



Ben Jonson House Actual Service Charges 2022/23

Included in this document are:

- The schedule of service costs for Ben Jonson House prepared from the City of London Corporation's final accounts for the year 1 April 2022 – 31 March 2023.
- The schedule shows the actual service costs for Ben Jonson House for 2021/22 and 2022/23 and the percentage variance between the two years. Also shown are the estimated 'on-account' service costs for 2022/23.
- A pie chart showing each head of charge as a proportion of the 2022/23 service charge actuals
- An explanation of all variances of more than 3% of costs for Routine Recurrent Items in 2021/22 in comparison with the actual expenditure for 2022/23.
- An explanation for Non-Recurrent Items (Major Works) that were carried out during 2022/23.
- An appendix giving a brief description of what is included in each of the items on the schedule.

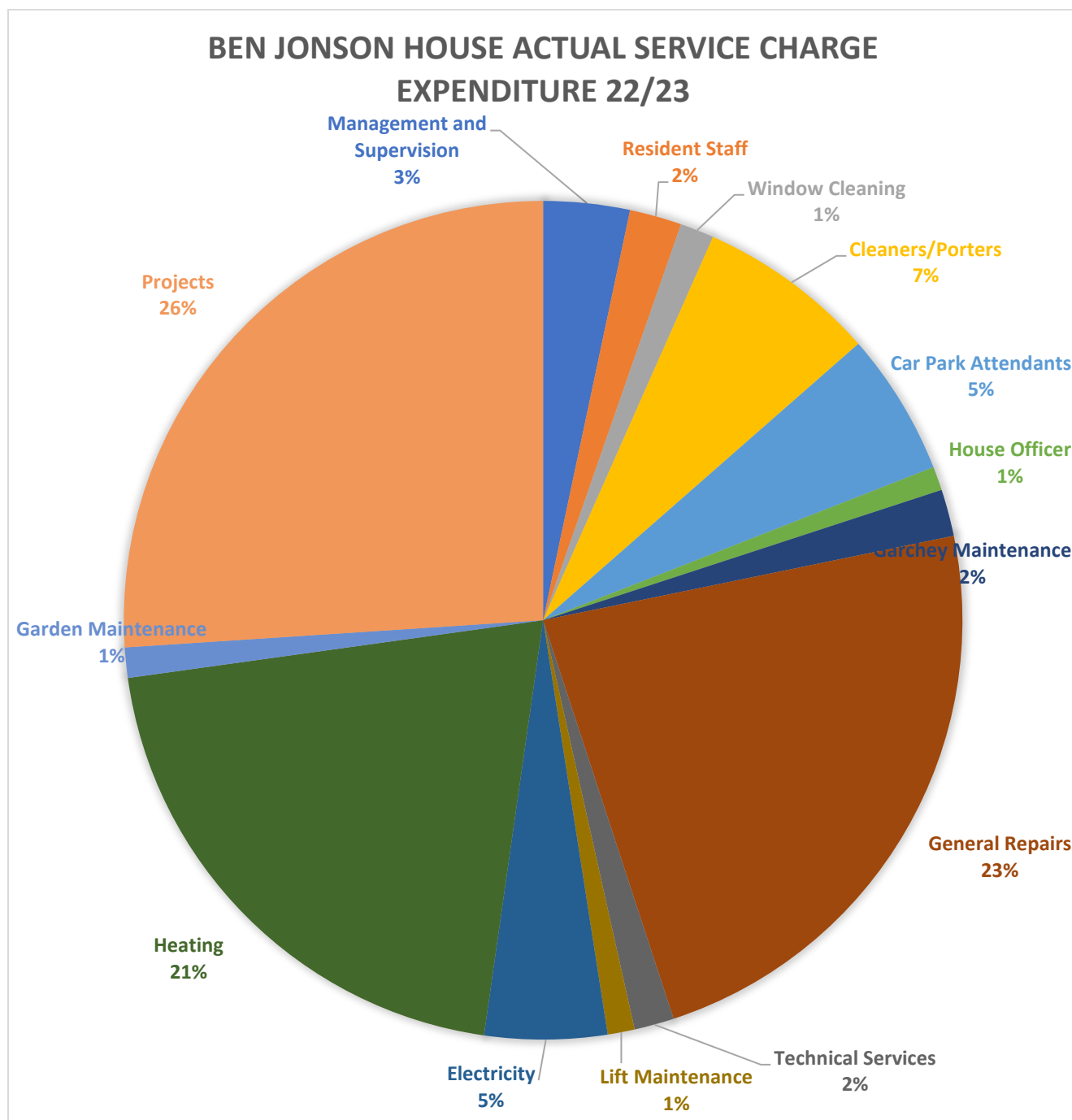
The charges have been grouped to reflect the five service level agreements, customer care, estate management, property management, open spaces and major works.

