

Appendix 1 - Administration & Major Works Benchmark Data

Administration Fee Type	Current	Benchmark Data			MSDC Est. No.	BDC Est. No.	Potential Income*
		High	Low	Average			
	£	£	£	£			£
Leaseholder Enquiries (Flats/maisonettes)		440	285	360	3	6	3,240
Resales/Landlords Enquiries (Flats & Apartments)	85	300	100	179			0
Notice of transfer	24	102	30	64			0
Notice of charge		100	30	64			0
Deed of covenant		120	30	74			0
Copy of lease if held in our records		100	15	39	1	2	117
Insurance policy document		45	25	31	2	4	186
Standard valuation fee (basic market valuation)		350	175	260			0
Lease extension admin fee		300	50	182			0
Enfranchisement admin fee (per unit)		500	100	288			0
Home improvements (permission request - basic)		180	25	83	3	6	747
Home improvements (permission request - complex)		410	50	174	1	2	522
Home improvements (Survey in respect of alterations)		205	100	163	1	2	489
Home improvements (Survey and licence)		350	75	173			0
Retrospective consent with surveyor visit		410	25	184			0
Breach of Lease		50	25	36			0
New lease plan drafting		250	60	140	1	1	280
Rent reference - Right to buy/acquire		25	25	25			0
Removal of land charges entries		235	40	118			0
Deed of postponement	85	190	45	99			0
Deed of variation/rectification administration fee		750	40	264			0
Remortgaging and further advance fees		130	30	74	2	4	444
Buying more shares/staircasing		235	60	167			0
Notice to sublet		170	30	91	2	5	637
Postponing right to buy discount repayment - deed of postponement		180	125	117			0
Copy of Service Charge account		40	20	29	2	4	174
Late Service charge reminder		25	15	20	8	20	560
Total							£7,396

Major works management fee		15.00%	8.00%	12.00%			£8,400*
----------------------------	--	--------	-------	--------	--	--	---------

* based on £60k Leasehold Major Improvement Work

*Potential Income - based on predicted numbers. Some transactions are rare so no financial income assumption has been made.