



VISTRY GROUP POLICY

User Guide: Managing Agent Process and Management 2023

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What is a Management Company and why is it required?

A Management Company called Ashmere Resident (2) Management Company 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.

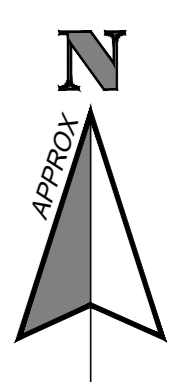
The Managing Agent (see below) will continue to support the residents in the running of the Management Company so that communal areas are maintained after Linden/Bovis/Countryside have left the development.

Which parts of the development are covered by the Management Company?

The development known as Ashmere is situated in Ebbsfleet and currently comprises 218 homes built within parcel 1, with future phases undergoing construction. Ashmere forms part of a wider mixed-use scheme known as Eastern Quarry which is set to include up to 6,250 homes. Eastern Quarry is split into Ashmere, Alkerden and Castle Hill Central, South, and East, with Ashmere lying to the West.

The areas which are planned to fall to the Management Company to manage and maintain are highlighted on the master estate plan below, which includes the insurance, management, and maintenance of the Public Open Spaces (POS) and footpaths. This plan also shows the development boundaries which are detailed with red lines and all households will contribute to the estate charge covering these areas.

If you are purchasing an apartment, you will also be responsible for your block service charge and the management company will be responsible for maintaining all common parts shown on the relevant block plan below.



LEGEND

- Denotes Phase 2 Site Boundary.
- Denotes Block Boundary.
- Denotes Plot Conveyance Boundary.
- Denotes Plot designated Parking - Residents have right to use (Management company responsibility).
- 'T' Marker: Indicates Boundary in Plot Ownership.
- 'T' Marker: Indicates Estate managed Retained / boundary walls & fences.
- Denotes Hard & Soft Landscaped Areas - Residents have right to use (Management company responsibility).
- Denotes Communal Highway (Management company responsibility).
- Denotes Communal & Private Paths and visitor parking bays that residents have a right to use. (Management company responsibility).
- Denotes Communal path shared between Shared ownership and Private Tenures. (Management company responsibility).
- Denotes Communal & Service Areas within Flat Blocks. (Management company responsibility).
- Denotes Boundary of Plot Allocated Patio Area (P) / Balcony (B) / Terrace (T) - Right to use basis.
- Denotes Shared Part(M2) Compliant Path between Adjacent Plot Parking Spaces. (Both Plots responsibility).
- Denotes easement for EVC duct.
- ### Indicates Plot Number.
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- P###** Indicates Plot Parking Allocation.
- CP###** Indicates Plot Carport Allocation.
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- P / B** Indicates Patio (P) / Balcony (B).
- C C** Indicates Car Club.

rev.	date	description
C2	06.11.23	Test corrected for parking spaces 304 & 305.
C1	10.06.23	Construction issue
T1	30.03.23	Tender issue
#4	20.11.23	Boundaries fence line adjusted between plots 309 & 320/323. Boundary line 7 fence between plots 320 & 321 adjusted. Updated to match site layout. Parking in front of plot 403 to 405, 475 & 476 to 481. Updated to match site layout. Parking in front of plot 403 to 405, 475 & 476 to 481 and 475 swapped.
P3	06.05.22	Parking spaces for plots 403 and 475 swapped.
P2	03.02.22	Parking spaces for plots 377 and 395 adjusted.
C1	28.12.22	PRELIMINARY ISSUE



Project: EASTERN QUARRY PHASE 2 (20000)
 Elevation:

designed by	name	date	checked by	name	date
drawn by	PW	NOV 2021	approved	DB	NOV 2021