For some of the items, blocks are charged a proportion of the estate wide costs. Unless otherwise stated, the proportion for Ben Jonson House is 9.02%. This is the estate wide percentage in your lease.

Actual Service Costs 2022/23 Ben Jonson 204 FLATS (9.02% of Estate Costs)	Actual 2021/22	Actual 2022/23	Actual % Difference	Estimate 2022/23	Estimate 2023/24
	£	£		£	£
Customer Care					
Costs of Management and Supervision - Ben Jonson & Proportion of Estate Costs	58823	53044	-9.82%	65717	70985
Estate Management					
Resident Staff - Estate%	29119	31997	9.88%	35474	36455
Furniture & Fittings - Ben Jonson House Cost	0	0		0	0
Window Cleaning- Ben Jonson House Contract cost	20273	20780	2.50%	20780	23897
Cleaners/Porters - No of Cleaners for Ben Jonson House	109023	110049	0.94%	111794	116675
Car Park Attendants- Terrace Block %	82428	87788	6.50%	84663	84767
House Officer - Estate%	13587	14597	7.43%	13069	16468
Sub Total	254430	265210	4.24%	265780	278262
Property Management					
Garchey Maintenance - Estate%	24929	28719	15.20%	25797	31227
General Repairs - Ben Jonson House Cost & Estate%	402766	369616	-8.23%	224066	360594
Technical Services - Ben Jonson House & no of repairs orders	24111	24406	1.22%	20173	20173
Lift Maintenance - Ben Jonson House	16297	16597	1.84%	16618	16814
Electricity (Common Parts and Lifts) - Ben Jonson House	44830	75185	67.71%	50000	100252
Heating - Ben Jonson House	257540	327438	27.14%	250000	496690
Sub Total	770473	841963	9.28%	586654	1025750
Open Spaces					
Garden Maintenance - Estate %	16789	18598	10.77%	15162	19387
Total Annually Recurring Items	1100515	1178815	7.11%	933313	1394385
Non-Annually Recurring Items - Major Works					
Asbestos Works - Ben Jonson House cost	22580	4726		0	0
Electrical Testing - Ben Jonson House cost	3980	0		0	0
Concrete Works - Ben Jonson House cost	-226	0		0	0
Water Tank Repairs/Replacement - Ben Jonson House cost	21525	0		0	0
Asset Management/Stock Condition Survey - Ben Jonson House cost	900	6382		6669	0
Water Supply Works - Ben Jonson House cost	7546	5550		0	0
External Redecorations - Ben Jonson House cost	0	277566		379898	0
Redecorations 2020 - 2025 Programme - Ben Jonson House cost	6810	0		0	0
Replacement Window & Door Frames - Ben Jonson House cost	134258	120672		0	67100
Total Non-Annually Recurring Items	197373	414897		386567	67100
TOTAL	1297888	1593712.06		1319880	1461485

The proportions of the total actual cost above, attributable to your flat, are as stated in your lease.

The chart below shows the breakdown of the 2022/23 service charge actual expenditure.



Customer Care

Management and Supervision

The allocation of Supervision and Management recharge between the service charge account and other service areas is mainly based on timesheet information and reflects the time being spent on service charge issues. This year more time has been allocated to House Officer duties. There has also been a reduction in overhead costs.

The apportionment of the Supervision and Management costs reflects the cost of the routine recurrent items (excluding heating and Technical Services) for your block as compared to the estate as a whole.

Estate Management

Resident Staff

The increase in the charge is mainly due to an increase in time spent on resident engineering duties in comparison with the previous year. There was also an increase in residential costs.

Car Park Attendants

The increase is due to an increase in salary and overtime costs.

House Officers

House Officers spend their time on general management duties and House Officer duties. More time was spent on House Officer duties in comparison with the previous year.

