

Management charge information:

As a homeowner you receive a Management Service from Equity Housing Group for which you will pay a monthly Management Charge.

The services we provide will differ for those living in a house to those living in a flat.

The Management Service you receive will include some, or all, of but not exclusive to the following:-

- Preparation and distribution of annual service charge estimates
- Collection of rent/service charges
- Collection of unpaid service charges and the instruction of solicitors or debt recovery agents (when and where applicable)
- Prepare and submit service charge estimates and statements
- Accounting for service charges and monthly budget monitoring
- Administration of Services (cleaning, gardening, repairs)
- Cost of management colleagues
- Dealing with routine and initial enquiries relating to management and sales/re-sales, remortgages
- Preparing replacement cost assessments for insurance purposes on buildings and landlord contents
- Administer buildings and other insurance claims
- Annual consultation on service charge estimates
- Dealing with low level nuisance and general enquiries
- Processing applications relating to home improvements
- Consultation (including Section 20 consultation) procurement and management of direct services (grounds maintenance, communal cleaning, bulk refuse etc.)
- Costs of monitoring Service Contracts (lifts, gates, communal heating, door entry systems, emergency lighting etc.)
- Cost of management and supervision of contractors and direct employees such as caretakers, gardeners and cleaners. **Note:** If direct employees are hired to carry out services for a specific development, the management fees may be increased to reflect additional work required with management
- Arrange periodic health and safety and fire risk assessments in accordance with the statutory requirements, and where necessary, in liaison with the relevant public authorities
- Management of sinking funds and stock condition surveys.



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- Delivery of repair services and related administration in relation to non-property related elements (communal boundary repairs, communal repairs at flats etc)
- Scheme inspections on an agreed frequency in order to inspect the properties and to check condition and deal with a plan for any necessary minor or major works
- Deal with reasonably and as promptly as possible via telephone, face to face and email, enquiries from homeowners relating to the terms of their lease
- Production of homeowner publications and newsletters
- Updating the homeowners section of our website
- Considering homeowners applications for major structural alterations to their premises
- Advising on and dealing with assignments of leases, lease extensions, subletting, change of use and Home Information Pack requests; See Equity Living for a list of their charges.
- Providing copies of documents such as insurance policies, leases, additional copies of audited accounts and previous years' service charges for your solicitor or to homeowners
- Giving information to prospective purchasers, vendors or their agents of the leasehold interests in the individual dwelling, outside of the usual information provided
- Answering specific enquiries from homeowners and prospective purchasers or their legal advisers, including pre-contract enquiries
- Providing accommodation for meetings and inspections of documents in connection with the property managed
- Working outside normal office hours

Additional Management Charges:

A menu of charges for duties outside the scope of the annual fee could include the following **(some of these charges may be the responsibility of individual homeowners):**

- Preparing specifications, obtaining tenders and supervising substantial repairs or works
- Preparing statutory notices and dealing with consultations where qualifying works or qualifying long term agreements are proposed
- Attending courts and tribunal proceedings in connection with the property managed
- Advising on rating, planning, improvement, other grants and valuations

