

A blurred background image showing two people sitting at a desk in an office, working with papers and pens.

# 2020/21

# Understanding your property bill

## Our approach to charging

NHS Property Services, 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 NHS Property Services' 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 NHS Property Services 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/>.

## What is included in my property bill and how is it calculated?

Your Annual Charging Schedule (ACS) sets out the estimated charges for the financial year ahead for the property that you occupy. You will receive quarterly property bills based on the ACS which include charges for rent and rates, facilities management, service charges and additional sums.

We calculate the charges based on your occupancy and the services provided to you. More information on our methodology for calculating costs can be found in our Customer Guide to Charges.

At the end of the financial year, we will compare the estimated costs outlined in the ACS against the actual costs of the facilities or services provided at your property. This 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. For 2019/20, we will be issuing true-up statements in Q2 2020.

If you have any questions about your bill or your Annual Charging Schedule, please visit [www.property.nhs.uk/billing](http://www.property.nhs.uk/billing) where we have useful information about Annual Charging Schedules, property bills, true-up and charges.

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## When will I get my property bill?

Our financial year runs from April to March so you will receive your first bill of the financial year during Q1 (April-June).

For the remainder of the year, bills will be issued in the first month of each quarter. This means that Q2 bills will be issued in July, Q3 bills will be issued in October and Q4 bills will be issued in January, unless otherwise stated in your occupancy documents.

Please note that for 2020/21 you will receive two separate bills each quarter:

- a bill for rent and rates
- a bill for facilities management charges, service charges and additional sums

## How do I change my billing contact details?

If you need to update your billing contact details, please get in touch with our Customer Support Centre. You can call them on 0800 085 3015 between 8am-6pm or email [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

## Will changes to my occupancy affect my property bill?

Yes, it's important that we have the correct occupancy data for your property as this helps drive accurate billing.

NHS Property Services has undertaken a full data collection across its 3000 properties to establish occupancy data and all charges are based on this information.

Help us keep your property data correct by letting us know of any changes. Occupiers with a formal occupancy agreement must refer to the terms of their agreement when considering any occupancy changes.

Occupiers without a formal occupancy agreement must inform us of any planned changes to occupancy, at least three months in advance, by completing an Occupancy Change Notice, which can be found at <https://www.property.nhs.uk/property/report-a-change-to-your-occupancy/>, and ensuring that you also inform your Clinical Commissioning Group.

Once the form has been completed and submitted, a member of NHS Property Services will contact you to discuss your occupancy requirements.

If you do not have an occupancy agreement and would like more information about the types of occupancy agreement available, please contact [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

## Get in touch

If you believe any changes need to be made to your bill, 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](mailto:customer.service@property.nhs.uk).

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