



propertyserve
management

Service Charge Report for: Queensbridge House

Queensbridge House, Wastford

S/C Period: 01/01/15 - 31/12/15

Prepared For: Commercial Estates Group




Service Charge Budget Pack

Alpha Tower

S/C Period

01/04/2016 - 31/03/2017

						
Cost code	Cost Category	Last budget	New Budget	Schedule 1	Schedule 2	Schedule 2B
				Office	Whole Site	Utilities
MANAGEMENT						
A1	Management Fees	£ 50,000.00	£ 50,000.00		£ 50,000.00	
A2	Service Charge Review Fees					
A3	Staff Costs					
A4	Receptionists/Concierge	£ 37,230.00	£ 42,000.00		£ 42,000.00	
A5	Site Accommodation (rent/rates)					
A6	Office Costs/Stationary	£ 7,500.00	£ 8,500.00		£ 8,500.00	
A7	H&S Risk Assessment	£ 1,350.00	£ 3,690.00		£ 3,690.00	
A8	Asbestos Assessment	£ 500.00	£ 2,000.00		£ 2,000.00	
A9	DDA Assessment	£ -	£ 1,500.00		£ 1,500.00	
A10	Fire Risk Assessment	£ 1,550.00	£ 2,000.00		£ 2,000.00	
A11	Water Risk Assessment	£ 1,500.00	£ 1,500.00		£ 1,500.00	
A12	Facilities Management Fee	£ 50,000.00	£ 50,000.00		£ 50,000.00	
A13	Arena Central Service Charge	£ 40,000.00	£ 40,000.00		£ 40,000.00	
A20	Helpdesk Fee	£ -	£ 1,250.00		£ 1,250.00	
UTILITIES						
B1	Electricity	£ 134,300.00		£ -		£ 143,701.00
B2	Electricity Consultancy					
B3	Gas	£ 50,000.00		£ -		£ 53,500.00
B4	Surface water Drainage	£ 12,000.00		£ -		£ 12,840.00

B5	Water Supply and Drainage				
SOFT SERVICES					
C1	Security Officers	£ 122,400.00	£ 108,000.00	£ 108,000.00	
C2	Security Systems	£ 16,800.00	£ 16,800.00	£ 16,800.00	
C3	Internal Cleaning	£ 42,500.00	£ 53,000.00	£ 53,000.00	
C4	External Cleaning				
C5	Window Cleaning	£ 18,000.00	£ 15,000.00	£ 15,000.00	
C6	Hygiene Services/Toiletries	£ 15,250.00	£ 20,000.00	£ 20,000.00	
C7	Carpets/Mat Hire				
C8	Waste Management	£ 9,600.00	£ 9,500.00	£ 9,500.00	
C9	Pest Control	£ 1,000.00	£ 1,000.00	£ 1,000.00	
C10	Internal Floral Displays	£ -	£ 1,300.00	£ 1,300.00	
C11	External Landscaping			£ -	
C12	Seasonal Decorations	£ 500.00	£ 500.00	£ 500.00	
C13	Snow Clearance/Gritting				
HARD SERVICES					
D1	M&E Maintenance Contract	£ 127,500.00	£ 133,500.00	£ 133,500.00	
D2	M&E Repairs	£ 30,000.00	£ 30,000.00	£ 30,000.00	
D3	M&E Inspections & Consultancy		£ 2,880.00	£ 2,880.00	
D4	Fire & Life Safety Systems Maintenance			£ -	
D5	Fire & Life Safety Systems Repairs		£ 4,000.00	£ 4,000.00	
D6	Fire & Life Safety Systems Inspection/Consultancy		£ 2,000.00	£ 2,000.00	
D7	Lift Maintenance Contract	£ 27,000.00	£ 27,000.00	£ 27,000.00	

