



**Proposed
Estate Management Budget
Graylingwell Park, Chichester
Phase 9 A**



**Prepared by Richard Smith,
Head of New Business and Compliance
on behalf of Grange Property Management**

August 2022

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Estimated (Draft) Annual Service Charge Budget

Outlined below is the proposed Annual Service Charge Budget covering the overall costs required to manage Graylingwell Park, Chichester, Phase 9A.

It has been prepared based on the information supplied by Clarion Housing Group and our experience managing other phases within Graylingwell Park.

The proposed annual budget has been apportioned based on the size of the units (m²) and we have identified that the scheme will require separate service charge schedules, as follows:

- **External** (payable by all residential units)
- **Block A** (Payable only by the units in that block)
- **Blocks B** (Payable only by the units in that block)
- **Block C** (Payable only by the units in that block)

Schedule 1: External Management Charge	Estimated 2023 £
Day to Day Repairs	£3,500.00
Landscaping Contracts	£15,600.00
Landscaping Other Costs	£2,500.00
Water & Sewerage Costs	£250.00
Communal Electricity	£3,500.00
Other Service Contracts	£650.00
Other Service Contracts	£2,000.00
Reserve Fund Contingency	£5,000.00
Ins Premium Buildings	£500.00
Health & Safety	£350.00
Other Service Contracts	£600.00
Accounts Fee	£380.00
Management Fees	£7,875.00
Total	£42,705.00

Schedule 2: Block A Management Charge	Estimated 2023 £
Cleaning Contracts	£1,690.00
Cleaning Other	£450.00
Day to Day Repairs	£1,100.00
Window Cleaning	£700.00
Communal Electricity	£2,000.00
Door Entry/CCTV Systems	£450.00
Fire Equip Servicing	£800.00
Other Service Contracts	£300.00
Reserve Fund Contingency	£4,675.00
Ins Premium Buildings	£7,500.00
Health & Safety	£700.00
Management Fees	£4,165.00
Total	£24,530.00

Schedule 3: Block B Management Charge	Estimated 2023 £
Cleaning Contracts	£1,560.00
Cleaning Other	£400.00
Day to Day Repairs	£1,000.00
Window Cleaning	£500.00
Communal Electricity	£1,500.00
Door Entry/CCTV Systems	£450.00
Fire Equip Servicing	£600.00
Reserve Fund Contingency	£3,300.00
Ins Premium Buildings	£6,500.00
Health & Safety	£700.00
Management Fees	£2,940.00
Total	£19,450.00

Schedule 4: Block C Management Charge	Estimated 2023 £
Cleaning Contracts	£1,560.00
Cleaning Other	£400.00
Day to Day Repairs	£1,000.00
Window Cleaning	£500.00
Communal Electricity	£1,500.00
Door Entry/CCTV Systems	£450.00
Fire Equip Servicing	£600.00
Reserve Fund Contingency	£3,300.00
Ins Premium Buildings	£6,500.00
Health & Safety	£700.00
Management Fees	£2,940.00
Total	£19,450.00

At Grange we appreciate and understand the necessity to balance excellent service and value for money along with a service charge that is affordable for the end customer.

Ultimately the type and level of services supplied is flexible and can be adapted to suit the client's requirements and is subject to final review and agreement.

NB: Prices are correct at August 2022 and will be subject to a final review and sign off prior to handover.

Apportionment Budget

This is based on the homeowner sharing the management charge based on the size of each unit (m²).

Please see Appendix A.

TOTAL annual service charge budget = £106,135.00 /pa

Individual Budget Provision– based on the size of each unit (m2)

Each homeowner will receive a personal statement of their service charge budget, broken down to highlight exactly where their service charge money is being utilised. We provide this to all our customers, demonstrating total transparency with all their service charge budget communications. Below is an example of how this is laid out, based on plot number 800 (block A):

