



Welcome
to your
new home



Raising the standard of residential management



Welcome to your new community

Charm Living has been appointed to manage and maintain the communal areas and shared facilities within your development. Our aim is to ensure your community remains safe, attractive, well maintained, and professionally managed for all residents.

We pride ourselves on delivering a proactive and resident-focused management service, combining experienced property management with clear communication and modern technology.

This Welcome Pack has been designed to provide you with an overview of our services, responsibilities, and useful information regarding your development.



Who Are Charm Living?

Charm Living is a modern residential management company specialising in:

- Residential Block Management
- Estate & Open Space Management
- Building Safety & Compliance
- Planned Preventative Maintenance
- Resident Communication & Support
- Asset & Facilities Management

Our approach is centred around professionalism, transparency, responsiveness, and creating thriving residential communities.

We work closely with residents, developers, contractors, and local stakeholders to ensure developments are maintained to a high standard throughout the year.



Our *Quality Management Services*

Charm Living provides a comprehensive management and maintenance service which may include:

- Regular estate and communal area inspections
- Landscaping and grounds maintenance
- Health & Safety monitoring and compliance checks
- Building and infrastructure maintenance
- Contractor management and supervision
- Resident communication and support
- Management of communal lighting and utilities
- Planned preventative maintenance programmes
- Insurance administration for communal areas
- Financial management and budgeting
- Site inspections and reporting
- Management of repairs and maintenance works

Our services are designed to support the long-term quality, safety, and appearance of your development.

Resident *Portal & Communication*

Residents can access our online portal to:

- Report maintenance issues
- Access important documents and notices
- Receive updates regarding the development
- Contact the management team
- Track ongoing repairs and maintenance

We encourage all residents to register for the resident portal to ensure effective communication and timely updates.





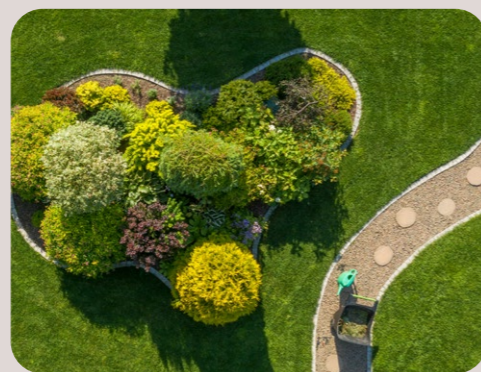
Maintenance & Repairs

Charm Living coordinates the maintenance of communal areas and shared facilities throughout the development.

This may include:

- Grass cutting and landscaping
- Shrub and tree maintenance
- Weed control where necessary
- Litter picking and communal cleaning
- Footpath and surface maintenance
- Drainage inspections
- Lighting inspections and repairs
- Infrastructure monitoring and repairs

Maintenance schedules may vary seasonally depending on operational requirements and weather conditions.



Building Safety & Compliance

Resident safety is one of our highest priorities.

Charm Living operates proactive compliance and safety procedures, including:

- Fire safety management
- Health & Safety inspections
- Contractor compliance monitoring
- Risk assessments
- Statutory inspections and testing
- Planned preventative maintenance programmes

We work to ensure all communal areas and shared facilities remain safe, compliant, and professionally managed.



Frequently Asked Questions

What areas does Charm Living manage?

Charm Living manages the communal and shared areas identified within the development management plan.

How do I report a maintenance issue?

Maintenance issues can be reported through the resident portal or by contacting the management team directly.

Will maintenance take place all year round?

Yes. Maintenance schedules operate throughout the year, with seasonal adjustments where appropriate.

How are management fees calculated?

Management fees are based on the anticipated annual costs associated with maintaining and managing the communal areas and services.

What happens in an emergency?

For emergencies involving immediate danger to life or property, always contact the emergency services first. Development-specific emergency contact procedures will also be provided where applicable.

Management Fees

The annual management fee contributes towards the ongoing management, maintenance, inspection, repair, and administration of communal areas and shared facilities within the development.

Further details regarding management fees and payment arrangements will be provided separately where applicable.

This may include costs associated with:

- Landscaping and grounds maintenance
- Utilities and communal services
- Infrastructure maintenance
- Compliance inspections
- Insurance
- Repairs and replacement reserves
- Estate and building management services





Living Considerately

To help maintain a positive environment for all residents, we kindly ask that everyone:

- Respects neighbours and communal spaces
- Keeps noise to reasonable levels
- Disposes of waste responsibly
- Follows fire safety guidance
- Keeps communal areas obstruction free
- Reports maintenance or safety concerns promptly

A successful community depends on cooperation and consideration from all residents.



We look forward to *supporting residents* and helping maintain a safe, welcoming, and professionally managed environment for everyone.

*Thank you for choosing a
community managed by
Charm Living.*



hello@charmliving.co.uk | www.charmliving.co.uk | 10 Orange Street, London, WC2H 7DQ

Charm Living is a trading name of Charm Living (OpCo) Limited, a company registered in England (No. 16740402) with registered office at Moore Kingdon Smith, 10 Orange Street, Haymarket, London, WC2H 7DQ



Service Charge Budget
Oakridge Grange, Tenterden
Charm Living 2025

Plot Numbers	Contribution to Schedule 1	Contribution to Schedule 2	Total
1	607.87	67.03	674.90
2	607.87	0.00	607.87
3	607.87	0.00	607.87
4	607.87	0.00	607.87
5	607.87	67.03	674.90
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