



Provision of Services for
**Commercial Service
Charge Accounting**





M+A Partners

We are an independent firm of Chartered Accountants, Chartered Tax Advisers and Registered Auditors with 20 years' service charge audit experience.

With a history that stretches back over 100 years, our reputation as a trusted and approachable adviser is founded on the commitment and knowledge of our team.

Our values

Service charge accounting is a specialist area that requires professional expertise and a detailed understanding of the sector. We have a knowledgeable and dedicated team, equipped with the technical competency to carry out the required services to the highest standard.

We also understand that there are other qualities that are central to a positive and proactive relationship with our clients.

- **Service** – We assist you in meeting your clients' KPIs by committing to accuracy, timely reporting, and regular communication. As an independent firm, we embody a personal and adaptable service.
- **Working together** – We build relationships that are genuine and enduring. We believe in teamwork, collaboration and honesty. We are accountable and take responsibility for our actions.
- **Innovation** – We are ambitious, innovative and always seeking to improve. We believe opportunities are there to be created and make room for people to pursue them.
- **Sustainability** – The intention to have a positive impact on the environment and society runs through the decisions we make as a firm. We aim to be net zero carbon as a business by 2030.
- **Value** – We understand what real value is and how to deliver it. This means being commercially astute, robust in our advice, a reliable partner and expert adviser.



Service and expertise

We deliver a comprehensive commercial service charge accounting service, together with guidance on the latest regulatory requirements and best practice. Our advice and services are aligned to the standards of management required in commercial property, including RICS Service Charges in Commercial Property.

Our service charge accounting team assists with:

- Ensuring compliance with RICS Professional Standards and guidance
- Provision of an independent Accountants Report
- Meeting the requirements of the ICAEW Technical Release TECH 09/14
- Online workflow portals and KPI dashboards

Service Charge Accounting Team



Chris Dugdale
Partner



Frank Shippam
Partner



Andrew Potts
Consultant



Sam Routledge
Manager

Technical service overview

Commercial Service Charge reporting compliant with RICS Professional Standards and Guidance

We are thorough in our approach and ensure compliance with regulatory requirements.

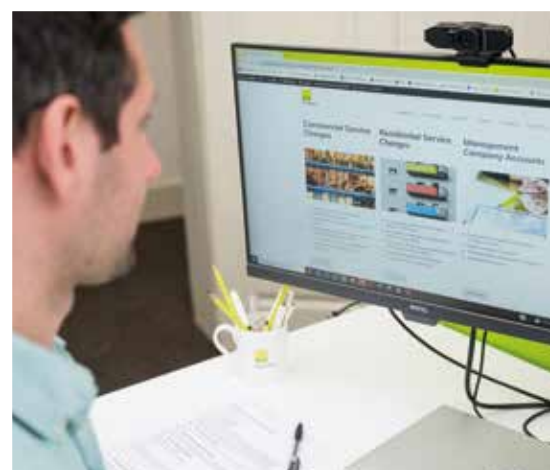
Our review of the Statement of Service Charge Expenditure and Notes to the Service Charge Accounts includes