Scale: 1:500 @ A0
 Status: CONSTRUCTION

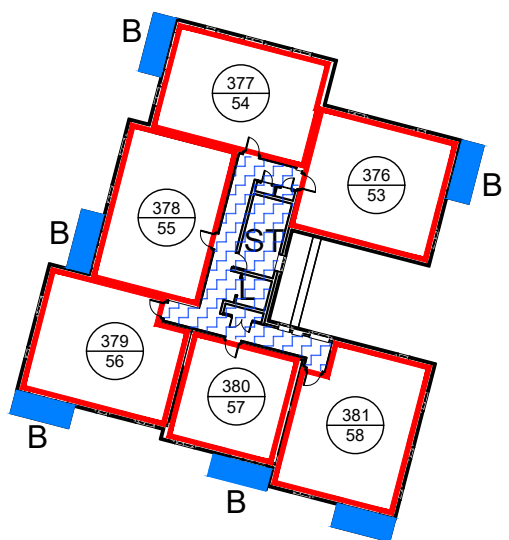
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Drawing No: ESQ2-CHBC-XX-ZZ-DR-A-8100
 Rev: C2

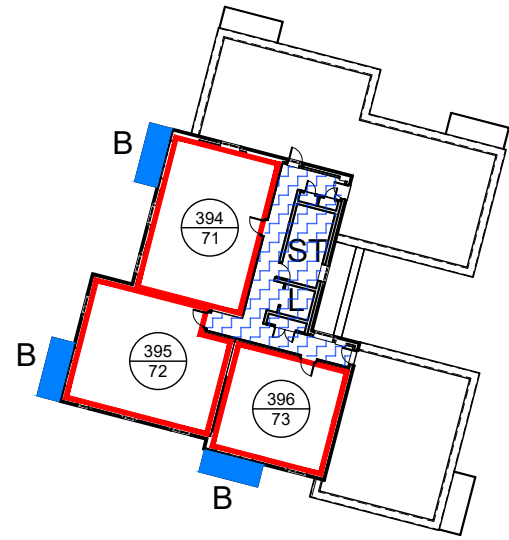


LEGEND

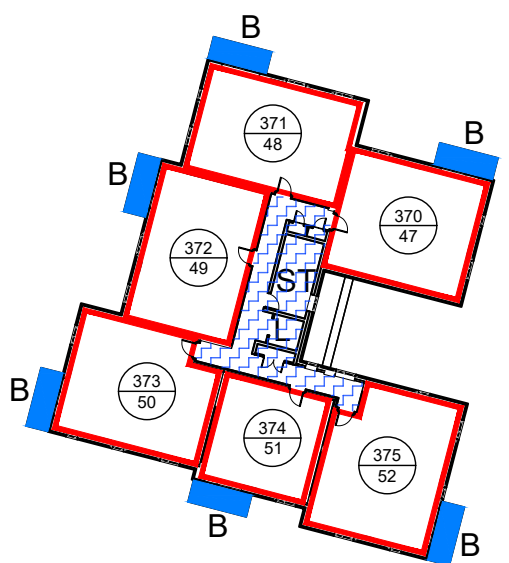
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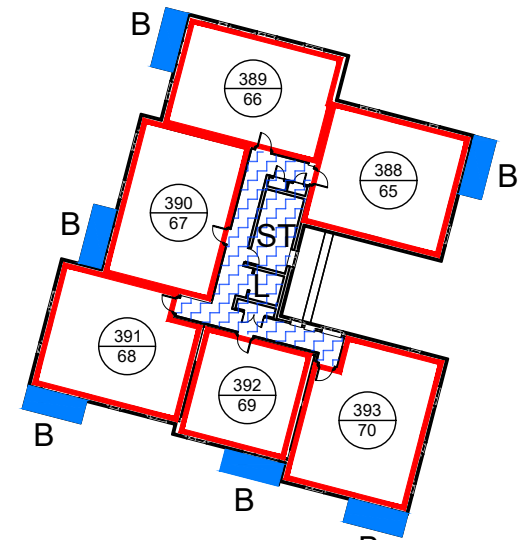
BLOCK A SECOND FLOOR PLAN



