



Basic Summary of Terms and Conditions

Summary of Service Provisions / Duties:

- Opening and handling bank accounts
- Preparing and sending out service charge estimates
- Collecting service charges and reserve fund contributions including sending any required statements
- Processing payments relating to the Property within expenditure limits and funds available or as reasonable expediency shall dictate
- Accounting for service charges
- Providing information to accountants for preparing annual accounts
- Using best endeavours to collect current and ongoing routine service charge arrears, following our debt recovery procedure, but not action requiring legal work or RPTs.
- Providing reasonable management information to the lessees
- Liaising with the Client
- Liaising with any recognised resident(s) association(s)
- Arranging buildings and other insurance
- Dealing with general claims
- Entering into and managing maintenance contracts on behalf of the Client
- Viewing, without the use of inspection equipment, the common parts of the Property to check condition and deal with any necessary repairs other than major repairs
- Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning and overseeing such works

- Organising periodic health and safety checks (but not specialist checks and tests) and ensuring appropriate risk assessments are in place
- Consultation with the client on management matters (and qualifying works)
- Consultation with the client on long-term agreements except for consultation on the appointment of a managing agent
- Engaging and supervising on behalf of the Client site staff for the Property and dealing with all matters relating to their employment other than pension and Industrial Tribunal matters
- Visiting the Property
- Dealing with day-to-day lessee issues and reporting to and taking instruction from the Client on lessees' dissatisfaction
- Advising the Client on all relevant legislative and regulatory issues as well as general interpretation of leases
- Maintaining adequate/suitable files and records on the management of the Property, and storing and archived documentation held for a maximum of 12 years
- Providing copy documents including insurance policies, copies of invoices and receipts, for which there may be a charge
- Keeping records of residents and tenancy details wherever provided
- Advising and liaising with the Client on management policy
- Issuing demands for administration charges and required summaries of rights