

OFFICE SERVICE CHARGE BROCHURE 2012

www.liverpool-one.com
www.liverpooloneoffices.com



LIVERPOOL ONE

Liverpool ONE is the most important development in Liverpool's City Centre for more than 40 years. It has created new shops, leisure and living that few other cities can match.

Covering 42 acres at the heart of the city, Liverpool One is a £920 million development that contains 36 individually designed buildings in six distinct districts, built around the existing streets of Liverpool; each with a different character, offer and design. Comprising 160 units totalling 1.4 million sq ft of retail space, a 14 screen cinema, 230,000 sq ft of restaurants, cafés and bars, together with more than 600 new apartments, two hotels, offices, a revitalised five acre park and new bus interchange, Liverpool ONE was delivered in 2008, the year where Liverpool hosted the European Capital of Culture.



LIVERPOOL ONE :

- Is an environment that is clean, safe, well designed, well lit, well signposted and well maintained.
- Provides a superior level of customer service.
- Has delivered a variety of streetscapes to reflect the four distinct retail districts and imaginatively landscaped park.
- Is open 24/7 for visitors to, and residents of, Liverpool.
- Has strategic on-site management, establishes good relations with other city centre stakeholders and authorities to create a safe environment for everyone.
- Provides quality services of management, security and IT support, to all the occupiers of Liverpool ONE.

LIVERPOOL ONE - Principles for the Estate

Liverpool ONE is a series of open streetscapes and districts linked to the existing core, the business district, the Waterfront and Ropewalks. The development is managed collectively as one estate.

- The strategic management of Liverpool ONE is overseen by Grosvenor's asset management team alongside the operational day to day management functions.
- The streets, walkways and other public spaces in Liverpool ONE are cleaned and maintained to a higher standard than is usually found in town and city centres.
- High quality lighting, continuous on-street and CCTV surveillance with monitoring, together with unified estate management, creates confidence amongst visitors to Liverpool ONE.
- Local and Model Bylaws apply to Liverpool ONE, leading to the elimination of anti-social elements such as vagrants and beggars.
- There is uninterrupted public access throughout the scheme 24 hours a day through designated routes.
- The cost of managing, cleaning and maintaining the streets, walkways and open spaces for which Grosvenor is responsible, is mainly funded by a service charge levied on the commercial occupiers within Liverpool ONE.
- Liverpool ONE's car parks comply with the BPA/ACPO Safer Parking Scheme and the European Quality Standard. Grosvenor work alongside the operator to ensure that Key Performance Standards are met on a daily basis.



LIVERPOOL ONE - Office Service Charge Budget

Liverpool ONE has provided high quality office space at the heart of Liverpool's retail and leisure district. Russell Building and Compton House are now available.

The offices are being managed by the Liverpool ONE on site team and overseen by Grosvenor's asset management team. Office occupiers will benefit from a superior on site service but due to the economies of forming part of a large development, costs remain at a competitive level compared with other office space in Liverpool.

Retailers also occupying the buildings on the ground floor will pay a percentage towards shared building costs. There will then be a separate schedule that relates only to the office costs.

Costs in the service charge for the office buildings will cover:

- The management and maintenance of common areas, building fabric and Mechanical and Electrical systems
- On site management team presence with the offices being monitored by CCTV via the central control room of Liverpool ONE
- Cleaning, security, maintenance, waste disposal, recycling and landscaping.
- 24 hour access routes
- Health and safety measures and fire strategy
- Control and management of servicing arrangements
- Management, cleaning and upkeep of communal toilets
- Signage and Lighting in common parts
- Utilities for common parts
- Insurance



Service Charge Budget - Russell Building

The Russell Building is at the junction of School Lane and Peter's Lane, is surrounded by attractive retail arcades and new public squares and city centre living. There are four available floors of offices, together with one retail unit located on ground and basement level.



| FLOOR | AREA - N.I.A | | £ PSF |
|-----------|----------------|-----------------|-------|
| | m ² | ft ² | |
| 1st floor | 128 | 1,383 | 4.16 |
| 2nd floor | 297 | 3,202 | 4.16 |
| 3rd floor | 300 | 3,239 | 4.16 |
| 4th floor | 301 | 3,244 | 4.16 |

Service Charge Budget - Compton House

Compton House, on School Lane, is adjacent to the newly refurbished Bluecoat – the oldest building in the City Centre. Attractive retail arcades, new public squares and city centre living surround it. There are three available floors of offices, together with a retail occupier on the ground floor.



| FLOOR | AREA - N.I.A | | £ PSF |
|-----------|----------------|-----------------|-------|
| | m ² | ft ² | |
| 1st floor | 206 | 2,214 | 4.00 |
| 2nd floor | 206 | 2,211 | 4.00 |
| 4th floor | 196 | 2,107 | 4.00 |