emergency Lighting	20,348.00	
	<b>Total</b>		2,161,197.35
<b>Supplementary Revenue Projects</b>			
N/C16 25 28	<b>SRP - Contingency</b>	<u>1,092,284.67</u>	
		1,092,284.67	3,253,482.02
<b>Energy Costs</b>			
	1 Electricity (Common Parts and Lifts)	448,394.31	
	4 Electricity Resident Engineers	366.24	
	9 Electricity Cleaners	739.47	
	14 Electricity Garchey	6,689.17	
	33 Electricity heating	1,828,687.15	
	33 Gas Heating	12,870.78	
	9 Gas Cleaners	209.70	
	9 Carbon reduction credits	46.91	
	<b>Total</b>		2,298,003.73
<b>Rents</b>			
	9 Cleaners	5,340.97	
	4 Resident Engineers	<u>123,250.00</u>	
	<b>Total</b>		128,590.97
<b>Rates/Council tax</b>			
	9 Cleaners	4,392.80	
	4 Resident Engineers	<u>11,510.16</u>	
	<b>Total</b>		15,902.96
<b>Water</b>			
	9 Cleaners	170.29	
	14 Garchey	230.68	
	4 Resident Engineers	<u>1,261.29</u>	
	<b>Total</b>		1,662.26
<b>Cleaning and Domestic Supplies</b>			
	6 Window Cleaning	151,923.05	
6 8 9	Cleaning	2,807.82	
	13 Hygiene services	158.40	
7 12 13	Cleaning Materials	32,370.34	
	15 Pest Control	<u>10,604.59</u>	
	<b>Total</b>		197,864.20
<b>Garden Maintenance</b>			
	11 Grounds maintenance costs	<u>145,479.51</u>	
		145,479.51	
	<b>Total Premises Related Expenses</b>		<b><u>6,040,985.65</u></b>
<b>Travel expenses</b>			
9 12	Staff travelling expenses	<u>82.99</u>	
		82.99	

	<b>Total Transport Related Expenses</b>		<b>82.99</b>
	<b>Supplies and Services</b>		
	<b>Equipment Furniture and Materials</b>		
4 8 14 16	5 Furniture and Fittings	15,011.97	
	Equipment	17,753.10	
	19 Materials	(92.59)	
	<b>Total</b>		32,672.48
	<b>Books and Publications</b>	0.00	
			0.00
13 23	<b>Provisions</b>	122.00	
			122.00
4 9 12 13 14	<b>Clothing Uniforms and Laundry</b>	7,123.26	
			7,123.26
2 9 13 14 22 33	<b>Communications &amp; Computing</b>	15,565.69	
			15,565.69
23	<b>Expenses - Subsistence and Hospitality</b>	120.07	
			120.07
12 16 23	<b>Printing and stationery</b>	6,665.17	
			6,665.17
9 16	<b>Professional fees</b>	1,185.00	
			1,185.00
	<b>Total Supplies and Services</b>		<b>63,453.67</b>
	<b>TOTAL DIRECT COSTS</b>		<b>8,240,628.27</b>
	<b>Recharges</b>		
9 12 13 14	IS recharge	37,172.13	
2 14	Engineering Insurance	27,271.52	
	14 Liability Insurance	9,903.31	
14 23	Premises insurance	41,974.11	
	<b>Total Insurance</b>		116,321.07
9 12 13 22 23	Supervision and Management - Estate Wide	834,524.79	
			834,524.79
2, 4, 21, 28, 30 SRP N/C	Community Services Technical Division	474,763.65	
			474,763.65
N/C	<b>Contributions to funds</b>	76,524.44	
			76,524.44
	Total recharges		<b>1,502,133.95</b>
	Total expenditure		9,742,762.22
	<b>Income</b>		
	<b>Other contributions</b>	(901,809.97)	(901,809.97)
	<b>Fees and Charges</b>		
23	Charges for Services (inc solicitor's enquiries)	(11,850.50)	(11,850.50)
	<b>Total</b>		(11,850.50)
	<b>Service Charges</b>	(8,684,338.53)	(8,684,338.53)
	<b>Total Income</b>		<b>(9,597,999.00)</b>
	<b>RECHARGES</b>		
	<b>Recharges within fund</b>		
N/C	Supervision and management	(23,538.34)	
9	Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(93,469.22)	
1	Electricity - Recharge to Car Parks	(27,755.66)	
			(144,763.22)
	<b>Total income</b>		(9,742,762.22)
	<b>TOTAL NET REVENUE EXPENDITURE</b>		<b>0.00</b>

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference  
Key to  
ANNEXES 2 & 4

