



Introducing . . .
an audit service
to help you achieve
transparency and efficiency
with your commercial
service charges



Financial compliance
Lease compliance
RICS Code Compliance
Value for money

 **PROPERTY
SOLUTIONS**
managing service charges

Improving Service Charge Efficiency

As a direct response to the substantial research findings of London Business School, Loughborough and Kingston University Business Schools, Property Solutions has developed a new range of audit services, specifically targeted at achieving transparency and efficiency in service charge matters.



For the industry to feel confident that a particular building is well-managed, the following four criteria must not only be adhered to, to the satisfaction of all parties, but there needs to be an agreed sign-off process that all can believe in.

Financial Compliance

Do the payment processes adhere to the proper principles of accounting practice? Are tenants being



asked to pay the correct sums, properly apportioned? Are interest payments correctly credited to the service charge account?

Lease Compliance

Are the items of expenditure shown on the service charge certificate properly recoverable under the terms of the lease? Are landlord and tenant obligations being met?

RICS Code Compliance

Are principles and practices of service charge management in line with the RICS Code that



came into force in April 2007?

Furthermore, where the lease and the Code disagree, is the management of the building being carried out in line with Code as far as reasonably possible?

Value-for-Money

Are the services provided at the building agreed with the tenants in advance, in terms of efficiency, economy and effectiveness? Are all contracts and services re-tendered on a regular basis? Is there a long-term planned maintenance programme in place? Is the condition of the fabric and services checked annually? Are plant and equipment replaced due to condition, rather than life expectancy? Do the operating costs of the building reflect its location, nature & size?

Each aspect of our new audit service will result in a signed audit opinion that landlords, agents and tenants can confidently rely on.

The overall service is designed to build directly on Property Solutions' unique area of expertise – checking the management and payment processes within large portfolios of properties. Property Solutions has continually developed this niche role over nearly 20 years, and is well tried and trusted by both tenants and agents who are currently clients.

Our Portfolio Services team are complimented by the forensic abilities of chartered surveyors, consulting engineers and accounting consultants in the Consultancy Services division, where high costs or other problems are addressed.

Property Solutions bring together professionals from the accounting, property engineering and management backgrounds, to work in teams, solve service charge problems and reduce costs for clients.



Property Solutions, in collaboration with London Business School, Loughborough & Kingston University Business Schools, is able to apply this expertise to their new audit process and have developed draft audit opinions for each audit process that can be applied to the new service.

If you are a managing agent wishing to demonstrate that you manage buildings well for your client and tenants, a landlord wishing to establish itself as a beacon of good practice in the industry, or a tenant wanting peace of mind, our new audit service can help.



To find out more about our new Service Charge Audit Service, call [Kellie Bennett on 01454 332211](tel:01454332211) or visit: www.property-solutions.co.uk

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Property Solutions is the UK's leading commercial service charge consultancy and has sought value-for-money service charges for its clients since 1992.

Portfolio Services

Providing clients with management processes to minimise service charge payments, identify high charges and manage costs.

Consultancy Services

Forensic services identifying the reasons for high costs then taking action to achieve value for money and service charge savings.



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