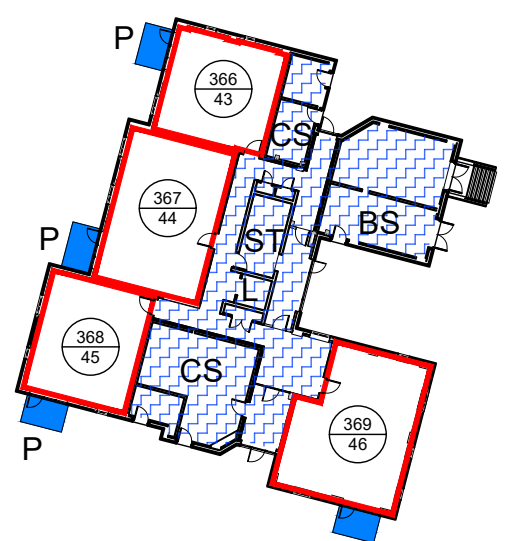
BLOCK A FIFTH FLOOR PLAN



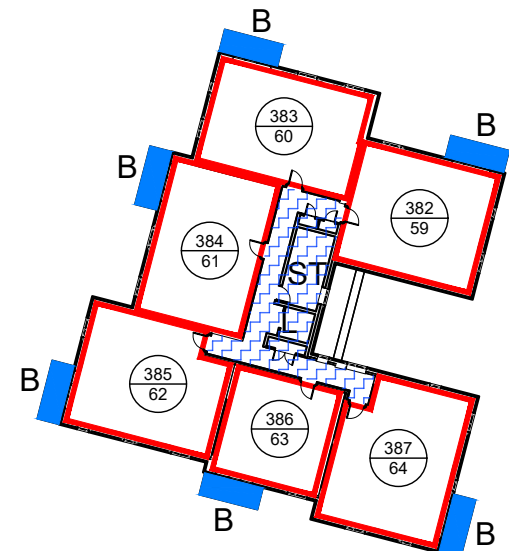
BLOCK A FIRST FLOOR PLAN



BLOCK A FOURTH FLOOR PLAN



BLOCK A GROUND FLOOR PLAN



BLOCK A THIRD FLOOR PLAN

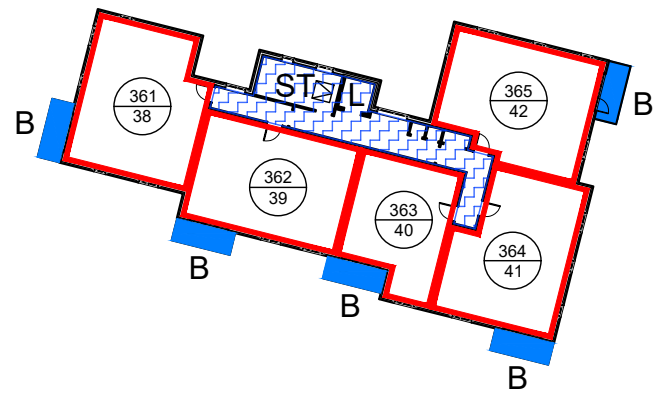


C1	15.06.23	CONSTRUCTION issue.	DB
Rev	Date	Revision History	Initial

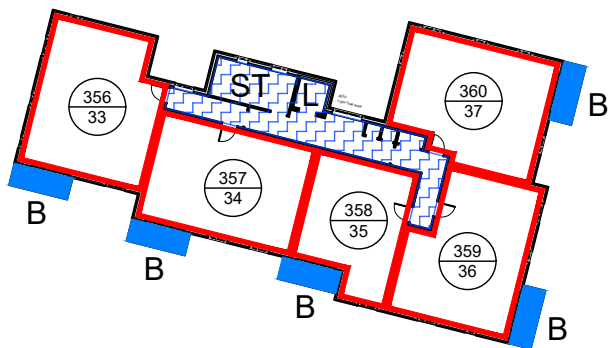
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	Designed by:		Checked:	NOV 2021
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	Scale:	1:500 @ A3	Status:	CONSTRUCTION
Drawing No: ESQ2-CHBC-XX-ZZ-DR-A-8401			Rev:	C1

