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What is a Management Company and why is it required?

A Management Company called Oakley Green South Management Company Limited has been set up for your development to manage areas of the development and some parts of its buildings, where ownership of those areas is not transferred to the residents directly. You will be responsible for the maintenance of your home and any land conveyed to you, whilst the Management Company will maintain any areas which are not conveyed to any purchaser. These are communal areas for the benefit of some or all residents and therefore have to be held in a separate entity.

During the initial set up and construction of the development, Linden/Bovis/Countryside provide the directors of the Management Company. This is common practice as it provides time for the communal areas to be completed and Linden/Bovis/Countryside are responsible for making sure that happens. Once the communal areas are ready, Linden/Bovis/Countryside will hand control of them over to the Management Company and when the development is complete, residents will take over as directors of the Management Company.

The Managing Agent (see below) will continue to support the residents in the running of the Management Company so that communal areas are maintained after Linden/Bovis/Countryside have left the development.

Which parts of the development are covered by the Management Company?

The development known as Windsor Arch is situated in Windsor and comprises 320 new homes and a community centre. The development will benefit from 11 acres of open space, including four children's play areas, an outdoor gym, a community orchard and wildlife habitats.

The areas which are planned to fall to the Management Company to manage and maintain are highlighted indicatively on the plans below, which include the insurance, management, and maintenance of the areas shown.





What is the role of the Managing Agent?

The Managing Agent for Oakley Green South Management Company Limited is Trinity Estates, an external company, appointed by the developer (Bovis Homes), to maintain the communal areas of the development/buildings, once they have been handed over to the Management Company.

Their role is to assist the residents of the development in building their community, by maintaining the communal areas to a good standard and ensuring that the administration of the Management Company is professionally handled. This ensures that the residents don't have to worry about getting areas insured, getting accounts and audits done for the Management Company, appointing landscapers to care for public open space and play areas or appointing cleaners to maintain stairwells and other internal communal areas.

Whilst initially appointed by the developer, before any homes are handed over, the Managing Agent is employed by the Management Company and therefore by the residents. The residents can challenge the Managing Agent on their performance and on the service charge and, if necessary, replace them with a different Managing Agent.

What is a service charge and how is it calculated?

When you legally complete, you will become a member of the Management Company and you will agree to pay an annual service charge for the maintenance of the communal areas on the development.

The service charge is paid to the Managing Agent so that they can then pay for all the costs which they incur in managing the estate and buildings on your development. The amount you pay is your share of the total cost, based on the Managing Agents estimate of what they will spend, given their experience of other similar developments.

Below is a schedule of the items which the Managing Agent will maintain on behalf of the Management Company, together with their estimate of the likely cost for the coming year.

