

Customer Guide to Charges

Your guide to charges shown in
the Annual Charging Schedule



2020/21

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This guide explains the charges shown on the Annual Charging Schedule and provides useful information concerning the budget process and the apportionment and allocation of costs.

For more information about occupying our properties, please refer to the Occupier Handbook which can be found here: <https://www.property.nhs.uk/about-us/policies/occupier-handbook/>

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1 Glossary

The following key terms are referenced in the Annual Charging Schedule. Definitions are provided for your information.

Annual Charging Schedule

A budget document which provides a detailed breakdown of the estimated charges for a specific property for the full financial year. This includes rent, business rates, service charges and facilities management charges. This document is used to determine the charges you are billed throughout the year.



Common areas

An area which is used by or is available to all occupants of the building. It often includes reception area, car parks, external grounds, toilets, stairwells and lifts etc.

Facilities Co-ordinator

NHS Property Services (NHSPS) colleagues who manage the facilities management (FM) services delivered to the property that you occupy and any FM services that are delivered directly to the space that you occupy.

If you have any queries regarding the services delivered to the property or your exclusive area, you should contact the Facilities Co-ordinator.

Facilities management (FM) charges

The estimated costs relating to the management and delivery of services to a customer within their exclusive space, distinct from shared areas.

Market rent

Market rent is the level of rent for a property, determined by an independent professional valuer or the Valuation Office Agency, applying market recognised valuation standards and approach. It is based on a comparison with similar properties in the same area, market conditions, and takes into account the current condition of the specific property assuming a full repairing and insuring (FRI) lease, whereby repairs are assumed to be carried out and paid for by the occupant. Service charges for shared areas, and facilities management charges for areas exclusively used by the occupant are calculated and charged separately.

Market rent is applied to all NHSPS freehold and long leasehold properties, as required by the Treasury and the Department of Health and Social Care. For properties that NHSPS leases, including PFI buildings, the rent charged to customers will be a pro rata pass-through of the rent NHSPS pays, or market rent if the rent payable by NHSPS is at a peppercorn, or similar low level, below market level.

Market rent provides a clear picture of the true cost of occupation, comparable to commercially leased healthcare premises. This information, and ability to make direct comparisons supports better decisions across the NHS about optimising space, cost efficiency and strategic planning.

Net internal area (NIA)

This is the total area you exclusively occupy within the building and is measured in line with industry standards. This area is used to calculate your proportion of service charge.

Net rentable area (NRA)

This is the total area you occupy, plus a proportion of the shared areas within the building. This area is used to calculate your rent and is measured in line with industry standard.

**Planned Preventative Maintenance (PPM)**

This refers to work that has been identified as required to be carried out regularly to maintain the condition of the premises, equipment or to ensure compliance with legislation and regulation. NHSPS conducts surveys of its buildings to identify these requirements (including works required and at what frequency).

Senior Property Manager

NHSPS colleagues who manage your occupation of the property. If you have any queries regarding rent, responsibilities or obligations under your occupancy agreement, or if you wish to increase or reduce the space you occupy, you should contact the Senior Property Manager.

Service charge

The estimated costs relating to the common areas and shared areas of a single property/site.

Service charge/financial year

The service charge/financial year at NHSPS is 1st April to 31st March.

Shared areas

Areas of the building used by all, or more than one occupier. This usually includes corridor areas, shared kitchens, patient toilets etc.

Superior Landlord service charge

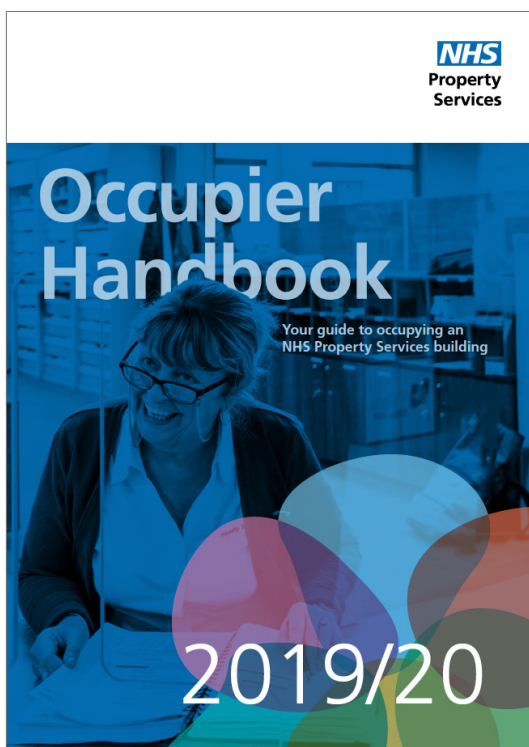
You may occupy a property that is not owned by NHSPS, instead NHSPS may hold a lease for the property. In addition to NHSPS paying a rent for the property to the superior landlord, there may also be other costs incurred such as service charge and insurance. In such circumstances NHSPS will pass these costs down to you as occupier of the property. NHSPS will apportion the costs based on the space you occupy.

