

## Service Charge Budget

In respect of  
20 Old Bailey  
EC4M 7AN

For the period  
1 January 2022 to 31 December 2022



## Property Management Contacts for 20 Old Bailey

### Property Manager



Laura Turner

Director

Direct Dial: (020) 7317 4643

Mobile: (07799) 694371

Email: [lk@helixproperty.co.uk](mailto:lk@helixproperty.co.uk)

Is your main point of contact for queries relating to your lease, service charge apportionments and general management issues.

### Facilities Manager



Dawn Thompson

Head of Facilities Management

Direct Dial: (020) 7317 4893

Mobile: 07585325054

Email: [dt@helixproperty.co.uk](mailto:dt@helixproperty.co.uk)

Is your contact for any issues with the services provided and has responsibility for the day to day facilities management of the property.

### Accountant



Matt Gifford

Property Accountant

Direct Dial: (020) 7290 5304

Email: [mrg@helixproperty.co.uk](mailto:mrg@helixproperty.co.uk)

Is your contact for copy demands, payment and arrears enquiries.

### Client Director



Rick Slater

Director of Property Management

Direct Dial: (020) 7290 5314

Email: [res@helixproperty.co.uk](mailto:res@helixproperty.co.uk)

Is your contact if you need to escalate any matters.

### Head Office Contact Details

Helix Property Advisors Ltd  
Suite 6, Audley House  
9 North Audley Street  
London, W1K 6ZD  
(020) 7295 2434



216 Properties

Helix is a specialist property management company providing comprehensive property management solutions across all commercial asset classes throughout the UK. We were established more than 20 years ago and are independently owned.



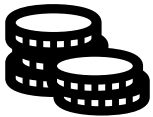
£4bn property  
under  
management

We are regulated by the Royal Institution of Chartered Surveyors (RICS) and authorised and regulated by the Financial Conduct Authority.

Our occupiers tell us we are different because we bring energy and enthusiasm to instructions. This is all down to the dedication of our staff and the culture that has developed naturally over the 24 years we have been providing an exemplary property management service.

Find out more about us at [www.helixproperty.co.uk](http://www.helixproperty.co.uk).

## 20 Old Bailey



£206m rent  
collection pa

Welcome to the latest Service Charge Budget for 20 Old Bailey.

This budget has been prepared on behalf of your Landlord to inform you of the anticipated service charge expenditure for the property during the budget period. It also provides commentary as to how this figure has been derived as well as information regarding apportionments between occupiers.

If you have any queries in relation to the content of this budget, do not hesitate to contact your Property Manager or any of the other contacts detailed overleaf.

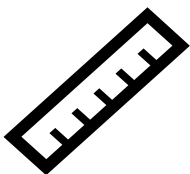


£33m service  
charge  
expenditure pa

## Our obligations

As members of the RICS, Helix are required to comply with the following ethical principles:

- Act with integrity
- Always provide a high standard of service
- Act in a way that promotes trust in the profession
- Treat others with respect
- Take responsibility

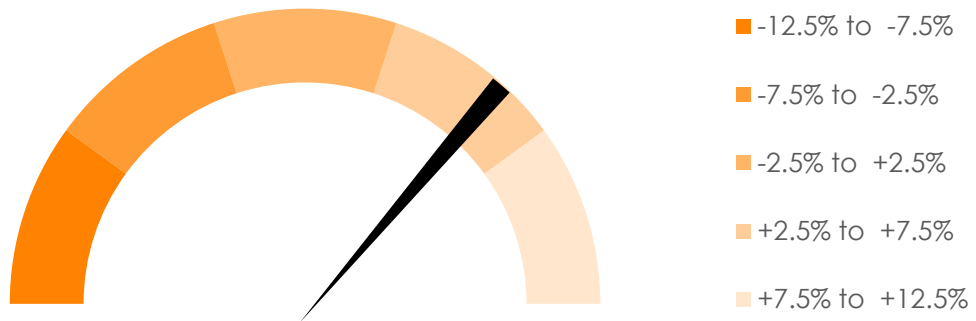


7.9 million sq ft  
under  
management

In addition, we must also comply with any RICS professional statement and can confirm that this document has been produced in accordance with the RICS professional statement: Service charges in commercial property, First Edition September 2019. This document is available at [www.rics.org](http://www.rics.org).

