

SERVICE LEVEL AGREEMENT - GOLD

Normal Management Services

1. Financial Management

- Open and handle trust bank accounts, designated with client's name.
- Maintain leaseholder records and tenancy details (where supplied).
- Maintain adequate/suitable files and records on the management of the Property.
- Preparing annual estimated service charge budget.
- Charging and collecting services and reserve fund contributions, including statutory notices.
- Accounting for service charges.
- Processing payments relating to the managed property, including staff salaries, within expenditure limits and funds available, or as reasonable expediency shall dictate.
- Provide monthly management reports : expenditure against budget YTD; arrears report.
- Preparing and providing financial records for Chartered Accountant to prepare the annual accounts, working with Accountant to finalise and sign-off accounts.
- Issuing demands for administration charges and required summaries of rights.
- Use best endeavours to collect current and ongoing routine service charge arrears, in accordance with our published Arrears Regime. Please note that the defaulting leaseholder will be subject to an administration charge if a second and final arrears reminder is necessary. This will be under the relevant clause of the management contract. *This work does not include costs of action requiring legal work or action at First tier Tribunal Property Chamber.*

2. Repairs, Maintenance & Property Management

2.1 Cyclical Services

- Specify, tender and manage services contracts such as cleaning, gardening, window cleaning, fire alarm maintenance, door entry system etc.

2.2 Day to Day Maintenance

- Quarterly Property Inspections, without the use of inspection equipment, the common parts of the managed property to check condition and deal with any necessary minor repairs and maintenance, other than major repairs and works.
- Out of hours service

2.3 Insurances

- Ensuring the managed property is properly insured for buildings insurance, Directors & Officers insurance and engineering insurance, as appropriate.
- Maintain an up to date Claims History.

2.4 Health & Safety

- Organise periodic health and safety checks (but not specialist checks and tests). Ensure appropriate risk assessments are in place, to ensure the Client is compliant with regulatory requirements.
- Review at appropriate frequency.

3. Staff Management (where relevant)

- Engage and supervise, on behalf of the Client, site staff for the managed property, and deal with all matters relating to their employment other than pension and Industrial Tribunal matters (*not including costs of recruitment*).
- Formulate appropriate Job Descriptions for the role(s).
- Carry out training for the role, including those for appropriate Health and Safety regulations. *Costs from third party training are not included.*

4. Leaseholder Relationship

NB: there is no contractual relationship with leaseholders, the purpose of the management contract is to manage the building to fulfil the Client's responsibilities and obligations under the terms of the Lease, and the leaseholders' obligations under their Leases.

- Provision of Leaseholder Handbooks.
- Liaise with any recognised resident(s) association(s).
- Provide reasonable information to Leaseholders.
- Deal with reasonable day-to-day Leaseholder issues. Unreasonable, repetitive or vexatious issues will incur administration charges to the Leaseholder, under the Reasonable Use Policy.
- Provide copy documents, including insurance policies, copies of invoices and receipts, for which there may be a nominal charge.

5. Client Advice & Support

- Advise and liaise with the Client on management policy.
- Advise the Client on all relevant legislative and regulatory issues, and general interpretation of the Leases.
- Advice on Leaseholder and Lease issues as they occur, including Breaches of the Lease. *Actions taken will incur additional fees, which may be rechargeable to the Leaseholder if appropriate.*
- Consult and advise the Client on management matters.
- Consult and advise the Client on qualifying major works.
- Consult and advise the Client on long term agreements.