

Service Charge Index FAQs

What is the Index?

The TPI Service Charge Index is an annual report that provides benchmarking on key metrics for service charges in the UK. To create this report, the TPI relies on members providing detailed information so that the analysis can be performed. The TPI has partnered with Ark Residential to provide a standalone platform that reduces the burden on TPI members in collating and sending the initial data ahead of the creation of the report. The platform is owned and managed exclusively by The Property Institute.

How does the platform work?

In essence, the platform is designed to take the hassle out of calculating and reporting the service charge information to TPI every year. A participating TPI member will be able to log into the platform using their pre-existing TPI login credentials. The TPI member is then able to add details about the developments they wish to share with the TPI - this can be either added manually, or by providing limited access to your financial system of record. The data is then uploaded and analysed by proprietary generative AI, combined with rules based on sector knowledge to map budget line items to index categories. The information is anonymised, aggregated and shared with the TPI so that further analysis can be undertaken for the Index.

How do you connect to the data?

TPI members can choose to add the data by creating each development and inputting the financial data manually, in much the same way they would do today - the only difference is the delivery mechanism for that manual data - uploading to a platform, rather than sending via email. Alternatively, Ark Residential can integrate with your financial system of record using a proprietary API technology. Simply connect your finance system with the TPI platform and grant access rights, and the relevant information can be retrieved. TPI members can manage access and select which of their developments they want to synchronise and send to TPI for it to be part of the analysis.

Who has access to the data?

Access to data is limited to only the specific communities, estates or developments that are selected by the TPI member, and within that, access is limited to the information needed to complete the Index Reporting requirements. When uploaded into the staging platform, only the TPI member and any other employees of the member organisation previously invited onto the platform are able to access the information stored within that platform. When synchronised with the platform, TPI receives only an anonymised summary for each of the categories of the Index Report, along with a summary of the development (region, size of buildings etc). TPI does not have access to the underlying data - this is kept under the control of the individual TPI member.

How do you keep my data secure?

Security is a key consideration for the platform, and access to that data is always controlled by the TPI member. At each stage of the collection process, we ensure that access is limited only to the information needed to complete the Index Reporting requirements. Each side of the platform is protected by 2-Factor Authentication to ensure that access is only granted to permitted users of the system. The platform is protected by encryption and other security measures to keep data safe when in transit and at rest. When sent for synchronisation to TPI, the data is encrypted and securely sent to our generative AI platform which simultaneously reviews the information, tags each element with the correct index category, and then anonymises the content before sending it to TPI. Once confirmed that the information has been received, the processing system then completely erases the original information from its analytical database. Once synchronised, TPI members can remove or delete any information stored on their side of the platform at their own discretion. The platform and process have been built with confidentiality, transparency, and security as the touchstones of the project - ensuring that members can participate with complete confidence that their information is handled responsibly and securely.

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