



SCHEDULE OF SERVICES AND ASSOCIATED COSTS

<u>Service</u>	<u>Gold</u>	<u>Silver</u>	<u>Bronze</u>
Onboarding			
Meeting with directors to arrange bespoke management service required for the block/estate	✓	✓	✓
Reasonable collection of data required for management	✓	✓	✓
Any additional work entailed, where the information as listed in Appendix II is not forthcoming or available.	By quote	By quote	By quote
Onboarding block to our database systems	By quote	By quote	By quote
Administration of all works required to ensure compliance prior to management (e.g. Risk Assessments)	By quote	By quote	By quote
The collection of arrears existing at the time of takeover.	£35ph	£35ph	£35ph
Supplying copies of leases from the Land Registry	£20 per item	£20 per item	£20 per item
Supplying title deeds, plans, registers from the Land Registry	£10 per item	£10 per item	£10 per item
Day to Day Management			
Providing reasonable management information to the lessees	✓	✓	✓
Dealing with day-to-day lessee issues and reporting to and taking instruction from the Client on lessees' dissatisfaction and other matters.	✓	✓	✓
Advising the Client on all relevant legislative and regulatory issues and general interpretation of leases.	✓	✓	✓
Maintaining adequate/suitable files and records on the management of the property in line with GDPR.	✓	✓	✓
Keeping records of residents and tenancy details whereby provided.	✓	✓	✓
The creation and provision of lessee welcome packs or handbooks, with the assistance of directors/lessees	✓	✓	✓
Corresponding with external freeholder in the case of a Right to Manage Company	✓	✓	✓

Financial Management			
Opening, holding and administering bank accounts in trust	✓	✓	✓
Visits to branch with Directors if required	£35 per hour	£35 per hour	£35 per hour
Annual banking safeguarding processes	✓	✓	✓
Preparation of annual budget projections	✓	✓	✓
Preparation and distribution of annual service charge demands or requests along with associated summaries	✓	✓	✓
Additional service charge demands requested by client (Half yearly, quarterly, monthly)	£5 per unit per demand	£5 per unit per demand	£5 per unit per demand
Preparation and distribution of annual ground rent requests (if applicable) along with associated summaries	✓	✓	✓
Collection of service charge or ground rent contributions as per the lease	✓	✓	✓
Issuing demands for administration charges with associated summaries	✓	✓	✓
Processing payments relating to the Property within expenditure limits and funds available or as reasonable expediency shall dictate.	✓	✓	✓
Providing information to nominated accountants prior to the preparation of annual service charge accounts.	✓	✓	✓
Provision of additional information requested by nominated accountant above what is reasonably expected.	£35 per hour	£35 per hour	£35 per hour
Using best endeavors to collect current and on-going routine service charge arrears but not action requiring legal work or tribunals.	✓	✓	✓
Annual renewal and administration of buildings, liability and Directors & Officers Insurance (subject to SWR acting in a Company Secretarial Capacity)	✓	✓	✓
Maintenance Management			
Monthly "Responsible Person" Checks of communal areas as required <ul style="list-style-type: none"> • Emergency Lighting Test • Smoke alarm Test • Visual components check • Fire alarm activation • Protected escape route check • Internal Health & Safety Check • Completion of Fire Log Documentation 	£30 per visit	£30 per visit	
Regular Site Visits <ul style="list-style-type: none"> • Health & Safety Check • Noticeboard Check • Check of condition/maintenance required • Preventative Maintenance Reports Made • Meters read • Photographic Report 	£45 per visit	£45 per visit	
Acting as Responsible Person under the Regulatory Reform Act	✓	✓	
Meeting Directors' own contractors on site as requested by Directors	£35 per visit	£35 per visit	