D8	Lift Repairs		£ 2,500.00	£ 2,500.00		
D9	Lift Inspections and Consultancy	£ 4,800.00	£ 4,000.00	£ 4,000.00		
D10	Suspended Access Maintenance	£ 8,000.00	£ 4,000.00	£ 4,000.00		
D11	Suspended Access Repairs					
D12						
D13	Internal Repairs & Maint	£ 30,000.00	£ 30,000.00	£ 30,000.00		
D14	External Repairs & Maint	£ 20,000.00	£ 25,000.00	£ 25,000.00		
D15	Redecorations					
INSURANCE						
F1	Engineering Insurance (no vat)					
F2	Engineering Insurance (vat)	£ 6,000.00	£ 6,000.00	£ 6,000.00		
F3	Engineering Inspections					
F4	Insurance Claims					
EXCEPTIONAL EXPENDITURE (Major Works)						
P1	Project Costs	£ 15,000.00				
P2	Refurbishments					
P3	Plant Replacements					
P4	Major Repairs	£ 87,000.00	£60,000	£60,000		
P5	Consultants Fees					
P6	Legal Fees					
Forward Funding						
G1	Sinking Fund (collect this year)	£ 5,000.00	£ 7,500.00	£ 7,500.00		

	Credit sinking fund collected previous year					
S/C Total						
TOTAL S/C COST						
	£ 972,280.00	£ 765,920.00	£ 563,480.00	£ 202,440.00	£ 210,041.00	
Property Sq. ft. size:	196105	This budget p.s.f.	£ 4.96	Office Oscar comparison		
		Last Year p.s.f.	£ 4.96			

S/C Period: 01/04/2016 - 31/03/2017

Site Name: Alpha Tower

	Minus Utility's		
	£ 765,920.00		
	£6.72		



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S/C references to cost codes in accordance with RICS

This service charge budget uses the cost codes and guidance notes as outlined in RICS code of practice for 'Service charges in commercial property'. This code of practice came into force on the 1st April 2011 and subsequently updated by the 2nd edition GN24/2011 effective from the 1st October 2011.

We have benchmarked our data with that provided in 'Office OSCAR 2009' published annually by 'Jones Lang LaSalle' and is now widely accepted as a benchmark of service charges for multi-let premises in the UK.

All figures provided are given exclusive of 'Value Added Tax' in line with RICS recommendations for accurate comparisons to benchmarks provided in 'Office Oscar 2012'

Management

A1 The new RICS code suggests that the total price for management fees will be a fixed fee and no longer linked to a percentage of expenditure

(subject to indexing in line with the market economy RPI)

A2 Service charge review fees - This covers the cost of Audit of the service charge account for the year end.

A3 Direct employment or contract costs for provision of staff for management of onsite facilities

A5 Site Management resources - Rent/ rates relating to Site accommodation

A6 Office costs Telephone /stationary etc. - Costs of equipping and running site management office

A7-A11 This covers the annual Health & Safety risk assessment report, Fire risk assessment, reviews of water and asbestos required as a statutory

duty under the 'Health and Safety at Work act 1974'

Utilities

B1and B3-B5 Covers Electricity, Gas and Water charges for Landlord supplies only (excludes occupier direct consumption)

B2 Consultancy and procurement fees for negotiating electricity, gas and water supply contracts and auditing of energy consumption

Soft Services

C1 Covers Security on Reception between the hours of 7:00am to 7:00pm Mon-Friday

C2 Covers the servicing and maintenance of the CCTV, Access control systems and 2 car park barriers

C3 Covers internal cleaning to the common areas only

C4 Cleaning of external common part and retained areas

C5 Covers window cleaning of all external windows (outside only)

C6 Covers All toilet consumables plus any rental charges for air fresheners sanitary bins and the like

C8 Covers refuse disposal for common areas and building occupiers

C9 Covers the pest control of rats and mice only

C10 Providing and maintaining floral displays within the common part areas

C11 Provision and maintenance of external landscaped areas and special features

C12 Provision and maintenance of seasonal decorations to common part areas

C13 Costs incurred in snow clearance and supply of snow clearing equipment and gritting services (gritting will automatically be carried out whenever the ground temperatures are forecast to be zero or below)

Hard Services

D1 Planned maintenance to the owners M&E services, including contractors H&S compliance

D2 Repair works to the owners M&E services

D3 Auditing quality of maintenance works, condition of M&E plant and H&S compliance

D4 Planned maintenance works to the owners fire protection, emergency lighting and other specialist life safety systems, including contractors H&S compliance

D5 Repair works to the owners fire protection, emergency lighting and other specialist life safety systems

D6 Covers two 6 monthly Fire Evacuation Drills by an external body and covers inspections of all life safety systems (access ladders fall arrest systems etc.)