Estate & Block Service Charge	Annual Budget Provision	Individual Apportionment
Day to Day Repairs	£3,500.00	£33.33
Landscaping Contracts	£15,600.00	£148.57
Landscaping Other Costs	£2,500.00	£23.81
Water & Sewerage Costs	£250.00	£2.38
Communal Electricity	£3,500.00	£33.33
Other Service Contracts	£650.00	£6.19
Other Service Contracts	£2,000.00	£19.05
Reserve Fund Contingency	£5,000.00	£47.62
Ins Premium Buildings	£500.00	£4.76
Health & Safety	£350.00	£3.33
Other Service Contracts	£600.00	£5.71
Accounts Fee	£380.00	£3.62
Management Fees	£7,875.00	£75.00
Total (External Estate Management Charge)	£42,705.00	£406.71
Cleaning Contracts	£1,690.00	£122.47
Cleaning Other	£450.00	£32.61
Day to Day Repairs	£1,100.00	£79.72
Window Cleaning	£700.00	£50.73
Communal Electricity	£2,000.00	£144.94
Door Entry/CCTV Systems	£450.00	£32.61
Fire Equip Servicing	£800.00	£57.98
Other Service Contracts	£300.00	£21.74
Reserve Fund Contingency	£4,675.00	£338.80
Ins Premium Buildings	£7,500.00	£543.53
Health & Safety	£700.00	£50.73
Management Fees	£4,165.00	£301.84
Total (Block A Management Charge)	£24,530.00	£1,777.70
Total Individual Budget Charge (External + Block A Charges)		£2,184.41

Draft Service Charge

Service charges are levied on behalf of Linden/Downland Graylingwell LLP to recover the costs they incur in providing services to the estate.

The charge covers the cost of such matters as general maintenance and repairs, landscape maintenance of any public spaces etc. The charge also includes the costs of management such as our fees, surveyors and for contributions to a long term reserve fund.

The freeholder, nor the Agent will make no financial contribution for the services.

Charges will be levied in advance by way of a budget and application for payment.



Draft Service Charge Budget Notes

External Estate Management Charge:

Day to Day Repairs- £3,500.00

General day-to-day reactive repairs as necessary to the estate. These works are not deemed to be major works or elements provided for in the reserve fund.

Landscaping Contracts- £15,600.00

Estimated cost for maintaining the communal grounds; including litter picking, grass cutting and trees. We have allowed for weekly (52) visits per annum, at an average fee of £300 (inc. VAT) per visit. Based on our standard specification in Appendix B.

Landscaping Other Costs- £2,500.00

Cost for any other landscaping required, such as additional tree works, mulching and planting.

Water & Sewerage Costs- £250.00

Provision for any landlord's water supply.

Communal Electricity- £3,500.00

Cost of power to the external lights.

Other Service Contracts- £650.00

Cost for any necessary pest control & parking control permit scheme.

Other Service Contracts- £2,000.00

Costs associated with the contracts and back end system for electric vehicle charging.

Reserve Fund Contingency- £5,000.00

This is the provision for repairs such as to road surfaces, replacement exterior lighting and EV chargers and testing. As part of the handover, we will prepare a 5 year maintenance plan to set future contributions and agree when major works will take place.

Ins Premium Buildings- £500.00

Costs for the estate insurance. Includes public liability.

Health & Safety- £350.00

General Risk Assessment on Year 1 of handover, and annually thereafter in line with Clarion frequencies.

Other Service Contracts- £600.00

This cost is associated with the maintenance and inspection of the 'play area'.

Accounts Fee- £380.00

This fee is payable at the end of each financial year when our independent accountants certify the end of year accounts prior to distribution by Grange.

Management Fees- £7,875.00

Monies paid to Grange for the managing agent services provided to Linden/Downland Graylingwell LLP on-behalf of the scheme. See 'Summary of our Services' on page 14.

Block A Management Charge:

Cleaning Contracts- £1,690.00

Weekly cleaning based on our standard specification in Appendix C. We have allowed for 26 fortnightly visits at £65 per visit plus VAT.

Cleaning Other- £450.00

Fee to cover any additional costs outside of the main contract, such as spot cleaning to carpets etc.

Day to Day Repairs- £1,100.00

General day-to-day reactive repairs as necessary to the building. These works are not deemed to be major works or elements provided for in the reserve fund.

Window Cleaning- £700.00

Communal window cleaning using the reach and wash system. We have allowed 4 cleans per year.

Communal Electricity- £2,000.00

Power for external lights, internal lights, fire system etc.

Door Entry/CCTV Systems- £450.00

Costs for the door entry and CCTV systems including a GDPR assessment.

Fire Equip Servicing- £800.00

Servicing of AOV's, smoke detectors and emergency lighting, as well as fire door checks. These will be completed in line with Clarion frequencies.

