



FULL SCHEDULE OF SERVICES
BLOCK MANAGEMENT

FULL BLOCK MANAGEMENT SERVICE

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 relating to the management of the site
4. Maintaining adequate/suitable files and records on the management of the property in line with GDPR
5. Keeping records of residents and tenancy details where provided
6. Liaising with external freeholder or estate management stakeholders

Part two: Financial Management Services Included:

7. Provision of ringfenced bank accounts for use by Client
8. Preparation of annual budget projections in collaboration with directors
9. Preparation and distribution of service charge demands
10. Administering payments relating to the Property within expenditure limits
11. Providing required information to nominated accountants prior to the preparation of annual service charge accounts
12. Using best endeavours to collect current and on-going routine service charge arrears but not action requiring legal work or tribunals (three contact approach)
13. Renewal and administration of buildings, liability, and Directors & Officers Insurance (subject to SWR acting in a Company Secretarial Capacity)
14. Advising on the creation and maintenance of reserve funds and sinking funds

Part three: Maintenance and Compliance Management Services Included:

15. Administration of monthly responsible person testing (*Third party charges apply*)
16. Annual site visit with photographic report
17. Reactive maintenance using our own contractors or those selected by the Client
18. Administration of planned and/or preventative maintenance
19. Entering and managing maintenance contracts on behalf of the Client
20. Preparing, in collaboration with directors, specifications and contracts for minor works and services such as cleaning and gardening
21. Ensuring ongoing compliance with CDM regulations, GDPR & Health and Safety Legislation

22. Consultation with the client on long-term agreements
23. Administration of issues relating to Tree Protection Orders
24. Provision of our out of hours maintenance response line
25. Administering periodic fire and health and safety risk assessments, asbestos checks, and fixed wire electrical testing to the common parts

Part four: Company Secretarial Services Included:

26. Acting as Company Secretary to the Client
27. Filing statutory company returns (*Third party charges apply*)
28. Arranging for the production and filing of statutory accounts
29. Appointment and removal of Directors
30. Ensuring compliance with Memorandum and Articles of Association of Company
31. Maintaining and holding digital copies of company Statutory Books
32. Calling, organising, and chairing Annual General Meeting
33. Attendance at one directors meeting per year
34. Production and distribution of minutes

Part five: Additional Services

All services charged at £50 per hour plus VAT based on billable time recorded.

35. Administering all matters relating to Section 20 consultation including tender process and overseeing major works. A surveyor will be appointed for works over a value of £10,000.
36. Administration of third-party specialist surveys or assessments
37. Handling requests for consent to sublet, alter or otherwise (*Third party legal charges may apply*)
38. Handling requests for lease extensions or variations (*Third party legal charges may apply*)
39. All party wall matters (*Third party legal charges may apply*)
40. All matters relating to EWS1 or External Wall Cladding Systems (*Third party legal charges may apply*)
41. All matters relating to the installation or replacement of fire doors (*Third party charges may apply*)
42. Advertising and recruiting site staff on behalf of the Client (*Third party charges may apply*)
43. Dealing with any pension issues relating to site staff (*Third party charges may apply*)
44. Any matters relating to ground rent reviews (*Third party legal charges may apply*)
45. Preparation and distribution of ground rent demands
46. Collection of service charge or ground rent contributions and accounting of the same
47. Administration of the 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
48. Initiation and administration of all insurance claims
49. Negotiating with local, statutory, or private authorities regarding operation or amendment or improvements to communal services as necessary
50. Provision of additional information requested by nominated accountant above what is reasonably expected
51. Additional site visits as requested by Client
52. Administration of issues relating to Listed Property and Property located in Conservation areas
53. Dealing with listed building consents

54. Additional Directors Meetings
55. Organising and chairing Extra-ordinary Meetings
56. All matters relating to ecological surveying or conservation
57. 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

Payable by the individual leaseholder/vendor

1. Completion of Leasehold Property Enquiry form plus attachments **£299 + VAT**
2. Completion of Freehold Property Enquiry form plus attachments **£299 + VAT**
3. Refresh form (*for a period longer than 6 months a new full form will be required*) **£75 + VAT**
4. Additional Queries above what is reasonable expected **Billable time £50 + VAT per hour**
5. Share Transfer and Certificate **£50 + VAT**
6. Lost Share Certificate Indemnity **£30 + VAT**
7. Membership Application and Certificate **£50 + VAT**
8. Deed of covenant **£125 + VAT**
9. Receipted notice of transfer/assignment/charge (standard charge) **£50 + VAT**
10. Receipted Notice of Sub-letting **£20 + VAT**
11. Compliance certificate **£125 + VAT**
12. Duplicate Lease/title documents **£5 + VAT per document**
13. Additional ad-hoc support work as requested **Billable time £50 + VAT per hour**
14. Request for consent to sublet or to alter **£50 + VAT plus legal fees by quote**