

# **APPENDIX 01**

## **THE ANNUAL MANAGEMENT FEE**

**WHAT DOES IT COVER?**

## APPENDIX 01



### The Annual Management Fee – What Does it Cover?

The management fee that OM Property Management charges is for the day to day management of your development. Whilst there will be visible signs of that management across your development, like the lighting and gardening, there are also many 'behind the scenes' functions that we carry out as part of our management. The list below shows some of those functions.

- Bank account opening (that's specific for your development and benefits from Trust Status), reconciliation and handling
- Preparing and issuing service charge estimates
- Collecting service charges and transferring funds to the development's bank account
- Taking initial credit control procedures for non payment of service charges
- Providing management information to our customers
- Liaising with Residents' Associations and the Client Company
- Corresponding with individual customers on management matters
- Administering public liability insurance
- Providing professional indemnity insurance
- Tendering for and administering maintenance contracts
- Negotiating with suppliers both nationally and locally to secure preferential rates and service, with all savings being passed on to our customers
- Carrying out regular property inspections and dealing with matters arising from the inspection
- Arranging for ad-hoc repairs
- Managing contractor performance
- Authorisation and payment of invoices for reactive repairs, planned maintenance and utility suppliers
- Placing insurance claims with relevant broker (communal claims)
- Preparing specifications and contracts for works such as annual gardening
- Arranging periodic Health and Safety Risk Assessments of the communal areas
- Reviewing and arranging works resulting from the Risk Assessment
- Liaison with other interested third parties, such as Local Authorities, Members of Parliament, the Health and Safety Executive, neighbouring property owners, developers and community groups
- Providing copy documents for items such as insurance and invoices/receipts.
- Keeping and amending records of residents and sub-tenant details
- Employing and working with specialist advisors such as building surveyors or structural engineers
- Recovering unpaid service charges or ground rents or non-compliance with Leases or Freehold Transfers including instructing Solicitors
- Provision of our Customer Care Team to deal with all telephone calls/enquiries
- Provision of telephone payment systems
- Provision of and continued development of our award winning online service "Your Property Online" with our new contractor management service that enables our customers to track repairs, attendance dates for planned maintenance, receive updates and alerts for repair issues and to rate contractor performance
- Providing an out of hours duty Property Manager, 365 days per year

# **APPENDIX 02**

**OM LANDSCAPING SERVICE  
LEVEL AGREEMENT  
FERNWOOD**



**OM LANDSCAPING SERVICE LEVEL AGREEMENT - FERNWOOD**

Ref.	TASK/REQUIREMENT	COMPLIANT YES/NO/PARTIAL	DETAILS/COMMENTS
	Landscaping – Definition of Tasks & Frequency		
<b>1.</b>	<b>Grassed Areas</b>		
1.1	Grassed areas – mowed weekly from March to November		
1.2	Grassed areas – cleared of leaves weekly from October to February		
1.3.	Lawn edges to be trimmed fortnightly from March to November		
1.4	Lawns to be sprayed with a suitable moss, weed and feed treatment when required.		
1.5	Litter pick grassed areas on an ongoing basis		Constant misuse of dumped items to be reported to the property manager for further instruction and removal
<b>2.</b>	<b>Shrub Beds</b>		
2.1	Shrub beds to be kept cultivated, turned over and weed free with any associated deadheading throughout the year on an ongoing basis		
2.2	Rose and Shrub pruning and shaping to be undertaken throughout the year when required		
2.3	All overhanging growth to be kept clear from driveways/access ways/car parking spaces and all plants to be trimmed back which may reduce light to property windows as required		
2.4	Any pest, disease or mineral deficiency is to be		