Other Service Contracts- £300.00

For the provision of any lightening protection annual inspections and testing. Assumed to be in place owing to building height.

Reserve Fund Contingency- £4,675.00

This is the provision for building repairs or maintenance including the interior lighting and redecorations. As part of the handover, we will prepare a 5 year maintenance plan to set future contributions and agree when major works will take place.

Ins Premium Buildings- £7,500.00

Cover includes block fabric, terrorism and public liability. Our portfolio is competitively tendered annually via a broker with Aviva having provided the most competitive tender in recent years.

Health & Safety- £700.00

General Risk Assessment and Fire Risk Assessment on Year 1 of handover, and annually thereafter in line with Clarion frequencies. All inspections are outsourced to external surveyors.

Management Fees- £4,165.00

Monies paid to Grange for the managing agent services provided to Linden/Downland Graylingwell LLP on-behalf of the scheme. See 'Summary of our Services' on page 14.

General Assumptions

The Service Charge Budget is an estimate of expected costs for the provision of services, based on the information provided by email to Trudie Hudson.

- All costs stated at the time the budget was prepared are at present day values and include VAT unless otherwise stated.
- Management fees in future years are subject to annual review, usually in line with prevailing CPI. VAT is chargeable on disposal of the freehold.
- A final review of the service charge budget will be made in consultation with the client prior to sales launch and distribution to the sales team.
- A final review of the service charge budget will be made in consultation with the client against a management asset list to ensure all building assets in Phase 9 are allowed for and the clients' service frequencies are fully understood.
- The final budget may need to be amended to include any contribution(s) for other services that are already in place as part of the previous phases.
- Final apportionments will be based on instruction from Linden/Downland Graylingwell LLP.
- No ground or other rents are due to be collected within the service charge. These can be recovered by Grange by way of a separate agreement.

Summary of our Services

Your tailored management package includes the following range of services:



Financial Accounting Services

- Client service charge account management
- Credit control - debt recovery
- Setting service charge budgets and regular expenditure reporting
- Production, certification and distribution of service charge accounts



Insurance and Legal

- Competitive insurance procurement and revaluation
- Arranging company secretarial services



Planned and Reactive Maintenance

- Managing house keeping contracts e.g. cleaning / gardening / window cleaning
- Health and safety compliance including fire and risk assessment, asbestos, mechanical and electrical plant etc
- Managing reactive repairs
- Planning and advice on long term projects
- Administration of section 20 consultation
- Setting specifications and negotiating competitive service contracts on plant
- Economy of scale procurement - providing best value
- Approved contractors list



Our Team

When you hire us as your managing agent, you get a team of highly experienced field-based Property Managers, a dedicated Property Services Help Desk, and specialised Accounts personnel – all supported by Senior Management staff.

When it comes to hiring and managing the contractors who work on your property, we take great pride in only working with those who meet our stringent requirements for excellent service and value for money.



Our Accreditations

We are proud to be affiliated with the following organisations to ensure high standards and best practice within our sector.



Association of Retirement Housing Managers
Raising standards within the sector by promoting best practice and ethics.



Institute of Residential Property Management
A number of our staff are members of the IRPM who promote best practice and qualifications within the sector.



Royal Institution of Chartered Surveyors
Our Commercial Team are RICS accredited and we use the principles set out by the RICS for Commercial Property Management



Investors in People
We are proud to have held the IIP accreditation since 2011.



The Property Ombudsman
Providing consumers and property agents with an alternative dispute resolution service since 1990



Information Commissioners Office
We are registered with the ICO under registration number Z5123329 to process personal data in accordance with data protection principles.



Royal Society for the Prevention of Accidents
Saving lives and preventing life-changing injuries which occur as a result of accidents.

Agreement and Sign Off

In order to proceed we require this proposal to be signed and agreed by an authorised member of the Linden/Downland Graylingwell LLP team.

