

<u>Plot Schedule</u> (what you see on the service charge breakdown)	<u>Explanation</u>	<u>EVML Cost Headings</u>	<u>Home Owner</u>	<u>Tenant</u>
Management Staffing	This covers the cost of East Village Management's staffing that support and deliver the management services to the plot.	Estate Director Services Coordinator Supervisor Services Coordinator Estates Manager Building Manager Senior Building Technician Building Technician Night Building Technician Utilities Operative (Day Technician) Community Engagement Officer Recruitment Costs Staff Training & Development Costs Uniforms & PPE Payroll processing costs Management Office Welfare Facilities	✓	
Health & Safety	This covers the cost of health and safety risk assessments, which are a statutory requirement.	Facilities and H & S Manager Assistant Facilities Manager/Facilities & Helpdesk co-ordinator General Risk Assessment Quality Assurance Evac Chairs Noise Enforcement	✓	
Caretaker/Concierge Services	This covers a handyman service that will inspect and carry out minor nontechnical repairs, a centralised office for the management parcels, post and deliveries for all residents and a team dedicated to monitor the CCTV and fire management systems.	Handyman Security - CCTV & Fire Safety Management Parcel Store	✓	✓
Bulk Refuse/Waste Management	This covers the cost of managing the refuse and recycling bins in the refuse areas and the removal of bulk rubbish	Waste Operative Supervisor Waste Operative Vehicle Maintenance Waste Costs - Bulky Waste removal	✓	✓
Electricity	This covers the cost of providing external lighting on the plot including courtyards	Electricity	✓	✓

Grounds Maintenance	This covers the cost of maintaining external areas on your plot and any gardening work such as grass cutting, pruning shrubs, weeding, flowerbeds, planting, the sweeping and maintenance of hard landscaping and footpaths and litter picking.	Courtyard Operative Courtyard & Roof Gardens Landscaped areas Contingency for additional Landscaping Courtyard Irrigation System Irrigation non pot dye annual test Salt and gritting Ecological Management	✓	✓
Water	This covers the cost of supplying the water for all cleaning and washing of communal areas. This is not a charge for the supply of water to your home.	Water	✓	✓
Drainage Maintenance	This covers the cost of maintenance and repairs to the drainage systems.	Drainage Systems	✓	
Water Treatment	This covers the cost of testing the water tanks.	Water Hygiene Testing & Tank Chlorination	✓	✓
Communal Boiler Maintenance	This covers the cost of testing and maintaining the heating network in the communal areas of the plot.	District Heating System Water Testing Building Management System LTHW Secondary Network call out	✓	
Water Pump Maintenance	This covers the cost of maintenance and repairs to the water pumps.	Water Pressurisation Pump service	✓	✓
Electrical Periodic Testing	This covers the cost of maintenance and repairs to the various electronic components and systems in the plot.	Main switchgear & LL Distribution Boards Fixed Wire Test Thermal Image Automatic Transfer switches Motor Control Centre Panel PAT Testing	✓	
General Repairs	This covers the cost of any general repairs that need to be carried out to the communal areas of your plot.	Air Conditioning (Comms rooms etc) Mobility Scooter Charging Points Car Park & Bin Store Extract Fans Specialist EXTERNAL Reactive works not covered by Handyman Equipment Hire (access/lifting, testing, meters, etc.) Consumables - Lamps, fuses, tools etc. Contingency for spares - replacement pumps, signs, minor equipment	✓	✓
Roads & Path Maintenance	This covers the cost of maintenance and repairs to the roads and paths.	Hard Surface & Block Paving	✓	

