

REGISTERED NO.
SC292102

SSE Home Services Limited

Financial statements for the year ended 31 March 2011

CONTENTS	Page No.
Report of the Directors	1 - 3
Statement of Directors' Responsibilities in respect of the Directors' Report and the Financial statements	4
Independent Auditor's Report to the Members	5
Profit and Loss Account	6
Balance Sheet	7
Reconciliation of Movements in Shareholders' Funds	8
Notes on the Financial statements	9 - 14

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SSE Home Services Limited

Report of the Directors

The Directors present their report together with the audited financial statements for the year ended 31 March 2011.

1. Principal Activities

The Company is a wholly owned subsidiary of Scottish and Southern Energy plc and part of the Scottish and Southern Energy Group ('SSE' or 'Group').

The Company's principal activity during the period was the provision of domestic gas and electrical wiring maintenance contracts and the installation of new and replacement gas boilers, central heating systems and rewiring. The Company trades across the United Kingdom under the Southern Electric, Scottish Hydro Electric, Swalec and SSE brands.

2. Business Review

(i) Review of Developments and Performance

The company offers a range of gas and electrical maintenance and installation products and services for private householders. During 2010/11 it increased its maintenance customer numbers by 12% to 177,000 and performed gas and electric installation and re-wiring work in 8,200 properties, an increase of 17.1%.

During 2011/12 the company will expand its product and service range to include solar and heat pump technologies, further aligning capabilities with its strategy to offer a comprehensive, 'whole house' approach to home energy services. This enhanced offering and an ongoing focus on operational improvements, service levels and further investment in new systems and processes will help move the company towards profitability.

(ii) Principal Risks and Uncertainties

The Directors acknowledge that they have responsibility for the Company's systems of internal control and risk management and for monitoring their effectiveness. The purposes of these systems are to manage, rather than eliminate, the risk of failure to achieve business objectives, to provide reasonable assurance as to the quality of management information and to maintain proper control over the income, expenditure, assets and liabilities of the Company. No system of control can, however, provide absolute assurance against material misstatement or loss. Accordingly, the Directors have regard to what controls, in their judgement, are appropriate to the Company's business and to the relative costs and benefits of implementing specific controls.

Control is maintained through an organisation structure with clearly defined responsibilities, authority levels and lines of reporting; the appointment of suitably qualified staff in specialised business areas; and continuing investment in quality information systems. These methods of control are subject to periodic review as to their implementation and continued suitability.

SSE Home Services Limited

Report of the Directors (continued)

2. Business Review (continued)

(ii) Principal Risks and Uncertainties (continued)

The main risks that the Company could face have been considered by the Directors as follows:

- The ability to win and retain customers in a challenging economic climate;
- Recruitment of suitably qualified engineers in a market with skill shortages;
- Speed of technology development to support best practice solutions; and
- Process failure in the Company's operations.

The Board reviews and agrees policies for addressing each of these risks.

There are established procedures in place for regular budgeting and reporting of financial information. The Company's performance is reviewed by the Group Board and Group Executive Committee. Reports include variance analysis and projected forecasts of the year compared to approved budgets and non-financial performance indicators. There are Company policies in place covering a wide range of issues and risks including financial authorisations, IT procedures, health, safety and environmental risks, crisis management and a policy on ethical principles. The effectiveness of the Company's systems of internal control is monitored by the SSE Group internal audit department which distributes reports and, where appropriate, action plans to senior managers, Directors and external auditors.

(iii) Key Performance Indicators

	2011	2010	% change
Turnover (£m)	36.3	30.9	17.5
Operating loss (£m)	(8.7)	(13.4)	35.1
Annual maintenance contracts (number)	177,000	158,000	12.0

3. Results and Dividends

The loss after tax for the year to 31 March 2011 amounted to £6.2m (2010 – loss of £9.6m). The Directors do not recommend the payment of a dividend (2010 – £nil).

4. Directors

The Directors who served during the year were as follows:-

Alistair Phillips-Davies
Stephen Forbes

5. Political and Charitable Donations

During the period, no charitable or political donations were made.

SSE Home Services Limited

Report of the Directors (continued)

6. Employment Policies

Staff are actively encouraged to be involved in Company affairs in a wide variety of ways. These include monthly team meetings, briefing documents and internal videos. Policies on such matters as Equal Opportunities and Health and Safety are regularly communicated to staff and involvement is supported through local committees. New staff joining the Company receive induction training.

It is Company policy, where possible, to provide employment opportunities for disabled people. Staff who become disabled are supported in continuing employment through identification of suitable jobs and the provision of necessary retraining.

