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## *Welcome to Ringley*

Ringley has been appointed by the freeholder of your property to act as managing agent in respect of the common areas. We will be taking over general management of all aspects of the development, together with, in due course, the preparation and collection of service charges.

We have received from the developer, the names of each purchaser, together with completion dates. We ask that you now contact us with regard to all matters including any emergencies that may occur relating to the common areas of the property.

Our out of hours emergency contact number is **020 8357 6006**. This will connect you to the Property Manager on duty who will be able to help you.

Our remit is in respect of the communal expenditure only since you have a private contract with the developer in respect of items within your property. This is because any instructions we give (if not accepted by the developer as their responsibility) would ultimately have to be paid out of service charge funds. Please therefore first contact the developer with any questions concerning the interior of your property.

I hope this brief note provides you with enough detail to begin with but please do not hesitate to contact us if you require further information or clarification.

**Daniel Hill**

Head of Estates

# Information about your Managing Agent

## **About Living In a Communal Environment**

As well as advising on management issues and the related statutory and contractual requirements affecting the implementation of your policies, as your Managing Agent we shall:

### **Guarantee the security of your funds**

We collect service charges and use them to offset estate running costs and to uphold the lessors' covenants. Remember your funds are backed by the Royal Institution of Chartered Surveyors '*Client's Money Protection Scheme*'. Each estate's funds are kept in separate, interest-earning, client accounts.

### **Help you budget**

Each year, we will account expenditure against budget and propose a service charge estimate for residents' agreement. From the periodic dilapidations survey, accounts and consultation with residents we will assess reserve levels.

### **Collect service charges and recover debt**

According to the lease, service charges will be demanded against the approved annual budget.

We also collect and administer reserve/sinking funds where interest is held to the benefit of the fund not the lessee.

To combat service charge arrears we administer a computerised arrears collection system.

In the event of non-payment, we will contact a defaulting lessee's mortgagee, obtain a county court judgement, appoint a solicitor or attend the Leasehold Valuation Tribunal.

### **Plan maintenance to address the specific needs of your estate**

Periodically, a dilapidations survey will be carried out by a Chartered Surveyor. From the survey, in consultation with residents', the coming year's maintenance needs will be planned.

### **Keep your statutory & service charge accounts**

Residents' accounts are kept in accordance with the Royal Institution of Chartered Surveyors Bye-laws and Regulations.

Annually, an independent auditor will prepare the statutory accounts and service charge statements.

Companies House fines are caused by mis-management; if we act as Company Secretary, provided all information is made available to us we guarantee to pick up the cost should a fine be incurred.

### **Arrange your insurance**

We have access to competitive rates for building, public liability and engineering insurance.

As well as processing claims where necessary we will meet the loss adjuster.

Periodically a reinstatement valuation will be prepared in accordance with the Royal Institution of Chartered Surveyors guidelines to check your sum insured.

### **React to regular maintenance needs**

On a day to day basis we will instruct and supervise ordinary repairs to the structure, plant, fixtures, fittings and equipment.

### **Organise maintenance contractors and employ staff**

We will organise service contractors on a competitive tender basis, prepare job specifications and consultation notices.

We will work with residents to achieve the required standard.

### **Provide lease interpretation**

We will check compliance with various terms and statutory requirements.

We will obtain specialist or legal advice on behalf of clients when agreed necessary.

### **Manage your affairs efficiently**

Many diverse records relating to your property are kept and are always available for your inspection.

### **Strive to Enhance your Environment**

We can work with you and the local crime prevention officer to discuss security enhancements i.e. door alarms, security locks, or closed-circuit television (CCTV).

# Information about your Managing Agent

## **About Your Managing Agent**

We understand the responsibilities of holding Clients' funds. Therefore, we are members of the Royal Institution of Chartered Surveyors 'Client's Money Protection Scheme' which underwrites funds we hold. We also have full professional indemnity cover.

Because we believe in quality control we are ISO9002 accredited. We believe our Client's affairs should be independently audited; likewise our business is subject to audit by the Royal Institution of Chartered Surveyors.

We believe in planned maintenance programmes, so we carry out documented site visits. We are also members of the Association of Residential Managing Agents.

By being efficient at running our business, we strive to instil confidence in our ability to manage yours. We are dedicated to provide service, so we are resourced to manage your information productively. We have invested in a computerised management accounting system to generate demands, accounting records, and produce client statements; this also incorporates a diary to assist with rent review flag dates, tenancy renewals and planned maintenance programmes.

Your home is probably your most valuable asset so effective management requires extensive expertise. This is why we feel that the value of professional skills and an understanding of the complex legislation affecting Landlord & Tenant relationships cannot be underestimated.

## **To account to you**

- We operate a Call / Repair Reference System
- Our records are well kept and available for inspection
- Our business is subject to the Royal Institution of Chartered Surveyors Audit Scheme.

## **You benefit from**

- Separate, interest-earning, client account
  - The Royal Institution of Chartered Surveyors underwriting your funds
  - Competitive management fees
  - Possible insurance savings. We have been known to save the cost of our fee!
  - Computerised property management records
  - No Companies House fines \* (see page 4)
  - Reassurance that Ringley is a professionally skilled organisation that holds approved indemnity cover.
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