CCTV Maintenance	This covers the cost of maintenance and repairs to the CCTV security systems.	CCTV CCTV call outs	✓	✓
Fire	This covers the cost of maintenance and repairs to the fire equipment	Colt Ventilation Smoke Extract Maintenance Smoke Extract Call Outs Sprinkler Systems Fire Extinguisher servicing	✓	✓
Fire Risk Assessment	This covers the cost of fire risk assessments, which are a statutory requirement.	Fire Risk Assessments	✓	
Playground Equipment Maintenance	This covers the cost of maintenance and inspecting the play area equipment.	Play Areas Maintenance & Inspection	✓	✓
Pest Control	This covers the cost of any pest control work carried out to the plot.	Pest Control Pest Control - Adhoc	✓	✓
Insurance	This covers the cost of insuring the communal areas of the plot.	Buildings, Terrorism & Excess liability Additional Covers Insurance Re-Valuation Insurance Claim Excesses	✓	
Audit Fee	This covers the cost of getting the service charge accounts audited by qualified independent auditors.	Audit & Accountancy	✓	✓
Company Secretary/Legal Fees	This covers the cost of EVML's legal fees and company secretary.	Company Secretarial Legal Services Management Audit	✓	
Welfare Office Refit		PROJECTS	✓	
Management Fee	This covers the cost of EVML's managing agent's fee relating to the management of the plot communal areas and services.	Plot Management Fee	✓	
Sink Fund	This fund is held by EVML to build up a reserve of money which can pay all or some of the cost of future major repairs and improvements to the plot. The money is collected from homeowners only and paid into a Trust account whereby the money earns interest that stays in the reserve fund. Items normally paid for from the fund include planned and replacement works, resurfacing of paths and roads, bike store and bin store areas, gates, CCTV equipment etc.	Reserve Fund	✓	
Depreciation	This is a cost for social rented tenants for the depreciation and replacement of certain items in the external communal areas such as lighting, CCTV and security equipment, entry system and gates.	Reserve Fund		✓

Block All Schedule (what you see on the service charge breakdown)	Explanation	EVML Cost Headings	Home Owner	Tenant
Window Cleaning	This covers the cost of cleaning all communal windows (both internally and externally).	Window Technician Window Cleaning Windows, Frames & Window furniture	✓	✓
Lighting Conductor Maintenance	This covers the cost of maintenance and testing the lightning protection systems.	Lightning Protection Services	✓	✓
TV Aerial	This covers the cost of the communal TV/Radio satellite systems installed to serve all homes in your plot. This is separate to any fees you pay to providers for subscriptions to particular services.	TV / Satellite Integrated Reception Systems TV / Satellite Call Outs	✓	✓
Fall Arrest System Maintenance	This covers the cost of maintenance and testing the safety harness system.	Safety Harness System (Plot 10 only)	✓	✓
Façade Inspection	This covers the cost of cleaning and inspecting the external cladding of the block.	Façade Inspection - Assisted abseil Façade Cleaning	✓	✓
Roof Maintenance	This covers the cost of maintenance and repairs to the roof.	ETFE Roof Maintenance (Plot 9 only)	✓	
General Repairs	This covers the cost of any general repairs that need to be carried out	Specialist EXTERNAL Reactive works not covered by Handyman	✓	✓
Entryphone Maintenance & Repairs	This covers the cost of servicing, maintaining and repairing the door entry system.	Access, Intercom & UPS Doors & Gates, Access intercom call outs	✓	✓
Fire	This covers the cost of maintenance and repairs to the fire equipment	Fire Alarm & Fire Detection Fire Alarm Call Outs	✓	✓
Insurance	This covers the cost of insuring the entire fabric and structure of your property.	Buildings, Terrorism & Excess liability Additional Covers Insurance Re-Valuation	✓	

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Health & Safety	This covers the cost of health and safety risk assessments, which are a statutory requirement.	Facilities and H & S Manager Assistant Facilities Manager/Facilities & Helpdesk co-ordinator General Risk Assessment Evac Chairs	✓	
Caretaker/Concierge Services	This covers a handyman service that will inspect and carry out minor nontechnical repairs and a team dedicated to monitor the CCTV and fire management systems.	Handyman Security - CCTV & Fire Safety Management	✓	✓
Electricity	This covers the cost of providing internal lighting for your block, running of lifts, water pumps and any other equipment	Electricity	✓	✓
Heating	This covers the cost of providing heating to the internal communal areas. This is not a charge for the supply of heat to your home.	Communal Lobby underfloor heating	✓	✓
Water	This covers the cost of supplying the water for all cleaning and washing of communal areas. This is not a charge for the supply of water to your home.	Water	✓	✓
Drainage Maintenance	This covers the cost of maintenance and repairs to the drainage systems.	Drainage Systems	✓	
Water Treatment	This covers the cost of testing the water tanks.	Water Hygiene Testing & Tank Chlorination	✓	✓