True-up/year-end reconciliation

The costs outlined in the Annual Charging Schedule are forecasts for the year ahead. At the end of the year, NHSPS will reconcile the costs billed to a customer throughout the year with the actual cost of facilities or services provided to a property and either bill the customer for the difference or add a credit note to the customer's account. This process is known as true-up or year-end reconciliation, an industry standard practice that enables the calculation of any balancing charges required and provides cost transparency.

Your square meterage of the building

Shown on the Annual Charging Schedule, this figure is known as the "net rentable area" (see net rentable area definition).



Read our **Occupier Handbook**, a helpful guide for organisations occupying NHS Property Services buildings.

It includes useful information such as how to contact us, occupancy agreements and health and safety responsibilities.



2 Occupancy Charges

Within this section:

- Notes on the 2020/21 Annual Charging Schedule
- Our approach to charging

NHSPS, in conjunction with NHS England and the Department of Health and Social Care, published a refreshed Charging Policy in 2017/18.

The Charging Policy provides clarity to NHSPS' occupiers on the charges payable for occupation of properties. The policy is primarily of relevance for occupiers without a formal occupation agreement in place, but also includes content that applies to all occupiers.

The policy clarifies our core charging principles and outlines charges payable for occupation of NHSPS properties. This includes regular charges (such as rent and service charges), invoicing, VAT, capital expenditure recovery and dilapidations.

Where a customer has a documented occupation and/or facilities management (FM) Service Level Agreement, the provisions of those documents override any contradictory provision of the Charging Policy.



Read more and download a copy:

<https://www.property.nhs.uk/about-us/policies/charging-policy/>



Summary of your charges



Your charges are split into three categories:

- Rent and rates
- Facilities management charges
- Service charges and additional sums

Rent and rates charges

Your rent charges include the rent you pay for your occupation of the property, business rates charged on the property, a management fee on rent and rates¹ as per the Charging Policy referenced above, and any leasehold improvement fee.

A leasehold improvement fee represents the recovery of capital expenditure invested by NHSPS for a new build or a discreet addition to or improvement of its own leasehold premises at the request of a commissioner or an occupier.

The charge only applies if you occupy a leasehold NHSPS property and will only be applicable if the property has been subject to capital improvement works. Examples of capital improvement works include installation of a new lift or extension of a GP practice. The calculation is subjective to the amount of capital invested and the term of lease that remained at the time the works were carried out. Leasehold improvement charges may also be levied in respect of capital expenditure invested by a former Primary Care Trust (PCT).



¹ GPs will not be charged a management fee on rent or rates



Notes on the 2020/21 Annual Charging Schedule



Management fees

To provide greater cost transparency, management fees for rent and rates will be shown as separate line items on your Annual Charging Schedule.

As a reminder, a 5% management fee for rent and rates will continue to be applied to cover administrative costs. This is in accordance with the Charging Policy agreed with the Department of Health and Social Care and NHS England/Improvement. GPs will not be charged a management fee on either rent or rates.

Get in touch

If you believe any changes need to be made to your ACS, please contact our Customer Support Centre as soon as possible to let us know by calling 0800 085 3015 or emailing customer.service@property.nhs.uk.

If no changes are requested via the Customer Support Centre within 30 days, it will be assumed that your ACS is correct and payment for 2020/21 bills will be expected within our standard payment terms.

Sole occupiers and service charges

If you are the sole occupier of a property and do not share any common areas with other organisations, you may still see a service charge listed on your bill in addition to a facilities management charge. This is because some areas of a building might traditionally be considered a common area in terms of service provision.

