

**2023/24 ANNUAL RECONCILIATION**

**Example Property**



Customer Account Number - C000XXXX

Property Reference: 10XXXXXX  
 Example Property  
 Example Street  
 Example Town  
 Example County  
 Example Postcode

Lease Reference - 3XXXXXXX

Prepared by NHS Property Services Ltd

Example Property  
 Example Street  
 Example Town  
 Example County  
 Example Postcode

If you would like to discuss any aspect of your Annual Reconciliation or associated bills, please contact our Customer Service Centre Tel : 0808 196 2045 Email : customer.service@property.nhs.uk

Our team are available Monday to Friday 8am to 6pm, excluding bank holidays when we are closed.

We're happy to help and your query will be assigned a reference number in case you need to follow up later.

In many cases, our team will be able to resolve your query directly. If they can't, they will engage our local team for assistance. Your local NHSPS managers for this property are:

Senior Estates Manager	XXXXXX
Estates Coordinator	XXXXXX
Finance Customer Relationship Partner	XXXXXX


Date Prepared - 18-MAY-2024

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### 202324 Annual Reconciliation

#### For Example Property

For the Period From **01-APR-2023** to **31-MAR-2024**

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## 1. INTRODUCTION

### 2023/24 Annual Reconciliation

#### For Example Property

For the Period From **01-APR-2023** to **31-MAR-2024**

This Annual Reconciliation Report has been prepared following a thorough review of your annual expenditure against your Annual Budget Schedule (ABS). Its purpose is to highlight and explain any variances that have occurred, as well as state any balancing charges that may be required. This report provides a detailed breakdown of your charges for each service line and explanatory notes.

**Rent** - Market rent is the level of rent for a property. It is 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 condition of the specific property. Service charges for shared areas, and facilities management charges for areas exclusively used by the occupant are calculated and charged separately.

**Business rates** - Business rates are set by the Valuation Office Agency and collected by your local authority. It is a local property tax on the occupation of commercial property, payable by private and public sector businesses alike.

**Life Cycle Charges** - An annual charge levied to ensure a building asset (for example, a boiler) is maintained and then replaced within the asset life cycle.

**Service charges (SC)** - The estimated costs relating to the common areas and shared areas of a single property/site.

**Facilities management (FM) charges** - The estimated costs relating to the delivery of services to a customer within their exclusive space (often called your demise, or demised area). This is distinct from shared areas.

**Reimbursable costs** - GPs receive reimbursable costs from commissioners and these include rent, business rates, water and clinical waste collection. Reimbursement is allocated by your commissioner. If you haven't received your reimbursement for this financial year, please get in touch with your commissioner directly.

#### Help us keep your property data correct by informing us 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 written or documented occupancy agreement must inform us of any planned changes to occupancy, at least three months in advance, by completing an Occupancy Change Notice and ensuring that you also inform your commissioner. The Occupancy Change Notice is available here:

<https://www.property.nhs.uk/occupier-hub/report-a-change-to-your-occupancy/>.

If you make changes to the occupancy or vacate the property without providing due notice, you will continue to be liable for the occupancy charges that are incurred.

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 currently have an occupancy agreement in place and would like more information about the types of occupancy agreement available, please contact our Customer Support Centre.

For more information about your billing documents, visit [www.property.nhs.uk/billing](http://www.property.nhs.uk/billing) where you will find our guide to the ABS and Annual Reconciliation Report, with helpful videos and FAQs.

If you would like to discuss any aspect of your Annual Reconciliation report or invoices please contact our Customer Service Centre : 0808 196 2045 Email : [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) [www.property.nhs.uk/contact-us](http://www.property.nhs.uk/contact-us)

## 2. ANNUAL RECONCILIATION OVERVIEW

For **Example Property**

For the Period From **01-APR-2023** to **31-MAR-2024**

This provides an overview of the property, occupier, annual budget, annual actual expenditure and occupier charges.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Property Details:	
Property Name	Example Property
Property Ref	100XXXXX
VAT Status of Property	Not Opted (Gross)
Total Floor Area for Property (square meterage)	X,XXX.XX Sq.M