Oakley Green, Windsor
Budget period ending 31/12/2026



No.	Item	Budget for the year	NOTES
1	Communal Cleaning	£13,920	Cleaning of all communal areas including entrance areas, hallways, stairs etc. Vacuuming of all carpeted areas, dusting of handrails, ledges etc. Cleaning of internal communal glazing and cleaning of bin and cycle stores
2	Landscape Maintenance	£28,350	Landscape maintenance of all open space areas, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of walkways etc. Frequency and duration of visits will vary throughout the year i.e. more frequent and longer during growing season, less frequent and shorter during winter months. Also included is a provision for re-planting
3	Window Cleaning	£6,264	Communal/apartment window cleaning for the private apartment blocks
4	Lift Maintenance	£792	This covers an agreement to maintain and service the lift(s), including a provision for additional repairs, if required
5	Equipment Telephone Line	£288	Provision to cover line rental for the lift telephone lines
6	Fire/Emergency Lighting Maintenance	£13,050	This provision covers an agreement for the maintenance and weekly testing of the fire equipment, including a provision for additional repairs if required
7	Fire Door Maintenance & Repairs	£1,566	Cost of Annual fire inspections of all communal and apartment fire doors by external professionals including allowance for maintenance and repairs throughout the year in accordance with the Fire Safety Act 2021, for buildings under 11 metres in height as best practice to ensure fire safety in the building
8	Dry/Wet Riser Maintenance & Testing	£1,740	Costs relating to annual testing of the dry / wet riser system
9	Door Entry System Maintenance	£1,653	Annual maintenance for communal door entry systems
10	Communal TV/Satellite Aerial Maintenance	£960	A general provision to cover the cost of the maintenance of the communal TV/satellite aerial system
11	Play Area Maintenance	£800	Maintenance of the play area equipment and its safety surface including treatment and painting as required
12	Attenuation/Balancing Pond	£4,000	Maintenance costs associated with the attenuation features, including any aquatic and marginal plant weeding/removal as necessary, maintenance of any water inlets, outlets and overflows, repair and maintenance of the banks etc.
13	Automatic Opening Ventilation Maintenance	£6,960	This provision covers an agreement to service & monthly inspect the smoke vents, including a provision for additional repairs, if required
14	Car Charging Point Maintenance	£1,818	Provision to cover the maintenance and inspection of the vehicle recharging point(s)
15	Water Charges	£870	Water Charges do not include individual apartments water usage i.e. individual apartments pay their water charges directly and not through the Service Charge. This item covers 9x landlords water supplies – for use by cleaners, gardeners etc.
16	Electricity Charges	£11,820	Assuming low consumption lighting throughout. Includes estimated amounts for internal and external lighting, communal power points, entryphone equipment, lifts etc.
17	General Repairs & Maintenance	£2,700	Budgetary costs to cover for day to day repairs of all communal items such as lights, walls, intercom systems, door closures, unadapted roadways, pathways etc. Such repairs exclude any work to private flats or anything within their demise

18	Private Roadway/Car Park Maintenance	£900	A general provision to cover the cost of repairs or maintenance of the private roadways and their associated lighting, including regular sweeping, replacement of any light bulbs etc.
19	Arboriculturalist Costs	£1,200	A general provision to cover the cost of the maintenance of the trees on the estate
20	Building Safety Expenditure	£870	Costs for works and services associated with requirements under the Building Safety Act 2022
21	Buildings Insurance	£15,140	Includes comprehensive buildings insurance based on a estimated value of £13,050,000. Included is an element of Public Liability plus specific Terrorism Cover
22	Insurance Valuation	£436	Provision to cover insurance valuation that takes place every 3 years to ensure the building is suitably insured
23	Directors & Officers Insurance	£475	This is to provide liability cover for the Directors of the Resident Management Company
24	Fire Risk Assessment	£870	The instruction of professional surveyors to carry out and certify inspections for Fire Risk assessments above and beyond what is already covered in the Health and Safety Assessment
25	Health & Safety Assessment	£872	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
26	Play Area Inspection Costs	£372	Cost of an external annual Health and Safety Inspection and a six-monthly operational inspection**
27	Engineering Inspection Costs	£391	Annual engineering cover and six monthly statutory inspection on lifts
28	Accountancy Fee	£1,303	Annual fee for year-end Accounts preparation work, independent certification and the administration of any related Trust tax with HMRC***
29	Management Fee	£37,488	Trinity annual management fee
30	Company Administration/Secretarial Fee	£336	Annual fee for the administration and filing of annual RMC accounts****
31	Out of Hours Fee	£626	Costs relating to the 24hr emergency telephone service
32	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
33	Building Safety Management Fee	£4,800	Costs for meeting management duties in connection with the obligations of the Building Safety Act 2022
34	Redecoration Fund	£1,740	A fund designed to build up and pay towards the cyclical re-decoration of the internal and external communal
35	Block Sinking Fund	£2,175	A fund designed to build up and pay towards the long term maintenance of the blocks for items such as replacement communal carpets and furnishings, lighting, entryphone system, fire systems, windows, roofing etc.
36	Estate Sinking Fund	£480	A fund designed to build up and pay towards the future costs of the estate and any associated major works
37	Private Roadway Sinking Fund	£640	A fund designed to build up and pay towards the future costs of the private roadway and pavement re-surfacing and any associated items that may include, such as gullies, street lighting, etc.
38	Parking Area Sinking Fund	£870	A fund designed to build up and pay towards the future costs of the apartment courtyards including pavement re-surfacing and any associated items that may include street lighting, fencing, bin and cycle stores, re-surfacing, EVC etc.
39	Arboricultural Sinking Fund	£400	Contribution to the arboricultural fund for future tree and planting works
40	Lift Sinking Fund	£100	A fund designed to build up and pay towards the future costs of the lift(s) including major parts, lighting etc.
41	Play Area Sinking Fund	£500	A fund designed to build up and pay towards the future costs of the play area including re-surfacing and associated items such as replacement play equipment, gates or benches etc.
Total		£170,599	