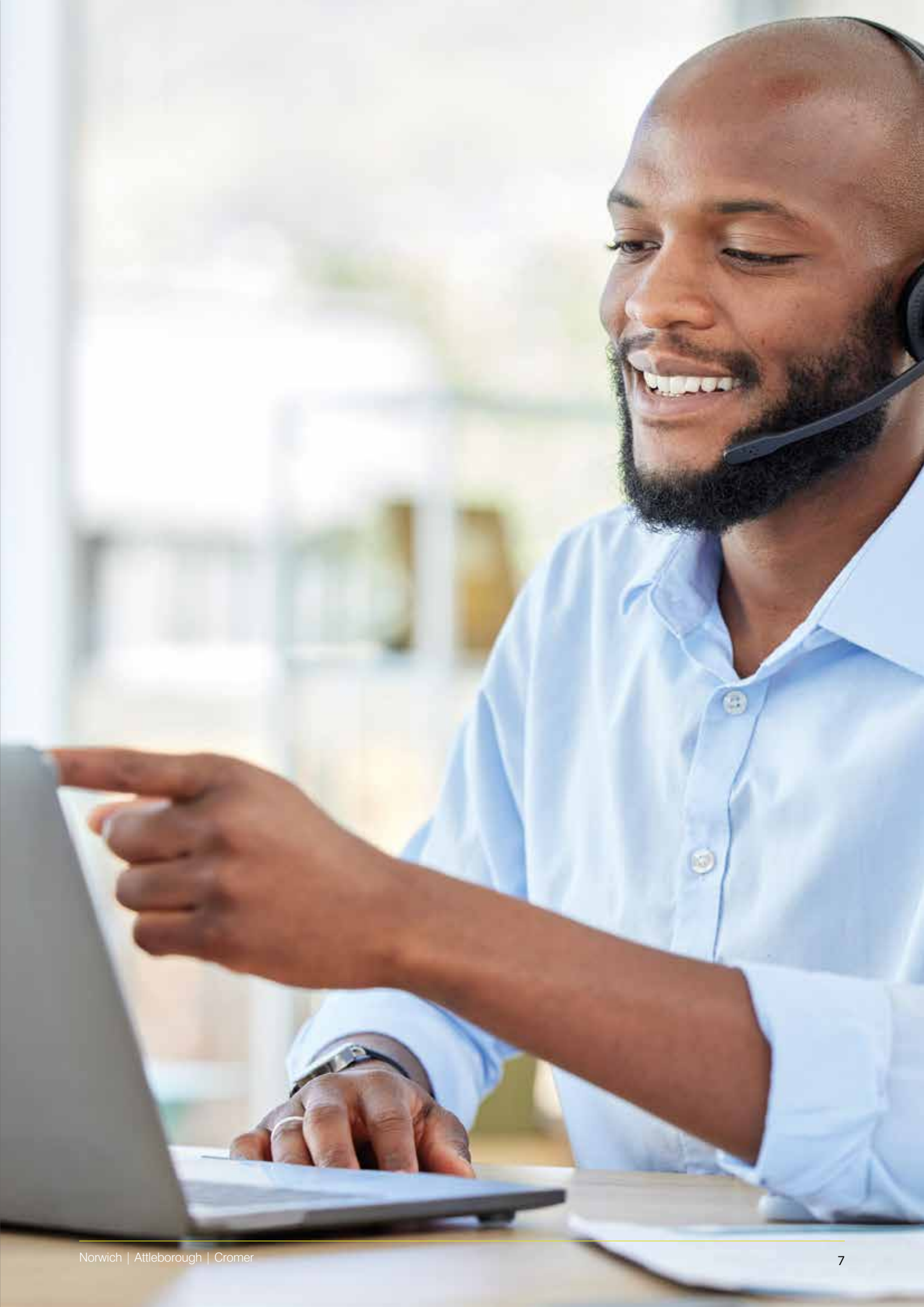
- Ensuring expenditure has been consistently allocated to the correct cost classification
- Completeness testing (contractual expenditure)
- Large / unusual items - check to invoices
- Analytical review testing - variances +/- 5%
- Year end accrual testing
- Checking the release of opening accruals
- Correct accounting for Forward Funding / Provisions
- Review of items subject to Insurance claims
- Review of Held items - ensuring appropriate action is being taken to resolve invoices in dispute
- Notes to the service charge accounts transparent

Additional services

We offer a range of complementary services, including:

- Head rent reviews
- Car Park income and expenditure reviews
- Turnover Rent reviews
- Residential Service charges
- Management Company accounts
- Cash book reconciliations
- Training (RICS Professional statement)

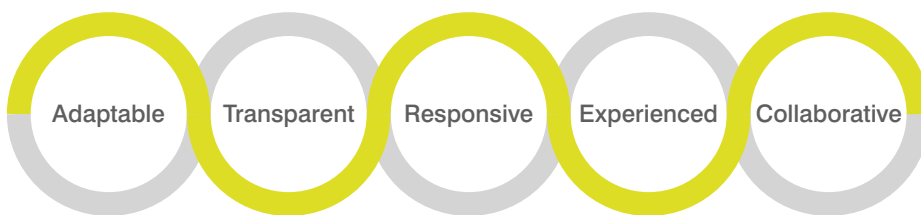






Our approach

Our dedicated Property Management Accounting team is adaptable to support our clients' needs. We work with you to streamline processes around your chosen accounting systems. We understand that the best way to reach KPI's is with clear communication, transparency and a highly skilled responsive team.



Reconciliation Timeline and KPIs

We outline below the recommended service charge reconciliation timeline, which details the responsibilities and turnaround times to allow for the year end service charge expenditure to be finalised and an independent accountant's report to be produced within eight weeks after the year end.

Service charge process timeline	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Client completes year-end adjustments and accruals								
Client submits initial documentation for independent accountant's review/ audit								
M+A conducts review and issues queries to client								
Client reviews and responds to queries								
Client completes further adjustments/ accruals and submits final documents to M+A to confirm								
M+A review and agree final expenditure and notes to the expenditure								
Client prepares final documents for tenant packs								
M+A produce final independent Accounts Review Report								
Client carries out final raising, close system, collate and publish tenant packs								

Systems, reporting and communication

OneClick is a cloud workspace tailored to your needs. Connect, communicate and collaborate in a secure way with us anytime, anywhere and on any device.



Communication and management

- Microsoft Teams and Zoom communication
- Weekly Microsoft Teams meetings with portfolio directors, accounting and processing teams
- Twice weekly status reporting - detailing status and any areas of concern in approaching KPI's
- Quarterly strategy meetings, discussing lessons learnt, feedback and approaching KPI's

Contact

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Partners

Our Vision - to be the firm of choice,
through our team fulfilling their potential
and delivering exceptional client service

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