Please scan and return by email to Richard.Smith@grangemanagement.com

Name

Position

Signature

Date

Contact Details

To discuss any elements of this proposal please contact:

Lorraine Murphy – Managing Director

Lorraine.murphy@grangemanagement.com

01483 411705

Richard Smith – Head of New Business and Compliance

richard.smith@grangemanagement.com

01483 411708

Service Level Agreement

Part 1

(Services)

- 1 Arranging and supervision of the day-to-day cleaning, maintenance and day to day repairs of the common parts of the Property (incorporating the other buildings located on the estate) together with the grounds maintenance contract.
- 2 Purchase of goods and services necessary for the cleaning, maintenance and repair of the common parts of the Property.
- 3 Entering into appropriate contracts with the providers of cleaning, maintenance and repair services.
- 4 Organising of the provision of electricity and, if relevant, water or gas for the common parts.
- 5 Paying of the providers of goods and services to the Property.
- 6 Arranging no less than 4 visits to the property annually and liaising with the Client. The purpose of each visit is to inspect the common parts only of the property (as can be reasonably inspected safely and without the use of access or other equipment) for the purposes of day-to-day management and to note the general condition only.
- 7 Service of Demands for service charges on the Lessees
- 8 Collection of service charges, contingency and future expenditure fund contributions and such other sums as are due from the Lessees under the terms of the Leases
- 9 Preparation of estimates of service charges in accordance with any relevant terms contained in the Leases, including preparation of a draft 5 Year Maintenance Plan.
- 10 Arranging of service charge accounts in accordance with any relevant terms contained in the Leases
- 11 Arrangement of insurance (if instructed) for the Property in accordance with any relevant terms contained in the leases and transfers of the Property and FSA Regulations.

- 12 Handling of complaints from Lessees in relation to matters concerning the Property.
- 13 Provision to the Client of such financial information relating to the Property, as it shall reasonably require at such intervals as are reasonable in the circumstances.
- 14 Monitoring and complying with all relevant statutes, statutory instruments and local government legislation in respect of the communal areas only.
- 15 Advising the Client on any breaches of covenants contained in the Leases and Transfers other than preparation for and appearances at Court or a Tribunal.
- 16 Reporting to the Client on any materially significant matters concerning the Property.
- 17 Liaising with the Client and seeking instructions on matter relating to the good running of the Property.

Part 2

(Additional Services Which May Be Subject to Additional Fees)

- 1 Dealing with the preparation and management of maintenance, repairs (other than day to day), replacement, redecoration and refurbishment works at the Property – which includes works of such nature to the common parts or the outside of the Property and structural works or any development /re-development works.
- 2 Preparing any professional reports.
- 3 Advising and giving opinion on health and safety matters.
- 4 Preparing insurance valuations.
- 5 Appearances in court or at a Tribunal, including any preparatory work in connection with proposed or actual Court or Tribunal cases.
- 6 Preparation and service of statutory notices.
- 7 Dealing with solicitors' enquiries relating to sales or other matters concerning the Property, which is payable by the lessee.

- 8 Preparation of documentation and attendance at First Tier Tribunal or Lands Tribunals.
- 9 The dealing with enquiries, consents, the service of notices and administrative matters relating to the Leases and transfers, payable by the lessee.
- 10 The advising on significant repairs or improvements relevant to the Property including the preparation of costings and where appropriate the obtaining of quotations.
- 11 Attending meetings with any-body representing the Lessees and Transferees other than an annual general meeting, in normal business hours.
- 12 Forecasting of future expenditure on the Property on planned works.
- 13 Carrying out of any risk assessments relevant to the Property.
- 14 If less than three months notices is served, the penalty for handing over to another managing agent (for any reason) our fee equivalent to three months' management fee, subject to a minimum fee of £500.00 is payable whichever is the greater. Unless otherwise advised in writing by the Client, any information, 75% of funds etc. will be handed over to the Client on termination of this Agreement with the balance due three months later after accounts have been certified.
- 15 Taking over management from another agent/organisation and resolving any historic issues. Specifically, in the case of arrears not collected within an agreed time period.
- 16 The provision of lost keys, fobs or other access control systems (charges to be made to the individual Lessee and Transferee).