## Service Charge Summary

The budget for the period 1 January 2022 to 31 December 2022 reflects a 5.61% increase over the previous year end budget.



The budget has changed due to various circumstances and further information on this is set out in the notes page at the end of this budget pack.

The main variances this year are as follows:

- Utilities - Global wholesale costs have risen sharply in the last few months, it is hoped that there will be some form of correction by Spring 2022 but we've had to budget based on the current market prices guided by our energy consultant.
- Redecoration - An allowance has been made for lift lighting upgrade and redecoration of the main stairwell and WC sink surrounds.

The service charge budget is operated under 1 schedule and the percentage contribution for each unit is calculated on the net internal area.

The Landlord meets the costs of service charge associated with any void units or concessions.

This budget was prepared by: Laura Turner

Date: 12-11-2021

This budget was reviewed by: Rick Slater

Date: 15-11-2021

## Service Charge Budget

Property Name: 20 Old Bailey  
 Property Address: London  
 VAT elected: Yes

Code	Item	Year Ending 31/12/2022 £	Year Ending 31/12/2021 £	Variance £	Variance %
<b>MANAGEMENT (FEES &amp; SITE MANAGEMENT RESOURCES)</b>					
1000	Management Fees	£165,000.00	£175,000.00	-£10,000.00	-5.71%
1005	Facilities Manager Fees	£28,000.00	£23,600.00	£4,400.00	18.64%
1010	Audit Fees	£0.00	£4,059.00	-£4,059.00	-100.00%
1015	Staff Costs	£246,074.24	£218,960.00	£27,114.24	12.38%
1020	Receptionists / Concierge	£200,000.00	£0.00	£200,000.00	100.00%
1025	Site Accommodation (Rent / rates)	£12,800.00	£37,800.00	-£25,000.00	-66.14%
1030	Office Costs (Telephones / stationery)	£40,180.00	£14,361.00	£25,819.00	179.79%
1035	Systems	£19,800.00	£269,807.00	-£250,007.00	-92.66%
1040	Help Desk / Call Centre	£75.00	£5,582.00	-£5,507.00	-98.66%
1045	Landlord's Risk Assessments, Audits & Reviews	£15,305.00	£30,750.00	-£15,445.00	-50.23%
1050	Other Professional Fees	£0.00	£12,200.00	-£12,200.00	-100.00%
<b>UTILITIES</b>					
1100	Electricity	£312,500.00	£207,000.00	£105,500.00	50.97%
1105	Gas	£8,000.00	£3,390.00	£4,610.00	135.99%
1110	Water & Sewerage Charges	£52,000.00	£52,000.00	£0.00	0.00%
1115	Utility Procurement & Consultancy	£11,300.00	£0.00	£11,300.00	100.00%
<b>SOFT SERVICES</b>					
1200	Security Guarding	£779,200.00	£797,200.00	-£18,000.00	-2.26%
1205	Security Systems	£34,450.00	£36,950.00	-£2,500.00	-6.77%
1210	Cleaning	£426,900.00	£394,400.00	£32,500.00	8.24%
1215	Window Cleaning	£39,200.00	£28,100.00	£11,100.00	39.50%
1220	Hygiene Services / Toiletries	£82,300.00	£82,000.00	£300.00	0.37%
1225	Carpets / Mats Hire	£1,500.00	£0.00	£1,500.00	100.00%
1230	Waste Management	£54,500.00	£54,500.00	£0.00	0.00%
1235	Pest Control	£12,300.00	£11,900.00	£400.00	3.36%
1240	Snow Clearance / Road Gritting	£1,800.00	£0.00	£1,800.00	100.00%
1245	Internal Floral Displays	£5,600.00	£10,000.00	-£4,400.00	-44.00%
1250	External Landscaping	£1,000.00	£0.00	£1,000.00	100.00%
1255	Signage	£6,000.00	£2,000.00	£4,000.00	200.00%
1260	Seasonal Decorations	£6,500.00	£5,000.00	£1,500.00	30.00%
<b>HARD SERVICES</b>					
1300	M&E Maintenance & Repairs	£528,400.00	£510,520.00	£17,880.00	3.50%
1305	Life Safety Systems Maintenance & Repair	£59,700.00	£48,500.00	£11,200.00	23.09%
1320	Lift Maintenance Contract & Repair	£40,000.00	£40,000.00	£0.00	0.00%
1330	M&E, Lift & Escalator Inspections & Consultancy	£9,700.00	£0.00	£9,700.00	100.00%
1345	Fabric Repairs & Maintenance	£35,500.00	£27,250.00	£8,250.00	30.28%
1350	Redecoration	£57,000.00	£15,000.00	£42,000.00	280.00%
<b>TOTAL BUDGET</b>		<b>£3,292,584.24</b>	<b>£3,117,829.00</b>	<b>£174,755.24</b>	<b>5.61%</b>

