

Brickman Yale – Standard Management Duties

COMMUNICATION

- Phone Calls and emails to be returned within 24 hours;
- Written correspondence to be replied to within 72 hours;

FINANCIAL

- Annual service charge estimation;
- Regular billing and collection of service charges, and ground rents;
- Weekly/monthly payment of wages and other invoices;
- Provision of a periodic budget report of income and expenditure and cash flow to Client;
- Annual preparation of draft accounts in anticipation of audit and subsequent liaison with the auditors;
- Preparation and distribution of the notices for the AGM/EGMs (if appointed as Company Secretary);
- Arrears collection management.

RELATIONSHIPS WITH RESIDENTS

- Attend to routine enquiries from Lessees and Residents;
- Respond to Solicitors' and Lessees' enquiries regarding assignments and licences (additional charges apply which are payable directly from the applicant);
- Attendance at general meetings of residents if appropriate;
- Administration of insurance claims.
- Implement a Property Website for all Leaseholders to communicate with the Managing Agents as well as each other. You are able to report and track maintenance requests, contact neighbours in emergencies.

REPAIR AND MAINTENANCE MANAGEMENT

- Advise on cyclical maintenance and repair plan;
- Deal with day to day repairs and maintenance promptly and efficiently;
- Advise on maintenance plans and contracts for plant and machinery;
- Advise on major contract work and the use of specialise professionals and Contractors;
- Inspect the property on a periodic basis;
- Provide a 24 hour emergency maintenance line (manned by our managers);

LEASE COMPLIANCE

- Ensure compliance with the terms of leases and policies agreed with the Board and where necessary, subject to Landlord authorisation, instruct solicitors in relation to breaches.

LEGAL STRATEGY AND CONTROL

- Formulate a safe and effective strategy within current legislation and in accordance with current best practice;
- Liaise with the Company's Solicitors;



- Represent the Landlord at County Court level, arbitration and Leasehold Valuation Tribunals (additional charges apply);
- Maintain adequate record-keeping;
- Risk management and Health and Safety compliance;
- Company Secretarial work (additional charges apply).

STAFF MANAGEMENT

- Prepare job descriptions for Employees and specifications for Contractors and go to competitive tender;
- Supervise any Employees and regular Contractors such as cleaners etc on behalf of the employer;
- Ensure appropriate training and compliance with Health and Safety and employment legislation.

LANDLORD AND TENANT ADVICE

- Advise the Client on residential Landlord and tenant procedures, including statute and practice.

CLIENT SUPPORT

- Attend Client meetings and be responsible for producing minutes (if appointed as Company Secretary);
- Provide a status report of financial, maintenance and legal matters;
- Report on significant lessee communications;
- Keep Client informed of status of agreed actions.

ADDITIONAL CHARGES

- 1.25% charge of the total works undertaken, for serving Section Notices, attending site meetings, communications, meetings and correspondence associated with such major works;
- Attending Court on behalf of the Client: - Charged on an hourly basis as detailed below;
- Preparation of a Leasehold Valuation Tribunal (LVT) case: - Charged on an hourly basis as detailed below;
- Attending an LVT hearing on behalf of the Client: - Charged on an hourly basis as detailed below:
- Pre Sales Enquiries: - £250 plus VAT
- Notice of Transfer: - £75 plus VAT
- Licence to Sub Let: - £150 plus VAT
- Licence to Alter: - £150 plus VAT
- Handover Preparation Charge: - £500 plus VAT

The hourly rates for additional work charged by the hour to be:

for a partner/director £180 plus VAT

for an associate £80 plus VAT