Motivation
Subsequent to the phase of project development the project developer is faced with the adjudication of realization which contains the implementation of the project. Indispensable for a profound constructional decision is the calculation of profitability. The main task of the calculation is to predict and to rate the estimated investment performance. A reasonable profitability calculation can only be carried out with reliable costing methods and income approaches. When choosing the real estate, the rent including heating is of capital importance for the future user or tenant, by no means the cold rent. He is willing to defray a certain amount in order to get the property provided by the lessor. From the users perspective the rent including heating consists of the cold rent additionally to the apportionable service charges. Therefore it is of great importance by the owner to possess a high level of knowledge about the incidental service charges. A not calculated increase of service charges is a long-term burden to the owner and lowers the yearly net profit of the investor.

State of Research
The currently available data on service charges (such as: OSCAR, FM Benchmarking report, BKI compilations etc.) does not permit any reliable assumptions due to excessive deviations in underlying numbers.

These discrepancies appear as a result of merging real estate data on the basis of incomparable objects. The Benchmarks do not contain any information about the building characteristic (see figure 1).
Both the published characteristics (median or mean) of all various references and the data on which the evaluation was based are subject to wide fluctuations (see “1. Q” and “3. Q”).

**Approach of Research**

The dissertation is divided into a theoretical derivation of all decisive factors influencing the service charges and an ensuing empirical examination of the derived correlations.

The first part derives influencing factors of service charges based on relevant literature. Figure 2 shows the theoretical influences of the cost group 321: sewage (DIN 18960). It is being separated between the influence on the price for each payroll unit and the consumption.

Within the second part, the empirical examination, it requires a large inventory of settled service charges by properties based in Germany. Additionally there is a need of data concerning the characteristics of all objects (concept, standard, age of the technical equipment, presence of elevators, floor structure, percentage of glazing etc.). The characteristics that need to be considered are provided as a result of the first part. The connection between service charges and object characteristics enables the derivation of reliable values.

**Objective of Research**

On the basis of the derived characteristic values the service charges as a function of object characteristics should be reliably predictable.

Reliable characteristic values are essential for expedient benchmarking, the prediction of future rental income as well as decisions of modernization.

**References**