## Service Charge Budget by schedule

Property Name: 20 Old Bailey  
 Property Address: London  
 VAT elected: Yes

Code	Item	Year Ending 31/12/2022 £	Schedule 1 Whole Building £
<b>MANAGEMENT (FEES &amp; SITE MANAGEMENT RESOURCES)</b>			
1000	Management Fees	£165,000.00	£165,000.00
1005	Facilities Manager Fees	£28,000.00	£28,000.00
1015	Staff Costs	£246,074.24	£246,074.24
1020	Receptionists / Concierge	£200,000.00	£200,000.00
1025	Site Accommodation (Rent / rates)	£12,800.00	£12,800.00
1030	Office Costs (Telephones / stationery)	£40,180.00	£40,180.00
1035	Systems	£19,800.00	£19,800.00
1040	Help Desk / Call Centre	£75.00	£75.00
1045	Landlord's Risk Assessments, Audits & Review	£15,305.00	£15,305.00
<b>UTILITIES</b>			
1100	Electricity	£312,500.00	£312,500.00
1105	Gas	£8,000.00	£8,000.00
1110	Water & Sewerage Charges	£52,000.00	£52,000.00
1115	Utility Procurement & Consultancy	£11,300.00	£11,300.00
<b>SOFT SERVICES</b>			
1200	Security Guarding	£779,200.00	£779,200.00
1205	Security Systems	£34,450.00	£34,450.00
1210	Cleaning	£426,900.00	£426,900.00
1215	Window Cleaning	£39,200.00	£39,200.00
1220	Hygiene Services / Toiletries	£82,300.00	£82,300.00
1225	Carpets / Mats Hire	£1,500.00	£1,500.00
1230	Waste Management	£54,500.00	£54,500.00
1235	Pest Control	£12,300.00	£12,300.00
1240	Snow Clearance / Road Gritting	£1,800.00	£1,800.00
1245	Internal Floral Displays	£5,600.00	£5,600.00
1250	External Landscaping	£1,000.00	£1,000.00
1255	Signage	£6,000.00	£6,000.00
1260	Seasonal Decorations	£6,500.00	£6,500.00
<b>HARD SERVICES</b>			

## Service Charge Budget by schedule

Property Name: 20 Old Bailey  
Property Address: London  
VAT elected: Yes

Code	Item	Year Ending 31/12/2022 £	Schedule 1 Whole Building £
1300	M&E Maintenance & Repairs	<b>£528,400.00</b>	£528,400.00
1305	Life Safety Systems Maintenance & Repair	<b>£59,700.00</b>	£59,700.00
1320	Lift Maintenance Contract & Repair	<b>£40,000.00</b>	£40,000.00
1330	M&E, Lift & Escalator Inspections & Consultanc	<b>£9,700.00</b>	£9,700.00
1345	Fabric Repairs & Maintenance	<b>£35,500.00</b>	£35,500.00
1350	Redecoration	<b>£57,000.00</b>	£57,000.00
<b>TOTAL BUDGET</b>		<b>£3,292,584.24</b>	£3,292,584.24