APPENDIX 02

Ref.	TASK/REQUIREMENT	COMPLIANT YES/NO/PARTIAL	DETAILS/COMMENTS
	reported immediately to the property manager		
<b>3.</b>	<b>Woodland Areas</b>		
3.1	Remove Parasitic weeds, litter and any other foreign items from the wooded areas on an ongoing basis		Constant misuse of dumped items to be reported to the property manager for further instruction and removal
3.2	Remove base growth from trees and any self seeding plants or trees on a seasonal basis		
3.3	Any pest, disease or mineral deficiency is to be reported immediately to the property manager and if a suitable treatment is currently available an estimate is to be submitted to rectify the problem.		
3.4	Ensure all footpaths are kept clear and strimmed monthly from March to November inclusive		
3.5	Survey trees on an ongoing basis in liaison with the local Tree Officer		
<b>4.</b>	<b>Pathways, Access ways and Surfaces</b>		
4.1	Spray Pathclear or a suitable alternative to all hard surfaces to keep weed free as and when required		
4.2	Drain gully covers to be lifted and surface debris removed annually		
4.3	Strim grass on unpaved footpaths, monthly from march to November inclusive to keep clear		
4.4	Litter pick and remove any other unwanted items from footpath on a weekly basis		



APPENDIX 02

Ref.	TASK/REQUIREMENT	COMPLIANT YES/NO/PARTIAL	DETAILS/COMMENTS
<b>5.</b>	<b>Football Pitch</b>		
5.1	Grass to be cut weekly at a height of 15-20mm		
5.2	Scarify surface to remove dead growth		
5.3	Top dress using 50/50 compost and sharp sand/grass seed		
5.4	Aerate Grass on a monthly basis		
5.5	Apply weed and feed preparation at the end of the playing season		
5.6	Irrigate, as required, during any dry spells using the site supply and equipment.		
5.7	Check drainage system is in full operation on a monthly basis		
5.8	Apply low nitrogen fertiliser during September or early October		
5.9	Clear Leaves and any rubbish from the pitch twice weekly throughout the year		
<b>6.</b>	<b>Tennis Courts</b>		
6.1	Tension playing nets when required		
6.2	Sweep/blow entire playing surface on a fortnightly basis		
6.3	Ensure courts/lines are kept highly visible and remark where required		
6.4	Report any misuse, vandalism, or broken equipment to the property manager		

APPENDIX 02

Ref.	TASK/REQUIREMENT	COMPLIANT YES/NO/PARTIAL	DETAILS/COMMENTS
<b>7.</b>	<b>Children's Play Areas</b>		
7.1	Surface sweep/blow hard areas on a weekly basis		
7.2	Cut grass on a weekly basis		
7.3	Empty litter bins on a weekly basis or more frequently if required		
7.4	Report any misuse, vandalism or broken equipment to the property manager		
7.5	Ensure entire play area is kept weed free		
<b>8.</b>	<b>Species Rich Area</b>		
8.1	Litter Pick once a week		
8.2	Remove parasitic weeds on an ongoing basis		
8.3	Mow entire area twice yearly		
<b>9.</b>	<b>Balancing Pond</b>		
9.1	Grass embankments to be strimmed bi-monthly from March to November		
9.2	Headwall gully grates to be lifted and cleaned out bi-annually and arisings removed from site		
9.3	Litter to be collected and removed from all areas bi-monthly throughout the year		
9.4	Trim back all overhanging plant growth as and when required		
<b>10.</b>	<b>Non specific works</b>		
10.1	Drainage ditch/water courses to be cleaned on an		

APPENDIX 02

Ref.	TASK/REQUIREMENT	COMPLIANT YES/NO/PARTIAL	DETAILS/COMMENTS
10.2	annual basis and all debris removed from site Litter bins to be emptied from around site on a weekly basis		
10.3	Weekly inspections of the trim track to be carried out to ensure all equipment is working correctly and safely		Records of each inspection to be kept
10.4	All bin stores with car parks to be checked and cleared of unwanted items on a weekly basis throughout the year		
10.5	Bollard lighting within car parks to be inspected to ensure all bulbs operational on a monthly basis throughout the year		
10.6	Bollard lights to be cleaned quarterly		
10.7	Street lights to be inspected on a monthly basis and bulbs replaced where required		
10.8	General repairs to be carried out where required to block paved areas and slabbed areas with car parks		
10.9	All fencing around site to be inspected on a monthly basis and replaced where required with like for like materials		