D8 Planned maintenance works to the lifts in the common parts and retained areas, including contractors H& S compliance

D9 Auditing quality of maintenance works, condition of lift plant and H&S compliance

D10 Planned maintenance works to the owners suspended access equipment, including contractors H&S compliance

D11 Repair works to the owners suspended access equipment

D13 Repair and maintenance of internal building fabric, common parts and retained areas

D14 Repair and maintenance of external building fabric, structure, external common parts and retained areas

D15 Redecoration and decorative repairs

Insurance

F2 Landlords engineering insurances (lifts, pressure vessels etc.)

Exceptional Expenditure


P2-P3 This is explained in Major works and is basically made up of a combination of forward planned works (from Forward Funding) and other works required

G1 Covers Forward funding for future planned works deemed necessary for replacing fabric and plant due to wear and tear

Sinking Fund

G1 - A sinking fund (also known as a replacement fund) allows the owner to build up a fund to pay for repair and replacement of major items of plant and equipment

Site Name - Alpha Tower

				
Description of works	2015	2016		
Window repairs	£10,000			
Roof repairs	£14,000			
Fire door repairs	£8,000			
Replacement of window cleaning cradle	£55,000			
Repairs to valves		£15,000		
Backup power auto-switch over		£10,000		
Lift communications - F lift		£20,000		
Fixed wiring test & remedial works		£15,000		

S/C Period: S/C Period: 01/04/2016 - 31/03/2017

Site Address - Alpha Tower

TOTAL:	£87,000	£60,000		
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Heading de	CY Budget	Revised	NY Budget	LY Actual	Use	VAT Code	Expenditur
Service charge income					Tenant Inco	3	
Schedule 1					Apportion	-	
A1-Management Fees			0		Expenditure	3	BK1406
A2-Service charge review fees			£ -		Expenditure	3	BK1406
A3-Staff costs			£ -		Expenditure	3	BK1406
A4-Receptionists/Concierge			£ -		Expenditure	3	BK1406
A5-Site Accom. (Rent/Rates)			£ -		Expenditure	3	BK1406
A6-Office (phone/ stationary)			0		Expenditure	3	BK1406
A7-H&S Risk Assessment			£ -		Expenditure	3	BK1406
A8-Asbestos Assessment			£ -		Expenditure	3	BK1406
A9-DDA Assessment			£ -		Expenditure	3	BK1406
A10-Fire Assessment			£ -		Expenditure	3	BK1406
A11-Site Management Resources					Expenditure	3	BK1406
A12-Water Risk Assessment			£ -		Expenditure	3	BK1406
B1-Electrici	126,000		£ -		Expenditure	3	BK1406
B2-Electrici	2,500		£ -		Expenditure	3	BK1406
B3-Gas	80,400		£ -		Expenditure	3	BK1406
B7-Surface	12,000				Expenditure	3	BK1406
B5-Water charges			£ -		Expenditure	3	BK1406
B6-Water consultancy					Expenditure	3	BK1406
C1-Security	120,000		£ 108,000.00		Expenditure	3	BK1406
C2-Security	16,800		£ 16,800.00		Expenditure	3	BK1406
C3-Internal	45,000		£ 53,000.00		Expenditure	3	BK1406
C4-External cleaning			£ -		Expenditure	3	BK1406
C5-Window	18,000		£ 15,000.00		Expenditure	3	BK1406
C6-Hygiene	12,000		£ 20,000.00		Expenditure	3	BK1406
C8-Waste M	9,600		£ 9,500.00		Expenditure	3	BK1406
C9-Pest cor	1,000		£ 1,000.00		Expenditure	3	BK1406
C10-Intern	4,000		£ 1,300.00		Expenditure	3	BK1406
C11-External landscaping			£ -		Expenditure	3	BK1406
C12-Season	450		£ 500.00		Expenditure	3	BK1406
C13-Snow Clearance / Gritting			£ -		Expenditure	3	BK1406
D1-M&E M	125,000		£ 133,500.00		Expenditure	3	BK1406
D2-M&E re	30,000		£ 30,000.00		Expenditure	3	BK1406
D3-M&E Inspections & consult.					Expenditure	3	BK1406
D4-Fire & Life SS (maint)					Expenditure	3	BK1406
D6-Fire & Life SS (inspect)					Expenditure	3	BK1406
D7-Lift mai	24,000		£ 27,000.00		Expenditure	3	BK7302
D8-Lift repairs			£ 2,500.00		Expenditure	3	BK1406
D9-Lift insp	4,800		£ 4,000.00		Expenditure	3	BK1406
D10-Susper	8,000		£ 4,000.00		Expenditure	3	BK1406
D13-Intern	30,000		£ 30,000.00		Expenditure	3	BK1406
D14-External repairs & maint.			£ 25,000.00		Expenditure	3	BK1406
E1-Bank Interest					Expenditure	-	BK1406