## Service Charge Apportionments %

Property Name: 20 Old Bailey  
Property Address: London

### Schedule 1

#### Whole Building

Unit	Floor Area	%
Floor 9	13,600	5.8128%
Floor 8	17,661	7.5485%
Floor 7	24,601	10.5147%
Floor 6	24,955	10.6660%
Floor 5	25,409	10.8600%
Floor 4	25,405	10.8583%
Floor 3	25,306	10.8160%
Floor 2	26,102	11.1562%
Floor 1	21,526	9.2004%
Part Ground (South)	9,217	3.9394%
Part Ground (North)	5,365	2.2930%
Part Lower Ground (North)	7,479	3.1966%
Part Lower Ground	7,342	3.1381%
	<b>233,968</b>	<b>100.0000%</b>

## Service Charge Apportionments £

### Schedule 1

#### Whole Building

#### Total p.a

Unit	Floor Area	£	£
Floor 9	13,600	£191,391.34	£191,391.34
Floor 8	17,661	£248,540.72	£248,540.72
Floor 7	24,601	£346,205.36	£346,205.36
Floor 6	24,955	£351,187.04	£351,187.04
Floor 5	25,409	£357,574.65	£357,574.65
Floor 4	25,405	£357,518.67	£357,518.67
Floor 3	25,306	£356,125.91	£356,125.91
Floor 2	26,102	£367,327.28	£367,327.28
Floor 1	21,526	£302,930.92	£302,930.92
Part Ground (South)	9,217	£129,708.06	£129,708.06
Part Ground (North)	5,365	£75,498.96	£75,498.96
Part Lower Ground (North)	7,479	£105,250.75	£105,250.75
Part Lower Ground	7,342	£103,324.59	£103,324.59
		<b>£3,292,584.25</b>	<b>£3,292,584.25</b>

## Service Charge Budget Commentary

		Schedule 1
Code	Item	Whole Building
		£
<b>MANAGEMENT (FEES &amp; SITE MANAGEMENT RESOURCES)</b>		
<b>1000</b>	<b>Management Fees</b>	
	Fee payable to the managing agents by the Landlord to manage the property, including administration of the service charge.	£165,000.00
		<u>£165,000.00</u>
<b>1005</b>	<b>Facilities Manager Fees</b>	
	The cost of the Facilities Manager, as agreed, to provide senior support on behalf of Helix	£28,000.00
		<u>£28,000.00</u>
<b>1015</b>	<b>Staff Costs</b>	
	The provision of a Building Manager, Technical Services Manager and Customer Services Manager to the property	£213,977.60
	15% administration fee for on-site staff costs as per the PMA	£32,096.64
		<u>£246,074.24</u>
<b>1020</b>	<b>Receptionists / Concierge</b>	
	Front of House service contract to provide receptionists - provided by Office Concierge	£200,000.00
		<u>£200,000.00</u>
<b>1025</b>	<b>Site Accommodation (Rent / rates)</b>	
	Building Management office	£3,200.00
	Engineers office	£3,200.00
	Security Control room	£3,200.00
	Team Twenty welfare room	£3,200.00
		<u>£12,800.00</u>
<b>1030</b>	<b>Office Costs (Telephones / stationery)</b>	
	IT support services from Onsite Technologies	£13,500.00
	Telephony services (line rental, web hosting & broadband) provided through Onsite Technologies	£6,000.00
	Mass communication service (matters)	£2,500.00
	Phone bill (estimated)	£2,000.00
	Create Master - online O&M service	£3,000.00
	IT licensing	£6,000.00
	Stationery and welfare supplies	£5,000.00
	TV licence for communal areas	£180.00
	Building Engines - web based helpdesk and reactive calls management system	£2,000.00
		<u>£40,180.00</u>
<b>1035</b>	<b>Systems</b>	
	Provision of building portal as provided by Locale	£10,200.00
	MyTAG Post Room management system	£4,000.00
	MyTAG Proof of Compliance system	£2,000.00
	MyTAG Academy (web based site induction system)	£1,200.00
	MyTAG Key management system	£1,200.00
	MyTag Proof of Presence system	£1,200.00
		<u>£19,800.00</u>
<b>1040</b>	<b>Help Desk / Call Centre</b>	
	Out of hours service	£75.00
		<u>£75.00</u>
<b>1045</b>	<b>Landlord's Risk Assessments, Audits &amp; Reviews</b>	

