



PROPERTY MANAGEMENT

## After Build / Developer CASE STUDIES

CASE STUDY 1

Av. plots (completed pa)

25

	Typical salary	NI Pension	TOTAL
Customer Care Resource			
Part-time Admin	£8,000	£1,040	£80
Full-time Admin	£16,000	£2,080	£160
Full-time Admin	£16,000	£2,080	£160
Customer Care Exec	£18,000	£2,340	£180
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Customer Care Exec	£18,000	£2,340	£180
Customer Care Mgr	£20,000	£2,600	£200
Snr. Customer Care Manager	£35,000	£4,550	£350
	<b>Other costs</b>		
Company vehicle	£5,580		n/a
Mobile	£660		n/a
IT	variable		£1,236
<b>DIRECT COSTS PA</b>			<b>£28,596</b>
Every other year			
4 weeks a year			
3 days a year/employee			
2 days a year/employee			
Office space			£1,410
Recruitment			£2,462
Holidays			£2,105
Sickness			£316
Training			£210
Management distraction*			£5,625
Compensation**			£1,400
<b>INDIRECT COSTS PA</b>			<b>£13,528</b>
<b>TOTAL COSTS PA</b>			<b>£42,124</b>
Cost per plot			£1,685
Average response time (days) ***			4
<b>After Build Service</b>	Cost per plot		£325
	<b>Cost Saving</b>		<b>81%</b>
	Average response time (days) ***		1.5
	<b>Response time saving</b>		<b>63%</b>

### Notes:

\*Management distraction - when problems are escalated to senior members of the team there is a real cost which experience shows is around 0.3% of a 'Directors' time. (av. salary £75,000) per plot.

\*\* At least once a year a 'gesture of goodwill' costs a developer £56 per plot (av. based on typically some form of un-warranted additional service e.g. re-painting of a room) to pacify an irate customer.

\*\*\* Time between occupant reporting problem and contractor receiving job instruction.