



SURVEY FORM FOR SERVICE CHARGE BENCHMARKING INFORMATION

INSTRUCTIONS

Overview

The Middle East Facility Management Association (MEFMA) formed in 2010 has set as one of its goals in 2010-2011 to form a number of focus groups that will pass recommendations to the various Middle East real estate regulation bodies on issues facing the FM sector and Real Estate communities within the Middle East.

One of those Focus Groups has been formed to provide a benchmarking study of service charges for different types of properties throughout the region. The data collated will be used as a 'Guide Only' to the sector similar to the current Dubai RERA Rental Index. It is proposed to collect service charge data for the following development types:- (These development types are shown in the tabs at the bottom of the Excel Spreadsheet attached.)

- Villa Communities
- Residential Blocks (with 25% or less retail lots)
- Mixed Use Blocks (Residential with greater than 25% retail or commercial, hotel lots)
- Commercial only
- Master Communities

As this is a data collection exercise the names of the buildings/communities is not required only the service charge components broken down to match the Account Codes in the attached spreadsheet. To enable comparison with the various locations in Dubai we require a Location tab to be completed. E.g. Dubai Marina, JLT, Jebel Ali, DIP, Al Barsha, Business Bay, International City, etc

If you do not have time to fill in the data collection spreadsheet then you also have the option of sending in a service charge budget for a building and /or buildings with the name blocked to the MEFMA Head Office listed below.

The account code categories in the data collection spreadsheet closely resembles the RERA required codes so in order to make the data meaningful we need to breakdown the various account codes to identify each type of service provision category.

The deadline for the submission of this survey form is within 10 days from the receipt of this document. Kindly send this document through this address: **Sinead Bridgett, MEFMA PO Box 126026 Dubai, United Arab Emirates Tel: +971 4 4267725 Fax: +971 4 4267776 Mob: +971 50 8491447 e-mail: sinead@mefma.org**

The survey form is to be completed as follows:

Please provide all	Required	<i>information for each of the buildings under management for either the current financial year or if unavailable the previous financial year</i>
Items marked as	Required	<i>must be inserted for each building</i>
Items marked as	Optional	<i>should be inserted where available</i>

Example Building Information

Building Location		Dubai Marina, JLT, Jebel Ali, DIP, Al Barsha, Business Bay, International City etc
Building Age		
Building Occupancy		
Building Reference	1001	Any reference to enable the Developer/Manager to identify the building
Number of Units	201	The number of units in the development (including retail etc. that are part of the same Jointly Owned Property)
GFA	280000	The Gross Floor Area of the Development
NSA	200000	The Net Salable Area (the total unit area in the development)
Aggregate Entitlements	200000	The total entitlements used to calculate service charges (often the NSA but may vary)
Financial Year Start	1/1/2010	The Budget figures financial year start expressed as any date format
Financial Year Finish	31/12/10	The budget figures financial year finish expressed as any date format

Example Budget information

Maintenance	458000	Red boxes must be complete (Maintenance for example is all costs soft and hard to maintain the common areas.
Air-conditioning Syst.		If you don't have the information required for a green box simply leave it empty
Cleaning	123500	Insert the budget figure for the line item where available

Benchmarking Information

*Please ensure each **REQUIRED** item is completed and please where possible include **OPTIONAL** information as well to assist with benchmarking costs across Dubai.

Required
Optional

Building Reference	1001	1002	1003	1004	1005	1006	1007
Number of Units							
Building Location							
Building Age							
Building Occupancy							
GFA							
NSA							
Aggregate Entitlements							
Financial Year Start							
Financial Year Finish							
Insurance							
Building							
Other							
Maintenance							
Cooling Towers and Chillers Systems							
Cleaning							
Emergency/Fire Equipment							
Gardening / Landscaping							
Lift Maintenance							
MEP							
Mechanical							
Electrical							
Plumbing							
Printing Access Systems							
Pest Control							
Pool Maintenance & Recreational Maintenance							
Security							
Waste Management							
Management Services							
Audit							
Bank Charges							
Professional and Legal							
Owners Association Management							
Utilities							
District Cooling of Common Areas							
DEWA Common Areas							
Other							
Master Community Civil Works							
Total General Budget*							
Master Community Charges							
Reserve Fund Contributions							
	0	0	0	0	0	0	0

Benchmarking Information

*Please ensure each **REQUIRED** item is completed and please where possible include **OPTIONAL** information as well to assist with benchmarking costs across Dubai.