For example, toilets may be considered a common area whether in a property shared by multiple organisations or in a sole occupied property. Cleaning services provided to toilets may therefore be included under a service charge even when toilets in the property are not shared with any other organisations. This does not affect the amount that you will be required to pay.



Difference between service charges and facilities management charges

Two significant component parts of the Annual Charging Schedule are the service charges and the facilities management charges, so it is important that you understand the difference between them.



Service charges and additional sums

These are costs for services delivered by NHSPS to a property. The costs generally relate to maintaining and keeping the property in a good state of repair and compliant with various legislation and regulations. Service charges relate to the common areas and shared areas of the building and services that you would expect to be provided such as a reception area, toilets, lifts, stairwells etc.

Additional sums include utilities, insurance and superior landlord service charges.

Facilities management charge

These are costs for services delivered by NHSPS to the exclusive area that you occupy within a property. There may be costs within this section that relate to services you receive as part of your business requirement such as clinical waste management, medical gases, linen and laundry service etc.

Costs under the same headings can appear as both service charges and facilities management charges on your Annual Charging Schedule. For example, internal cleaning may be delivered to both the common areas and shared areas, as well as the exclusive area you occupy within a property.



Methodology of calculating costs

We calculate the costs of your service charges by dividing the Net Internal Area that you occupy by the total exclusively occupied/lettable Net Internal Area of the building to arrive at a percentage occupation.

For example:

Total exclusively occupied/lettable Net Internal Area (NIA) of the property:

1,500 square metres

Occupier's Net Internal Area (NIA):

250 square metres

Percentage of occupation:

$250 / 1,500 \times 100 = 16.67\%$

This means that the occupier will be charged for 16.67% of the total service charges for the property and the remainder will be apportioned to the other occupiers of the property.

Facilities management charges are calculated based on direct usage of services. Where there is more than one occupier in the building receiving the same service, the charge will be calculated based on your percentage of occupation, using the same methodology outlined above.

There are scenarios where occupiers may receive a service or several services which other occupiers do not. An example of this may be clinical supplies or clinical waste services.

In this scenario the scheduling method is used to determine the apportionment of costs. There will be separate schedules in which a set of occupiers or a single occupier will be charged for the services relevant to them. There will also be a main schedule which shows the FM services that all occupiers receive and are charged for.

The tables below provide an example where separate schedules are used.

Three of the four occupiers of the premises require Clinical Supplies and Clinical Waste services. Occupier D does not require the services, so they are not charged for the costs of these services, as shown in Schedule B. The services in Schedule B are apportioned to Occupier A, B and C. The costs are based on their percentage of occupation calculated using the same methodology detailed above but excluding Occupier D's net rentable area from the total area.

Schedule A: Whole site/building

| Occupier Name | Area (square metres) | % of total area |
|---------------|----------------------|-----------------|
| Occupier A | 50.00 | 25% |
| Occupier B | 50.00 | 25% |
| Occupier C | 50.00 | 25% |
| Occupier D | 50.00 | 25% |
| Totals | 200.00 | 100% |

Schedule B: Clinical supplies and Clinical Waste

| Occupier Name | Area (square metres) | % of total area |
|---------------|----------------------|-----------------|
| Occupier A | 50.00 | 33.33% |
| Occupier B | 50.00 | 33.33% |
| Occupier C | 50.00 | 33.33% |
| Occupier D | N/A | N/A |
| Totals | 150.00 | 100% |

Please note that where there is vacant space within the building that you occupy (vacant areas are determined by NHSPS), the costs associated with this space will not be apportioned across the occupiers but instead will be allocated to the vacant space.



3 True-up/ year-end reconciliation

Annual Charging Schedule and true-up/ year-end reconciliation

The Annual Charging Schedule is a budget that provides an estimate of costs that are to be incurred for the financial year it relates to. If you remain in the same area for the entire year, the charges specified on the Annual Charging Schedule relating to your rent will not change, unless there is a rent review provision within your occupancy agreement, or for undocumented occupation within leasehold properties, where there is a rent review provision contained within NHSPS' head lease or you make changes to your occupancy.

The service charges and facilities management charges represent the cost of many services that can fluctuate throughout the year dependent on usage. However, unless there is a significant change to the property or the services being delivered, the service charges and facilities management charges billed to you in advance on a quarterly basis should not change during the year. Any changes to services provided and fluctuations of any costs of services during the financial year, will be captured and reviewed in the true-up/year-end reconciliation following the end of the financial year.

