



Welcome to your residents' company



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You and your residents' company

Your residents' company is a limited company created for the benefit of you and the other property owners on your estate, or, where your property is a leasehold property, in your building.

Your residents' company (also known as a management company or community interest company) will own and maintain the communal amenities on the estate, or where your property is leasehold, in your building.

These communal amenities may include a combination of a wide range of public open spaces, roads, footways and footpaths, streetlights, sewers, trees, ponds, watermains and play areas, and in leasehold properties, the building fabric, communal windows, doors and stairwells.

On certain estates, residents and other stakeholders owning property on the estate or in your building will become members/shareholders of the residents' company. In these instances, in time, the members/shareholders will own the company and manage the communal assets in a way that suits the community and through the residents' company, you will have a voice in the future management of the estate, or your building.





There are mutual obligations between the residents' company and property owners. These are set out in the:

- residents' company articles of association (where property owners are members/shareholders)
- transfer documents for each property sale
- deed of covenant or estate management deed signed by the property owners
- lease on leasehold properties

Residents who are not property owners (either freehold or leasehold) on the estate or in the building should refer to the owner of their property for details.





Preim Limited, your Managing Agent

Your residents' company employs Preim as managing agent, to arrange for the maintenance of the open spaces and other communal amenities. Preim has a contract with your residents' company. Where property owners are members/shareholders of the residents company, a copy of the contract can be found on your Residents' Login area (details of which are listed at the end of this document).

Preim passionately believes that property, estates and communal amenities can be managed in a way that helps build sustainable communities and joins people together through well managed communal assets.

Preim are accredited members of the Association of Residential Managing Agents (ARMA), a member of the Financial Conduct Authority and the Property Ombudsman.

Preim welcomes your input on the services that are being provided on behalf of your residents' company.





Preim believes that property, estates and infrastructure can be managed in a way that helps build sustainable communities.

What you can expect from Preim

The image shows the Preim logo on a glass wall. The logo consists of the word "preim" in a lowercase, sans-serif font. The letter "i" is highlighted in orange, while the other letters are white. The background is a blurred image of a person's hand holding a blue folder or document, suggesting a professional or business context.

preim



1. Services provided by the Preim office

Communicating with residents and property owners

Preim provides:

- a helpdesk, open 24/7, 365 days per year
- a dedicated account manager allocated to your residents' company

Managing the open spaces and other communal amenities

On behalf of your residents' company Preim will:

- appoint and monitor all tradespeople and contractors
- organise planned or reactive maintenance works

Managing the finances of your residents' company

Preim will:

- produce a budget as the basis of the annual service charge
- invoice and collect the annual service charge from property owners, and pursue any debts
- publish monthly income and expenditure management accounts on your Residents' Login area where property owners are members/shareholders.
- pay invoices for services provided by suppliers on behalf of your residents' company
- arrange an independent annual audit of the residents' company accounts





Managing your residents' company

Preim will:

- fulfil the legal role of company secretary
- arrange and maintain any insurance (such as public liability for the estate or building insurance for leasehold properties) required by the residents' company
- liaise with vendors' and purchasers' solicitors and respond to queries in connection with buying or selling properties within your residents' company (additional fees apply)



Where property owners are members/shareholders

Preim will:

- hold a register of shareholders/members and keep a record of any company changes
- hold an annual meeting, attended by your Preim account manager

Login area:

- support members/shareholders in forming and establishing a residents' steering committee





2. Services provided onsite on behalf of the residents' company by Preim or other contractors

Preim will:

- comply with any management plans and specifications; these together with layout plans are available to view via the Residents' Login area

Maintaining the estate in good order

Preim will:

- in most cases, contract out the grounds maintenance works, although some estates may have a dedicated caretaker
- respond to reports of damage or wear and tear in communal areas and organise remedial work as appropriate
- advise residents and property owners as to the responsible body to contact, where the repair or maintenance is not the responsibility of your residents' company

Inspecting the estate

Preim people will be regularly on site:

- our account manager will visit and walk around your estate
- our surveyor will visit once a year to inspect all communal areas, green spaces, roads, footways and play areas
- our directors will periodically visit estates as appropriate

Health and safety

Preim will:

- look out for health and safety hazards on any visit to your estate
- instruct any contractors on site to watch out for, and report, any health and safety hazards
- encourage residents to report any health & safety hazard
- take prompt action on all reported health and safety hazards





3. Preim's maintenance plan in more detail

(Where communal areas exist and under agreed management specifications and/or leases)

Keeping grassed areas looking good

On behalf of the residents' company Preim will arrange contractors to:

- mow for the communal areas of grass regularly during the growing season, fortnightly during the growing season and only if necessary from November - February. Please note, ordinarily grass clippings are not collected within the standard specification
- mow to a level height, alternate mowing patterns so ruts aren't created, and edge all lawns with a clean, straight line

Conserving and managing trees, shrubs and other plants

Preim will arrange contractors to:

- prune trees for strength, to emphasise their natural form and features, and prevent obstructions to pathways, roads or sight lines
 - allow plants to grow to their natural form and size, trimming and pruning at the right time of year for each species
- Keeping things neat and tidy

Preim will arrange contractors to:

- treat weeds and moss during each service visit, manually or by chemical spraying, removing dead weeds from borders and paved areas
- sweep and tidy refuse collection points and play areas during each service visit
- remove fallen leaves from communal areas during winter months

Keeping things neat and tidy

Preim will arrange contractors to:

- treat weeds and moss during each service visit, manually or by chemical spraying, removing dead weeds from borders and paved areas
- sweep and tidy refuse collection points and play areas during each service visit
- blow leaves from flower beds and clear them from site at regular intervals
- remove fallen leaves from communal areas during winter months during four service visits





Keeping play areas and open spaces safe

Preim will arrange contractors to:

- carry out an annual safety inspection of each play area and provide approved certification of the play equipment. Records will be maintained and made available via the Residents' Login area
- position signs around open spaces and play areas to encourage safe use

Maintaining estate infrastructure; roads, pathways, streetlights and other communal areas

Preim will arrange contractors to:

- maintain the access roads and footpaths owned by your residents' company
- sweep bitumen wearing course roads
- jet wash block pavements and permeable road construction
- maintain streetlights and replace bulbs on streetlights owned by the residents' company when required
- empty gullies on the roads owned by your residents' company at regular intervals
- maintain and repair unadopted communal water mains
- maintain buildings and/or communal areas for leasehold properties

Managing areas of open water

Preim will arrange contractors to:

- regularly monitor any sustainable urban drainage systems including any attenuation ponds
- ensure watercourses, pipe outfalls and ponds are free of debris



A young tree with sparse green leaves stands in a vibrant green grassy field. In the background, a small pond is visible, surrounded by reeds and grass. Further back, there are several houses with brown roofs and a white fence. The sky is clear and blue. A purple semi-transparent box is overlaid on the top right of the image, containing white text.

How these services are paid for



How these services are paid for

Estate Service charges

Each property owner of your residents' company pays an annual estate service charge. To calculate this, we take the annual budget (the estimated cost of running your residents' company and maintaining the estate for each coming year) and apportion it to each property as set out in the transfer documents.

Buildings service charges

Leasehold property owners also pay a block specific buildings service charge. The buildings service charge pays for the insurance, maintenance and repair of the building and communal areas.

The reserve fund

In most instances the service charges also fund reserve funds (or 'sinking funds'), to cover future needs. These include provisions for repair and replacement of (where owned by your residents' company) open spaces, roads, surface water sewers, gullies, footways and footpaths, play areas, tree works, boundary fencing and other amenity areas. For leasehold properties this may also include decoration, window, door and roof repairs.

Keeping you informed

Where property owners are member/shareholders, as soon as the budget details are finalised, they are made available to property owners via the Residents' Login area. At the end of each year, service charge accounts are prepared and independently audited. The accounts, showing exactly what monies have been spent, are sent to property owners annually, and can also be accessed via the Residents' Login area. Property owners without access to the Preim website may request printed copies from Preim.

Will the service charge increase?

The service charge is dependant on the costs incurred by your residents' company in managing and maintaining the estate. This can fluctuate with the services or terms requested by your residents' company - such as mowing less, preparing more flower beds, or cleaning communal windows. On certain estates, the transfer documents for the property cap the service charge at a set figure, and this is then reviewed at certain dates.



Managing the funds

On estates where property owners are members/shareholders, money collected through service charges is paid into your residents' company bank account, and is paid out only for services provided on your residents' company communal amenities. The account is held with Barclays Bank. Interest earned on any balance of funds is added to the bank account monthly. Any monies collected through the service charges that remain unspent at the end of the year will continue to be the property of the residents' company and will remain in the bank account.

On estates where property owners are members/shareholders, the service charge budget can be found on your **Residents' Login area**. Please always check the Preim website to ensure that you have the current budget.





Your residents' login

The Preim website is home to your Residents' Login area, and contains a wealth of knowledge regarding your estate.

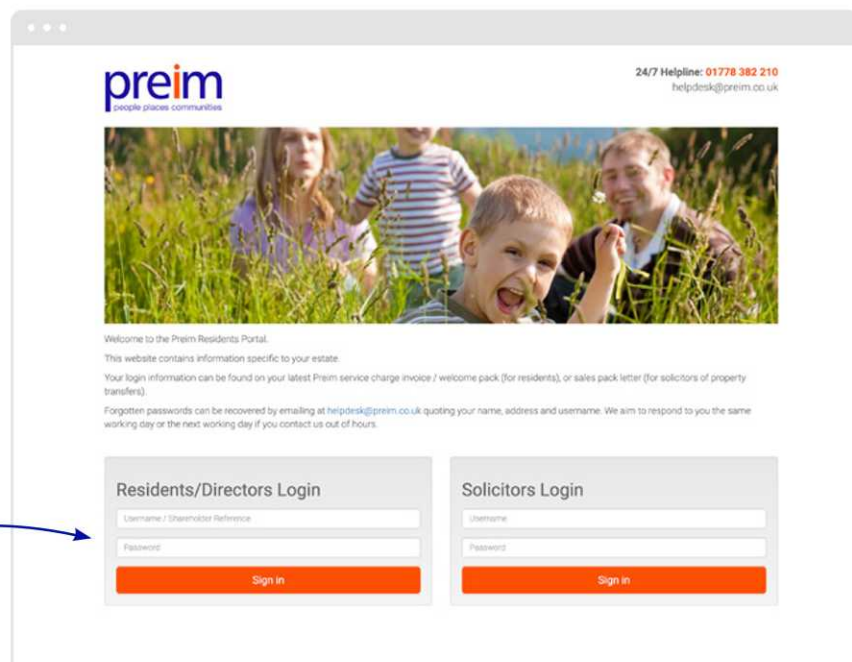


<http://portal.preim.co.uk/>

You can find your Residents' Login area at <http://portal.preim.co.uk/>

Please follow the instructions provided on the letter which came with this welcome pack to register.

If you have any queries, please do not hesitate to contact us on **01778 382 210** or email helpdesk@preim.co.uk



Login here

[Click here to login](#)



Our offices are open:
Monday -Thursday 8:30am-5pm
and Friday 8:30am-3:45pm

Outside of these hours we offer an
emergency 24 hour helpline via our
main number **01778 382 210**

Alternatively, email us:
helpdesk@preim.co.uk
where a member of our team will
be more than happy to help.

Or write to us at:
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