Water Pump Maintenance	This covers the cost of maintenance and repairs to the water pumps.	Water Pressurisation Pump service	✓	✓
Cleaning	This covers the cost of cleaning and maintaining the internal communal areas in your block.	Cleaning Supervisor & Cleaner Cleaning Materials	✓	✓
Communal Boiler Maintenance	This covers the cost of testing and maintaining the heating network in the communal areas of the plot.	District Heating System Water Testing Building Management System LTHW Secondary Network call out	✓	
Lighting Conductor Maintenance	This covers the cost of maintenance and testing the lightning protection systems.	Lightning Protection Services	✓	✓
Electrical Periodic Testing	This covers the cost of maintenance and repairs to the various electronic components and systems in the block.	Main switchgear & LL Distribution Boards Fixed Wire Test Thermal Image Automatic Transfer switches Motor Control Centre Panel PAT Testing	✓	
Emergency Lighting Maintenance & Repairs	This covers the cost of maintaining and repairing emergency lighting system.	Emergency Lighting System	✓	✓
Dry Riser Maintenance	This covers the cost of maintaining and dry riser system.	Dry Riser Systems	✓	✓
Lift Maintenance & Repairs	This covers the cost of maintenance, servicing and repairs of lifts. This excludes the electricity to power the lifts.	Lift Sump pump (incl 2 men H&S and access hoist) Lift Maintenance & Repair Lift Call out (malicious)	✓	✓
General Repairs	This covers the cost of any general repairs that need to be carried out to the block.	Mobility Scooter Charging Points Equipment Hire (access/lifting, testing, meters, etc.) Consumables - Lamps, fuses, tools etc. Contingency for spares - replacement pumps, signs, minor equipment Specialist INTERNAL Reactive works not covered by Handyman	✓	✓
Entryphone Maintenance & Repairs	This covers the cost of servicing, maintaining and repairing the door entry system.	Access, Intercom & UPS Power Assisted Doors Doors & Gates, Access intercom call outs	✓	✓
CCTV Maintenance	This covers the cost of maintenance and repairs to the CCTV security systems.	CCTV CCTV call outs	✓	✓

Fire	This covers the cost of maintenance and repairs to the fire equipment	Colt Ventilation Smoke Extract Maintenance Smoke Extract Call Outs Sprinkler Systems Fire Alarm & Fire Detection	✓	✓
Lift Telephone	This covers the cost of telephones lines connected to the lifts	Lift Telephone	✓	✓
Fire Risk Assessment	This covers the cost of fire risk assessments, which are a statutory requirement.	Fire Risk Assessments	✓	
Pest Control	This covers the cost of any pest control work carried out to the plot.	Pest Control Pest Control - Adhoc	✓	✓
Insurance	This covers the cost of insuring the communal areas of the block.	Buildings, Terrorism & Excess liability Additional Covers Insurance Re-Valuation Insurance Claim Excesses	✓	
Lift Insurance	This covers the cost insurance of lifts	Engineering Insurance & Inspection	✓	✓
Welfare Office Refit		PROJECTS	✓	
Management Fee	This covers the cost of EVML's managing agent's fee relating to the management of the block communal areas and services	Block Management Fee	✓	
Sink Fund	This fund is held by EVML to build up a reserve of money which can pay all or some of the cost of future major repairs and improvements to the block. The money is collected from homeowners only and paid into a Trust account whereby the money earns interest that stays in the reserve fund. Items normally paid for from the fund include planned and replacement works such as flooring, doors, lighting, windows, lifts, door entry systems, CCTV equipment, roof & redecoration.	Reserve Fund	✓	
Depreciation	This is a cost for social rented tenants for the depreciation and replacement of certain items in the internal communal areas such as flooring, doors, lighting, lifts, and CCTV equipment.	Reserve Fund		✓