## Service Charge Budget Commentary

Code	Item	Schedule 1
		Whole Building £
	Health & Safety General Risk Assessment provided by Tetra	£2,900.00
	Fire Risk Assessment (including 2x 6 monthly supervised evacuation drills) provided by Force Fire Consultancy	£4,050.00
	Water Hygiene Risk Assessment and Legionella Management plan provided by Building Monitoring Services	£5,500.00
	Air Quality monitoring provided by Building Monitoring Services	£1,500.00
	Riskwise licensing for compliance management system	£215.00
	GDPR audit	£842.00
	Emergency Terrorist Plan in conjunction with FRA Costs 2022	£298.00
		<b>£15,305.00</b>
<b>UTILITIES</b>		
<b>1100</b>	<b>Electricity</b>	
	Certified green electricity contract provided by Ecotricity	£312,500.00
		<b>£312,500.00</b>
<b>1105</b>	<b>Gas</b>	
	Certified green gas contract provided by Regent Gas	£8,000.00
		<b>£8,000.00</b>
<b>1110</b>	<b>Water &amp; Sewerage Charges</b>	
	Supply of fresh water by Castle Water and sewerage by Thames Water (estimated)	£52,000.00
		<b>£52,000.00</b>
<b>1115</b>	<b>Utility Procurement &amp; Consultancy</b>	
	Services provided by Ecomonitor to validate invoices and prepare tenant recharge reports	£11,300.00
		<b>£11,300.00</b>
<b>SOFT SERVICES</b>		
<b>1200</b>	<b>Security Guarding</b>	
	Contracted services provided by Bidvest Noonan for static guarding to the property	£731,000.00
	Provision of a dedicated Post Room operative 5 days a week	£48,200.00
		<b>£779,200.00</b>
<b>1205</b>	<b>Security Systems</b>	
	Site radios, including Ofcom licence (managed by the security provider)	£9,100.00
	Maintenance of powered doors and reception speed lanes (managed by the M&E provider)	£3,500.00
	Service and maintenance of CCTV and access control equipment (managed by the M&E provider)	£21,500.00
	ID card printer supplies	£350.00
		<b>£34,450.00</b>
<b>1210</b>	<b>Cleaning</b>	
	Internal cleaning services provided by Greenzone Cleaning & Environmental Services, including monthly anti-COVID fogging	£416,000.00
	External cleaning to hard surfaces (jet washing) provided by Greenzone	£900.00
	Specialist cleaning of exterior brasswork provided by Greenzone	£10,000.00
		<b>£426,900.00</b>
<b>1215</b>	<b>Window Cleaning</b>	
	Weekly and monthly cleaning of reception windows provided by Greenzone	£7,500.00
	Quarterly cleaning of external windows via rope access provided by Greenzone	£15,500.00
	Quarterly cleaning of external windows from external balconies (using Reach 'n' Wash) provided by Greenzone	£2,200.00
	6 monthly cleaning of the internal atrium glass by Greenzone	£14,000.00