Property Management

Garchey Maintenance

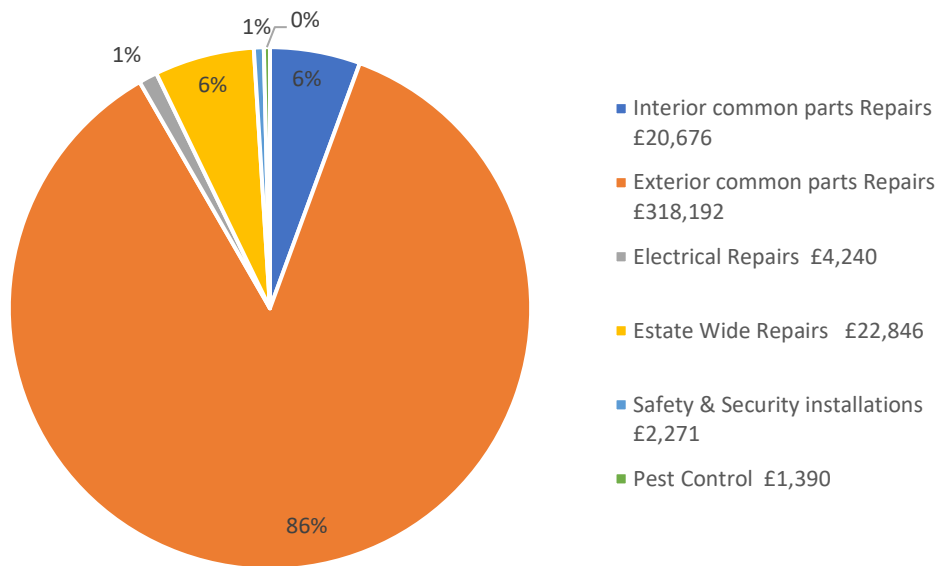
The increase mainly due to an increase in repairs expenditure in comparison with 2021/22 and an increase in electricity costs. The majority of orders raised this year were for unblocking and maintaining the garchey pits. Garchey repairs expenditure in 2021/22 was lower than the previous year.

General Repairs

This year we are trialling a new approach to provide you with more financial information in regard to how the repairs cost is made up.

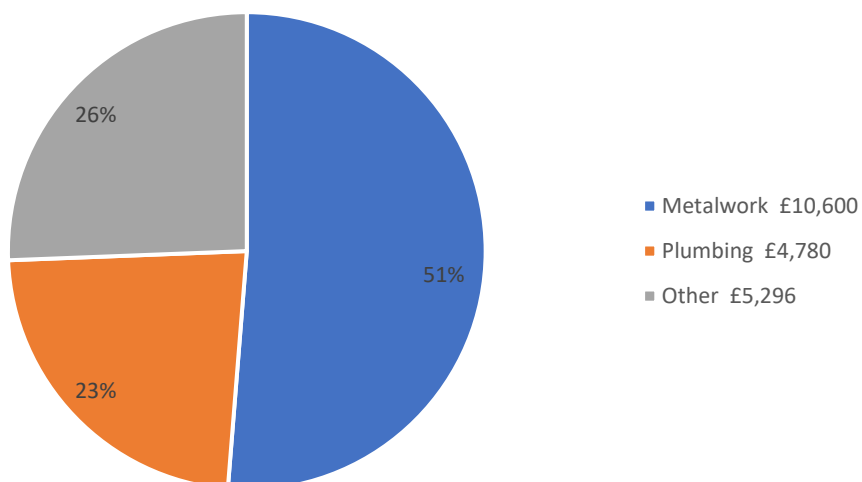
The chart below provides a breakdown of the total repairs' expenditure for Ben Jonson House in 22/23. The total repairs expenditure for Ben Jonson House is £369,616.