2016/17

**Final CBIS  
Actual  
ANNEX 4  
£**

		£	
	<b>Electricity</b>		
1	Energy Costs - Electricity Common Parts and Lifts	448,394.31	
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(27,755.66)	
			420,638.65
	<b>Lift Maintenance</b>		
2	Technical Division - Resident Engineers	6,578.77	
2	Repairs & Maintenance - Lifts General Maintenance	1,872.60	
2	Repairs & Maintenance - Lifts Contract Servicing	232,633.66	
	Repairs & Maintenance - General Maintenance	513.18	
2	Communications and Computing	8,786.18	
2	Central Recharges -Engineering Insurance	27,122.32	
			277,506.71
3	<b>Employees - Resident Housekeeper - Additional Pension</b>	265.92	
			265.92
	<b>Resident Engineers</b>		
4	Technical Division - Resident Engineers	243,428.84	
4	Uniforms	740.76	
4	Electricity	366.24	
4	Rents - Resident Engineers	123,250.00	
4	Rates - Resident Engineers Council Tax	11,510.16	
4	Equipment	297.52	
4	Relocation Expenses	2,794.44	
4	Training	460.00	
4	Water - Residents Engineers Water Rates	1,261.29	
			384,109.25
5	<b>Equipment Furniture and Materials - Furniture and Fittings</b>	15,011.97	
	Repairs & Maintenance - General Repairs Common Parts	13,687.50	
			28,699.47
6	Cleaning and Domestic Supplies - Window Cleaning	151,923.05	
	Cleaning and Domestic Supplies - Cleaning	60.00	
			151,983.05
7	Cleaning and Domestic Supplies - Cleaning Materials	31,805.86	
			31,805.86
	<b>Equipment Furniture and Materials - Cleaning Equipment</b>		
8	Equipment Furniture and Materials - Cleaning Equipment	7,686.87	
	Cleaning and Domestic Supplies - Cleaning	1,454.43	
			9,141.30
	<b>Cleaners</b>		
9	Employees - Estate Cleaners	958,215.32	
9	Supervision & Management on costs	78,810.50	
9	Recruitment expenses	13.00	
9	Training	409.50	
9	Clothing Uniforms and Laundry - Estate Cleaners	3,003.48	
9	Rates for mess room	4,392.80	
9	Rent for mess room	5,340.97	
9	Repairs	4,685.65	
9	Medical expenses	450.00	
9	Water rates	170.29	
9	Electricity	739.47	
9	Gas	209.70	
9	Carbon reduction credits	46.91	
9	Cleaning	1,293.39	
9	Travel	48.34	
9	Fees	225.00	
9	Communications and computing	478.06	
9	IS recharge	8,946.36	
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(93,469.22)	
9	Additional weekend cleaning	(15,702.61)	
			958,306.91

10	<b>Additional Refuse Collection</b>	15,702.61	15,702.61
	<b>Garden Maintenance</b>		
11	Repairs & Maintenance - Garden Maintenance	145,479.51	
	Repairs & Maintenance - General Maintenance	42,242.37	187,721.88
	<b>Car Park Attendants</b>		
12	Employees - Car Park Attendants (one third)	473,366.38	
12	Travelling expenses - CPA	34.65	
12	Medical fees	26.78	
12	Training	450.00	
12	Cleaning materials	282.24	
12	Printing and Stationery	23.38	
12	IS recharge	10,333.05	
12	Supervision & Management on costs	30,892.09	
12	Uniforms	1,767.95	517,176.52
	<b>Hall Porters</b>		
13	Employees - Hall Porters	599,941.88	
13	Recruitment Expenses	350.00	
13	Uniforms	1,505.81	
13	Provisions	19.75	
13	IS recharge	13,419.54	
13	Supervision & Management on costs	7,723.02	
13	Cleaning materials	282.24	
13	Training	450.00	
13	Communications and Computing	636.41	
13	Hygiene services	158.40	624,487.05
	<b>Garchey Maintenance</b>		
14	Employees - Garchey Operatives	98,677.74	
14	Uniforms	105.26	
14	Repairs & Maintenance - Garchey Repairs	73,700.48	
	Repairs & Maintenance - General Repairs Common Parts	1,136.48	
14	Energy Costs	6,689.17	
14	Water rates	230.68	
14	Communications and computing	18.00	
14	Equipment	124.17	
14	Central Recharges - IS	4,473.18	
14	Central Recharges - Engineering insurance	149.20	
14	Central Recharges -Liability insurance	9,903.31	
14	Central Recharges - Premises Insurance	2,551.47	197,759.14
	<b>Pest Control</b>		
15	Cleaning and Domestic Supplies - Pest Control	10,604.59	10,604.59
	<b>General Maintenance (Estate wide)</b>		
16	Repairs & Maintenance - General Maintenance	116,268.60	
16	Fees	960.00	
16	Printing and Stationery	1,477.00	
	Equipment	5,046.29	
	Materials	200.51	
	Supplementary Revenue Projects	2,421.00	
16	Asset Management Plan	5,270.28	131,643.68
	<b>Electrical Repairs Common Parts</b>		
17	Repairs & Maintenance - Electrical Repairs Common Parts	114,480.04	114,480.04
	<b>Electrical Repairs Exterior</b>		
18	Repairs & Maintenance - Electrical Repairs Exterior	1,034.19	1,034.19
	<b>General Repairs Common Parts</b>		
19	Repairs & Maintenance - General Repairs Common Parts	147,513.46	
	Equipment	4,598.25	

