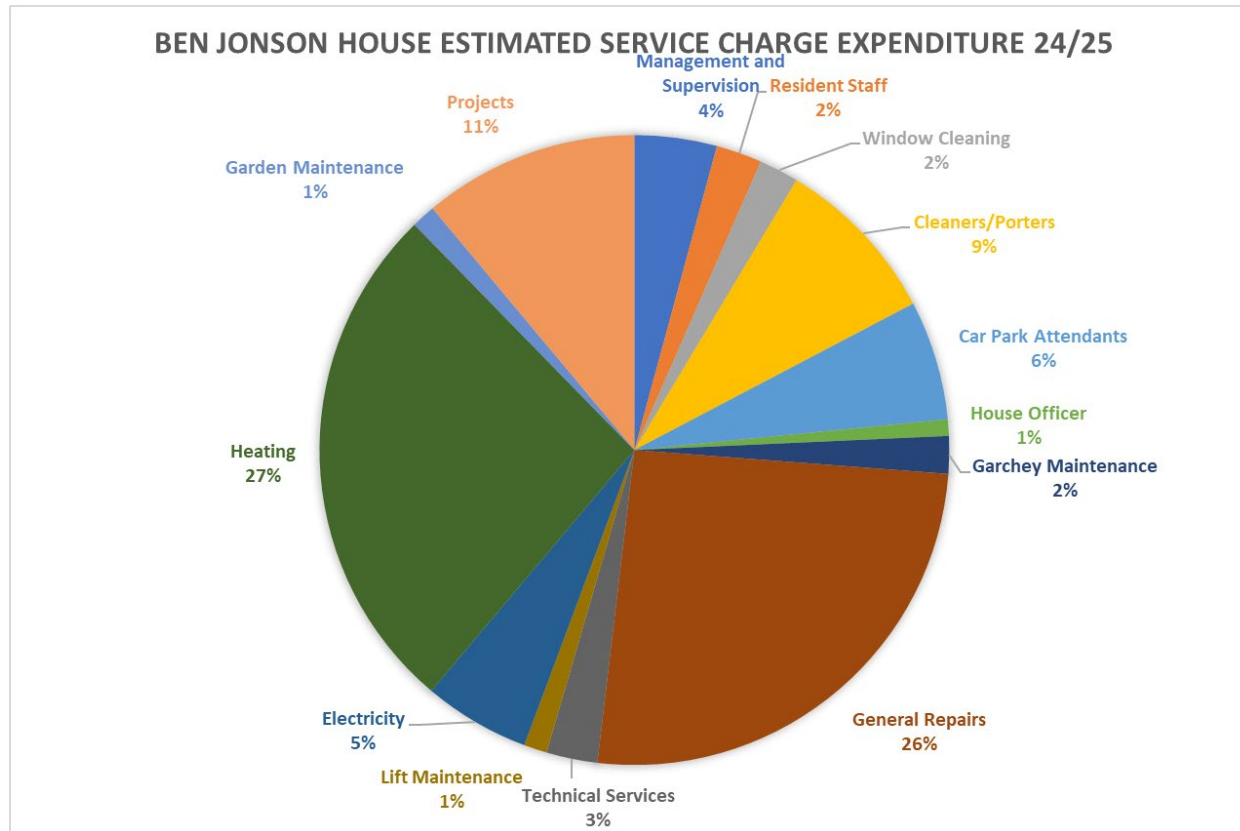




Ben Jonson House

Estimated Service Charges 2024/25

The chart below shows the breakdown of the 2024/25 service charge estimated expenditure.



Electricity costs

The unit costs for electricity have decreased since the 2023/24 estimate was prepared.

For the background underfloor heating the day rate is currently about 21.0p per kilowatt hour and the night rate 20.2 per kilowatt hour. The unit cost for the common parts electricity is currently about 25.4p per kilowatt hour day rate and 22.6p per kilowatt hour night rate. However, standing charges have remained high.

Window Cleaning

The window cleaning contract is currently being tendered. The current costs have been uplifted by 4% in the estimate.

Technical Services

The charge for Technical Services has increased following the Estate restructure and there will be four additional Officers that are specifically employed for the Barbican Residential Estate. This includes Head of Property Services, Contract Manager, Asset Programme Manager (Major Works) and Asset Monitoring Officer Manager (Major Works).

Staff costs

The salary increase has been budgeted at 3%. Last year's (2023/24) salary increase was higher than budgeted.

Repairs and Maintenance Costs

The rates charged by the Repairs and Maintenance Contractor are uplifted each year in line with the Building Cost Information Service (BCIS) Index. A number of contracts are due to be procured this year.