Your service charge is likely to increase, year on year, because prices of labour and materials are likely to rise in line with inflation. The Managing Agent will keep you informed of any increases each year and provide an explanation of why the increase is necessary.

Charge Type	2026 Annual Costs per Plot	2027 Inflation at 6%	2028 Inflation at 6%	2029 Inflation at 5%	2030 Inflation at 3%	2031 Inflation at 3%	2032 Inflation at 2%	2033 Inflation at 2%	2034 Inflation at 2%	2035 Inflation at 2%
Estate	£205.69	£218.03	£231.11	£242.67	£249.95	£257.45	£262.60	£267.85	£273.21	£278.67
Apartment Block A	£1,193.20	£1,264.79	£1,340.68	£1,407.71	£1,449.94	£1,493.44	£1,523.31	£1,553.78	£1,584.85	£1,616.55
Apartment Block B	£1,193.20	£1,264.79	£1,340.68	£1,407.71	£1,449.94	£1,493.44	£1,523.31	£1,553.78	£1,584.85	£1,616.55
Apartment Block C	£1,161.20	£1,230.87	£1,304.72	£1,369.96	£1,411.06	£1,453.39	£1,482.46	£1,512.11	£1,542.35	£1,573.20
Apartment Block D	£1,402.32	£1,486.46	£1,575.65	£1,654.43	£1,704.06	£1,755.18	£1,790.29	£1,826.09	£1,862.62	£1,899.87
Apartment Block E	£1,178.65	£1,249.37	£1,324.33	£1,390.55	£1,432.26	£1,475.23	£1,504.74	£1,534.83	£1,565.53	£1,596.84
Apartment Block F	£1,193.20	£1,264.79	£1,340.68	£1,407.71	£1,449.94	£1,493.44	£1,523.31	£1,553.78	£1,584.85	£1,616.55
Apartment Block G	£1,173.20	£1,243.59	£1,318.21	£1,384.12	£1,425.64	£1,468.41	£1,497.78	£1,527.73	£1,558.29	£1,589.45
Apartment Block H	£1,173.20	£1,243.59	£1,318.21	£1,384.12	£1,425.64	£1,468.41	£1,497.78	£1,527.73	£1,558.29	£1,589.45

Please Note: Whilst TPG have prepared these estimates using reasonable skill and care, the actual constituent costs at the relevant time in each case may be higher or lower depending on various factors including (without limitation) inflation, changes in legislation, availability of supplies and services or the amendment of the contracted services. TPG therefore accepts no liability including (without limitation) liability for any loss damage or expenses howsoever arising from any reliance on the accuracy of these estimates or any part of them.

Typically, what do the elements of the service charge cover?