828	ELMSLIE	86.82	0.9524	£406.71						£406.71
829	ELMSLIE	86.82	0.9524	£406.71						£406.71
830	MYLINE + garage	111.02	0.9524	£406.71						£406.71
831	MYLINE + garage	111.02	0.9524	£406.71						£406.71
832	MYLINE + garage	111.02	0.9524	£406.71						£406.71
836	ELMSLIE	86.82	0.9524	£406.71						£406.71
837	BECKET	94.48	0.9524	£406.71						£406.71
838	BADMINTON	78.78	0.9524	£406.71						£406.71
839	BADMINTON	78.78	0.9524	£406.71						£406.71
840	BADMINTON	78.78	0.9524	£406.71						£406.71
841	BADMINTON	78.78	0.9524	£406.71						£406.71
842	BADMINTON	78.78	0.9524	£406.71						£406.71
843	BADMINTON	78.78	0.9524	£406.71						£406.71
844	ELMSLIE	86.82	0.9524	£406.71						£406.71
845	ELMSLIE	86.82	0.9524	£406.71						£406.71
846	Flats B	50.43	0.9524	£406.71						£1,763.26
847	Flats B	70.08	0.9524	£406.71						£2,291.84
848	Flats B	70.08	0.9524	£406.71						£2,291.84
849	Flats B	50.43	0.9524	£406.71						£1,763.26
850	Flats B	50.43	0.9524	£406.71						£1,763.26
851	Flats B	70.08	0.9524	£406.71						£2,291.84
852	Flats B	70.08	0.9524	£406.71						£2,291.84
853	Flats B	50.43	0.9524	£406.71						£1,763.26
854	Flats B	50.43	0.9524	£406.71						£1,763.26
855	Flats B	70.08	0.9524	£406.71						£2,291.84
856	Flats B	70.08	0.9524	£406.71						£2,291.84
857	Flats B	50.43	0.9524	£406.71						£1,763.26
858	BECKET	94.48	0.9524	£406.71						£1,763.26
859	ELMSLIE	86.82	0.9524	£406.71						£406.71
860	ELMSLIE	86.82	0.9524	£406.71						£406.71
861	ELMSLIE	86.82	0.9524	£406.71						£406.71
862	ELMSLIE	86.82	0.9524	£406.71						£406.71
863	BECKET	94.48	0.9524	£406.71						£406.71
864	MYLINE	111.02	0.9524	£406.71						£406.71

6.9745	£1,356.55
9.6921	£1,885.12
9.6921	£1,885.12
6.9745	£1,356.55
6.9745	£1,356.55
9.6921	£1,885.12
9.6921	£1,885.12
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6.9745	£1,356.55
6.9745	£1,356.55
9.6921	£1,885.12
9.6921	£1,885.12
6.9745	£1,356.55

901	HICKSTEAD	98.68	0.9524	£406.71														£406.71									
902	HICKSTEAD	98.68	0.9524	£406.71														£406.71									
903	MYLNE + garage	111.02	0.9524	£406.71														£406.71									
904	MYLNE + garage	111.02	0.9524	£406.71														£406.71									
905	HICKSTEAD	98.68	0.9524	£406.71														£406.71									
906	HICKSTEAD	98.68	0.9524	£406.71														£406.71									
911	ELMSLIE	86.82	0.9524	£406.71														£406.71									
912	BECKET	94.48	0.9524	£406.71														£406.71									
913	LEVERTON	112.84	0.9524	£406.71														£406.71									
914	HICKSTEAD	98.68	0.9524	£406.71														£406.71									
915	HICKSTEAD	98.68	0.9524	£406.71														£406.71									
916	MYLNE	111.02	0.9524	£406.71														£406.71									
			100.0000	£42,705.00														100.0000	£24,530.00	100.00	£19,450.00	100.00	£19,450.00	100.00	£19,450.00	100.00	£106,135.00

Appendix B: Landscaping Specification

SPECIFICATION FOR LANDSCAPING MAINTENANCE OF THE COMMUNAL AREAS

(Final specification to be agreed with Linden/Downland Graylingwell LLP)