Originator:

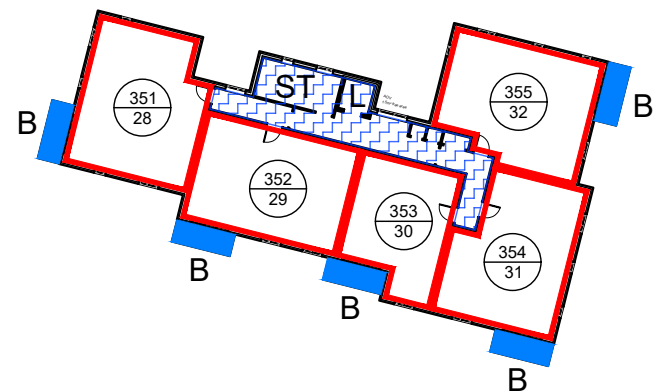
CHBC Architecture LTD.
Suite 4, Newmarket House,
Snailwell,
Newmarket,
Cambridgeshire,
CB8 7NB
Tel: 01638 663838



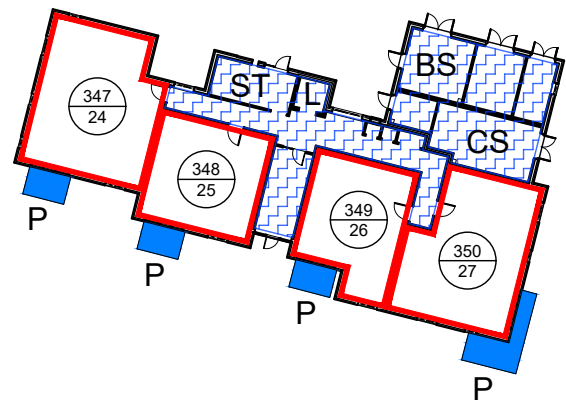
BLOCK B
THIRD FLOOR PLAN



BLOCK B
SECOND FLOOR PLAN



BLOCK B
FIRST FLOOR PLAN



BLOCK B
GROUND FLOOR PLAN



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Originator:
CHBC
Architecture

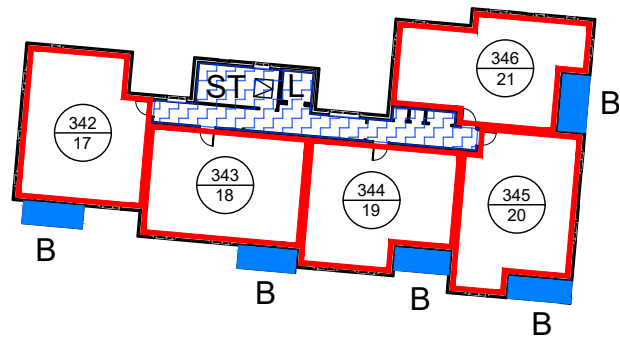
CHBC Architecture LTD.
Suite 4, Newmarket House,
Snailwell,
Newmarket,
Cambridgeshire,
CB8 7NB
Tel: 01438 643838