Occupier Details:	
Customer Name	EXAMPLE CUSTOMER 1
Customer Ref	C000XXXX
Lease Ref	3XXXXXXX
Lease Type	Lease
Total Floor Area of your demise (as per rent)	XXXX.XX Sq. M
Total Floor Area of your demise (as per rates)	XXXX.XX Sq. M

Property Budget Variance Summary	Total Budget	Actual Expenditure	Total Variance from Budget	Overall Variance
Facilities Management	£5,000.00	£4,500.00	£500.00	-10.00%
Rates	£1,000.00	£1,000.00	£0.00	0.00%
Service Charges	£28,000.00	£26,750.00	£1,250.00	-4.46%
<b>Total Annual Amount</b>	<b>£34,000.00</b>	<b>£32,250.00</b>	<b>£1,750.00</b>	

Occupant Summary	Already Invoiced	Actual Expenditure	Balancing Charge	Overall Variance
Facilities Management	£2,750.00	£2,475.00	-£275.00	-10.00%
Rates	£525.00	£525.00	£0.00	0.00%
Service Charges	£15,290.00	£14,615.00	-£675.00	-4.41%

<b>Total Balancing Charge/(Credit)</b>	<b>£18,565.00</b>	<b>£17,615.00</b>	<b>-£950.00</b>
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Occupant Annual Rent	<b>£10,000.00</b>
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### 3. PROPERTY BUDGET VS ACTUAL VARIANCE - Facilities Management

#### For Example Property

For the Period From **01-APR-2023** to **31-MAR-2024**

Facilities Management Charges. This is based on the latest version of your Annual Budget Schedule and actual year end expenditure. The costs generally relate to maintaining and keeping the property in 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. Please note that this relates to the whole property budget and you will need to refer to 'Occupier Apportionment Schedule' for your share of the services you receive. 10% management fee will be applied to cover the costs of NHSPS arranging and managing these services. A 5% management fee will be applied to additional sums.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Class	Major Code	Minor Code	Budget	Actual Expenditure	Variance £	Variance %	Comments
<b>Management</b>	Site Management Resources	Facility Management	£2,000.00	£2,000.00	£0.00	0.00%	
	<b>Sub Total</b>		<b>£2,000.00</b>	<b>£2,000.00</b>	<b>£0.00</b>		
<b>Soft FM</b>	Site Resources	H&S - Reactive Works	£1,000.00	£500.00	£-500.00	-50.00%	Example Comment
	Site Resources	H&S Planned Contract Mntnce	£2,000.00	£2,000.00	£0.00	0.00%	
<b>Sub Total</b>			<b>£3,000.00</b>	<b>£2,500.00</b>	<b>£-500.00</b>		
<b>Total</b>			<b>£5,000.00</b>	<b>£4,500.00</b>	<b>£-500.00</b>		

#### 4. PROPERTY BUDGET VS ACTUAL VARIANCE - Rates

##### For Example Property

For the Period From **01-APR-2023** to **31-MAR-2024**

Business rates are set by the Valuation Office Agency and collected by your local authority. It is a local property tax on the occupation of commercial property, payable by private and public sector businesses alike. In many cases NHSPS acts as ratepayer for the property, recovering its expenditure from customers. This enables customers to receive the benefit of a managed business rates consultancy service forming part of a national mandate focused on driving value through appeals, challenges and claims for relief. Please note that this relates to the whole property budget and year end reconciliation charges and you will need to refer to the Occupier Apportionment Schedule for your share of the services you receive. 10% management fee will be applied to cover the costs of NHSPS arranging and managing these services. A 5% management fee will be applied to additional sums.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Class	Major Code	Minor Code	Budget	Actual Expenditure	Variance £	Variance %	Comments
Service Charge	Landlord Passthrough	Rates	£1,000.00	£1,000.00	£0.00	0.00%	
<b>Sub Total</b>			<b>£1,000.00</b>	<b>£1,000.00</b>	<b>£0.00</b>		
<b>Total</b>			<b>£1,000.00</b>	<b>£1,000.00</b>	<b>£0.00</b>		

