

FOR MC MEETING 20 JUNE 2023

Rent collection	Estimate	QUESTIONS AND COMMENTS
1. Rent collection and arrears management up to court action	£172.57 per unit per annum	
2. Sundry payments e.g. garages or one-off payments and re-charges		
3. Money and welfare benefits advice		
4. Quarterly rent statement and annual rent increase		
5. Former tenant arrears		
6. Exclusions: Court actions and evictions charged separately, service charges.		
Housing Management		
1. Changes to household and tenancies	£188.92 per unit per annum	Not much of this category is necessary as we rarely have any such issues. Can we negotiate a lower rate?
2. Crime and anti-social behaviour casework up to court action		
3. Tenancy fraud including illegal subletting up to court action		
4. Hoarding and mental health referrals		
5. Safeguarding		
6. Community liaison		
7. Permissions – pets, alterations, lodgers and other items as required in the tenancy agreement		
8. Exclusions: Legal casework charged separately		
Responsive repairs		
1. Repairs would be re-charged in full plus an admin fee.	£X per repair admin fee	What are the criteria for when a survey is needed?
2. Maintenance survey	£150 per survey visit	

3. Aids and adaptations would be charged in full plus an admin fee.	15% of final cost admin fee	
Property compliance		
1. Fire risk assessments (FRA's)	£172.57 per unit per annum	Please clarify, apart from the gas checks, this per annum fee includes the cost of the actual check (but excludes works), and is not just the admin fee?
2. Maintaining asbestos register		
3. Legionella testing		
4. EICR's - Electrical testing		
5. Fire alarm and CO alarm testing		
6. Gas safety checks – full recovery of costs plus admin fee	£15 per certificate admin fee	
7. Exclusions: Follow up work or actions resulting from checks, these will be picked up by major or responsive repairs.		
Voids		
Full recovery of costs plus admin fee.	15% of cost admin fee	
Planned and major works		
1. Stock condition surveys	A quote can be provided on request	
2. Planned repairs programme delivery	10% of contract value admin fee	is this fee inclusive of the surveyor and full supervision of contract?
3. Developing an asset management strategy	A quote can be provided based on project brief	
Governance		
Advice and policy development	A quote can be provided based on	

		project brief	
Financial services			
1. Production of quarterly management accounts		£196.19 per unit per annum	6. We assume that auditors fee is not included, however would they advise on what level of audit FPHC needs, and indicate and expected audit cost for FPHC's size and complexity of accounts?
2. Making and managing bank payments			
3. Production of annual budget			
4. Production of end of year schedules and information for auditors			
5. Management of audit process with auditors			
6. Excluded: Preparation of Statutory accounts			
7. Excluded: Preparation of financial business plan			
8. Excluded: Opening of new bank accounts and change of accounts, outside of CHS needs			
9. Excluded: Insurance renewals			
Sundries	£172.57 per unit per annum	What is this exactly? Is it a standing charge/office operating fee for any level of contract between FPHC and CH?	
Contract management and administration			
Total fixed cost per unit per annum (includes Gas, but excludes all variable pricing and quoted works)	£917.82 plus VAT £32,123.00 ex VAT		

Extra questions	
1. Is stationery, telephone, software, IT support included in any of these categories. (G)	