E2-Bank charges			Expenditure	-	BK1406
F1-Engineering Ins (no vat)			Expenditure	3	BK1406
F2-Engineering Ins (vat)		£ 6,000.00	Expenditure	3	BK1406
P1-Project costs		£ -	Expenditure	3	BK1406
P4-Major re	30,000	£ 60,000.00	Expenditure	3	BK1406
P8-PPM			Expenditure	3	BK1406
Estate Owners Service Charge			Expenditure	3	BK1406
Schedule 2			Apportion	-	
A1-Management	100,000	£ 50,000.00	Expenditure	3	BK1406
A4-Reception	36,500	£ 42,000.00	Expenditure	3	BK1406
A6-Office (p	8,500	£ 8,500.00	Expenditure	3	BK1406
A7-H&S Ris	1,800	£ 3,690.00	Expenditure	3	BK1406
A8-Asbestos	2,000	£ 2,000.00	Expenditure	3	BK1406
A9-DDA Ass	2,500	£ 1,500.00	Expenditure	3	BK1406
A10-Fire As	5,000	£ 2,000.00	Expenditure	3	BK1406
A11-Site M	38,000	£ 50,000.00	Expenditure	3	BK1406
A12-Water	3,500	£ 1,500.00	Expenditure	3	BK1406
B3-Gas			Expenditure	3	BK1406
C8-Waste Management			Expenditure	3	BK1406
C11-External landscaping			Expenditure	3	BK1406
D2-M&E repairs			Expenditure	3	BK1406
D14-Extern	10,000		Expenditure	3	BK1406
F2-Enginee	6,000		Expenditure	3	BK1406
P1-Project costs			Expenditure	3	BK1406
Schedule 3			Apportion	-	
A1-Management Fees			Expenditure	3	BK1406
A2-Service charge review fees			Expenditure	3	BK1406
A7-H&S Risk Assessment			Expenditure	3	BK1406
A10-Fire Assessment			Expenditure	3	BK1406
B1-Electricity			Expenditure	3	BK1406
B3-Gas			Expenditure	3	BK1406
B5-Water charges			Expenditure	3	BK1406
C2-Security systems			Expenditure	3	BK1406
C3-Internal cleaning			Expenditure	3	BK1406
C5-Window cleaning			Expenditure	3	BK1406
C6-Hygiene services/toiletries			Expenditure	3	BK1406
C8-Waste Management			Expenditure	3	BK1406
C11-External landscaping			Expenditure	3	BK1406
D1-M&E Maintenance contract			Expenditure	3	BK1406
D2-M&E repairs			Expenditure	3	BK1406
D4-Fire & Life SS (maint)			Expenditure	3	BK1406
D5-Fire & Life SS (reps)			Expenditure	3	BK1406
D10-Suspended access (maint)			Expenditure	3	BK1406
D13-Internal repairs & maint.			Expenditure	3	BK1406
D14-External repairs & maint.			Expenditure	3	BK1406

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