## 5. PROPERTY BUDGET VS ACTUAL VARIANCE - Service Charges

### For Example Property

For the Period From **01-APR-2023** to **31-MAR-2024**

Service Charges. This is based on the latest version of your Annual Budget Schedule and actual year end expenditure. The costs generally relate to maintaining and keeping the property in 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. Please note that this relates to the whole property budget and you will need to refer to 'Occupier Apportionment Schedule' for your share of the services you receive. 10% management fee will be applied to cover the costs of NHSPS arranging and managing these services. A 5% management fee will be applied to additional sums.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Cost Class	Major Code	Minor Code	Budget	Actual Expenditure	Variance £	Variance %	Comments
<b>Hard FM</b>	External Building Maintenance	Ext Build Main - Planned	£1,000.00	£1,000.00	£0.00	0.00%	
	External Building Maintenance	Ext Build Main - Reactive	£1,000.00	£500.00	£-500.00	-50.00%	Example Comment
	External Building Maintenance	Gritting & Snow Clearance Reac	£1,000.00	£500.00	£-500.00	-50.00%	Example Comment
	Grounds and Garden Maintenance	Reactive Works	£1,000.00	£1,200.00	£200.00	20.00%	
	Internal Building Maintenance	Internal Building Maint Plan	£2,000.00	£2,000.00	£0.00	0.00%	
	Internal Building Maintenance	Internal Building Maint React	£3,000.00	£2,000.00	£-1,000.00	-33.33%	Example Comment
	Mechanical & Electrical Serv	M&E Services - Planned	£10,000.00	£10,000.00	£0.00	0.00%	
	Mechanical & Electrical Serv	M&E Services - Reactive	£1,000.00	£2,000.00	£1,000.00	100.00%	Example Comment
<b>Sub Total</b>			<b>£20,000.00</b>	<b>£19,200.00</b>	<b>£-800.00</b>		
<b>Insurance</b>	Insurance	Building Insurance	£100.00	£100.00	£0.00	0.00%	
	Insurance	Owner's Liability Insurance	£100.00	£100.00	£0.00	0.00%	
<b>Sub Total</b>			<b>£200.00</b>	<b>£200.00</b>	<b>£0.00</b>		

Cost Class	Major Code	Minor Code
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<b>Management</b>	Site Management Resources	Facility Management
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**Sub Total**

<b>Security Services</b>	Security Services	Planned Contract Security
	Security Services	Reactive Security
	Security Systems	Planned Contract Security

**Sub Total**

<b>Soft FM</b>	Feminine Hygiene	Feminine Hygiene
	Pest Control	Planned Contract Services
	Pest Control	Reactive Works
	Site Resources	H&S - Reactive Works
	Site Resources	H&S Planned Contract Mntnce

**Sub Total**

<b>Utilities</b>	Utilities	Electricity
	Utilities	Gas
	Utilities	Other
	Utilities	Sewerage
	Utilities	Water

**Sub Total**

<b>Total</b>
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Budget	Actual Expenditure	Variance £	Variance %	Comments
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£1,000.00	£1,000.00	£0.00	0.00%	
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**£1,000.00      £1,000.00      £0.00**

£1,000.00	£1,000.00	£0.00	0.00%	
£100.00	£50.00	£-50.00	-50.00%	Example Comment
£100.00	£100.00	£0.00	0.00%	

**£1,200.00      £1,150.00      £-50.00**

£100.00	£100.00	£0.00	0.00%	
£100.00	£100.00	£0.00	0.00%	
£100.00	£150.00	£50.00	50.00%	Example Comment
£100.00	£150.00	£50.00	50.00%	Example Comment
£1,000.00	£1,000.00	£0.00	0.00%	

**£1,400.00      £1,500.00      £100.00**

£1,000.00	£700.00	£-300.00	-30.00%	
£1,000.00	£700.00	£-300.00	-30.00%	
£1,000.00	£1,000.00	£0.00	0.00%	
£200.00	£300.00	£100.00	50.00%	Example Comment
£1,000.00	£1,000.00	£0.00	0.00%	

