

APPENDIX II - THE SERVICES

DESCRIPTION	Included
Opening and handling bank accounts.	✓
Preparing and sending out service charge estimates.	✓
Collecting service charges and reserve fund contributions including sending demands and associated summaries and any required statements.	✓
Processing payments relating to the Property within expenditure limits and funds available or as reasonable expediency shall dictate.	✓
Providing information to accountants prior to the preparation of annual service charge accounts. For the avoidance of any doubt if we are not appointed as Company Secretary the Client is responsible for filing the accounts on time.	✓
Using best endeavours to collect current and on-going routine service charge arrears but not action requiring any contact with solicitors regarding legal work or tribunals.	✓
Providing reasonable management information to the lessees.	✓
Liaising with the Client.	✓
Liaising with any recognised resident(s) association(s).	✓
Entering into and managing maintenance contracts on behalf of the Client. Having consulted with the Client prior to instruction and received written confirmation of the instruction	✓
Viewing, without the use of inspection equipment, the common parts of the Property to check condition and deal with any necessary repairs other than major repairs.	✓
Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning and overseeing such works.	✓
Organising periodic health and safety checks (but not specialist checks and tests) and ensuring appropriate risk assessments are in place. Unless instructed otherwise by the Clients	✓
Consultation with the client on management matters.	✓
Consultation with the client on long-term agreements except for consultation on the appointment of a managing agent.	✓
Visiting the Property (minimum of every month). An inspection will be completed whilst on site and emailed to the Clients.	✓
Dealing with day-to-day lessee issues and reporting to and taking instruction from the Client on lessees' dissatisfaction.	✓
Advising the Client on all relevant legislative and regulatory issues and general interpretation of leases. Any complex issues will need referring to a relevant consultant	✓
Maintaining adequate/suitable files and records on the management of the Property.	✓
Keeping records of residents and tenancy details where provided.	✓
Advising and liaising with the Client on management policy.	✓
Arranging venues for AGM's and EGM's	✓

Initiation and administration of minor insurance claims	✓
Issuing demands for administration charges with associated summaries of rights.	✓
Arranging fire risk assessments by competent persons (not including the Fire Risk assessors' costs)	✓
Holding annual meetings with residents if required.	✓
Providing accommodation for meetings and inspection of documents and the facility to make photocopies.	✓
The manager will provide to the Clients a quarterly update of the budget versus the expenditure, service Charge debtors & the current balance in the bank account.	✓

APPENDIX III
ADDITIONAL CHARGES

ADDITIONAL SERVICES	AVAILABLE	CHARGING BASIS where not included in the Services
Any additional work entailed, where the information as listed in Appendix IV is not forthcoming on the Takeover list.	✓	£15 per hr
Initiation and administration of major insurance claims	✓	£15 per hr
Preparing and monitoring major building works not covered by annual contracts, inspection work in progress and handling retentions. – each project charge to be discussed with the Client prior to tendering for works the % is for guidance.	✓	4% to 8 % of contract costs
Prospecting for costs – If the Client require quotes for works which will not be initiated in the proceeding 18 month a charge will be made for site visits to meet each contractor.	✓	£45 per visit
Providing copy documents including insurance policies, copies of invoices and receipts, for which there may be a charge if hard copies	✓	£10 (per document)
The collection of arrears existing at the time of takeover. However not action requiring any contact with solicitors regarding legal work or tribunals.	✓	£36 first two arrears letter increasing to £48 for third and subsequent letters
Advertising and recruiting site staff on behalf of the Client.	✗	
Dealing with any pension issues relating to site staff.	✗	
Preparing Notices of subletting, changes of use and handling requests for any necessary approvals, lease extensions and variations	✓	Quotation available on request
Preparing replacement cost assessment for insurance valuation purposes on buildings and landlord contents.	✓	Quotation available on request
Supplying copies of leases from the Land Registry	✓	£50 per lease

Dealing with requests for improvements or alterations by leaseholders and related party wall matters	✓	£25 per letter
Dealing with S20 consultations admin, including serving the required notices.	✓	£15 per unit
Attending meetings of directors. (Annual meeting included in the Service) Directors can hold their own meetings and the Manager can take instruction from the directors meeting minutes.	✓	£15ph
Attending meetings outside of normal office working hours other than the AGM	✓	£30 per hr
Company Secretarial Services: - (a) Acting as Company Secretary to the Client (b) Issuing membership or share certificates (c) Calling annual general or extraordinary meetings: prepare notices, attend and take minutes.	✓	Quotation available on request

APPENDIX IV
SERVICE ARRANGED EXTERNALLY

Preparing statutory accounts for submission to Companies House excluding audit if required	✓	By arrangement
Filing statutory company returns.	✓	By arrangement
Fees of specialist advisers. Including Fire, Asbestos, Water and H&S	✓	By arrangement
Providing any form of Services to the Client over and above this Management Agency Agreement in relation to the exercise by the lessees of Enfranchisement, the Right to manage or as the result of the Appointment of a Manager by a Tribunal.	✓	By arrangement
Dealing with taxation issues relating to trust fund interest	✓	By arrangement
Any matters relating to ground rent reviews	✓	By arrangement
Providing detailed legal advice on any of the above	✓	By arrangement
Specialist advice on assessment of major repairs and decoration or other issues.	✓	By arrangement
Negotiating with local and statutory authorities regarding operation or amendment or improvements to communal services as necessary	✓	By arrangement
Legal recovery of unpaid service charges or ground rents or action for non-compliance with leases including instructing solicitors and preparing for and attending Court/Tribunal.	✓	By arrangement
Advising on health and safety matters and other legislative requirements.	✓	By arrangement
Organising surveys of Property and reporting to Client.	✓	By arrangement