Required
Optional

Building Reference	1001	1002	1003	1004	1005	1006	1007
Number of Units							
Building Location							
Building Age							
Building Occupancy							
GFA							
NSA							
Aggregate Entitlements							
Financial Year Start							
Financial Year Finish							
Insurance							
Building							
Other							
Maintenance							
Cooling Towers and Chillers Systems							
Cleaning							
Emergency/Fire Equipment							
Gardening / Landscaping							
Lift Maintenance							
MEP							
Mechanical							
Electrical							
Plumbing							
Printing Access Systems							
Pest Control							
Pool Maintenance & Recreational Maintenance							
Security							
Waste Management							
Management Services							
Audit							
Bank Charges							
Professional and Legal							
Owners Association Management							
Utilities							
District Cooling of Common Areas							
DEWA Common Areas							
Other							
Master Community Civil Works							
Total General Budget*							
Master Community Charges							
Reserve Fund Contributions							
	0	0	0	0	0	0	0

Benchmarking Information

*Please ensure each **REQUIRED** item is completed and please where possible include **OPTIONAL** information as well to assist with benchmarking costs across Dubai.

Required
Optional

Building Reference	1001	1002	1003	1004	1005	1006	1007
Number of Units							
Building Location							
Building Age							
Building Occupancy							
GFA							
NSA							
Aggregate Entitlements							
Financial Year Start							
Financial Year Finish							
Insurance							
Building							
Other							
Maintenance							
Cooling Towers and Chillers Systems							
Cleaning							
Emergency/Fire Equipment							
Gardening / Landscaping							
Lift Maintenance							
MEP							
Mechanical							
Electrical							
Plumbing							
Printing Access Systems							
Pest Control							
Pool Maintenance & Recreational Maintenance							
Security							
Waste Management							
Management Services							
Audit							
Bank Charges							
Professional and Legal							
Owners Association Management							
Utilities							
District Cooling of Common Areas							
DEWA Common Areas							
Other							
Master Community Civil Works							
Total General Budget*							
Master Community Charges							
Reserve Fund Contributions							
	0	0	0	0	0	0	0

Benchmarking Information

*Please ensure each **REQUIRED** item is completed and please where possible include **OPTIONAL** information as well to assist with benchmarking costs across Dubai.

Required
Optional

Building Reference	1001	1002	1003	1004	1005	1006	1007
Number of Units							
Building Location							
Building Age							
Building Occupancy							
GFA							
NSA							
Aggregate Entitlements							
Financial Year Start							
Financial Year Finish							
Insurance							
Building							
Other							
Maintenance							
Cooling Towers and Chillers Systems							
Cleaning							
Emergency/Fire Equipment							
Gardening / Landscaping							
Lift Maintenance							
MEP							
Mechanical							
Electrical							
Plumbing							
Printing Access Systems							
Pest Control							
Pool Maintenance & Recreational Maintenance							
Security							
Waste Management							
Management Services							
Audit							
Bank Charges							
Professional and Legal							
Owners Association Management							
Utilities							
District Cooling of Common Areas							
DEWA Common Areas							
Other							
Master Community Civil Works							
Total General Budget*							
Master Community Charges							
Reserve Fund Contributions							
	0	0	0	0	0	0	0

Benchmarking Information

*Please ensure each **REQUIRED** item is completed and please where possible include **OPTIONAL** information as well to assist with benchmarking costs across Dubai.

Required
Optional

Building Reference	1001	1002	1003	1004	1005	1006	1007
Number of Units							
Building Location							
Building Age							
Building Occupancy							
GFA							
NSA							
Aggregate Entitlements							
Financial Year Start							
Financial Year Finish							
Insurance							
Building							
Other							
Maintenance							
Cooling Towers and Chillers Systems							
Cleaning							
Emergency/Fire Equipment							
Gardening / Landscaping							
Lift Maintenance							
MEP							
Mechanical							
Electrical							
Plumbing							
Printing Access Systems							
Pest Control							
Pool Maintenance & Recreational Maintenance							
Security							
Waste Management							
Management Services							
Audit							
Bank Charges							
Professional and Legal							
Owners Association Management							
Utilities							
District Cooling of Common Areas							
DEWA Common Areas							
Other							
Master Community Civil Works							
Total General Budget*							
Master Community Charges							
Reserve Fund Contributions							
	0	0	0	0	0	0	0