**£4,200.00      £3,700.00      £-500.00**

<b>£28,000.00</b>	<b>£26,750.00</b>	<b>£-1,250.00</b>
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## 6. OCCUPIER APPORTIONMENT SCHEDULE - Facilities Management

For **Example Property**

For the Period From **01-APR-2023** to **31-MAR-2024**

This details how your costs are split based on your apportionment and the services provided for your occupancy. Please refer to the tenant cost/liability for your share.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Effective Period 01-APR-2023 to 31-MAR-2024

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total			
			Actual Expenditure	%	Tenant Cost/Liability	Actual Expenditure	% of Cost	Tenant Cost/Liability	Actual Expenditure	Tenant Cost/Liability	Tenant Budget	Variance
Management	Site Management Resources	Facility Management	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00	£1,100.00	£0.00
			<b>Sub Total</b>		<b>£2,000.00</b>		<b>£1,000.00</b>	<b>£200.00</b>		<b>£100.00</b>	<b>£2,200.00</b>	<b>£1,100.00</b>
Soft FM	Site Resources	H&S - Reactive Works	£500.00	50.00%	£250.00	£50.00	10.00%	£25.00	£550.00	£275.00	£550.00	-\$275.00
		H&S Planned Contract Mntnce	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00	£1,100.00	£0.00
	<b>Sub Total</b>		<b>£2,500.00</b>		<b>£1,250.00</b>	<b>£250.00</b>		<b>£125.00</b>	<b>£2,750.00</b>	<b>£1,375.00</b>	<b>£1,650.00</b>	<b>-\$275.00</b>
<b>Total</b>			<b>£4,500.00</b>		<b>£2,250.00</b>	<b>£450.00</b>		<b>£225.00</b>	<b>£4,950.00</b>	<b>£2,475.00</b>	<b>£2,750.00</b>	<b>-\$275.00</b>

Total Annual Amount	£2,475.00
Recovered On Account	£2,750.00
Balancing Charge Invoice/(Credit Note)	-\$275.00

**7. OCCUPIER APPORTIONMENT SCHEDULE - Rates**

For **Example Property**

For the Period From **01-APR-2023** to **31-MAR-2024**

This details how your costs are split based on your apportionment and the services provided for your occupancy. Please refer to the tenant cost/liability for your share.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Effective Period 01-APR-2023 to 31-MAR-2024

Cost Type	Major Code	Minor Code	Rates			Management Fee			Total			
			Actual Expenditure	%	Tenant Cost/Liability	Actual Expenditure	% of Cost	Tenant Cost/Liability	Actual Expenditure	Tenant Cost/Liability	Tenant Budget	Variance
Service Charge	Landlord Passthrough	Rates	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00	£525.00	£0.00
Sub Total			£1,000.00		£500.00	£50.00		£25.00	£1,050.00	£525.00	£525.00	£0.00
<b>Total</b>			<b>£1,000.00</b>		<b>£500.00</b>	<b>£50.00</b>		<b>£25.00</b>	<b>£1,050.00</b>	<b>£525.00</b>	<b>£525.00</b>	<b>£0.00</b>

Total Annual Amount	£525.00
Recovered On Account	£525.00
Balancing Charge Invoice/(Credit Note)	£0.00

## 8. OCCUPIER APPORTIONMENT SCHEDULE - Service Charges

For **Example Property**

For the Period From **01-APR-2023** to **31-MAR-2024**

This details how your costs are split based on your apportionment and the services provided for your occupancy. Please refer to the tenant cost/liability for your share.

This is a non opted to tax property. This means that the figures shown are gross, which already include VAT. A detailed summary is provided in the Occupier Apportionment section.