	Materials	(293.10)	
	Refurbishment Works	-404.33	
			151,414.28
	<b>General Repairs Exterior</b>		
20	Repairs & Maintenance - General Repairs Exterior	824,926.49	
	Repairs & Maintenance - General Maintenance	167.88	
			825,094.37
21	<b>Technical Services Division</b>	203,528.71	
			203,528.71
	<b>House Officer</b>		
22	Supervision & Management costs	293,755.50	
22	Training	235.00	
	Communications and Computing	1,380.00	
			295,370.50
23	<b>Supervision and Management Estate Wide</b>		
23	Supervision and Management Estate Wide	423,343.68	
23	Fees and Charges - Charges for Services (solicitor's enquiries )	(11,850.50)	
23	Printing and stationery	5,164.79	
23	Communications and Computing	739.04	
23	Provisions	102.25	
23	Premises insurance	8,582.64	
23	Expenses - Subsistence and Hospitality	120.07	
			426,201.97
24	<b>Supervision and Management Blocks</b>	30,840.00	
			30,840.00
	<b>Redecorations Programmes</b>		
25	Repairs & Maintenance - Redecoration Contracts	38,984.16	
25	Supplementary Revenue Projects	844,264.37	
			883,248.53
	<b>Safety/Security - Repairs and Maintenance</b>		
26	Repairs and Maintenance - Safety/Security	156,929.77	
			156,929.77
	<b>Water Supply</b>		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	92,109.01	
			92,109.01
	<b>Concrete Works</b>		
28	Concrete works (Supplementary Revenue Project)	104,792.20	
	Reallocation of Technical Division Projects Costs	6,143.43	
			110,935.63
	<b>Emergency lighting</b>		
29	Repairs and Maintenance - emergency lighting	20,348.00	
			20,348.00
	<b>Heating Replacement of control system</b>		
30	Heating Replacement of control system	159,589.88	
	Repairs & Maintenance - General Maintenance	16,784.99	
	Reallocation of Technical Division Projects Costs	7,210.26	
			183,585.13
	<b>Heating Replacement of BMS heating system</b>		
31	Repairs & Maintenance - General Repairs Interior	81,253.00	
	Repairs & Maintenance - General Maintenance	15,470.01	
	Reallocation of Technical Division Projects Costs	5,100.00	
			101,823.01
	<b>Heating</b>		
33	Energy Costs - Electricity	1,828,687.15	
33	Communications and computing	3,528.00	
33	Energy costs - gas	12,870.78	
			1,845,085.93
N/C	Contribution to funds	76,524.44	
N/C	Supervision and management	(23,538.34)	