7. Supplier Payment Policy

It is the Company's policy that payment terms are agreed at the outset of a transaction and are adhered to; that bills are paid in accordance with the contract; and that there are no alterations to payment terms without prior agreement. The number of suppliers days represented by trade creditors was 39 days at 31 March 2011.

8. Auditors

The directors who held office at the date of approval of this directors' report confirm that, so far as they are each aware, there is no relevant audit information of which the Company's auditors are unaware; and each director has taken all the steps that ought to have been taken as a director to be aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Pursuant to Section 487 of the Companies Act 2006, the auditors will be deemed to be reappointed and KPMG Audit Plc will therefore continue in office.

ON BEHALF OF THE BOARD



Peter Lawns
Secretary
16 September 2011

SSE Home Services Limited

Statement of directors' responsibilities in respect of the Directors' Report and the Financial statements

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law they have elected to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice).

Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

SSE Home Services Limited

Independent Auditor's Report to the Members of SSE Home Services Limited

We have audited the financial statements of SSE Home Services Limited for the year ended 31 March 2011 which are set out on pages 6 to 14. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditor

As explained more fully in the Directors' Responsibilities Statement set out on page 4, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit, and to express an opinion on, the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's web-site at www.frc.org.uk/apb/scope/private.cfm.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2011 and of its loss for the year then ended;
- have been properly prepared in accordance with UK Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

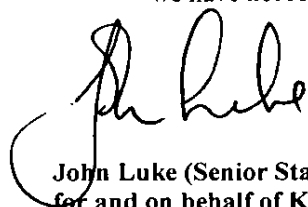
Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



John Luke (Senior Statutory Auditor)
for and on behalf of KPMG Audit Plc, Statutory Auditor
Chartered Accountants
Saltire Court
20 Castle Terrace
Edinburgh
EH1 2EG

16 September 2011

SSE Home Services Limited

**Profit and Loss Account
for the year ended 31 March 2011**

	Note	2011 £m	2010 £m
Turnover		36.3	30.9
Cost of Sales		(28.5)	(27.3)
Gross profit		<u>7.8</u>	<u>3.6</u>
Administrative expenses		(16.5)	(17.0)
Loss on ordinary activities before taxation	2	<u>(8.7)</u>	<u>(13.4)</u>
Interest receivable		0.1	-
Loss before tax		<u>(8.6)</u>	<u>(13.4)</u>
Taxation on ordinary activities	5	2.4	3.8
Loss for the year	12	<u>(6.2)</u>	<u>(9.6)</u>

The above results are derived from continuing activities.

There are no recognised gains or losses for the period other than the loss for the period.

The accompanying notes form part of these financial statements.

SSE Home Services Limited

Balance Sheet as at 31 March 2011

	Note	2011 £m	2010 £m
Current assets			
Stock	6	0.1	0.1
Debtors	7	19.2	22.5
		<u>19.3</u>	<u>22.6</u>
Creditors: amounts falling due within one year	8	(20.3)	(20.3)
Net current (liabilities)/assets		<u>(1.0)</u>	<u>2.3</u>
Total assets less current liabilities		<u>(1.0)</u>	<u>2.3</u>
Creditors: amounts falling due after more than one year	9	(33.6)	(30.8)
Net liabilities		<u>(34.6)</u>	<u>(28.5)</u>
Capital and reserves			
Called up share capital	11	-	-
Profit and loss account	12	(34.6)	(28.5)
Shareholders' deficit		<u>(34.6)</u>	<u>(28.5)</u>

These financial statements were approved by the Directors on 16 September 2011 and signed on their behalf by:



Stephen Forbes, Director

Company Registered No. SC292102

SSE Home Services Limited

**Reconciliation of Movements in Shareholders' Deficit
For the year ended 31 March 2011**

	2011 £m	2010 £m
Loss for the period	(6.2)	(9.6)
Credit in respect of employee share schemes	0.1	-
Net increase in shareholders' deficit	(6.1)	(9.6)
Opening shareholders' deficit	(28.5)	(18.9)
Closing shareholders' deficit	(34.6)	(28.5)

SSE Home Services Limited

Notes on the Financial statements for the year ended 31 March 2011

1. Principal accounting policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. The principal accounting policies are summarised below and have been applied consistently.