COUNTRYSIDE
Places People Love

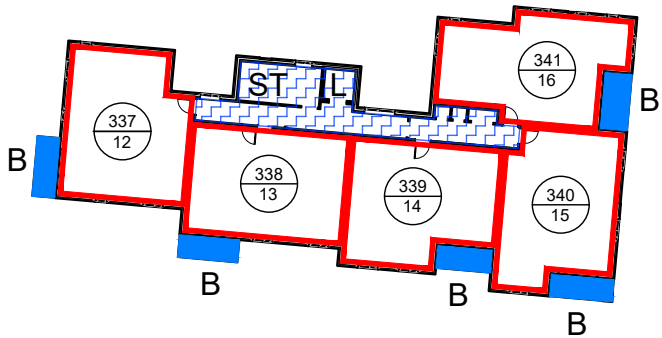


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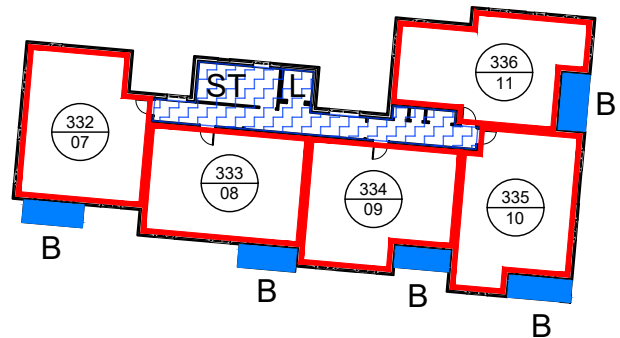
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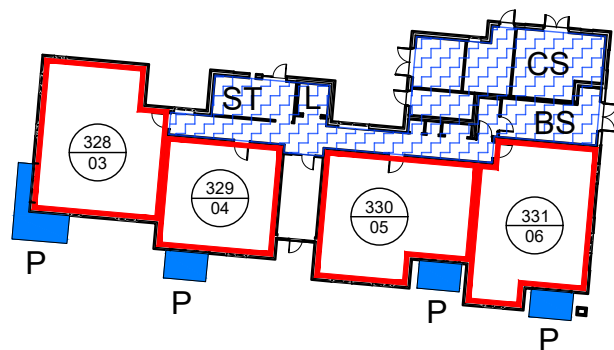
BLOCK C
THIRD FLOOR PLAN



BLOCK C
SECOND FLOOR PLAN



BLOCK C
FIRST FLOOR PLAN



BLOCK C
GROUND FLOOR PLAN



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C1	15.06.23	CONSTRUCTION issue.	DB
Rev	Date	Revision History	Initial

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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.

Please see the schedules below and note that, as explained above, if you are purchasing an apartment, you will be paying an estate charge as well as a block service charge and these vary across the apartment blocks. If you are purchasing a FOG unit or house, you will only pay the estate charge. These schedules list 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.

ESTATE COSTS ESTIMATE – ALL HOUSEHOLDS	Cost Estimate
Third Party/Public Liability & £50k Material Damage Insurance	£650.00
Grounds Maintenance	£21,000.00
General Repairs	£1,500.00
Roadway/Drain Maintenance	£1,500.00
Electricity	£3,000.00
Health and Safety Inspection	£500.00
Audit and Accountancy Fees	£2,180.00
Management Fee	£11,750.00
VAT on Management Fee	£2,350.00
General Reserve Fund	£1,000.00
TOTAL ESTIMATED COST	£45,430.00
Number of units on Phase 2	235
Estimated Service Charge per household per year	£193.32

*Please note the above demonstrates estimations based on an equal split between all households, but your individual service charge will be calculated based on floor area**

SERVICE CHARGE ESTIMATE – BLOCK A	Cost Estimate
Buildings & Terrorism Insurance (Inc IPT)	£5,580.00
Lift & Engineering Insurance	£400.00
Lift Maintenance contract	£1,200.00
Lift Telephones	£225.00
Mansafe System Testing/Maintenance	£400.00
Gutter and Drain Clearance	£500.00
General Repairs	£1,000.00
Electricity	£3,700.00
Electrical Maintenance Contract (AOV's, Emergency Lighting, Bulbs)	£1,500.00
Dry Riser Maintenance	£500.00
Water Rates	£500.00
Water Booster Pump Maintenance Contract	£800.00
Water Testing	£580.00
Annual Health, Safety & Fire Inspection	£1,099.00
Window Cleaning	£2,480.00
Cleaning Communal Areas	£3,500.00
Audit and Accountancy Fee	£407.03
Management fee	£4,030.00
VAT on Management Fee	£806.00
General Reserve	£4,650.00
Lift Reserve	£500.00
TOTAL ESTIMATED COST	£34,357.03
Number of apartments in the block	31
Estimated Service Charge per Household per year	£1,108.00