During the true-up/year-end reconciliation process, NHSPS will compare the estimated costs outlined in the Annual Charging Schedule against the actual costs incurred of the facilities or services provided at your property.



True-up/year-end reconciliation

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As well as reviewing the costs, there are a few other key areas that are reviewed as part of the true-up/year-end reconciliation process:

1. The length of time you occupied the property during the year

This is to ensure you are not charged for any period you were not occupying the property.

2. The space you occupied within the year

This is to ensure costs are fairly and correctly apportioned to all occupiers. The area you occupy/occupied can be found in your occupancy agreement. If you do not yet have an occupancy agreement in place, your Annual Charging Schedule will detail the area you occupy and are being charged for. For a copy of the floor plan, please contact your Senior Property Manager.

3. Services that you receive directly

This is to ensure we have correctly allocated costs relating to services that are delivered directly to the space you occupy.

At the end of the true-up process, you will receive a statement to confirm that the process has been completed and that costs have been analysed and reconciled.

This will include details of any further charges you have to pay or any credit notes that will be added to your account.



Getting clarity on your occupancy

NHS England / Improvement have advised that all NHS Property Services customers need to have occupancy agreements in place. By establishing formal agreements, we can ensure you only occupy and pay for the space and services you need. Please speak to your Property Manager or contact customer.service@property.nhs.uk if you would like more information on occupancy agreements.

We also ask you to help us keep your property information up to date by letting us know of any planned changes to your occupancy. Occupiers with a formal occupancy agreement must refer to the terms of their agreement when considering any occupancy changes, and occupiers without a formal agreement in place must inform us of any planned changes, at least three months in advance, by completing an Occupancy Change Notice: www.property.nhs.uk/occupancy-change-notice, ensuring you also inform your Clinical Commissioning Group.



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Services

Within the Annual Charging Schedule, your service charges and facilities management charges are split into a number of different service categories. There are some services which may appear in both service charge and facilities management charge, such as cleaning, as this service is delivered to both common and shared areas, as well as directly to you and the area you occupy.

Please refer to your FM Service Level Agreement (FMSLA) for detailed service descriptions. Your FMSLA can be obtained through your FM Co-ordinator. Note that non-FM services currently being provided are considered as out of scope for FM delivery. Your FM Co-ordinator will be approaching you during 2020/21 to arrange hand back of these services.

| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|-----------------|---------------------|---|--|---|
| Catering | Catering Equipment | The maintenance or the purchase of kitchen equipment such as ovens, cookers, refrigerators or any other food preparation related equipment. | FM | This is a service delivered specifically for you and is not linked to the building. |
| | Catering Services | The staff cost of preparing and delivering meals to bedded facilities, retail catering outlets and supplying other items for the benefit of staff/ patients. | FM | This is a service delivered specifically for you and is not linked to the building. |
| | Food Purchases | The provision of food which may include catering for patient meals at bedded facilities, retail catering outlets, the supply of patient snack items and any other items for the benefit of staff/ patients. | FM | This is a service delivered specifically for you and is not linked to the building. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|--------------------------|---------------------------------------|--|--|---|
| Cleaning | External Cleaning – Planned | This may include services such as litter picking and washing of external areas. However, these services may form part of Grounds and Garden Maintenance service and therefore, there may be small, or no costs allocated to this service line. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | External Cleaning – Reactive | This may include services such as removal of graffiti and additional or emergency cleaning of external areas. However, these services may form part of Grounds and Garden Maintenance service and therefore, there may be small, or no costs allocated to this service line. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Internal Cleaning – Planned | A safe, efficient and effective planned cleaning service that delivers and maintains cleanliness in line with the National Specifications for Cleanliness in the NHS guidance. This includes the provision of all cleaning service colleagues, materials, equipment and consumables that may be required to provide the service. | Both | Cleaning undertaken to common areas and shared areas will be allocated to the service charge (SC). Cleaning delivered to the area you occupy will be allocated to facilities management (FM). |
| | Internal Cleaning – Reactive | A reactive cleaning service to respond to situations that occur outside of the planned cleaning regimes. Each situation is responded to in accordance with its severity and likely impact on your business continuity. | Both | Cleaning undertaken to common areas and shared areas will be allocated to the service charge (SC). Cleaning delivered to the area you occupy will be allocated to facilities management (FM). |
| Clinical Supplies | Clinical Supplies | A legacy service which NHSPS may have continued to provide at some sites and will include the supply of consumable items used by clinical practitioners such as medical gloves and couch rolls. | FM | This is a service delivered specifically for you and is not linked to the building. |
| | Medical Gases (Piped, bottled) | Maintenance and regulatory compliance checks of medical gas equipment. | FM | This is a service delivered specifically for you and is not linked to the building. |
| Clinical Waste | Planned Contract Collections | Hygienic, safe and secure disposal of clinical waste on a regular basis. | FM | This is a service delivered specifically for you and is not linked to the building. |
| | Reactive Collections | There may be instances where additional unplanned clinical waste collections are required. | FM | This is a service delivered specifically for you and is not linked to the building. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|--------------------------------------|---|---|--|--|
| Equipment | Medical Equipment | A legacy service which NHSPS may have continued to provide at some sites and will include the servicing and maintenance of specialist equipment such as dental chairs, scanners/x-ray machines etc. | FM | This is a service delivered specifically for you and is not linked to the building. |
| | Office Equipment | Maintenance, repair and supply of items such as franking machines. | FM | This is a service delivered specifically for you and is not linked to the building. |
| External Building Maintenance | External Building Maintenance – Planned | External building maintenance includes the repair of the external walls of a building, roof structure and any other external structures at a site. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | External Building Maintenance – Reactive | Emergency or additional maintenance and repair of the external walls of a building, roof structure and any other external structures at a site. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Gritting and Snow Clearance – Planned | To ensure areas of NHSPS responsibility including entrances, foot paths and car parks remain safe in poor winter conditions. Gritting and snow clearance will be planned as much as feasibly possible with the assistance of weather forecast and historic information. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Gritting and Snow Clearance – Reactive | Additional gritting and snow clearing as required. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Inspections and Consultancy | Occasionally professional consultants are required to provide advice, audit or inspect the external building and its maintenance. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Female Hygiene | Feminine Hygiene | Planned and regular collection of sanitary bins throughout a building. | Both | Works undertaken to common areas and shared areas will be allocated to the service charge. Works undertaken to the space you occupy will be allocated in the facilities management charge. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|---------------------------------------|---|--|--|--|
| Grounds and Garden Maintenance | Planned Contract Maintenance | Regular litter picking, regular gardening services such as treatment of the grass, weeding, pruning/trimming of shrubs/trees. | SC | This is a service provided to the site and therefore all occupants will benefit from this service. |
| | Reactive Works | Emergency works or additional works which may be required such as tree surgery, removal of graffiti or extra litter picking required which may be required following an incident. | SC | This is a service provided to the site and therefore all occupants will benefit from this service. |
| Insurance | Building Insurance | NHSPS has a block policy insurance with NHS Resolutions. If the property is a freehold or a long-leasehold property, this insurance will cover Building Insurance, Engineering Insurance, Landlord's Contents Insurance and Loss of Rent Insurance. Please note if you occupy a leasehold property and the landlord provides insurance, this will be included within the Superior Landlord Service Charge heading. | SC | This is a service provided to the site and therefore all occupants will benefit from this service. |
| | Owner's Liability Insurance | NHSPS have a block policy with NHS Resolutions which is for third party liability. This is insurance for where the public may make claims such as slips and trips. | SC | This is a service provided to the site and therefore all occupants will benefit from this service. |
| | Landlord's Contents Insurance | Where the property you occupy is a leasehold property and the landlord provides an insurance policy, this will not include contents insurance for your items within the space you occupy, therefore, this cost is to insure contents provided by NHSPS. Occupiers are responsible for insuring their own contents. | SC | This is a service provided to the site and therefore all occupants will benefit from this service. |