## Service Charge Budget Commentary

Code	Item	Schedule 1
		Whole Building £
		£39,200.00
<b>1220</b>	<b>Hygiene Services / Toiletries</b>	
	Sani-bins and air fresheners to all communal toilet areas	£17,700.00
	Provision of consumables including toilet tissue and hand towels	£62,000.00
	Laundry equipment service agreement (2x washing machines & 2x tumble driers)	£2,600.00
		£82,300.00
<b>1225</b>	<b>Carpets / Mats Hire</b>	
	Monthly exchange of entrance barrier mats in both receptions	£1,500.00
		£1,500.00
<b>1230</b>	<b>Waste Management</b>	
	Provision of waste collection services including DMR, cardboard, food waste and associated equipment	£53,500.00
	Allowance for ad-hoc skip requirements for bulk waste removal	£1,000.00
		£54,500.00
<b>1235</b>	<b>Pest Control</b>	
	Vermin and fly pest control services provided through Greenzone	£4,700.00
	Provision of hawking service to prevent seagull nesting on the main roof (March to August)	£7,600.00
		£12,300.00
<b>1240</b>	<b>Snow Clearance / Road Gritting</b>	
	Proactive gritting and reactive snow clearance provided by OUTCO	£1,800.00
		£1,800.00
<b>1245</b>	<b>Internal Floral Displays</b>	
	Flower arrangements and planted trees to both receptions provided by Ethereal Blooms	£5,600.00
		£5,600.00
<b>1250</b>	<b>External Landscaping</b>	
	Weed control to the main roof provided by MITIE Landscapes	£1,000.00
		£1,000.00
<b>1255</b>	<b>Signage</b>	
	Allowance for ad-hoc signage including new tenant entries to the reception directories	£3,000.00
	Smart screen display in reception / cafe area to display building environmental details	£3,000.00
		£6,000.00
<b>1260</b>	<b>Seasonal Decorations</b>	
	Christmas decorations to both reception areas	£6,500.00
		£6,500.00
<b>HARD SERVICES</b>		
<b>1300</b>	<b>M&amp;E Maintenance &amp; Repairs</b>	
	Contracted maintenance services provided by Jones FM	£443,900.00
	Tools, equipment, calibrations and uniform costs	£3,000.00
	Consumables including routine replacement parts for site equipment and machinery	£30,000.00
	100% 5 yearly fixed electrical installation test and inspection (statutory)	£15,000.00
	General repairs to M&E equipment	£25,000.00
	Critical spares allowance	£6,500.00
	#REF!	£5,000.00
		£528,400.00

## Service Charge Budget Commentary

		Schedule 1
Code	Item	Whole Building
		£
<b>1305</b>	<b>Life Safety Systems Maintenance &amp; Repair</b>	
	Annual loadbank test of emergency life safety generator	£5,500.00
	Connection of sprinkler control panel to life safety supplied power services	£10,000.00
	Sprinkler system and dry riser maintenance	£12,000.00
	Fire alarm and PAVA maintenance	£12,000.00
	Smoke extract system, smoke curtains, fire dampers, fire doors and gas detection maintenance	£16,000.00
	Life safety emergency life safety generator maintenance	£1,700.00
	Emergency lighting repairs	£2,000.00
	Fuel for the emergency life safety generator (if required)	£500.00
		<b>£59,700.00</b>
<b>1320</b>	<b>Lift Maintenance Contract &amp; Repair</b>	
	Annual maintenance of 6x passenger, 1x Goods, 1x Fire Fighting & 1x access platform lifts by Schindler	£25,000.00
	Allowance for repairs to lifts	£15,000.00
		<b>£40,000.00</b>
<b>1330</b>	<b>M&amp;E, Lift &amp; Escalator Inspections &amp; Consultancy</b>	
	M&E consultancy provided by Innovo	£4,000.00
	Monthly support service (if taken up)	£1,200.00
	Lift consultancy provided by D2E	£4,500.00
		<b>£9,700.00</b>
<b>1345</b>	<b>Fabric Repairs &amp; Maintenance</b>	
	Allowance for internal repairs	£28,000.00
	Allowance for external repairs	£7,500.00
		<b>£35,500.00</b>
<b>1350</b>	<b>Redecoration</b>	
	Ground floor lift lobby lighting project	£15,000.00
	Tiling to rear of Butler sinks	£2,000.00
	Redecoration works to core 1 (main) stairwell	£20,000.00
	Redecoration of WC sink areas and bins	£20,000.00
		<b>£57,000.00</b>
<b>TOTAL BUDGET</b>		<b>£3,292,584.24</b>