*Please note the above demonstrates estimations based on an equal split between all households, but your individual service charge will be calculated based on floor area**

SERVICE CHARGE ESTIMATE – BLOCK B	Cost Estimate
Buildings & Terrorism Insurance (Inc IPT)	£3,420.00
Lift & Engineering Insurance	£400.00
Lift Maintenance contract	£1,200.00
Lift Telephones	£225.00
Mansafe System Testing/Maintenance	£250.00
Gutter and Drain Clearance	£300.00
General Repairs	£800.00
Electricity	£2,280.00
Electrical Maintenance Contract (AOV's, Emergency Lighting, Bulbs)	£1,000.00
Dry Riser Maintenance	£300.00
Water Rates	£400.00
Water Booster Pump Maintenance Contract	£650.00
Water Testing	£400.00
Annual Health, Safety & Fire Inspection	£863.00
Window Cleaning	£1,520.00
Cleaning Communal Areas	£2,200.00
Audit and Accountancy Fee	£249.47
Management fee	£2,470.00
VAT on Management Fee	£494.00
General Reserve	£2,850.00
Lift Reserve	£500.00
TOTAL ESTIMATED COST	£22,771.47
Number of apartments in the block	19
Estimated Service Charge per Household per year	£1,198.5

*Please note the above demonstrates estimations based on an equal split between all households, but your individual service charge will be calculated based on floor area**

SERVICE CHARGE ESTIMATE – BLOCK C	Cost Estimate
Buildings & Terrorism Insurance (Inc IPT)	£3,420.00
Lift & Engineering Insurance	£400.00
Lift Maintenance contract	£1,200.00
Lift Telephones	£225.00
Mansafe System Testing/Maintenance	£250.00
Gutter and Drain Clearance	£300.00
General Repairs	£800.00
Electricity	£2,280.00
Electrical Maintenance Contract (AOV's, Emergency Lighting, Bulbs)	£1,000.00
Dry Riser Maintenance	£300.00
Water Rates	£400.00
Water Booster Pump Maintenance Contract	£650.00
Water Testing	£400.00
Annual Health, Safety & Fire Inspection	£863.00
Window Cleaning	£1,520.00
Cleaning Communal Areas	£2,200.00
Audit and Accountancy Fee	£249.47
Management fee	£2,470.00
VAT on Management Fee	£494.00
General Reserve	£2,850.00
Lift Reserve	£500.00
TOTAL ESTIMATED COST	£22,771.47
Number of apartments in the block	19
Estimated Service Charge per Household per year	£1,198.5

*Please note the above demonstrates estimations based on an equal split between all households, but your individual service charge will be calculated based on floor area**

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.

Elements covered by RMG – Estate Management:

Public Liability Insurance

This allows us to place Public Liability Insurance for the Estate areas which will protect the management company any against any potential claims for trips, falls and accidents.

Grounds Maintenance

This covers the anticipated cost of landscaping for the estate grounds. From April to October there will be weekly visits and for the winter months between November and March the gardeners will visit fortnightly. This will also cover litter picking of the Estate areas.

Water

There will be various metered water points which allow for us to water the landscaped areas in times of severe heat/drought.

General Repairs

This is a budget allowance to cover general maintenance on the estate such as works to rectify any issues to the communal paved areas, boundary fence repairs, lighting remedial works to name but a few. Whilst it is anticipated that there will be limited expenditure initially, as the estate grows in size it is prudent to allow a provision to cover such items.

Roadway and Drain Maintenance

We will be responsible for ensuring that the unadopted roads remain efficient and safe for use. The provision for the drains/roadways will go towards maintenance and required repairs of the roadways (i.e. manhole covers) and drains to ensure they remain clear and free flowing.

Electricity

This sum is to cover the electricity consumption for the bollard and estate lighting of the communal areas on the private roads and parking areas.

Pest Control

This sum is to cover reactive works to resolve any issues with vermin that may arise across the estate over the year.