Ben Jonson House - Actual Repairs & Maintenance Expenditure 22/23

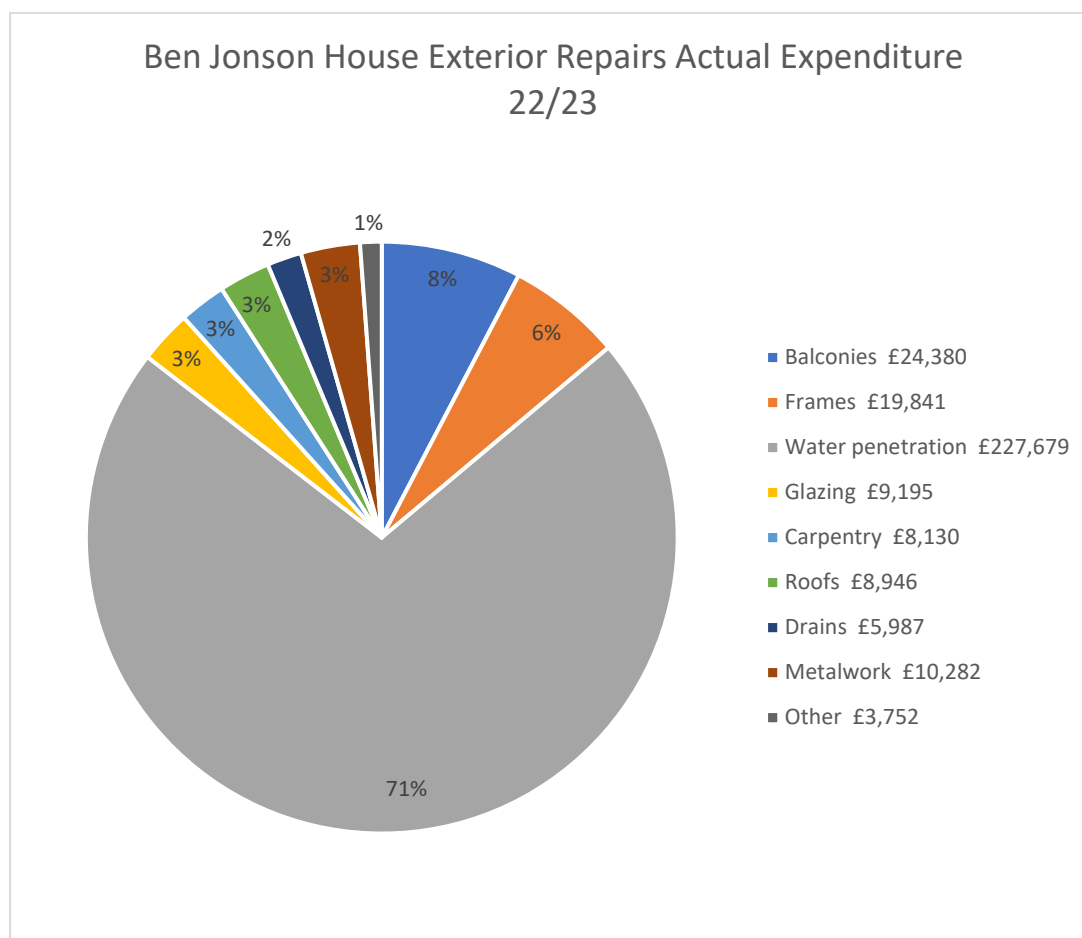


The chart below provides a breakdown of the common parts repairs expenditure for Ben Jonson House in 2022/23. The total common parts repairs expenditure for Ben Jonson House is £20,676.

Ben Jonson House Common Parts Actual Repairs Expenditure 22/23



The chart below provides a breakdown of the exterior repairs expenditure for Ben Jonson House in 22/23. The total exterior repairs expenditure for Ben Jonson House is £318,192.



The majority of the exterior repairs expenditure is due to water penetration. £144,883 was spent on repairing the waterproofing to balconies and £20,476 was spent on renewing the waterproofing of to barrel vault roofs. Other repairs following water penetration include investigative works following orders raised and repairs to window frames and doors and renewal of waterproof sealants.

Electricity (Common Parts and Lifts)

This is the cost of the electricity serving the common areas of the block. Unit rates increased considerably from October 2022. From April to September the rates were approximately 17.6p/kwh day rate and 14.2 p/kwh night rate. From October 22 to March 23 the average rates were 36.5p/kwh day and 29.6p/kwh night. These rates include the government rebate. As a result of entering into the solar farm Power Purchase Agreement the City has given an additional rebate of £4,558 for this electricity supply.

Heating

There have been concerns regarding the billing of the underfloor heating. The indicative actual cost for 2022/23 is £327,438. However, due to concerns regarding data collection for invoicing a full audit of invoicing is taking place. The estimated charge for heating was £250,000 and this will not be revised until the audit has been completed. The indicative costs has been used in the actual service charge pie chart.

Unit rates for heating have increased. The unit rates for April 22 was approximately 14.8p/kwh day rate and 14.2p/kwh night rate. From October 22 to March 23 the average the average rate rates were 33.5p/kwh day and 29.4p/kwh night. These rates include the government rebate.

As a result of entering into the solar farm Power Purchase Agreement the City has given an additional rebate of £39,307 for the underfloor heating. This is included in the indicative actual cost.

Open Spaces

Garden Maintenance

Garden play areas were resurfaced this year at a cost of £28,643. Expenditure on general garden maintenance has in the last two years following request made to the Resident's Consultation Committee and Barbican Residential Committee, whereby additional resources have been employed for the garden.

Non -Annually Recurring Items – Major Works

Asbestos Works

This expenditure is in respect of asbestos inspections within the block as well as removal of asbestos in common parts. Asbestos remediation and air monitoring was also carried out in the subways.

Asset Management

This includes the cost of the Savill's estate wide survey of the condition of all blocks which was completed during the financial year and the cost of the Window Frame Survey that was carried out.