SRP N/C	Supplementary Revenue Projects	140,807.10	
SRP N/C	Reallocation of Technical Division Projects Costs	<u>2,773.64</u>	
			196,566.84
	<b>TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER</b>		<u>9,586,148.50</u>
	Other contributions	(901,809.97)	
	<b>Service Charges</b>	<u>(8,684,338.53)</u>	
			-9,586,148.50
	<b>TOTAL NET REVENUE EXPENDITURE</b>		<u><u>0.00</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	420,638.65	0.01	420,638.66
Lift Maintenance	2	277,506.71	56,203.61	333,710.32
Resident Housekeepers (Additional Pension)	3	265.92	0.00	265.92
Resident Engineers	4	384,109.25	(3,349.20)	380,760.05
Furniture & Fittings	5	28,699.47	(172.97)	28,526.50
Window Cleaning	6	151,983.05	0.00	151,983.05
Cleaning Materials including refuse sacks	7	31,805.86	(2,931.87)	28,873.99
Cleaning Equipment	8	9,141.30	(920.21)	8,221.09
Estate Cleaners	9	958,306.91	(15,118.10)	943,188.81
Additional Refuse Collection	10	15,702.61	0.00	15,702.61
Garden Maintenance	11	187,721.88	(14,353.55)	173,368.33
Car Park Attendants	12	517,176.52	0.00	517,176.52
Hall Porters	13	624,487.05	0.00	624,487.05
Garchey Maintenance	14	197,759.14	1,961.21	199,720.35
Pest Control	15	10,604.59	0.00	10,604.59
General Maintenance (Estate)	16	131,643.68	(6,284.60)	125,359.08
Electrical Repairs (Common Parts)	17	114,480.04	(13,770.17)	100,709.87
Electrical Repairs (Exterior)	18	1,034.19	0.00	1,034.19
General Repairs (Common Parts)	19	151,414.28	108.23	151,522.51
General Repairs (Exterior)	20	825,094.37	(12,866.72)	812,227.65
Technical Services	21	203,528.71	(9,752.01)	193,776.70
House Officer	22	295,370.50	0.00	295,370.50
Estate-Wide proportion of Supervision & Management costs	23	426,201.97	(8,582.65)	417,619.32
Directly attributed Supervision & Management costs	24	30,840.00	0.00	30,840.00
Redecorations	25	883,248.53	0.00	883,248.53
Safety/Security	26	156,929.77	0.00	156,929.77
Water Supply Works	27	92,109.01	(334.82)	91,774.19
Concrete Works	28	110,935.63	(49,909.44)	61,026.19
Emergency lighting	29	20,348.00	0.00	20,348.00
Heating Replacement of control system	30	183,585.13	0.00	183,585.13
Replacement BMS system	31	101,823.01	0.00	101,823.01
Heating	33	1,845,085.93	(2,345.78)	1,842,740.15
Other charges	N/C	196,566.84	(196,566.84)	0.00
<b>TOTAL</b>		<b>9,586,148.50</b>	<b>(278,985.87)</b>	<b>9,307,162.63</b>



## ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	<u>Item</u>	£	<u>Reasons for Adjustments</u>
1	Electricity	0.01	Rounding
2	Lift Maintenance	(140.71)	Reallocation to Landlords for non service charge account lifts
		51,344.32	reversal of 2015/16 adjustment re over receipted invoice
		5,000.00	reallocation in respect of Frobisher Crescent lift contracts and maintenance
		<u>56,203.61</u>	
4	Resident engineers	(3,049.20)	Reversal of 2015/16 adjustment for rates
		(300.00)	Training costs allocated to Landlord
		<u>(3,349.20)</u>	
5	Furniture and Fittings	(172.97)	Reallocated to Car Parks
7	Cleaning materials	(2,655.00)	reallocation to landlords account
		(276.87)	Recharge to Barbican Centre
		<u>(2,931.87)</u>	
8	Cleaning Equipment	(847.20)	Allocated to Car Park Account
		(73.01)	Recharge to Barbican Centre
		<u>(920.21)</u>	
9	Cleaners	(8,538.10)	reallocation to landlords account
		(42.81)	reallocation to stores account
		(6,537.19)	reallocation to car park account
		<u>(15,118.10)</u>	

10	Grounds maintenance	<u>(14,353.55)</u> (14,353.55)	reallocation to landlords account
14	Garchey Maintenance	(98.15) (298.48) <u>2,357.84</u> 1,961.21	Reallocated to non residential users reallocated to LL reversal of 2015/16 adjustment for incorrect receipting of invoices
16	General repairs estate wide	(13,597.00) (284.20) <u>7,596.60</u> (6,284.60)	reallocated to LL reallocated to Car Parks reallocated from concrete repairs
17	Electrical Repairs (Common Parts)	6,107.66 <u>(19,877.83)</u> (13,770.17)	reversal of 15/16 adjustment for incorrect receipting of invoices reallocated to landlord
19	General Repairs (Common Parts)	466.23 <u>(358.00)</u> 108.23	reversal of incorrect receipting of invoices reallocated to landlord
20	General Repairs Exterior	(12,006.89) (20,952.32) <u>20,092.49</u> (12,866.72)	reallocated to landlords reallocated to landlords insurance claim reversal of incorrect receipting of invoices

21	Technical costs	<u>(9,752.01)</u> (9,752.01)	adjustment in respect of reallocation of technical costs
23	Supervision and Management	<u>(8,582.65)</u> (8,582.65)	Insurance charged charged separately
27	Water Supply Works	(334.82)	Reallocated to Landlord
28	Concrete works	(41,626.20) (7,596.60) <u>(686.63)</u> (49,909.44)	reallocation to car parking account repairs reallocated to estate wide repairs recharge to Arts Centre for Frobisher Crescent repairs
32	Heating	<u>(2,345.78)</u> (2,345.78)	Reallocated for non service charge account properties
N/C	Other charges	(196,566.84)	Not chargeable - provision for adjustment for rented properties, & non service charge projects
	Total BEO Adjustment	<u><u>(278,985.87)</u></u>	