| Internal Building Maintenance | Internal Building Maintenance – Planned | Repairs and planned maintenance to doors, decoration/repair of walls. This combines both internal and external building fabric/structure. Works are undertaken in accordance with a PPM schedule where a survey has been undertaken. | Both | Works undertaken to common areas and shared areas will be allocated to the service charge. Works undertaken to the space you occupy will be allocated to the facilities management charge. |
| | Internal Building Maintenance – Reactive | This is where internal or external building fabric/structure works are undertaken which maybe in response to a survey, an emergency or due to unforeseen circumstances. | Both | Works undertaken to common areas and shared areas will be allocated to the service charge. Works undertaken to the space you occupy will be allocated to the facilities management charge. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|--|---------------------------------------|---|--|--|
| Internal Building Maintenance (continued) | Inspections and Consultancy | Auditing and inspecting the works that have been undertaken and assessing the condition of the building following works. Occasionally works may require assistance of external consultants such as Building Surveyors, Structural engineers etc. | Both | Works undertaken to common areas and shared areas will be allocated to the service charge. Works undertaken to the space you occupy will be allocated to the facilities management charge. |
| Management Fees | Management Fee | <ul style="list-style-type: none"> A 10% management fee will be applied to services to cover NHSPS' costs in arranging and managing services. A 5% management fee will be applied to utilities, insurance, pass-through rent charges billed on leasehold properties, business rates (with exception of GPs) and Superior Landlord Service Charge. These fees are as per the Charging Policy 2017-18 (visit https://www.property.nhs.uk/about-us/policies/charging-policy/ for the a copy of the Charging Policy 2017-18.) <p>Please note that a 10% management fee is also applied to services included within the facilities management charge, however, in the 2019/20 Annual Charging Schedules, this 10% management fee is included within each service line rather than be shown as a separate service line as per the service charge management fee. It is anticipated that the management fee on facilities management charges may be shown as a separate line item in future true-up / reconciliations and Annual Charging Schedules to provide greater transparency.</p> | SC | Management fees will be applied to all services provided, however, this line will only appear once under service charges. |
| Mechanical and Electrical Services | Inspections and Consultancy | Planned and ad hoc auditing and inspecting of buildings and/or assets. Occasionally works may require the support or input of external consultants. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Life Safety Systems – Planned | Periodic maintenance and repair of items such as fire alarm, fire protection, emergency lighting and any other such equipment that relates to life safety within a building. However, if you do not see this line in your Annual Charging Schedule these services will be included in the Mechanical and Electrical Services – Planned. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Life Safety Systems - Reactive | Emergency call outs or additional maintenance which are costs outside of the contract due to their unforeseen nature, repair or replacement to life safety systems. However, if you do not see this line in your Annual Charging Schedule these services will be included in the Mechanical and Electrical Services – Reactive. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|---|--|---|--|--|
| Mechanical and Electrical Services (continued) | Lifts – Planned | Maintenance and repair of all lifts within a building. This will include Health & Safety compliance testing that is undertaken periodically. However, if you do not see this line in your Annual Charging Schedule these services will be included in the Mechanical and Electrical Services – Planned. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Lifts - Reactive | Emergency call outs and additional maintenance to lifts which are outside of the contract and are often due to unforeseen circumstances. However, if you do not see this line in your Annual Charging Schedule these services will be included in the Mechanical and Electrical Services – Reactive. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Mechanical and Electrical Services - Planned | Planned maintenance and repair, as well as replacement where necessary of heating, ventilating, air-conditioning, lifts and life safety systems. This will include undertaking necessary compliance and regulatory works. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Mechanical and Electrical Services - Reactive | Emergency call outs and additional maintenance to heating, ventilation, air condition, lifts and life safety systems, which are outside of the contract and are often due to unforeseen circumstances. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Pest Control | Planned Contract Services | Pest control visits will be planned throughout the year to ensure the risk of pests is kept to a minimum. This may include laying traps, treatment for pests or reviewing pigeon prevention such as netting/spikes. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Reactive Works | Pest control maybe required on a site where there is no historic problem and therefore no contract is in place, these costs will relate to work done on a reactive basis. Alternatively, additional or emergency pest control may be required to manage and eradicate pest problems at a site. | SC | This is a service provided to the site and therefore all occupants will benefit from this service. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|----------------------------------|---------------------------------|--|--|--|
| Security Services | Planned Security | Provision of manned security guarding, key holding and mobile security visits. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Reactive Security | Response to intruder alarms, call-outs, requirement for any additional security. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Security Systems | Planned Security | Planned inspection, testing and works to security systems at a building/site. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Reactive Security | Works may be required to the security systems following an emergency or an inspection, which are outside of the contract. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Site Management Resources | Facility Management | Costs for a dedicated Facilities Co-ordinator. A Facilities Co-ordinator may have one specific site or a number of sites in a local area and will provide the management of the services that are delivered to the site and the services that are delivered to you directly, within the FM charge. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Porterage and Caretaking | This service primarily relates to assisting and transporting patients and goods around a site or building. | Both | Works undertaken to common areas and shared areas will be allocated to the service charge. Works undertaken to the space you occupy will be allocated to the facilities management charge. |
| | Reception Services | Receptionists and administration staff who will manage the main reception in a property and carry out agreed relevant clerical duties. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|-----------------------|---|---|--|---|