The financial statements have been prepared on the going concern basis, notwithstanding the loss for the year of £6.2m (2010: £9.6m) and net liabilities of £34.6m (2010: £28.5m), which the directors believe to be appropriate for the following reasons. The company is dependent for its working capital on funds provided to it by Scottish and Southern Energy plc, the Company's ultimate parent company. Scottish and Southern Energy plc has indicated that for at least 12 months, and for the foreseeable future, from the date of approval of these Financial statements, it will continue to make available such funds as are needed by the company and in particular will not seek repayment of the amounts currently made available. The directors consider that this should enable the company to continue in operational existence for the foreseeable future by meeting its liabilities as they fall due for payment.

Based on this undertaking the directors believe that it remains appropriate to prepare the financial statements on a going concern basis. The Financial statements do not include any adjustments that would result from this basis of preparation being inappropriate.

Under Financial Reporting Standard 1, the Company is exempt from the requirement to prepare a cash flow statement on the grounds that the ultimate parent undertaking includes the Company in its own published consolidated Financial statements.

As the Company is a wholly owned subsidiary of Scottish and Southern Energy plc, it has taken advantage of the exemption contained in Financial Reporting Standard 8 and has therefore not disclosed transactions or balances with entities which form part of the Scottish and Southern Energy Group.

Turnover

Turnover, stated exclusive of Value Added Tax, relates to boiler installation and maintenance income in the UK. Turnover is recognised on a straight-line basis over the contract term (typically one year).

Taxation

The charge for taxation is based on the profit for the period and takes into account deferred taxation.

Current tax, including UK corporation tax, is provided at amounts expected to be paid (or recovered) using the tax rates and laws that have been enacted, or substantially enacted, by the balance sheet date.

Deferred taxation arises in respect of items where there are timing differences between their treatment for accounting and taxation purposes. This is recognised where an obligation to pay more tax in the future has originated but not reversed at the balance sheet date. A deferred tax asset is recognised only when it can be regarded as more likely than not that there will be suitable taxable profits from which the future reversal of the underlying timing differences can be deducted.

Equity and equity-related compensation benefits

Scottish and Southern Energy plc, the ultimate parent of the Company, operates a number of All Employee Share Schemes as described in the Remuneration Report of the Group. These schemes enable Group employees to acquire shares of the ultimate parent company. The employees of the Company are entitled, where applicable, to participate in these schemes. The Company has not been charged with the cash cost of acquiring shares on behalf of its employees, this cost is borne by the Ultimate Parent Company. Where the fair value of the options granted has been measured, the Company has recognised the expense as if the share based payments related to the Company's own shares.

Applying the transitional provisions of FRS 20, its requirements have been applied to all grants of equity instruments after 7 November 2002 that had not vested as at 1 January 2005.

The exercise prices of the sharesave scheme are set at a discount to market price at the date of the grant. The fair value of the sharesave scheme option granted is measured at the grant date by use of an option pricing model. The fair value

SSE Home Services Limited

Notes on the Financial statements for the year ended 31 March 2011

1. Principal accounting policies (continued)

Equity and equity-related compensation benefits (continued)

of the options granted is recognised as an expense on a straight-line basis over the period that the scheme vests. Estimates are updated at each balance sheet date with any adjustment in respect of the current and prior years being recognised in the profit and loss financial statements.

The costs associated with the other main employee schemes, the share incentive plan and the deferred bonus scheme, are recognised over the period to which they relate.

2. Operating loss

The audit fee incurred by the Company in the year was borne by another Group company (2010 – £nil).

3. Staff Costs and numbers

	2011 £m	2010 £m
Staff costs:		
Wages and salaries	21.1	19.1
Social security costs	2.0	1.8
Other pension costs	0.7	0.6
Share based remuneration	0.1	-
	<u>23.9</u>	<u>21.5</u>

Included within the above is a charge recognised under FRS 20 Share-based Payment of £50,443 (2010 – £41,683).

	2011 Number	2010 Number
Numbers employed at 31 March	<u>727</u>	<u>779</u>
	2011 Number	2010 Number
The monthly average number of people employed by the Company during the period	<u>723</u>	<u>672</u>

4. Directors' remuneration

No Director received remuneration in respect of their service to the Company (2010 - £nil).

5. Taxation

	2011 £m	2010 £m
Current tax:		
Group relief recoverable	(2.4)	(3.8)
Total tax credit on loss on ordinary activities	<u>(2.4)</u>	<u>(3.8)</u>

There is no difference between the total current tax shown above and the amount calculated by applying the standard rate of UK corporation tax to the loss before tax.

SSE Home Services Limited

Notes on the Financial statements for the year ended 31 March 2011

5. Taxation (continued)

The Emergency Budget on 22 June 2010 announced that the UK corporation tax rate will reduce from 28% to 24% over a period of four years from 2011. The first change from 28% to 27% was substantially enacted in July 2010 and applies from 1 April 2011. The March 2011 Budget accelerated reduced the tax rate from 1 April 2011 further to 26%. This was substantively enacted on 29 March 2011. These changes will reduce the Company's future current tax charge accordingly.

