

Contents

Page 2: What is a Management Company and why is it required?

Page 2: Which parts of the development are covered by the Management Company?

Page 3: What is the role of the Managing Agent

Page 3: What is a service charge and how is it calculated?

Page 5: What do the elements of the service charge cover?

Page 6: How and when is the service charge levied?

Page 6: Who maintains the communal areas from the start?

Page 6: What happens when the development is finished?

Page 7: Who should I contact with any queries?

What is a Management Company and why is it required?

A Management Company called A Dandy Wren 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 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 The Pavilions, Kenilworth is comprised of residential development comprises of the pocket of landscaped open space area located between Cricket ground and development including the ball stop protective fence and orchard.

The areas which are planned to fall to the Management Company to manage and maintain are highlighted on the plan below, which includes the insurance, management, and maintenance of the landscaped open space area located between Cricket ground and development including the ball stop protective fence and orchard.

The plan included below, also details the development, including its boundaries which are detailed with red lines.

Refer to site specific Landscape & Ecological Management Plan for the maintenance of all the areas that will be transferred to the management company.

Detailed soft landscaping proposal for plots and POS
Detailed soft landscaping proposal for plots and POS
Detailed soft landscaping proposal for plots and POS
Detailed soft landscaping proposal for plots and POS
Detailed soft landscaping proposal for plots and POS

JBA 18-323-02 rev I
JBA 18-323-03 rev I
JBA 18-323-04 rev I
JBA 18-323-05 rev I
JBA 18-323-06 rev J

What is the role of the Managing Agent?

The Managing Agent is an external company, appointed by the developer, 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.

See brochure attached for cost breakdown

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.

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 (where applicable)**– 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 (where applicable)** – 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 first [no.] months, between your completion and the end of the service charge period.

The Managing Agent will then send you an annual service charge invoice, in [month] of every year. 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?

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

For a period of time, Vistry 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 Vistry 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:

Contact@adandywren.com

0345 034 0683

<https://adandywren.com/>



New homes create new communities

Welcome to The Pavilions. Here is some information about the managed areas relating to your new home.

We hope you will find this helpful. If you have any further questions, we are always happy to offer a one-to-one consultation to run through any queries you may have.

This is designed to offer a summary overview of the long term management of The Pavilions, which includes the areas to be managed, the associated costs and most importantly, the input that you have over these managed areas.

A Dandy Wren

We have been appointed as managing agent to facilitate the handover of the management from *Bovis* to you as homeowners. Our role is to assist you as homeowners and start to build the community that will be The Pavilions.

We enjoy collaborative working relationships with our clients and look forward to working with you.

Managed Land

As homeowners, you will all own a share of the managed land. The advantage of this is that it ensures you have input and control of future costs, how the maintenance is conducted and the overall appearance of the development. The land will be held in a limited company: The Pavilions (Freehold) Residents Management Company Limited. There is a map below showing the managed areas.



Estate Service Charge

Below is a summary of the costs anticipated from day one. As mentioned, you have input into how the development is run and this includes the costs too. *A Dandy Wren* engages with all homeowners from day one and will work with residents to ensure costs are reflective of the wishes of homeowners*.

Soft Services	£	Explanatory Notes
Grounds Maintenance	£3,000	This is a provision for the grounds maintenance based on 20 visits per annum for the managed areas of the development. The grounds contract will go out to tender and once the landscaping strategy is approved we will be able to confirm an exact figure.
General External Maintenance	£1,500	A provision for ad hoc repairs and maintenance.
Total Soft Services Costs	£4,500	

Compliance & Risk Assessments	£	Explanatory Notes
General Risk Assessment	£500	Under Health and Safety regulations the development needs to have a risk assessment carried out which helps to ensure everyone is kept safe.
Total Compliance & Risk Assessments Costs	£500	

Insurance	£	Explanatory Notes
Public Liability	£1,000	As part of the developments are privately owned but which are open to the public there needs to be insurance in place should a claim be made.
Directors and Officers	£250	Because the managed areas are owned by a limited Management Company of which you are all members there are Directors needed to assist with the running of the development. As such these Directors need insurance in the event of a claim.
Total Insurance Costs	£1,250	

Accounting & Management Costs	£	Explanatory Notes
Accountancy Fees	£700	Every year the accounts for the service charge and the accounts for Service charges will be certified by an external account. This is in accordance with your TP1.
Company Secretary Fees	£480	This fee covers the administration of the company to ensure that the company complies with the companies Act and all filings at Companies House are completed.
Management Fees	£7,740	These are the fees paid to <i>A Dandy Wren</i> to administer the management of the development. The services included with the fee cover's services such as: Site visits, resident's meetings, communications, payment of contractors and contractor administration. This equates to £60 per house per year.
Management Fees VAT	£1,548	
Total Accounting & Management Costs	£10,468	

Reserves	£	Explanatory Notes
Renewals	£1,200	The renewals provision is a sum that is put towards larger items of one off expenditure for the future, for example replacing some of the play park equipment.
Total Reserves Costs	£1,200	

Total Service Charge	£17,918.00
-----------------------------	-------------------

*NB this budget has been compiled using knowledge and experience however may be subject to some variation.

Future costs

Homeowners always want to ensure that the reasons they bought their home remain. One of the important parts of this is to ensure that the standards are maintained. A provision has been made in the budget for longer term repairs and replacement. This will be reviewed on an ongoing basis and includes things such as pathways, biodiversity works, fences and play equipment. Such a provision helps to spread the cost across the life cycle of the development.

Peace of mind

There are two main legal documents which help to manage The Pavilions.

1. The TP1 covers your specific house and your solicitor will go through this in more detail. In summary, it outlines the obligations on each homeowner, such as the service charge provisions and details on how to assign your property when you decide to move. The advantage of this document is that it ensures that all homeowners are aligned in regard to maintaining the development and standards, which helps to create a cohesive community.
2. The Memorandum and Articles of Association for The Pavilions (Freehold) Residents Management Company Limited outlines the way the managed land should be run, which helps to reinforce an aligned community.

Copies of these documents will be provided by your solicitor.

Further information

Feel free to contact us at contact@adandywren.com and we will happily assist with any queries.

We also visit The Pavilions regularly and will happily meet up with you.

We look forward to working with you.



A Dandy Wren

adandywren.com