FREQUENCY: 52 VISITS PER YEAR

- Lawns to be machine mown fortnightly from MARCH to NOVEMBER (inc), each visit is subject to weather conditions. Cuttings collected and composted on site, unless agreed otherwise.
- Lawn edges to be trimmed fortnightly from MARCH to NOVEMBER (inc), subject to weather conditions. Cuttings to be collected and composted on site, unless agreed otherwise.
- Drives and car parks to have all accessible surfaces mechanically blown or swept on each visit. All non-organic debris, where possible, is to be removed and disposed of off-site.
- Fallen leaves and litter to be collected from all accessible areas and composted on site.
- Shrub beds and borders to be kept cultivated, pruned and shaped, generally weeded, and associated deadheading is to be done throughout the year. Fortnightly during the growing season, monthly during the winter.
- Trim back all plant growth overhanging communal paths/drives/access ways/car park spaces. Trim back all communal plant growth reducing light to windows to sill height. Fortnightly during the growing season, monthly during the winter.
- Any pest, disease, mineral deficiency, refuse store problems, for sale sign(s), tree works, water or pond issue (where applicable) or other issue noted by yourselves is to be reported immediately to this office. If a suitable treatment or remedy is currently available, an estimate is to be submitted to rectify the problem. Notify helpdesk@grangemanagement.com.
- Soft planted shrubbed areas to be completely dug over and all weeds removed as soon as possible in the season, and certainly no later than the end of March. Edging of shrub beds.
- Reasonable moss control measures to be undertaken on paths, drives and other communal hard standing areas.

- All areas of lawn to be mowed weekly and broad leaf weed killer to be applied as appropriate.
- The Company is to be advised of larger trees requiring attention.
- Special Note: Contractors do not specify a number of hours, but a note will be taken of the time spent on site and the number of persons involved as well as performance. Contractors must be mindful of this to ensure attendance is commensurate with the charges made. Please note that Grange only allow works to be carried out on sites during the following times: Monday to Friday – 8:00am to 5:00pm, Saturdays - 9:00am to 12:00pm.

Appendix C: Cleaning Specification

SPECIFICATION FOR THE CLEANING OF THE COMMUNAL AREAS

(Final specification to be agreed with Linden/Downland Graylingwell LLP)

FREQUENCY: 26 VISITS PER YEAR

Every visit:

- Vacuum clean all communal floors.
- Lift and shake all doormats in communal areas and sweep/vacuum underneath.
- Sweep and wash floors of uncarpeted entrance halls.
- Dust all sills, ledges, skirting and banister rails to include removal of cobwebs in external porch areas.
- Check light bulbs internally and externally (where accessible) and replace where defective, adjust time clock if required. All fittings that cannot be changed as part of the normal cleaning routine, i.e. where the fitting is not safe to access, must be brought to the attention of Grange, otherwise these will be assumed to be included in the contract price.

Monthly and when necessary:

- Sweep and wash floors of uncarpeted stairways and landings, including the stair treads and risers, lifts and cleaners' stores.
- Dust all light fittings removing all cobwebs.
- Sweep out and sanitise all bin stores and refuse areas. Where necessary, bins are to be periodically washed out, disinfected and deodorised.
- Glazing to be cleaned on internal fire doors.
- Polish brass finger and kick plates, door handles and letter boxes to communal doors.
- Outside porches to be cleaned, to include cleaning of glass and brass door fittings. Door/window frames/canopies and paint work to be washed down as necessary.

Appendix D: General Notes to Specifications

1. Contractors should attempt to undertake the work on the same week day each fortnight (weather permitting).
2. All acts of vandalism and /or damage are to be reported immediately.
3. Weed killer is not to be used without the express written permission of Grange.
4. Chemicals and application equipment are to be of suitable quality and used strictly in accordance with the manufacturers recommendations.
5. Contractors will be responsible for ensuring that all hazardous chemicals used on the site have been subjected to assessment in accordance with the COSHH regulations. Contractors MUST ensure that all operatives who use hazardous substances have been trained and are competent. All hazardous materials are to be removed from site on completion of the works.
6. Grange reserves the right to withhold payment of invoices for unsatisfactory work or for damage caused to the property by the contractor.
7. Contractors are expected to make good any damage to the property caused by the undertaking of their duties, to a standard satisfactory to Grange.
8. Contractors are to ensure that all site works are undertaken in accordance with relevant Health and Safety legislation. Contractors are responsible for ensuring that all staff and sub-contractors when on site and operating machinery or power tools wear appropriate protective clothing. This may include body armour, steel capped boots, gloves, goggles, ear protectors or safety helmets.
9. Contractors are to ensure that ALL operatives, including any sub-contractors, are aware of the Health and Safety standards outlined in the Grange Code of Conduct for Contractors.
10. Grange can be contacted via helpdesk@grangemanagement.com

NB. Grange and the Board reserve the right to amend the specification as necessary for the good of the development.