

Summary of Basic Terms

Your building is owned by a company known as
The Roan Courtyard (Freehold) Limited

Who have appointed
Jennings & Barrett
as their managing agent

This document provides a summary of the basic terms and services of this contract

How to contact us:

Jennings and Barrett
Unit 2
Vogans Mill Wharf
17 Mill Street
London
SE1 2BZ

Tel: 020 3598 9665

Email: block@jenningsandbarrett.co.uk

Information about Jennings & Barrett

- We will comply with the terms of the leases of the property and relevant landlord and tenant legislation, comply with Health & Safety, Fire and Employment laws and regulations relating to the management of the property
- We hold relevant insurance, copies of which can be provided upon request
- We comply with the FCA (Financial Conduct Authority) rules when carrying out regulated insurance activities and will provide reasonable access to all records and accounts relating to the management of the property
- We will hold details about your tenancy, only for the purpose of acting as managing agent and will not pass this information to third parties without your permission, except where this is required by law or to carry out our managing agent duties
- We are registered under the Data Protection Act
- We act upon the instruction of The Roan Courtyard (Freehold) Limited.

Service Charge Management

- Your service charge will include the fee for our managing agent services
- All service charge funds will be held in trust and we comply with the statutory rules for banking and holding client funds

About Your Management Fee

Our management fee covers the following services:

- Preparing and sending out service charge estimates
- Collection of service charges and reserve fund contributions, including sending demands and associated summaries, and any required statements
- Processing payments relating to the property within expenditure limits and funds available, or as reasonable expediency shall dictate
- Accounting for service charges
- Providing information to accountants prior to the preparation of annual service charge accounts

- Using our best endeavors to collect current and on-going routine service charge arrears, however not action requiring legal work or tribunals
- Providing reasonable management information to the lessees
- Liaising with any recognized resident(s) and the management company
- Entering into and managing maintenance contracts on behalf of the management company
- Viewing, without the use of inspection equipment, the common parts of the property to check the condition and deal with any necessary repairs, other than major repairs
- Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning and overseeing such works
- Organizing periodic health and safety check (but not specialist checks and tests) and ensuring the appropriate risk assessments are in place
- Consultation with the management company on management matters (and qualifying works)
- Consultation with the management company on long-term agreements except for consultation on the appointment of a managing agent
- Engaging and supervising, on behalf of the management company, site staff for the property and dealing with all matters relating to their employment, other than pension and Employment Tribunal matters
- Visiting the property
- Dealing with day-to-day lessee issues and reporting to, and taking instruction, from the management company on lessees' dissatisfaction
- Advising the management company on all relevant legislative and regulatory issues and general interpretation of leases
- Maintaining adequate/suitable files and records on the management of the property
- Keeping records of residents and tenancy details, where provided
- Carrying out appraisals of reserve funds, including surveys of the property and reporting to the management company.