Health and Safety Inspections

It is a legal requirement that the estate areas are inspected on at least an annual basis by a competent Risk Assessor and the findings are recorded.

Audit and Accountancy Fees

Independent accountant's fees for producing the year-end service charge accounts which will be provided to all residents within 6 months of year end and detail the actual expenditure that has been incurred.

Management Fee

The fees charged for the management of the estate. In brief, the fee includes regular site visits to the estate; the arrangement of all contracts and repairs and the payment of contractors; the production of the service charge estimate and collection of service charge funds and liaison with homeowners on estate matters; the provision of our web portal services and access to out of hour's contractors for emergency repairs. No additional fees are charged for meetings.

General Reserve Fund

A reserve fund is required in order to cover the costs of future cyclical maintenance of the estate such as the long-term maintenance of the private roads, pathways, lighting, landscaping and infrastructure. To aid with planning for such expenditure a capital expenditure report will be produced in due course and the reserve amount will be reviewed on an annual basis.

Elements covered by RMG – Block Management:

Buildings & Terrorism Insurance

Based on the rebuild cost of the block we will place an annual insurance premium which covers block buildings and terrorism insurance. There will be a list of insured perils which the leaseholders can claim against which also means leaseholders are only required to place their own contents insurance.

Lift Maintenance Contract

This allows us to place an annual lift maintenance contract which covers statutory inspections, servicing and call outs for any breakdown (excluding vandalism).

Lift Telephone Line

This covers the monthly cost for a lift line to call through to the lift provider in case of a trap in.

Lift Engineering Insurance

This is to cover engineering insurance should something mechanical fail on the lift.

Internal Cleaning

This sum covers weekly cleaning of the internal communal areas, bin and cycle stores by an external company.

Window Cleaning

This item covers cleaning of the communal windows only and will take place once every two months. This provision does not cover the cleaning of the flat's windows which will need to be arranged separately by flat owner.

Electricity

Estimated amount to cover communal electricity consumption. As data is collected regarding usage, this will be tailored accordingly in subsequent years.

Electrical Repairs

This item is to cover any reactive works required to rectify any electrical issues or bulb replacements.

General Repairs

To ensure that the communal areas remain well presented and deliver a positive impression for your home and investment, an allowance is allowed for any reactive works that may arise through the course of the year.

Water Booster Pumps and Tank Maintenance

We are required to place a contract for the water pump which ensure each leaseholder receives adequate water pressure inside of their apartment. Water is stored inside a Cold Water Storage Tank which is required to be cleaned out and chlorinated each year so that the water quality remains good.

Health and Safety

It is a legal requirement that the communal areas are inspected on at least an annual basis by a competent Risk Assessor and the findings are recorded. The report is required in order to assess any fire or general H&S risks within the building and offer recommendations to ensure the building remains safe for occupation.

Fire Equipment Maintenance

The fire safety equipment within the communal areas of the block are required to be serviced throughout the year to ensure their functionality. The provisions within the budget have been aligned based upon the contracts that have been put in place, to conform with best practice and the individual maintenance requirement for each asset.

Audit and Accountancy Fee

Independent accountant's fees for producing the year-end service charge accounts which will be provided to all residents within 6 months of year end. Although there is already an item within the estate budget this additional fee covers the provision of accounts for your particular block.

Management Fee

The management fee you pay in total is split so a share of it will go towards managing the estate and the rest towards managing your block. For transparency, each element is shown separately.

Reserve Fund

A reserve fund is required in order to cover the costs of future cyclical maintenance of the block such as internal and external redecoration works.

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 few months (as specified by your estate management company), between your completion and the end of the service charge period.

The Managing Agent will then send you an annual service charge invoice – details of when you will receive this will be shared by RMG. 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:

Phone: 0207 598 1600

Email: craig.morrison@rmg.london

Website: <https://www.rmg.london>

Postal address: Residential Management Group London
(RMG London)
Dean Bradley House
2nd Floor
52 Horseferry Road
Westminster
London SW1P 2AF