Suggesting, based on findings on visits, a planned maintenance schedule.	✓	✓	
Reactive maintenance using our own contractors or those selected by the Client. (See service level agreement)	✓	✓	
Entering into and managing maintenance contracts on behalf of the Client.	✓	✓	
Instructing a third party surveyor to produce 5 and 10 year preventative maintenance plans (Surveyor at additional cost)	✓	✓	
Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning and overseeing such works.	✓	✓	
Ensuring ongoing compliance with CDM regulations, GDPR & Health and Safety Legislation	✓	✓	
Consultation with the client on long-term agreements except for Long Term Qualifying Agreements.	✓	✓	
Administration of issues relating to Tree Protection Orders	✓	✓	
Administration of issues relating to Listed Property and Property located in Conservation areas	✓	✓	
Provision of our out of hours maintenance 24/7 response line	✓	✓	
Dealing with listed building consents when required	✓	✓	
Compliance Management			
Arranging periodic health and safety checks by competent persons *third party cost	✓	✓	
Arranging periodic fire risk assessments by competent persons. *third party cost	✓	✓	
Arranging periodic asbestos checks (if applicable) by competent persons. *third party cost	✓	✓	
Arranging periodic Domestic Electrical Installation Condition Reports to the common parts (if applicable). *third party cost	✓	✓	
Drawing up periodic risk assessment plans (when an external risk assessor is not deemed required)	£150	£150	
Company Secretarial Management			
Acting as Company Secretary to the Client	✓		
Acting as Personal of Significant Control to the Client	✓		
Filing statutory company returns (Confirmation Statement)	✓		
Appointment of Directors	✓		
Resignation/removal of Directors	✓		
Ensuring compliance with Articles of Association of Company	✓		
Maintaining and holding the Statutory Books (Held digitally)	✓		

Calling, organising and chairing (if requested) Annual General Meeting	✓		
Calling, organising and chairing (if requested) Extra-ordinary Meeting	£35 ph per person (min of 2)		
Attendance at one Directors meeting per year (2 members of staff)	✓		
Additional Directors Meetings per year (2 members of staff)	£35 ph per person (min of 2)		
Production and distribution of minutes	✓		

Additional Services

<p>Dealing with Section 20 consultations, including serving the required notices, instructing, and liaising with specialist consultants.</p> <ul style="list-style-type: none"> • Compliance with CDM Regulations • Administering third party surveyors • Obtaining tenders for major works • Producing and sending relevant notices • Dealing with comments and objections • Dealing with listed building/conservation area consent • Dealing with required licenses (work in public areas) • Monitoring and overseeing progression of works to completion 	12% of final job cost		
Third party surveys	By arrangement		
Preparing replacement cost assessment for insurance valuation purposes on buildings and landlord contents.	Quotation available on request		
Preparing Notices of subletting, changes of use and handling requests for any necessary approvals, lease extensions and variations.	By arrangement		
Dealing with requests for improvements or alterations by leaseholders and related party wall matters	By arrangement		
Advertising and recruiting site staff on behalf of the Client.	By arrangement		
Dealing with any pension issues relating to site staff.	By arrangement		
Preparation of income and expenditure for accountancy purposes for individual lessees	£35 per unit		
Any matters relating to ground rent reviews.	By Arrangement		
Legal recovery of unpaid service charges or ground rents or action for non-compliance with leases including instructing solicitors and preparing for attending Court/Tribunal.	By Arrangement		
Initiation and administration of all insurance claims	£100 per claim		
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.	£35 per hour		

Negotiating with local, statutory or private authorities regarding operation or amendment or improvements to communal services as necessary.	£35 per hour
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Sales & Assignments (Payable by Individual Leaseholder)	
Provision of a management pack (LPE1/FME1)	£299
Expedited Service	+£30
Printed & Posted Copies	+£15
Edited/revised management pack	+£25
Answering lessees written queries additional to those to be reasonably expected and where excess work arises due to this	£35 per 3 enquiries
Deed of covenant	£75
Receipt of notice of transfer/assignment	Refer to lease
Receipt of notice of charge	Refer to lease
Certificate of Compliance	£40
Company Membership Application & Membership Certificate	£40
Receipt of Stock Transfer Form & Provision of Share Certificate	£40
Indemnity for lost share certificate	£30