



S W RELOCATIONS LTD
FULL SCHEDULE OF CLIENT SERVICES

Onboarding

Charged at £35 per hour plus VAT

All packages are subject to onboarding. Onboarding includes:

1. Initial meeting with directors/owners to gather history and current information
2. Review of leases and title deeds
3. Review of the company memorandum and articles of association
4. Review of all compliance related matters and production of rectification report
5. Review of current contracts and re-tender if required
6. Review of conveyancing requirements
7. Onboarding of all outstanding maintenance
8. Onboarding of financial information including current debtors
9. All other matters to assist a smooth transfer of management
10. Provision of first residents meeting to “meet and greet” and share process going forwards

FULL BLOCK MANAGEMENT SERVICE (By quote; Minimum charge £150 per month plus VAT)

All services listed below in parts 1-4 are included in the standard monthly management charge

Part one: General Management Services Included:

1. Provision of online portal to directors and leaseholders providing full transparency of management and financial information
2. Providing reasonable management information to the lessees
3. Dealing with day-to-day lessee issues and reporting to and taking instruction from the Client on lessees’ concerns or dissatisfaction
4. Advising the Client on all relevant legislative and regulatory issues and general interpretation of leases
5. Maintaining adequate/suitable files and records on the management of the property in line with GDPR
6. Keeping records of residents and tenancy details whereby provided
7. The creation and provision of lessee welcome packs or handbooks, with the assistance of directors/lessees
8. Corresponding with external freeholder or estate management stakeholders in the case of a Right to Manage Company or tri-partite leases
9. Tribunal appointed management and all associated tasks as per management order

Part two: Financial Management Services Included:

10. Provision of ringfenced bank accounts for use by Client
11. Preparation of annual budget projections
12. Preparation and distribution of service charge demands
13. Preparation and distribution of ground rent demands
14. Collection of service charge or ground rent contributions and accounting of the same
15. Issuing demands for administration charges
16. Administering payments relating to the Property within expenditure limits as reasonable expediency shall dictate
17. Providing required information to nominated accountants prior to the preparation of annual service charge accounts
18. Using best endeavours to collect current and on-going routine service charge arrears but not action requiring legal work or tribunals
19. Renewal and administration of buildings, liability, and Directors & Officers Insurance (subject to SWR acting in a Company Secretarial Capacity)
20. Advising on the creation and maintenance of reserve funds and sinking funds

Part three: Maintenance and Compliance Management Services Included:

21. Administration of monthly responsible person testing
22. Annual site visit with report
23. Suggesting, based on findings on visits, a preventative maintenance schedule
24. Reactive maintenance using our own contractors or those selected by the Client
25. Administration of planned and/or preventative maintenance
26. Entering and managing maintenance contracts on behalf of the Client
27. Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning and overseeing such works.
28. Ensuring ongoing compliance with CDM regulations, GDPR & Health and Safety Legislation
29. Consultation with the client on long-term agreements except for Long Term Qualifying Agreements
30. Administration of issues relating to Tree Protection Orders
31. Provision of our out of hours maintenance 24/7 response line
32. Administering periodic fire and health and safety risk assessments by competent persons
33. Administering periodic asbestos checks by competent persons
34. Administering periodic Domestic Electrical Installation Condition Reports to the common parts

Part four: Company Secretarial Services Included:

35. Acting as Company Secretary to the Client
36. Filing statutory company returns
37. Arranging for the production and lodgement of annual statutory accounts
38. Appointment of Directors
39. Resignation/removal of Directors
40. Ensuring compliance with Memorandum and Articles of Association of Company
41. Ensuring compliance with English company law
42. Maintaining and holding digital copies of company Statutory Books
43. Calling, organising, and chairing Annual General Meeting

44. Attendance at one Directors meeting per year (2 members of staff)
45. Production and distribution of minutes

Part five: Additional Services

All services charged at £35 per hour plus VAT based on chargeable time recorded

46. Administering all matters relating to Section 20 consultation including tender process and overseeing major works
47. Administration of third-party specialist surveys and/or assessments
48. Handling requests for consent to sublet, alter or otherwise
49. Handling requests for lease extensions or variations
50. All party wall matters
51. All matters relating to EWS1 or External Wall Cladding Systems
52. Advertising and recruiting site staff on behalf of the Client
53. Dealing with any pension issues relating to site staff
54. Preparation of income and expenditure for accountancy purposes for individual lessees
55. Any matters relating to ground rent reviews
56. 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
57. Initiation and administration of all insurance claims
58. Work 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
59. Negotiating with local, statutory, or private authorities regarding operation or amendment or improvements to communal services as necessary
60. Provision of additional information requested by nominated accountant above what is reasonably expected
61. Additional site visits as requested by Client
62. Administration of issues relating to Listed Property and Property located in Conservation areas
63. Dealing with listed building consents
64. Additional Directors Meetings (2 members of staff)
65. Organising and chairing Extra-ordinary Meeting (2 members of staff)
66. All matters relating to ecological surveying or conservation
67. Providing any form of Services to the Client over and above the standard services included in parts 1 - 4 in this Management Agency Agreement

FULL ESTATE MANAGEMENT SERVICE (By quote; Minimum charge £150 per month plus VAT)

Onboarding

Charged at £35 per hour plus VAT

All packages are subject to onboarding. Onboarding includes:

1. Initial meeting with directors/owners to gather history and current information
2. Review of title deeds
3. Review of the company memorandum and articles of association
4. Review of all compliance related matters and production of rectification report
5. Review of current contracts and re-tender if required
6. Review of conveyancing requirements
7. Onboarding of all outstanding maintenance
8. Onboarding of financial information including current debtors
9. All other matters to assist a smooth transfer of management
10. Provision of first residents meeting to “meet and greet” and share process going forwards