Effective Period 01-APR-2022 to 31-MAR-2023

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total			
			Actual Expenditure	%	Tenant Cost/Liability	Actual Expenditure	% of Cost	Tenant Cost/Liability	Actual Expenditure	Tenant Cost/Liability	Tenant Budget	Variance
Hard FM	External Building Maintenance	Ext Build Main - Planned	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00	£550.00	£0.00
	External Building Maintenance	Ext Build Main - Reactive	£500.00	50.00%	£250.00	£50.00	10.00%	£25.00	£550.00	£275.00	£550.00	£-275.00
	External Building Maintenance	Gritting & Snow Clearance Reac	£500.00	50.00%	£250.00	£50.00	10.00%	£25.00	£550.00	£275.00	£550.00	£-275.00
	Grounds and Garden Maintenance	Reactive Works	£1,200.00	50.00%	£600.00	£120.00	10.00%	£60.00	£1,320.00	£660.00	£550.00	£110.00
	Internal Building Maintenance	Internal Building Maint Plan	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00	£1,100.00	£0.00
	Internal Building Maintenance	Internal Building Maint React	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00	£1,650.00	£-550.00
	Mechanical & Electrical Serv	M&E Services - Planned	£10,000.00	50.00%	£5,000.00	£1,000.00	10.00%	£500.00	£11,000.00	£5,500.00	£5,500.00	£0.00
	Mechanical & Electrical Serv	M&E Services - Reactive	£2,000.00	50.00%	£1,000.00	£200.00	10.00%	£100.00	£2,200.00	£1,100.00	£550.00	£550.00
	<b>Sub Total</b>			<b>£19,200.00</b>		<b>£9,600.00</b>	<b>£1,920.00</b>		<b>£960.00</b>	<b>£21,120.00</b>	<b>£10,560.00</b>	<b>£11,000.00</b>
Insurance	Insurance	Building Insurance	£100.00	50.00%	£50.00	£5.00	5.00%	£2.50	£105.00	£52.50	£52.50	£0.00
	Insurance	Owner's Liability Insurance	£100.00	50.00%	£50.00	£5.00	5.00%	£2.50	£105.00	£52.50	£52.50	£0.00
<b>Sub Total</b>			<b>£200.00</b>		<b>£100.00</b>	<b>£10.00</b>		<b>£5.00</b>	<b>£210.00</b>	<b>£105.00</b>	<b>£105.00</b>	<b>£0.00</b>
Management	Site Management Resources	Facility Management	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00	£550.00	£0.00
<b>Sub Total</b>			<b>£1,000.00</b>		<b>£500.00</b>	<b>£100.00</b>		<b>£50.00</b>	<b>£1,100.00</b>	<b>£550.00</b>	<b>£550.00</b>	<b>£0.00</b>
Security Services	Security Services	Planned Contract Security	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00	£550.00	£0.00
	Security Services	Reactive Security	£50.00	50.00%	£25.00	£5.00	10.00%	£2.50	£55.00	£27.50	£55.00	£-27.50
	Security Systems	Planned Contract Security	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00	£55.00	£0.00
<b>Sub Total</b>			<b>£1,150.00</b>		<b>£575.00</b>	<b>£115.00</b>		<b>£57.50</b>	<b>£1,265.00</b>	<b>£632.50</b>	<b>£660.00</b>	<b>£-27.50</b>