| Site Resources | Car Park Management | Service provided to ensure the correct use of car parking spaces. This will be in the form of regular inspections and issuing of penalty charge notices. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Health & Safety Planned Contract Maintenance | Risk assessments, safe systems of work / method statements for testing and work to asbestos containing materials, fire safety, water safety, including legionella testing and other health and safety related works. The regularity at which these certificates/tests are undertaken will often be dictated by legislation or regulations. However, if you do not see this line in your Annual Charging Schedule these services will be included in the Mechanical and Electrical Services – Planned. | Both | Works relating to common and shared areas will be allocated to the service charge (SC). Works relating to the space you occupy will be allocated to facilities management (FM) charge. |
| | Health & Safety Reactive Works | Occasionally surveys/testing of asbestos, fire safety, water systems etc., can require works to be undertaken to remain compliant and ensure safety for all persons using the building. However, if you do not see this line in your Annual Charging Schedule these services will be included in the Mechanical and Electrical Services – Planned. | Both | Works relating to common and shared areas will be allocated to the service charge (SC). Works relating to the space you occupy will be allocated to facilities management (FM) charge. |
| | Linen and Laundry | The provision of a variety of linen items including disposable curtains, disposable bed linen and the laundering of items used e.g. bed linen at in-patient facilities. | FM | This is a service delivered specifically for you and the business you perform and is not linked to the building. |
| | Photocopiers | Cost of leasing photocopiers, which also includes the maintenance of the machine. This cost will also include the cost of each copy/print. | Both | If the photocopier is in common area or it is part of reception/ administration services, it will be part of the service charge (SC). If the photocopier is provided exclusively to you or certain occupiers only then the cost will be allocated to facilities management (FM) charge. |
| | Postage | Costs for franking of letters and packages, as well as courier services. It is possible that there are dedicated staff who carry out this service. | FM | This is a service delivered specifically for you and the business you perform and is not linked to the building. |
| | Telephony | Phone line rental costs. This may also include emergency phone lines used in areas such as lifts. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | TV and Radio Licence Fees | Where there are TV or radios which are playing in reception areas or waiting areas, these will require TV and radio licences. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|---|--|---|--|--|
| Site Resources (continued) | Vending Machines | Provision of the supply of vending machines and the consumables within the vending machines. | Both | If the vending machine is in common area or it is part of reception/administration services, it will be part of the service charge (SC). If the vending machine is provided exclusively to you or certain occupiers only then the cost will be allocated to facilities management (FM) charge. |
| | Water Coolers | Provision of bottled water-coolers and piped supply water coolers. Costs for maintenance and the cleaning of the water coolers. | Both | If the vending machine is in common area or it is part of reception/administration services, it will be part of the service charge (SC). If the vending machine is provided exclusively to you or certain occupiers only then the cost will be allocated to facilities management (FM) charge. |
| Superior Landlord Service Charge | Superior Landlord Service Charge | The property you occupy may be held by NHSPS under a lease, therefore, this will include services that are delivered by the landlord (this may be to common areas of a building or an estate/site) and any insurance policies that the landlord provides and recharges. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | PFI Superior Landlord Service Charge | The property you occupy may be held by NHSPS under a PFI. There will be a range of services that will be delivered across the site and building by the PFI provider. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Utilities | Electricity | This is a budgeted figure for electricity consumption at a property/site. There can be fluctuations in the cost of electricity at a property/site and these are mostly caused by the following: <ol style="list-style-type: none"> 1. Variable consumption (usage will change month-to-month, as the weather changes and how people use the site, i.e. leaving lights on, etc. 2. Corrected meter readings. 3. We procure electricity via a broker and from 1 April 2020, the supplier will be British Gas for both sites with automated (half-hourly) and non-automated meters. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Utilities Electricity Consultant/ Procurement Fee | In order to achieve the best price and receive the best contract terms for utilities, a broker may be used for the procurement or the review of the supply. While this is a separate cost, it delivers savings into the main utilities line that exceed the cost of the broker. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|------------------------------|---|--|--|--|
| Utilities (continued) | Gas | <p>This is a budgeted figure for gas consumption at a property/site. There can be fluctuations in the cost of gas at a property/site and these are mostly caused by the following:</p> <ol style="list-style-type: none"> 1. Variable consumption (usage will change month-to-month, as the weather changes and how people use the site, i.e. leaving heating on, etc. 2. Corrected meter readings. 3. Market fluctuation of utility prices nationally. <p>Corona are the gas supplier. A majority of NHSPS sites require meter readings to be taken.</p> | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Utilities Gas Consultant/ Procurement Fee | In order to achieve the best price and receive the best contract terms for utilities, a broker may be used for the procurement or the review of the supply. While this is a separate cost, it delivers savings into the main utilities line that exceed the cost of the broker. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Oil | The property you occupy could have a generator or use oil to heat the property. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Utilities Oil Consultant/ Procurement Fee | In order to achieve the best price and receive the best contract terms for utilities, a broker may be used for the procurement or the review of the supply. While this is a separate cost, it delivers savings into the main utilities line that exceed the cost of the broker. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Sewerage | Costs in relation to the use of a company's sewerage system for surface water and drainage. This is often included as part of water supply invoices. However, where it is separated out from the water invoices, it may be shown separately in this section. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Utilities Sewerage Consultant/ Procurement Fee | In order to achieve the best price and receive the best contract terms for utilities, a broker may be used for the procurement or the review of the supply. While this is a separate cost, it delivers savings into the main utilities line that exceeds the cost of the broker. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |



| Service heading | Service sub-heading | Description | Facilities management (FM)/Service charge (SC)/ Both | Justification for allocation |
|------------------------------|--|--|--|--|
| Utilities (continued) | Other | Renewable energy or alternative methods of providing energy such as bio fuels, heat networks, etc. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Utilities Other Consultant/ Procurement Fee | In order to achieve the best price and receive the best contract terms for utilities, a broker may be used for the procurement or the review of the supply. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Utilities | Water | This is a budgeted figure for water consumption at a property/site. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Utilities Consultant/ Procurement Fee | In order to achieve the best price and receive the best contract terms for utilities, a broker may be used for the procurement or the review of the supply. While this is a separate cost, it delivers savings into the main utilities line that exceeds the cost of the broker. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Waste | Domestic Waste – Planned | Regular collection of general waste. This may also include regular recycling collections and confidential waste management. Confidential waste may be disposed of through shredding on site or off site. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Domestic Waste – Reactive | Emergency or ad-hoc collections of general waste, confidential waste and/or recycling, which is outside the contracted service. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| Window Cleaning | Planned Contract Cleaning | Periodic cleaning of windows throughout the year. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |
| | Reactive Works | In the event of an emergency or additional cleaning is required in addition to the regular contracts. | SC | This is a service provided to the building and therefore all occupants will benefit from this service. |

5



Useful Information

Within this section:

- Queries on the Annual Charging Schedule
- Contact details

Queries on the Annual Charging Schedule

The Annual Charging Schedule is prepared following a thorough collaborative budgeting process across our Property Management and Facilities Management teams. Any queries you may have should be first directed to your local Senior Property Manager or Facilities Co-ordinator.



Please follow the guidance below on who you should contact for each type of query to ensure a speedy resolution.

| Senior Property Manager | Facilities Co-ordinator/Manager |
|--|--|
| Rent | Services provided under the Service Charge to the common areas and shared areas at a property/site |
| The area you occupy | Services provided to you and/or the area you occupy, as Facilities Management Charges |
| Changes relating to business rates | |
| Queries regarding services delivered by the Superior Landlord where the property you occupy is held by NHSPS under a lease | |
| Dates you occupied the property | |
| Insurance | |
| Making changes to your occupancy | |
| Your company details on the Annual Charging Schedule | |

If you are unsure as to who your local Senior Property Manager or the Facilities Co-ordinator are for your property, please contact the Customer Support Centre who will advise you.



Email



Phone

[0800 085 3015](tel:0800 085 3015)

Line open 8:00-18:00



Webform

Use the form below



Post

99 Gresham St
London EC2V 7NG