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT
1	Electricity (Common Parts and Lifts)	420639	30243	35341	51	17569	12893
2	Lift Maintenance	333710	41329	14702	0	11315	7669
3	Resident Housekeepers (Additional Pension)	266	19	23	3	8	3
4	Resident Engineers	380760	27176	33396	4221	11515	4887
5	Furniture & Fittings	28527	0	0	0	0	0
6	Window Cleaning	151983	7098	19593	1914	5590	7804
7	Cleaning Materials including refuse sacks	28874	3260	2739	221	1366	664
8	Cleaning Equipment	8221	860	722	58	360	227
9	Estate Cleaners	943189	105974	89051	7201	44406	21603
10	Additional Refuse Collection/cleaning	15703	0	0	0	0	0
11	Garden Maintenance	173368	13287	16329	2064	5630	2390
12	Car Park Attendants need s and m figs and check adjustments with A	517177	53295	65537	8311	22621	9573
13	Hall Porters need s and m figs	624487	0	0	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	14639	18111	2289	6244	2650
15	Pest Control	10605	655	805	102	278	118
16	General Maintenance (Estate)	125359	8041	9882	1249	3407	1446
17	Electrical Repairs (Common Parts) (N1041111)	100710	6598	8826	1638	2734	1910
18	Electrical Repairs (Exterior) (N1061111)	1034	0	0	0	0	0
19	General Repairs (Common Parts) (N1041113)	151523	10266	11317	1822	2489	1671
20	General Repairs (Exterior) (N1061113)	812228	67692	135832	7391	24850	9433
22	House Officer	295371	21081	25907	3274	8932	3791
	Sub-total of apportioned services	5323452	411512	488113	41808	169314	88733
21	S & M Technical	193777	13518	22322	1686	7672	4598
23	Estate-Wide proportion of Supervision & Management costs	417619	32283	38293	3280	13283	6961
24	Directly attributed Supervision & Management costs	30840	2880	3060	390	1665	840
25	Redecorations	863449	400				21136
25	Redecorations consoles	19800					
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	14982	805	2066	226	12735
27	Water supply works	91774	14493	6885	1985	2892	601
28	Concrete works	61026	1084	53	1868	0	1005
29	Emergency lighting	20348	0	0	0	0	0
30	Heating Control System	183585	13577	16685	2109	5753	2442
31	Replacement of BMS system	101823	7530	9254	1170	3191	1354
	Digital TV	0					
	Services total	7464422	512260	585470	56361	203994	140405
	Heating	1842740	159197	121419	29848	50592	31067
		9307163	671457	706889	86209	254586	171471

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	Frobisher Crescent	GILBERT HOUSE
1	Electricity (Common Parts and Lifts)	420639	9810	42821	36768	5538	14708
2	Lift Maintenance	333710	4585	24579	42562	5000	16636
3	Resident Housekeepers (Additional Pension)	266	8	26	19	9	11
4	Resident Engineers	380760	11441	37247	26547	12477	15809
5	Furniture & Fittings	28527	0	13688	0		0
6	Window Cleaning	151983	3560	15748	7881	2884	6090
7	Cleaning Materials including refuse sacks	28874	701	1366	2739	554	1218
8	Cleaning Equipment	8221	211	503	722	146	321
9	Estate Cleaners	943189	22803	44406	89051	22503	39605
10	Additional Refuse Collection/cleaning	15703	355	5787	0	0	0
11	Garden Maintenance	173368	5594	18211	12980	6101	7730
12	Car Park Attendants need s and m figs and check adjustments with A	517177	22440	0	52043	24618	31046
13	Hall Porters need s and m figs	624487	0	208162	0		0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	6204	20199	14396		8573
15	Pest Control	10605	276	1048	640	301	381
16	General Maintenance (Estate)	125359	3385	11021	7855	3626	4678
17	Electrical Repairs (Common Parts) (N1041111)	100710	2460	11874	8575	1726	4911
18	Electrical Repairs (Exterior) (N1061111)	1034	0	70	0	66	75
19	General Repairs (Common Parts) (N1041113)	151523	4284	21111	14560	1409	4722
20	General Repairs (Exterior) (N1061113)	812228	54282	42535	73352	7676	22501
22	House Officer	295371	8875	28894	20593	9679	12264
	Sub-total of apportioned services	5323452	161275	549294	411283	104310	191281
21	S & M Technical	193777	9290	12798	15128	3029	7671
23	Estate-Wide proportion of Supervision & Management costs	417619	12652	43092	32265	8183	15006
24	Directly attributed Supervision & Management costs	30840	1035	1680	2670	1035	1320
25	Redecorations	863449		20244	200308		
25	Redecorations consoles	19800					
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	22616	8790	16736	2349	4785
27	Water supply works	91774	1924	5005	11920	0	8226
28	Concrete works	61026	1045	23402	1084	397	7902
29	Emergency lighting	20348	0	6881	0	0	0
30	Heating Control System	183585	5716	18609	13263	0	7898
31	Replacement of BMS system	101823	3170	10321	7356	0	4381
	Digital TV	0					
	Services total	7464422	218722	700116	712014	119304	248471
	Heating	1842740	51391	158322	160012	16398	85458
		9307163	270113	858437	872025	135703	333929