Cost Type	Major Code	Minor Code	All Areas			Management Fee			Total			
			Actual Expenditure	%	Tenant Cost/Liability	Actual Expenditure	% of Cost	Tenant Cost/Liability	Actual Expenditure	Tenant Cost/Liability	Tenant Budget	Variance
Soft FM	Feminine Hygiene	Feminine Hygiene	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00	£55.00	£0.00
	Pest Control	Planned Contract Services	£100.00	50.00%	£50.00	£10.00	10.00%	£5.00	£110.00	£55.00	£55.00	£0.00
	Pest Control	Reactive Works	£150.00	50.00%	£75.00	£15.00	10.00%	£7.50	£165.00	£82.50	£55.00	£27.50
	Site Resources	H&S - Reactive Works	£150.00	50.00%	£75.00	£15.00	10.00%	£7.50	£165.00	£82.50	£55.00	£27.50
	Site Resources	H&S Planned Contract Mntnce	£1,000.00	50.00%	£500.00	£100.00	10.00%	£50.00	£1,100.00	£550.00	£550.00	£0.00
<b>Sub Total</b>			<b>£1,500.00</b>		<b>£750.00</b>	<b>£150.00</b>		<b>£75.00</b>	<b>£1,650.00</b>	<b>£825.00</b>	<b>£770.00</b>	<b>£55.00</b>
Utilities	Utilities	Electricity	£700.00	50.00%	£350.00	£35.00	5.00%	£17.50	£735.00	£367.50	£525.00	£-157.50
	Utilities	Gas	£700.00	50.00%	£350.00	£35.00	5.00%	£17.50	£735.00	£367.50	£525.00	£-157.50
	Utilities	Other	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00	£525.00	£0.00
	Utilities	Sewerage	£300.00	50.00%	£150.00	£15.00	5.00%	£7.50	£315.00	£157.50	£105.00	£52.50
	Utilities	Water	£1,000.00	50.00%	£500.00	£50.00	5.00%	£25.00	£1,050.00	£525.00	£525.00	£0.00
<b>Sub Total</b>			<b>£3,700.00</b>		<b>£1,850.00</b>	<b>£185.00</b>		<b>£92.50</b>	<b>£3,885.00</b>	<b>£1,942.50</b>	<b>£2,205.00</b>	<b>£-262.50</b>
<b>Total</b>			<b>£26,750.00</b>		<b>£13,375.00</b>	<b>£2,480.00</b>		<b>£1,240.00</b>	<b>£29,230.00</b>	<b>£14,615.00</b>	<b>£15,290.00</b>	<b>£-675.00</b>

Total Annual Amount	£14,615.00
Recovered On Account	£15,290.00
Balancing Charge Invoice/(Credit Note)	-£675.00

## 9. OCCUPIER APPORTIONMENT MATRIX - Rates

For **Example Property**

For the Period From **01-APR-2023** to **31-MAR-2024**

This shows how the unit apportionment is calculated based on areas and services provided

For the period from 01-Apr-2023 to 31-Mar-2024

Unit/Address	Area in Sq. M.	Rates
Example Customer 1	X,XXX.XX	50.00%
Example Customer 2	XXX.XX	25.00%
Example Customer 3	XXX.XX	25.00%
<b>Totals</b>	<b>X,XXX.XX</b>	<b>100.00%</b>

## 10. OCCUPIER APPORTIONMENT MATRIX - Service Charges

For **Example Property**

For the Period From **01-APR-2023** to **31-MAR-2024**

This shows how the unit apportionment is calculated based on areas and services provided

For the period from 01-Apr-2023 to 31-Mar-2024

Unit/Address	Area in Sq. M.	All Areas
Example Customer 1	X,XXX.XX	50.00%
Example Customer 2	XXX.XX	25.00%
Example Customer 3	XXX.XX	25.00%
<b>Totals</b>	<b>X,XXX.XX</b>	<b>100.00%</b>

