

RETIREMENT LEASE HOUSING ASSOCIATION  
 STANFORD ORCHARD, WARNHAM  
 ESTIMATED SERVICE CHARGE EXPENDITURE  
 1 DECEMBER 2023 TO 30 NOVEMBER 2024



2021/22 Actual £		2023/24 Draft £	2022/23 Draft £
	<b>ESTATE MANAGER'S SERVICES</b>		
17,028	Salary, National Insurance and Pension	19,904	19,044
1,843	Pension Deficit	2,127	1,945
451	Telephone	460	500
257	IT Equipment, Broadband and Support	300	300
330	Postage & Stationery	275	275
0	Training	0	0
<b><u>19,909</u></b>		<b><u>23,066</u></b>	<b><u>22,064</u></b>
	<b>COMMUNAL AREAS</b>		
1,263	Emergency Alarm Monitoring	1,300	1,300
2,207	Alarm Maintenance	3,250	3,000
917	Alarm Telephone Line	840	840
7,339	Gardening	7,900	7,890
3,290	Cleaning and Window Cleaning	4,360	4,225
7,261	Water Rates	7,500	7,500
3,892	Light & Heat	5,000	5,000
492	Lift Maintenance	960	800
1,476	Fire Equipment Maintenance	655	655
9,195	Repairs & Maintenance	12,000	10,000
473	Water Hygiene Monitoring	454	440
<b><u>37,805</u></b>		<b><u>44,219</u></b>	<b><u>41,650</u></b>
	<b>OTHER EXPENDITURE</b>		
4,800	Estate Manager's Accommodation Charge	4,800	4,800
7,642	Insurance	10,790	8,350
850	Audit Fees	900	800
0	Bank Charges	45	45
15,819	RLHA Management Fee	17,824	16,032
27,500	Provision for Future Maintenance Fund	27,500	27,500
381	Sundry Items	250	250
<b><u>56,992</u></b>		<b><u>62,109</u></b>	<b><u>57,777</u></b>
<b>114,706</b>	<b>TOTAL EXPENDITURE</b>	<b>129,394</b>	<b>121,491</b>

## RETIREMENT LEASE HOUSING ASSOCIATION

Financial year ending                      30 November 2023

Development name                         Stanford Orchard

### ESTATE MANAGER'S SERVICES

Salary, National Insurance and Pension	This covers the cost of the Estate Manager's Salary, Employer's National Insurance and Pension Contributions.
Pension Deficit	Pension deficit contribution in relation to employment of a previous Estate Manager who was a member of the Social Housing Pension Scheme. For 2023/24, the required contribution is £2,127.
Telephone / Broadband	This allowance is made for the office telephone and broadband is based on actual usage.
IT Support	This covers the cost of the recently renewed contract with Saqqara, the cost of software licences and security packages.
Postage & Stationery	This remains the same as previous year.
Training	Training is not budgeted for at Stanford Orchard following previous agreement.

### COMMUNAL AREAS

Emergency Alarm Monitoring	This is costs for emergency alarm monitoring provided by Appello and has been based on their current cost and an anticipated inflationary increase. There is also an allowance for out of hours calls and remains the same as previous year.
Alarm Maintenance	This is intended to cover the cost of the service contract held by Chubb to service the emergency alarm and door entry system. Includes an allowance for out of contract repairs
Alarm Telephone Line	This is the anticipated cost of the telephone line which links the estate to the control centre and is based on current usage. It includes line rental, any calls made on the line and VAT.
Gardening	This is based on the existing gardeners contract with an inflationary increase and an allowance for additional work that may be needed.
Cleaning & Window Cleaning	Contract cost of cleaning @ £1,932pa. 6x window cleaning @ £1,165pa. £1,260pa for bin cleaning.
Water Rates	This allowance is for the water used on the estate and based on current expenditure and expected inflationary increase.
Light & Heat	This increase is based on the budget figures provided by our energy broker.

Lift Maintenance	This allows for the cost of servicing the lift by Britton Price. @ £810 plus an inflationary increase and an extra to contract allowance of £150.
Fire Equipment Maintenance	This allows for the cost of the service contract plus an inflationary allowance.
Repairs & Maintenance	This allows for the cost of day to day repairs carried out around the estate.
Water Hygiene Monitoring	This allows for the regular servicing contract for the communal water systems, including the Manager's apartment. £227 every 6 months.
<b><u>OTHER EXPENDITURE</u></b>	
Estate Manager's Accommodation Charge	An agreement was reached with leaseholders in 2008 that the charge should be based on 50% of the open market rental valuation. This year the charge is still £4,800. This will be reviewed next year.
Insurance	Building insurance provided by Protector. Increase following policy renewal in November 2022, with allowance for potential increase in November 2023.
Audit Fees	Expected charge from accountants for their audit services.
Professional Fees	Estimated bank charges relating to the estate service charge account. Any interest earned on the funds will be credited to the estate account.
RLHA Management Fee	The management fee is set in line with the Department for Levelling up, Housing, and Communities (DLUHC). As at April 2023 the rate is £557 per unit per annum, anticipated increase from 1 April 2024, final figure may vary.
Provision for Future Maintenance Fund	These funds are needed for various major projects including an interior redecoration, soffit and fascia work and potential upgrading of the warden call system. Work will also be required to the flat roof.
Sundry Items	This covers items not allowed for elsewhere and has been increased in line with expected increases in these other costs.