Part one: General Management Services Included:

1. Provision of online portal to directors and owners providing full transparency of management and financial information
2. Providing reasonable management information to the owners
3. Dealing with day-to-day site issues and reporting to and taking instruction from the Client on owners’ concerns or dissatisfaction
4. Advising the Client on all relevant legislative and regulatory issues and general interpretation of title deeds.
5. Maintaining adequate/suitable files and records on the management of the property in line with GDPR
6. Keeping records of residents and tenancy details whereby provided.
7. The creation and provision of welcome packs or handbooks, with the assistance of directors/owners
8. Corresponding with external stakeholders as required

Part two: Financial Management Services Included:

9. Provision of ringfenced bank accounts for use by Client
10. Preparation of annual budget projections
11. Preparation and distribution of estate charge demands
12. Preparation and distribution of rent charge demands
13. Collection of estate charge or rent charge contributions and accounting of the same
14. Issuing demands for administration charges
15. Administering payments relating to the Property within expenditure limits as reasonable expediency shall dictate
16. Providing required information to nominated accountants prior to the preparation of annual estate charge accounts

17. Using best endeavours to collect current and on-going routine estate charge arrears but not action requiring legal work or tribunals
18. Renewal and administration of buildings (if applicable), liability, and Directors & Officers Insurance (subject to SWR acting in a Company Secretarial Capacity)
19. Advising on the creation and maintenance of reserve funds and sinking funds

Part three: Maintenance and Compliance Management Services Included:

20. Administration of monthly responsible person testing
21. Annual site visit with report
22. Suggesting, based on findings on visits, a preventative maintenance schedule
23. Reactive maintenance using our own contractors or those selected by the Client
24. Administration of planned and/or preventative maintenance
25. Entering and managing maintenance contracts on behalf of the Client
26. Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning and overseeing such works.
27. Ensuring ongoing compliance with CDM regulations, GDPR & Health and Safety Legislation
28. Consultation with the client on long-term agreements except for Long Term Qualifying Agreements
29. Administration of issues relating to Tree Protection Orders
30. Provision of our out of hours maintenance 24/7 response line
31. Administering periodic fire and health and safety risk assessments by competent persons
32. Administering periodic asbestos checks by competent persons
33. Administering periodic Domestic Electrical Installation Condition Reports to the common parts

Part four: Company Secretarial Services Included:

34. Acting as Company Secretary to the Client
35. Filing statutory company returns
36. Arranging for the production and lodgement of annual statutory accounts
37. Appointment of Directors
38. Resignation/removal of Directors
39. Ensuring compliance with Memorandum and Articles of Association of Company
40. Ensuring compliance with English company law
41. Maintaining and holding digital copies of company Statutory Books
42. Calling, organising, and chairing Annual General Meeting
43. Attendance at one Directors meeting per year (2 members of staff)
44. Production and distribution of minutes

Part five: Additional Services

All charged at £35 per hour plus VAT

45. Administering all matters relating to major works including consultation of owners and tender process
46. Administration of third-party specialist surveys and/or assessments
47. Handling requests for consent to sublet, alter or otherwise
48. Handling requests for deeds of variations

49. All party wall matters
50. All matters relating to EWS1 or External Wall Cladding Systems
51. Advertising and recruiting site staff on behalf of the Client
52. Dealing with any pension issues relating to site staff
53. Preparation of income and expenditure for accountancy purposes for individual owner
54. Any matters relating to ground rent or fixed rent charge reviews
55. Legal recovery of unpaid estate or rent charges or action for non-compliance with title deeds including instructing solicitors and preparing for attending Court/Tribunal
56. Initiation and administration of all insurance claims
57. Negotiating with local, statutory or private authorities regarding operation or amendment or improvements to communal services as necessary
58. Provision of additional information requested by nominated accountant above what is reasonably expected
59. Additional site visits as requested by Client
60. Administration of issues relating to Listed Property and Property located in Conservation areas
61. Dealing with listed building consents
62. Additional Directors Meetings (2 members of staff)
63. Organising and chairing Extra-ordinary Meetings (2 members of staff)
64. All matters relating to ecological surveying or conservation
65. Providing any form of Services to the Client over and above the standard services included in parts 1 - 4 in this Management Agency Agreement

Conveyancing Services

1. Completion of Leasehold Property Enquiry form plus attachments **£299 + VAT**
2. Completion of Freehold Property Enquiry form plus attachments **£299 + VAT**
3. Expedited service (48 working hours) **Add £30 + VAT**
4. Refresh form **£25 + VAT**
5. Printed & posted copies **Add £15 + VAT**
6. Additional Queries **Billable time £35 + VAT per hour**
7. Share Transfer and Certificate **£50 + VAT**
8. Lost Share Certificate Indemnity **£30 + VAT**
9. Membership Application and Certificate **£50 + VAT**
10. Deed of covenant **£125 + VAT**
11. Receipted Notice of Assignment and/or charge **Refer to Lease**
12. Receipted Notice of transfer and/or charge **Refer to Lease**
13. Receipted notice of transfer/assignment/charge (standard charge) **£50 + VAT**
14. Receipted Notice of Sub-letting **£20 + VAT**
15. Compliance certificate **£125 + VAT**
16. Duplicate Lease/title documents **£5 + VAT per document**
17. Additional ad-hoc support work as requested **Billable time £35 + VAT per hour**
18. Request for consent to sublet or to alter **£50 + VAT**