## 11. DETAILED EXPLANATORY NOTES FOR YOUR COST TYPES

### For Example Property

For the Period From **01-APR-2023** to **31-MAR-2024**

Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Equipment	Equipment	Other Equipment	Both	All other equipment purchased to support service delivery
Hard FM	External Building Maintenance	Ext Build Main - Planned	SC	External building maintenance includes the repair of the external walls of a building, roof structure, guttering and any other external structures at a site.
	External Building Maintenance	Ext Build Main - Reactive	SC	Emergency or additional maintenance and repair of the external walls of a building, roof structure, guttering and any other external structures at a site.
	External Building Maintenance	Gritting & Snow Clearance Plan	SC	To ensure areas of NHSPS responsibility, including entrances and foot paths from car parks to buildings, remain safe in poor winter conditions. Gritting will be planned as much as feasibly possible with the assistance of weather forecast and historic information.
	Grounds and Garden Maintenance	Reactive Works	SC	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.
	Internal Building Maintenance	Internal Building Maint Plan	Both	Internal building maintenance includes repairs to walls, windows and fixtures and fittings.
	Internal Building Maintenance	Internal Building Maint React	Both	Emergency or additional maintenance and repair of the internal walls, windows or fixtures and fittings of the building
	Mechanical & Electrical Serv	Life Safety Systems - Planned	Both	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 Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Mechanical & Electrical Serv	Life Safety Systems - Reactive	Both	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 Budget Schedule these services will be included in the Mechanical and Electrical Services – Reactive.
	Mechanical & Electrical Serv	Lifts - Planned	Both	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 Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Mechanical & Electrical Serv	Lifts - Reactive	Both	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 Budget Schedule these services will be included in the Mechanical and Electrical Services – Reactive.
Mechanical & Electrical Serv	M&E Services - Planned	Both	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.	
Mechanical & Electrical Serv	M&E Services - Reactive	Both	Emergency call outs and additional maintenance to heating, ventilation, air condition, lifts and life safety systems. These call outs are outside of the contract and are often due to unforeseen circumstances.	
Insurance	Insurance	Building Insurance	Both	Building insurance covers damage to the building. NHSPS is a member of the NHS Resolution risk pooling scheme with NHS Resolutions, which cover for building damage. However in leasehold premises this may either be arranged directly by the superior landlord or NHSPS and the cost of which is passed through to occupiers.
	Insurance	Landlord's Contents Insurance	Both	Occupiers are responsible for insuring their own contents. NHSPS provides contents insurance for common parts and any contents under NHSPS ownership.
	Insurance	Owner's Liability Insurance	Both	NHSPS is a member of the NHS resolution risk pooling scheme with NHS Resolutions which is for third party liability. This is insurance for where the public may make claims such as slips and trips.
Management	Site Management Resources	Facility Management	Both	Costs for a dedicated Facilities Management (FM) Support team. 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.

Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Security Services	Security Services	Planned Contract Security	Both	Provision of manned security guarding, key holding and mobile security visits.
	Security Services	Reactive Security	Both	Response to intruder alarms, call-outs, requirement for any additional security.
	Security Systems	Planned Contract Security	Both	Planned inspection, testing and maintenance to security systems at a building/site.
	Security Systems	Reactive Security	Both	Works may be required to the security systems following an emergency or an inspection, which are outside of the contract.
Service charge	Landlord Passthrough	Rates	Both	Business rates are set by the valuation office and collected by your local authority. It is a local property tax on the occupation of commercial property, payable by private and public sector businesses.
Soft FM	Cleaning	Internal Cleaning Planned	Both	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. 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).
	Feminine Hygiene	Feminine Hygiene	Both	Provision of sanitary products and planned and regular collection of sanitary bins throughout a building.
	Pest Control	Planned Contract Services	Both	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.
	Pest Control	Reactive Works	Both	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.
	Site Management Resources	Porterage and Caretaking	Both	This service primarily relates to assisting and transporting patients and goods around a site or building.
	Site Resources	Car Park Management	SC	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.
	Site Resources	H&S - Reactive Works	Both	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 Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Site Resources	H&S Planned Contract Mntnce	Both	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 Budget Schedule these services will be included in the Mechanical and Electrical Services – Planned.
	Window Cleaning	Planned Contract Cleaning	Both	Periodic cleaning of windows throughout the year.
Utilities	Utilities	Electricity	Both	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: 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.
	Utilities	Gas	Both	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: 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. Corona are the gas supplier. A majority of NHSPS sites require meter readings to be taken
	Utilities	Other	Both	Renewable energy or alternative methods of providing energy such as bio fuels, heat networks, etc. This also includes broker fees to ensure best pricing.
	Utilities	Sewerage	Both	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 bills. However, where it is separated out from the water bills, it may be shown separately in this section.
	Utilities	Water	SC	Water consumption at a property/site.



Cost Types	Major Code	Minor Code	FM / SC / Both	Detailed Explanatory Notes
Waste	Clinical Waste	Planned Contract Collections	FM	Hygienic, safe and secure disposal of clinical waste on a regular basis.
	Clinical Waste	Reactive Collections	FM	There may be instances where additional unplanned clinical waste collections are required.
	Waste	Domestic Waste - Planned	Both	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.
	Waste	Domestic Waste - Reactive	Both	Emergency or ad-hoc collections of general waste, confidential waste and/or recycling, which is outside the contracted service.