- a) **Landscape and Play Area Maintenance** – this includes regular visits to the site to mow grass, keep down weeds, maintain trees and plants and make sure that the play equipment is safe, carrying out any maintenance as required. The visits are more frequent in the spring and summer, usually every two weeks and generally monthly in the Autumn and Winter.
- b) **Waste and Dog Bin emptying and Maintenance** – the bins around the communal areas are emptied and disposed of every two weeks.
- c) **Benches and other Street Furniture** - there are a number of benches, seats, fences, etc which require maintaining to ensure that they do not get into disrepair.
- d) **Electricity and Lighting to Communal Spaces** – some of the pathways have lighting which require power and maintenance, which will be covered in the charge.
- e) **Cleaning of apartment communal areas** – the internal areas of the apartment block will be cleaned every week and the external bin and cycle store every month.
- f) **Maintenance of apartment communal areas** – all the communal areas will be maintained to ensure they are safe, warm, lit, and presentable, as required. There will be an inspection every month to ensure that everything is in good working order.
- g) **Sinking Fund** – whilst the equipment around the communal areas is carefully maintained, sometimes there is a requirement to replace items. This would be particularly relevant to play equipment which becomes unsafe. A fund is built up to pay for these items when such occasions require.
- h) **Public Liability Insurance** – whilst residents will take out insurance on their homes which they own, there is a need to have insurance for the communal areas and for the Management Company itself.
- i) **Accountancy, Legal and Company Secretarial Fees** – because the Management Company is a Limited Company, which provides a level of legal protection for the residents, the Company has to have proper accounts prepared and audited and has to register with Companies House. This will all be arranged by the Managing Agent.
- j) **Health & Safety Requirements** – this is an important element of running the communal areas with the need for periodic risk assessments, advice and action taken to ensure that everything is kept in a safe condition for everyone who wants to use those areas. This will include fire risk assessments for apartments.
- k) **Managing Agent Management Fee** – this is the fee charged by the Managing Agent to act on behalf of the residents in managing the communal areas. All of the items above will need to be arranged and managed, with contractors appointed for maintenance and repair, insurance arranged, and accountants and solicitors appointed.

How and when is the service charge levied?

When you legally complete on your home and sign up to your rights and obligations relating to the Management Company, an amount of Service Charge will be taken, in order to cover the time between your completion and the end of the service charge period.

The Managing Agent will then send you an annual service charge invoice. If you recently legally completed and therefore have just paid an amount on completion, this will be credited against the invoiced amount. You will only pay your share of the Service Charge for the period which you have been in ownership of your home.

The Managing Agent will provide you with details of how to pay when they send the invoice as there are options to spread the payment by Direct Debit, if you need to.

Who maintains the communal areas from the start?

Bovis Homes is responsible for creating and building any communal areas. With apartments, the communal areas form part of the building which is being constructed by Bovis Homes.

For a period of time, Bovis Homes will maintain everything and only when the communal areas are complete, can they be handed over to the Managing Agent for maintenance. This will vary from site to site; on some developments everything will be handed over at the end, on others there will be a phased handover over the course of the development.

When Bovis Homes are maintaining the communal areas, the residents will not be charged for the maintenance of the communal areas. However, a service charge may still be levied as there are administration costs incurred by the Managing Agent in order to ensure that insurance is in place and accounts and audits are carried out. This may be covered by the service charge collected on completion (see 6. Above) but if it continues for a long period you may be asked to pay a further service charge.

What happens when the development is finished?

When the developer has completed all the homes and all of the environment around the homes, the communal areas will be fully handed over to the Management Company. Those areas must be properly completed and be in good condition, otherwise the Managing Agent, acting on behalf of the residents will refuse handover. Handover will only take place when the Managing Agent is happy to take those communal areas on.

Up to this point, the Directors of the developer will have been acting as Directors of the Management Company, acting on behalf of the residents. When everything is complete, the developer will look for residents who are willing to take on the role as Directors of the Management Company.

Until the resident officers are in place, the developer may ask the Managing Agent to stand in as officer of the Management Company. However, control of the Management Company remains in the hands of the residents as members. The Managing Agent will support the residents in the running of the Management Company, but the residents always have the right to do things differently if they choose to.

Who should I contact with any queries?

The details of the contacts at the Managing Agent are as follows:

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