Water Supply Works

This expenditure is in respect of the water monitoring contract. An additional £799 was spent on cleaning and disinfecting the cold-water storage tanks 1, 3, 6, 8, 21, 22 and 31. An annual inspection was also carried out to the main isolations and protection points in the service tunnels across the Estate.

External Redecorations

Redecoration to the exterior of the block was carried out this year. Please refer to your Section 20 letter dated 4 May 2022 from Jason Hayes.

Replacement Window & Door Frames

Works to replace the window and door frames, and glazing to the upper level windows was carried out at three properties this year, as they were in poor condition and causing water ingress to the properties below. These were identified throughout the year and were not apparent when the estimate was prepared for 22/23.

Appendix 1 – Description of Items Included in Schedule

Customer Care

Management and Supervision

This is the charge for managing the various services provided. It covers the costs of the staff who are not charged directly to a particular service charge item, office accommodation and associated costs and costs charged by other Corporation departments. The main services provided by these departments that are charged to residents are accounting, information technology and legal work. It does not cover the cost of managing major projects as these costs are charged directly to the project.

The apportionment of the estate wide costs reflects the cost of the routine recurrent items (excluding heating and Technical Services) to your block as compared to the estate as a whole.

Estate Management

Resident Staff

The resident staff are the four engineers who live on the estate. Their costs include a proportion of their salary, residential costs and uniforms. These costs are charged using the estatewide percentages. The resident engineers' salary costs are divided between general duties, lifts, and projects. A proportion of their costs are recharged to Housing in respect of Housing projects and lifts. This recharge can vary considerably from year to year. These costs are allocated with regard to time spent on the Barbican and time spent on projects.

Furniture and Fittings

Included under this heading is carpeting of common parts where applicable.

Window Cleaning

This is the cost of the window cleaning contract for your block.

Cleaners/Porters

This is the salary and uniform costs of the cleaning staff and Cleaning Manager and is based on the cleaners' time assigned to your block. Also included is a proportion of the cost of cleaning materials, equipment and refuse sacks. You do not pay for the cleaning of the Podium as it is designated City Walkway, nor do you pay for the cleaning of the car park areas as this is charged to the Car Park Account.

Car Park Attendants

Terrace blocks contribute to the salary and uniform costs of the car park attendants and the Car Park Manager's salary and office costs in respect of the concierge duties performed by the attendants for residents. The proportion charged to each of the terrace blocks is set out in the lease, for Ben Jonson House it is 4.401%. The tower blocks do not contribute to these costs as they pay for their own lobby porters who carry out these duties.

House Officer

The House Officers are employed to monitor the Service Level Agreements and to act as the resident's "champions". The estimated cost of the House Officers has been charged on an estate wide basis. Their costs include a proportion of the Supervision and Management on-costs described above.

Property Management

Garchey Maintenance

This is comprised of your block's proportion of the salary and uniform costs of the garchey staff, repairs and maintenance to the garchey system, electricity and insurance costs for the garchey substations.

General Repairs

This is the cost of the day-to-day repairs to the structure and exterior of the building and to the internal common parts. Also included is a proportion of the cost of repairs to the estatewide areas such as subways under the estate that carry services to all blocks. You do not pay for repairs to the car park or stores areas. Most of the general maintenance expenditure is demand led and can vary considerably from year to year.

Technical Services

The Technical Services Section is responsible for the supervision of all repairs and maintenance on the estate. The charge is based on the proportion of staff time and associated costs chargeable to the Service Charge Account. The apportionment between blocks is based on the number of orders issued to each block. The charge does not cover the cost of managing major projects as these costs are charged directly to the projects.

Lift Maintenance

This is comprised of the cost of the lift maintenance contract for your block, any repairs/call outs not covered by the contract, lift insurance and a proportion (based on the number of lifts in the block) of the lift and resident engineers' costs.

Electricity (Common Parts and Lifts)

This is the cost of the supply of electricity to your block for lighting, panel heaters in common parts (where used) and the lifts.

Heating

This is the cost of the electricity to provide the background underfloor heating in your flats.

Open Spaces

Garden Maintenance

This is a proportion of the cost of carrying out the maintenance to the gardens to which the residents have exclusive access. The actual cost has been reduced by 15% to reflect the visual benefit the gardens give to the general public visiting the area. The gardens and planted areas to which the public have access, such as the north podium are not charged to residents as these areas are designated City Walkway.

The charge includes the garden maintenance contract, and a proportion of the Open Spaces Department's staff costs.