6. Stocks

	2011 £m	2010 £m
Raw materials and consumables	0.1	0.1

7. Debtors

	2011 £m	2010 £m
Trade debtors	16.7	14.7
Amounts due from group companies	-	0.3
Other debtors	0.1	0.1
Group relief recoverable	2.4	7.4
	<u>19.2</u>	<u>22.5</u>

8. Creditors: amounts falling due within one year

	2011 £m	2010 £m
Trade creditors	0.2	0.4
Bank overdraft	0.2	-
Amounts due to group companies	3.6	4.5
Other taxes and social security	-	0.4
Accruals and deferred income	16.3	15.0
	<u>20.3</u>	<u>20.3</u>

9. Creditors: amounts falling due after more than one year

	2011 £m	2010 £m
Amounts owed to group undertakings	33.6	30.8

SSE Home Services Limited

Notes on the Financial statements for the year ended 31 March 2011

10. Employee share-based payments

The majority of the Company's employees are participants in the following Group share schemes:

(i) Savings-related share option schemes ("Sharesave")

This scheme gives employees the option to purchase shares in the parent Company at a discounted market price, subject to them remaining in employment with the Group for the term of the agreement. Employees may opt to save between £5 and £250 per month for a period of 3 or 5 years and at the end of this period, employees have six months to exercise their options by using the cash saved (including a bonus equivalent to interest). If the option is not exercised, the funds may be withdrawn by the employee and the option expires.

(ii) Share Incentive Plan (SIP)

This scheme allows employees the opportunity to purchase shares in the parent Company on a monthly basis. Employees may nominate an amount between £10 and £125 to be deducted from their gross salary, and this is then used to purchase shares ('partnership shares') in the market on the final business day of each month. These shares are then held in trust for a period of 5 years, at which point they are transferred at no further cost to the employee. These shares may be withdrawn at any point during the 5 years, but tax and national insurance would then be payable on any amounts withdrawn.

In addition to the shares purchased on behalf of the employee, the Group will match the purchase up to a maximum of 5 shares ('matching shares') per month. Again these shares are held in trust for the five years until they are transferred to the employee. If an employee leaves during the first three years, or removes his/her 'partnership' shares, these 'matching' shares are forfeited.

In addition to the above, the following special awards of free shares have been made:

Award made	31 March 2005	31 March 2007	31 March 2008
Free shares per employee	50	20	10
Date at which employee must still be employed to receive award (in addition to 31 March)	20 August 2005	30 May 2007	1 August 2008

These awards were made to all employees in recognition of their contribution to the success of the company. Under the arrangements for the awards, the shares will be held in trust for five years, at which point they will be transferred to the employees at no cost to the employee. These shares may be withdrawn at any point during years four and five, but income tax and national insurance would then be payable on any amounts withdrawn.

Details used in the calculation of these costs are as follows:

(i) Savings-related share option scheme

As at 31 March 2011

Award Date	Option Price (pence)	Outstanding at start of year	Granted	Exercised	Lapsed	Outstanding at end of year	Date from which exercisable	Expiry date
10 July 2007	1,306	577	-	-	-	577	1 October 2010	31 March 2011
10 July 2007	1,306	751	-	-	-	751	1 October 2012	31 March 2013
17 July 2008	1,274	735	-	-	-	735	1 October 2011	31 March 2012
17 July 2008	1,274	3,111	-	-	(306)	2,805	1 October 2013	31 March 2014
30 June 2009	1,042	3,792	-	-	(1,061)	2,731	1 October 2012	31 March 2013
30 June 2009	1,042	11,270	-	-	(358)	10,912	1 October 2014	31 March 2015
30 June 2010	871	-	8,293	-	(948)	7,345	1 October 2013	31 March 2014
30 June 2010	871	-	19,305	-	(2,836)	16,469	1 October 2015	31 March 2016
		20,236	27,598	-	(5,509)	42,325		

SSE Home Services Limited

Notes on the Financial statements for the year ended 31 March 2011

10. Employee share-based payments (continued)

(i) Savings-related share option scheme (continued)