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MOUNTJOY HOUSE	SEDDON HOUSE
1	Electricity (Common Parts and Lifts)	420639	31895	281	34925	10922	13367
2	Lift Maintenance	333710	14732	0	24612	8045	11630
3	Resident Housekeepers (Additional Pension)	266	10	2	28	8	10
4	Resident Engineers	380760	13995	2184	40061	11885	13995
5	Furniture & Fittings	28527	0	0	8094	0	0
6	Window Cleaning	151983	8423	261	15326	2610	6090
7	Cleaning Materials including refuse sacks	28874	1366	111	1366	997	1255
8	Cleaning Equipment	8221	444	29	562	263	331
9	Estate Cleaners	943189	44406	3600	44406	32404	40805
10	Additional Refuse Collection/cleaning	15703	0	0	7716	0	0
11	Garden Maintenance	173368	6843	1068	19587	5811	6843
12	Car Park Attendants need s and m figs and check adjustments with A	517177	27431	4256	0	23335	27431
13	Hall Porters need s and m figs	624487	0	0	208162	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	7590	1185	21725	6445	7590
15	Pest Control	10605	337	53	1991	287	337
16	General Maintenance (Estate)	125359	4141	646	11854	3517	4141
17	Electrical Repairs (Common Parts) (N1041111)	100710	4696		6704	2612	5009
18	Electrical Repairs (Exterior) (N1061111)	1034	0	108	140	0	96
19	General Repairs (Common Parts) (N1041113)	151523	4469	403	14387	9486	7331
20	General Repairs (Exterior) (N1061113)	812228	32534	6248	99274	30264	19440
22	House Officer	295371	10857	1695	31077	9220	10857
	Sub-total of apportioned services	5323452	214168	22129	591996	158110	176558
21	S & M Technical	193777	10140	1789	19726	7272	8115
23	Estate-Wide proportion of Supervision & Management costs	417619	16802	1736	46442	12404	13851
24	Directly attributed Supervision & Management costs	30840	1995	120	1755	960	1125
25	Redecorations	863449	45533		228396		
25	Redecorations consoles	19800					
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	5654	11	4818	6067	3205
27	Water supply works	91774	3685	997	6746	2421	2115
28	Concrete works	61026	0	7025	0	0	2727
29	Emergency lighting	20348	0	0	6881	0	0
30	Heating Control System	183585	6992	1091	20014	5938	6992
31	Replacement of BMS system	101823	3878	605	11101	3293	3878
	Digital TV	0					
	Services total	7464422	308847	35504	937875	196464	218566
	Heating	1842740	65288	15576	164412	59183	73427
		9307163	374135	51080	1102286	255647	291994

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MOR HOUSE	3-16 WALLSID HOUSE	The Postern
1	Electricity (Common Parts and Lifts)	420639	34278	28632	23855	781	431
2	Lift Maintenance	333710	24213	28713	35379	0	0
3	Resident Housekeepers (Additional Pension)	266	28	12	16	4	2
4	Resident Engineers	380760	39875	16735	22363	5191	2862
5	Furniture & Fittings	28527	6745	0	0	0	0
6	Window Cleaning	151983	15380	9592	7649	0	348
7	Cleaning Materials including refuse sacks	28874	1366	2224	2743	0	86
8	Cleaning Equipment	8221	460	587	723	0	23
9	Estate Cleaners	943189	44406	72309	89171	0	2784
10	Additional Refuse Collection/cleaning	15703	1844	0	0	0	0
11	Garden Maintenance	173368	19497	8182	10934	2538	1399
12	Car Park Attendants need s and m figs and check adjustments with A	517177	0	32805	43841	10184	5614
13	Hall Porters need s and m figs	624487	208162	0	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	21624	9075	12127	2815	1552
15	Pest Control	10605	1211	403	539	125	69
16	General Maintenance (Estate)	125359	11799	4952	6617	1503	847
17	Electrical Repairs (Common Parts) (N1041111)	100710	7149	6033	9510	282	2221
18	Electrical Repairs (Exterior) (N1061111)	1034	335	70	0	0	0
19	General Repairs (Common Parts) (N1041113)	151523	18116	8950	9114	0	740
20	General Repairs (Exterior) (N1061113)	812228	57894	32687	51436	0	9516
22	House Officer	295371	30933	12982	17348	4027	2220
	Sub-total of apportioned services	5323452	545317	274944	343365	27450	30712
21	S & M Technical	193777	14391	11600	10776	81	2306
23	Estate-Wide proportion of Supervision & Management costs	417619	42780	21569	26937	2153	2409
24	Directly attributed Supervision & Management costs	30840	1740	1710	2490	0	135
25	Redecorations	863449	213196	134236			
25	Redecorations consoles	19800	19800				
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	11305	13488	11506	27	458
27	Water supply works	91774	5396	2221	8276	0	3051
28	Concrete works	61026	0	1084	2927	0	5766
29	Emergency lighting	20348	6586	0	0	0	0
30	Heating Control System	183585	19922	8361	11173	2594	1430
31	Replacement of BMS system	101823	11049	4637	6197	1439	793
	Digital TV	0					
	Services total	7464422	891481	473850	423647	33744	47059
	Heating	1842740	164110	98263	172788	29202	16087
		9307163	1055591	572113	596435	62946	63146