Projects

Internal Redecorations

This is the total cost for Internal Redecorations to the block. Please refer to your Section 20 letter dated 18 February 2020 from Jason Hayes.

Description of Items Included in the Service Charge Schedule

The charges have been grouped to reflect the five service level agreements, customer care, estate management, property management, open spaces and major works. **Residents can access further information on the service level agreement at : [About SLAs - City of London](#)**

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

A five-year forecast of major works showing the works currently programmed over the next five years and works which are under consideration but for which no timetable has been determined is also included.

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 e.g. reception, management staff, revenues team and directorate office, accommodation, utilities, supplies and services, and costs charged by other Corporation departments e.g., finance, legal and IT. 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 allocation of the estate wide costs reflects the cost of the routine recurrent items (excluding heating and Technical Services staff costs) to your block as compared to the estate as a whole.

Estate Management

Resident Staff

The resident staff are the four engineers (Property Service Officers) who live on the estate. Their costs include a proportion of their salary, residential costs and uniforms. These costs are charged using the estate wide percentages. The resident engineers' salary costs are divided between general duties e.g. maintenance inspections and emergency callouts, lifts, and projects. A proportion of their costs are recharged to non-service charge areas e.g. car parks. This recharge can vary considerably from year to year. These costs are allocated based on the time spent on the Barbican and time spent on other areas.

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 office accommodation and costs charged by other Corporation departments described above.

Property Management

Garchey Maintenance

This is comprised of your block's proportion of the salary and uniform costs of the three staff who are responsible for the repairs and maintenance to the system, plus the 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 estate wide 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, reactive/reactive, and can vary considerably from year to year.

Technical Services (Property Services Team)

There will now be four dedicated Officers that are specifically employed for the Barbican Residential Estate. This includes Head of Property Services, Contract Manager, Asset Programme Manager (Major Works) and Asset Monitoring Officer Manager (Major Works).

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 (office accommodation and other departments) 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' (Property Service Officers) 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 Open Spaces Department's staff costs.

Five Year Forecast of Major Works 2024/25 to 2028/29
Ben Jonson House

The table below shows the works forecast for the next five years.

Project	2024/25	2025/26	2026/27	2027/28	2028/29	Not Programmed
Internal Redecorations	£166,881					
Replacement / Repair of Frames						
Electrical Testing						
Emergency Lighting						
Asbestos Removal / Testing						
Balcony & Waterproofing Works						
Door Entry System						
Building Management System						
Hot & Cold Water Systems						
Heating System						
Lifts						
Lighting						
Communal Electrical Services						
Mechanical Ventilation						
Roofs						
Balconies & Railings						
Flooring						
Garchey						
Estimated total for year	£166,881					

Internal Redecorations - This is the cost of Internal Redecorations to the block. Please refer to your Section 20 letter dated 18 February 2020 from Jason Hayes.

Replacement/Repair of Frames - Procurement of the window frame replacement contract is in place. Where necessary, temporary repairs will be carried out at a landlord expense. However, it may be necessary to replace the window and frame before the contract is in place but any frames and windows identified for replacement in the current year, will be notified to you.

Electrical Testing - This is the testing of the electrical services to the common parts of the block. It is expected that works to replace electrical services will be required during the year. More information will be provided in due course.

Emergency Lighting - Works to electrical services will be required during the year. More information will be provided in due course.

Asbestos Removal / Testing - A provision has been made in the Estimate for surveys and some works. However, further works may be necessary following the outcome of the surveys.

Balcony & Waterproofing Works - The City are seeking to enter into a contract for these works because of the volume of specialist repairs needed for waterproofing various roofs and balconies currently being channelled through a general repairs contract without warranties or requiring quoted works. Please refer to your Section 20 letter dated 26 April 2024 from Dan Sanders.

The following works have been identified in the Savill's 30 year survey as likely projects to be undertaken in the next 5 years. However, the programme of works and block estimates are still to be agreed.

Door Entry System - Entry panel and handsets are due to be replaced.

Building Management System - Works to the system that controls the electrical and mechanical services in the block is due to commence

Hot & Cold Water Systems - Works to the thermal pipe insulation, water tanks, valves and pipeworks are due to be carried out

Heating System - Fuesboards are due to be replaced.

Lifts - Refurbishment to the lifts is due to be carried out.

Lighting - Works to the lighting system is due to be carried out

Communal Electrical Services - Works to the communal electric system are due to be carried

out Mechanical Ventilation - Works to the vetillation system are due to be carried out

Roofs - Flat roof coverings are due to be replaced.

Balconies & Railings - Balcony fire escape screens are due to be replaced.

Flooring - Carpet tiles are due to be replaced in communal areas.

Garchey - Works to the garchey system are due to be carried out