As at 31 March 2010

Award Date	Option Price (pence)	Outstanding at start of year	Granted	Exercised	Lapsed	Outstanding at end of year	Date from which exercisable	Expiry date
10 July 2007	1,306	577	-	-	-	577	1 October 2010	31 March 2011
10 July 2007	1,306	1,377	-	-	(626)	751	1 October 2012	31 March 2013
17 July 2008	1,274	1,250	-	-	(515)	735	1 October 2011	31 March 2012
17 July 2008	1,274	5,025	-	-	(1,914)	3,111	1 October 2013	31 March 2014
30 June 2009	1,042	-	3,792	-	-	3,792	1 October 2012	31 March 2013
30 June 2009	1,042	-	11,270	-	-	11,270	1 October 2014	31 March 2015
		8,229	15,062	-	(3,055)	20,236		

As share options are exercised continuously throughout the period from 1 October to 31 March, the weighted average share price during this period of 1,177p (2010 - 1,126p) is considered representative of the weighted average share price at the date of exercise. The weighted average share price of forfeitures is simply the option price to which the forfeit relates.

The fair value of these shares at vesting, calculated using the Black-Scholes model, and the assumptions made in that model are as follows:

	July 2006		July 2007		July 2008		June 2009		June 2010	
	3 Year	5 Year	3 Year	5 Year	3 Year	5 Year	3 Year	5 Year	3 Year	5 Year
Fair value of option	217p	227p	287p	313p	304p	339p	244p	269p	231p	264p
Expected volatility	19%	19%	25%	25%	28%	28%	35%	35%	19%	19%
Risk free rate	4.7%	4.7%	5.8%	5.7%	4.9%	5.0%	2.7%	2.9%	1.4%	2.2%
Expected dividends	4.8%	4.8%	5.3%	5.2%	4.1%	4.2%	4.1%	4.2%	1.7%	2.2%
Term of the option	3 yrs	5 yrs	3 yrs	5 yrs	3 yrs	5 yrs	3 yrs	5 yrs	3 yrs	5 yrs
Underlying price at grant date	1,180p	1,180p	1,460p	1,460p	1,397p	1,397p	1,139p	1,139p	1,089p	1,089p
Strike price	999p	999p	1,306p	1,306p	1,274p	1,274p	1,042p	1,042p	871p	871p

Expected price volatility was obtained by calculating the historical volatility of the Group's share price over the previous 12 months.

(ii) Share Incentive Plan

	2011		2010	
	Shares	Weighted average price (pence)	Shares	Weighted average price (pence)
Outstanding at start of year	5,253	1,171	2,105	1,245
Granted	434	1,161	3,616	1,137
Forfeited	(1,155)	1,215	(468)	1,245
Outstanding at end of year	4,532	1,159	5,253	1,171
Exercisable at end of year	470	1,506	65	1,091

The fair value of these shares is not subject to valuation using the Black-Scholes model. However, the fair value of shares granted in the year is equal to the weighted average price paid for the shares at the grant date as shares are acquired out of the market as at that date to satisfy awards made under the scheme.

Shares purchased under this scheme prior to 7 November 2002 have not been included as permitted by the transitional rules under FRS 20.

SSE Home Services Limited

Notes on the Financial statements for the year ended 31 March 2011

10. Employee share-based payments (continued)

Free shares

	2011		2010	
	Shares	Weighted average price (pence)	Shares	Weighted average price (pence)
Outstanding at start of year	2,530	1,267	3,160	1,253
Granted	-	-	-	-
Forfeited	(380)	1,210	(360)	1,253
Exercised	(130)	1,149	(270)	1,125
Outstanding at end of year	2,020	1,285	2,530	1,267
Exercisable at end of year	20	1,076	130	965

As share options are exercised continuously throughout the year, the weighted average share price during this period of 1,149p (2010: 1,125p) is considered representative of the weighted average share price at the date of exercise.

The fair value of these shares is not subject to valuation using the Black-Scholes model. However, the fair value of shares granted in the year is equal to the weighted average price paid for the shares at the grant date as shares are acquired out of the market as that date to satisfy awards made under the scheme.

11. Share capital

	2011 £	2010 £
Authorised: 1,000 Ordinary shares of £1 each	1,000	1,000
Allotted, called up and fully paid: 100 Ordinary shares of £1 each	100	100

12. Profit and loss account

	£m
Balance at 1 April 2010	(28.5)
Loss for the year	(6.2)
Credit in respect of employee share schemes	0.1
Balance at 31 March 2011	(34.6)

13. Ultimate holding company

The Company is a subsidiary of Scottish and Southern Energy plc, which is the ultimate parent company and is registered in Scotland. The largest and smallest group in which the results of the Company are consolidated is that headed by Scottish and Southern Energy plc. The consolidated financial statements of the group (which include those of the Company) are available from Corporate Communications, Inverlmond House, 200 Dunkeld Road, Perth PH1 3AQ.