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	2 Wallside	1 Wallside	WILLOUGHBY HOUSE
1	Electricity (Common Parts and Lifts)	420639	124	69	35338
2	Lift Maintenance	333710	0	0	18009
3	Resident Housekeepers (Additional Pension)	266	1	0	18
4	Resident Engineers	380760	821	456	25621
5	Furniture & Fittings	28527	0	0	0
6	Window Cleaning	151983	0	378	7766
7	Cleaning Materials including refuse sacks	28874	0	12	2520
8	Cleaning Equipment	8221	0	3	664
9	Estate Cleaners	943189	0	384	81910
10	Additional Refuse Collection/cleaning	15703	0	0	0
11	Garden Maintenance	173368	401	223	12527
12	Car Park Attendants need s and m figs and check adjustments with A	517177	1606	895	50290
13	Hall Porters need s and m figs	624487	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	445	247	13894
15	Pest Control	10605	20	11	618
16	General Maintenance (Estate)	125359	239	135	7581
17	Electrical Repairs (Common Parts) (N1041111)	100710			5244
18	Electrical Repairs (Exterior) (N1061111)	1034	0	0	75
19	General Repairs (Common Parts) (N1041113)	151523	0	0	4876
20	General Repairs (Exterior) (N1061113)	812228	350	1604	25437
22	House Officer	295371	637	354	19875
	Sub-total of apportioned services	5323452	4643	4771	312264
21	S & M Technical	193777	13	750	9106
23	Estate-Wide proportion of Supervision & Management costs	417619	364	374	24497
24	Directly attributed Supervision & Management costs	30840	15	0	2220
25	Redecorations	863449			
25	Redecorations consoles	19800			
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	4	2	14293
27	Water supply works	91774	0	1336	1600
28	Concrete works	61026	1654	919	1084
29	Emergency lighting	20348	0	0	0
30	Heating Control System	183585	0	228	12800
31	Replacement of BMS system	101823	0	126	7100
	Digital TV	0			
	Services total	7464422	6693	8507	384965
	Heating	1842740	0	0	120701
		9307163	6693	8507	505666



