

## Residential Management Services

Below we outline the services we provide for the management of Residential properties. Please note however that the services are tailored to the requirements of individual properties and their owners. Details of the specific services supplied to any property are available upon request. We would draw your attention to our brochures and information sheets available on specific services & topics. These are available either from our website or by application to any of our offices. Examples of those available are detailed below.

<ul style="list-style-type: none"> <li>• Inspections</li> </ul>	<p>Inspection frequency is determined by the construction, condition, the services provided and the terms of our management. A minimum of 2 inspections a year is undertaken. Ad hoc inspections are available upon request. Inspections, unless otherwise agreed, are restricted to a visual inspection only of easily accessible areas and specifically exclude roofs, uninhabited basements, and areas which could present a danger. Special arrangements can be made to have inspections of these areas undertaken.</p>
<ul style="list-style-type: none"> <li>• Common Repairs</li> </ul>	<p>Repairs are instructed in accordance with the terms of the Titles or Deed of Conditions for the property and are subject to satisfactory funding. Where required, instructions are sought from the proprietors.</p>
<ul style="list-style-type: none"> <li>• Insurance</li> </ul>	<p>Insurance is arranged in accordance with the title conditions or deed of conditions of the property or as agreed with the proprietors of the property. Policy details are always available upon request.</p>
<ul style="list-style-type: none"> <li>• Cleaning</li> </ul>	<p>Arranging for and supervising the cleaning of the communal entrances, hallways, stairs, landings and windows to our standard specification, in addition to any other communal areas within the development, which would be applicable to all stairwell apartments. This is undertaken by agreement with the proprietors of the property.</p>
<ul style="list-style-type: none"> <li>• Owners Meetings</li> </ul>	<p>When required, attending the annual general meeting of the owners association. We are happy to attend and/or undertake the convening of meetings when requested, however this is outwith our standard management contract and may be subject to an additional charge details of which are available on request. In addition if requested, we will take minutes of meetings for circulation to all owners.</p>
<ul style="list-style-type: none"> <li>• Plant &amp; Machinery Maintenance</li> </ul>	<p>Ensuring, where applicable, that the relevant maintenance and safety inspections are carried out. This would mainly relate to items such as lifts security door entry systems, TV/satellite aerial system, smoke detection system, etc. We will also organise regular testing of fire alarm &amp; smoke detection systems.</p>
<ul style="list-style-type: none"> <li>• Equipment Maintenance</li> </ul>	<p>We will arrange maintenance contracts for communal lifts and other installed machinery.</p>
<ul style="list-style-type: none"> <li>• Garden &amp; Landscaping Maintenance</li> </ul>	<p>We will organize summer/winter gardening contracts based on our standard specification for all communal landscaped areas. We will arrange for necessary safety inspections of play equipment.</p>

<ul style="list-style-type: none"> <li>• Hard Standing Areas</li> </ul>	We will arrange for maintenance or repairs required to the car parking areas, roads, pavements and footpaths. This is undertaken only where these are not adopted by the local Authority.
<ul style="list-style-type: none"> <li>• Boundaries</li> </ul>	Arranging for maintenance of the common boundaries to the property.
<ul style="list-style-type: none"> <li>• Lighting</li> </ul>	Unless adopted by the local authority we will maintain the stair lighting and all other communal lighting, together with any door entry system, communal aerial/satellite system, etc.
<ul style="list-style-type: none"> <li>• Decoration</li> </ul>	Arranging in the future for the redecoration of all communal internal and external painted surfaces within the development, ensuring that uniformity is maintained throughout and all in accordance with the timescale, as detailed within the titles or Deed of Conditions. Additional Fees may apply.
<ul style="list-style-type: none"> <li>• Finance</li> </ul>	Paying all accounts of a communal nature relating to the common property and accounting to our clients. Accounting is normally undertaken on a half yearly or yearly frequency as required either under the titles for the property, or in the absence of title conditions by agreement with the proprietors. This is subject to satisfactory funding being available.
<ul style="list-style-type: none"> <li>• General</li> </ul>	We will advise on any problems of a common nature which an owner may encounter.
<ul style="list-style-type: none"> <li>• Communal Amenity Areas</li> </ul>	Ensuring all requirements are adhered to in the supervision of communal amenity areas, including laundry rooms, community centres, swimming pools, saunas and all associated equipment. We endeavour to ensure not only that the amenity areas are kept to the highest standard possible but also that all legal requirements such as Health & Safety legislation are adhered to.
<ul style="list-style-type: none"> <li>• Insurance Claims</li> </ul>	We aim to provide a fast efficient claims handling procedure for insurance placed by ourselves. Please see our insurance leaflet for details.
<ul style="list-style-type: none"> <li>• Professional Services</li> </ul>	The services of our Building Surveyors are available when required. A separate fee may be charged.
<ul style="list-style-type: none"> <li>• Commercial Management</li> </ul>	Our commercial department is able to provide full management and surveying services, for all types of retail, office and industrial property. Service can include lease renewals, rent reviews, valuation, sales/letting, rent collection, maintenance inspections, organizing repairs.
<ul style="list-style-type: none"> <li>• Letting Agents &amp; Estate agency</li> </ul>	We are also letting and estate agents and can provide you with a comprehensive service for both.
<b>A selection of available Brochures/Information Sheets</b>	
Brochures	Residential Management Residential Lettings Insurance Building Surveying
Information Sheets	Code of Conduct Emergency Contractors Property Funding Complaints Procedure Fire Precautions Cold Weather Precautions Others are available. Please see our Website or contact one of our Offices