CROSS REF. KEY	ITEM	MAIN BASIS OF ATTRIBUTION (A)	ACTUAL 2015/16	ACTUAL 2016/17	Variance Last Year %	ESTIMATE 2016/17	ESTIMATE 2017/18
1	Electricity (Common Parts and Lifts)	Actual	397,160	420,639	5.91%	424,538	649,435
2	Lift Maintenance	Actual	318,424	333,710	4.80%	333,285	331,096
3	Resident Housekeepers (Additional Pension)	E. wide lease %	266	266	(0.03%)	0	0
4	Resident Engineers	E. wide lease %	332,659	380,760	14.46%	363,455	372,255
5	Furniture & Fittings	Actual	0	28,527		24,000	24,000
6	Window Cleaning	Contract base	167,370	151,983	(9.19%)	147,879	146,589
7	Cleaning Materials including refuse sacks	No. cleaners	25,473	28,874	13.35%	29,592	31,000
8	Cleaning Equipment	No. cleaners	7,152	8,221	14.95%	22,688	25,000
9	Estate Cleaners	No. cleaners	849,674	943,189	11.01%	865,065	26,007
10	Additional Refuse Collection	No. cleaners	17,265	15,703	(9.05%)	17,265	897,133
11	Garden Maintenance	E. wide lease %	117,907	173,368	47.04%	123,001	124,000
12	Car Park Attendants	Terrace lease %	494,455	517,177	4.60%	497,047	519,280
13	Hall Porters	wers one third each plus individual costs	603,066	624,487	3.55%	620,340	639,880
14	Garchey Maintenance	E. wide lease %	222,008	199,720	(10.04%)	222,815	230,000
15	Pest Control	. wide lease % + individual block costs	10,154	10,605	4.44%	19,999	21,000
16	General Maintenance (Estate)	. wide lease % and no of repairs orders	97,071	125,359	29.14%	1,194,700	1,227,000
17	Electrical Repairs (Common Parts)	Actual	65,910	100,710	52.80%	included in above	included in ab
18	Electrical Repairs (Exterior)	Actual	2,577	1,034	(59.87%)	included in above	included in ab
19	General Repairs (Common Parts)	Actual	110,098	151,523	37.63%	included in above	included in ab
20	General Repairs (Exterior)	Actual	848,152	812,228	(4.24%)	included in above	included in ab
22	House Officer	E. wide lease %	309,310	295,371	(4.51%)	218,496	307,000
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,996,150	5,323,452	6.55%	5,124,165	5,570,675
21	S&M technical	No of repairs orders	189,199	193,777	2.42%	145,000	187,000
23	Estate-Wide Supervision & Management costs	Ratio	376,560	417,619	10.90%	400,000	400,000
24	Directly attributed Supervision & Management costs	Actual time	0	30,840			
25	Redecorations	Actual	495,747	863,449		1,174,237	584,364
25	Redecoration of lift consoles	Actual	0	19,800		22,275	0.0
26	Safety/Security ( included in general repairs on schedule)	Actual/E. wide lease %	167,801	156,930	(6.48%)	inc in repairs	inc in repairs
27	Water Supply Works( included in general repairs on schedule)	Actual/E. wide lease %	89,725	91,774	2.28%	inc in repairs	inc in repairs
28	Concrete works	Actual	172,622	61,026		0	345,518
29	Emergency Lighting	Actual	21,283	20,348		20,000	0
30	Heating Control System	Actual		183,585		0	
31	Replacement of BMS system	Actual		101,823		0	
32	Digital TV network	Actual	27,776	0		0	
	Total Services		1,540,713	2,140,971		1,761,512	1,516,882
33	Heating - Electricity	Actual	1,413,934	1,826,342	29.17%	1,803,062	1,890,319
33	Heating - Gas	Actual	13,608.00	16,398.48	20.51%	14,016	
	Total Services & Heating		7,964,405	9,307,163		8,702,755	8,977,876

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	420639	30243	163
2	Lift Maintenance	Actual	333710	41329	223
3	Resident Housekeepers (Additional Pension)	E. wide lease %	266	19	0
4	Resident Engineers	E. wide lease %	380760	27176	147
5	Furniture & Fittings	Actual	28527	0	0
6	Window Cleaning	Contract base	151983	7098	38
7	Cleaning Materials including refuse sacks	No of cleaners	28874	3260	18
8	Cleaning Equipment	No of cleaners	8221	860	5
9	Estate Cleaners	No. cleaners	943189	105974	572
10	Additional Refuse Collection	No. cleaners	15703	0	0
11	Garden Maintenance	E. wide lease %	173368	13287	72
12	Car Park Attendants	Terrace lease %	517177	53295	288
13	Hall Porters	Towers one third each plus individual costs	624487	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	199720	14639	79
15	Pest Control	E. wide lease % plus individual block costs	10605	655	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	125359	8041	43
17	Electrical Repairs (Common Parts) (N1041111)	Actual	100710	6598	36
18	Electrical Repairs (Exterior) (N1061111)	Actual	1034	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	151523	10266	55
20	General Repairs (Exterior) (N1061113)	Actual	812228	67692	366
22	House Officer	E. wide lease %	295371	21081	114
	Sub-total of apportioned services		5323452	411512	2222
21	S&M technical	No of repairs orders	193777	13518	73
23	Estate-Wide Supervision & Management costs	Ratio	417619	32283	174
24	Directly attributed Supervision & Management costs	Actual time	30840	2880	16
25	Redecorations	Actual	863449	400	2
25	Redecoration of lift consoles	Actual	19800	0	0
26	Safety/Security ( included in general repairs on schedule)	Actual/E. wide lease %	156930	14982	81
27	Water Supply Works( included in general repairs on schedule)	Actual/E. wide lease %	91774	14493	78
28	Concrete works	Actual	61026	1084	6
29	Emergency Lighting	Actual	20348	0	0
30	Heating Control System	Actual	183585	13577	73
31	Replacement of BMS system	Actual	101823	7530	41
32	Digital TV network	Actual	0	0	0
	Total Services		2140971	512260	2766
33	Heating - Electricity	Actual	1826342	159197	860
33	Heating - Gas	Actual	16398	0	0
	Total Services & Heating		9307163	671457	3626