

OUR NEWLY REVISED LEASEHOLDER HANDBOOK

A photograph of an open white door leading to a bright, empty room with a wooden floor. The door is open, revealing a bright, empty room with a wooden floor. The text 'Dunphys' is overlaid in a large, bold, red serif font, with a reflection effect below it.

Dunphys

**YOUR SERVICE CHARGE
BUDGET EXPLAINED...**

The Service Charge Budget

If you have received this booklet, it can only mean that you've received our budget and we know that the accounts and bills can look a little daunting.

We've looked back over the questions and queries we've been asked over several years, and chose the most common service charge items we are most frequently asked about.

We take into consideration how much we have spent in previous years, the current expenditure, the services we need to provide you with and any planned additional work. So take a look at the following pages to further understand what the budget includes for the upcoming year.

This being said, if you have any further questions about your account or service charge bill that our handbook doesn't address, please do not hesitate to be in touch. We are here to help and who knows... your question may be added to our future handbooks!



PHONE

Our office is open for
accounts queries 9am -
5:30pm Mon-Fri.

Pop us a call on
020 8577 5172.



EMAIL

Send us an email
enquiries@dunphys.co.uk
We aim to respond to all
email enquiries within 3
working days.



POST

Send us a letter to either
our Hounslow or London
address and we aim to
respond within 7 working
days. Details can be found
on our website:
www.dunphys.co.uk

Your lease explained:

Like most legal documents, your lease can be very detailed. It's important you understand your lease and the conditions set in it. Breaking those conditions could have serious consequences. Read your lease carefully and get advice from a solicitor if there is anything you are unclear about.

This booklet contains **generic information** about items that might appear on your budget. Each budget is carefully reviewed before it reaches you to ensure it complies with your lease agreement.

How do we work out what you pay? We take into consideration how much we have spent in previous years, the current expenditure, the services we need to provide you with and any planned additional work.

Remember, the **budget and application for payment** letters enclosed are not the final set of accounts. It's a budget of what we believe is required to run the building/block or estate. The final accounts are prepared at the financial year end.

Why are we invoicing you now? We have to make sure there are sufficient funds to maintain your development throughout the year. This means we are required to ask you to pay in advance, as set out by your Lease or Transfer document.

Ways to pay? Please find a 'how to pay' letter enclosed with the four option methods to pay the enclosed bill.

Common parts cleaning:

Cleaning the internal circulation areas of the property on a weekly basis and sweeping the external areas of the property. The cleaning specification will include and is not limited to cleaning:

- ◆ Vacuum clean appropriate areas
- ◆ Remove dust from cills, ledges, skirtings, light switches, and polish hand rails
- ◆ Remove cobwebs from ceiling-corners and dust apartment doors as necessary
- ◆ Clean front door, door signage, windows and surrounding woodwork
- ◆ Wipe over entry-phone unit and door furniture
- ◆ Remove junk mail
- ◆ Shake out door mats and rugs
- ◆ Remove cobwebs/dust down porch/entrance
- ◆ Litter pick front garden, sweep as necessary
- ◆ Remove bins in refuse area/cupboard, tidy and disinfect as necessary
- ◆ Sweep underground car park
- ◆ Clean lift, tidy, disinfect & polish as necessary
- ◆ Remove For Sale/To Let signs

SMOKE, CARBON MONOXIDE AND HEAT DETECTORS

Don't forget the **law** requires that a **smoke alarm** is fitted on every storey of a property, and that a **CO alarm** is fitted in any room with a solid fuel burning appliance.

Please also note that **heat detectors** are not a replacement for smoke alarms.

If you have any questions, please call our office: 020 8577 5172



The audit fee:

Producing accounts in accordance with both the Landlord & Tenant Act and Commonhold & Leasehold Reform Act 2002 showing all service charge monies collected and expended.

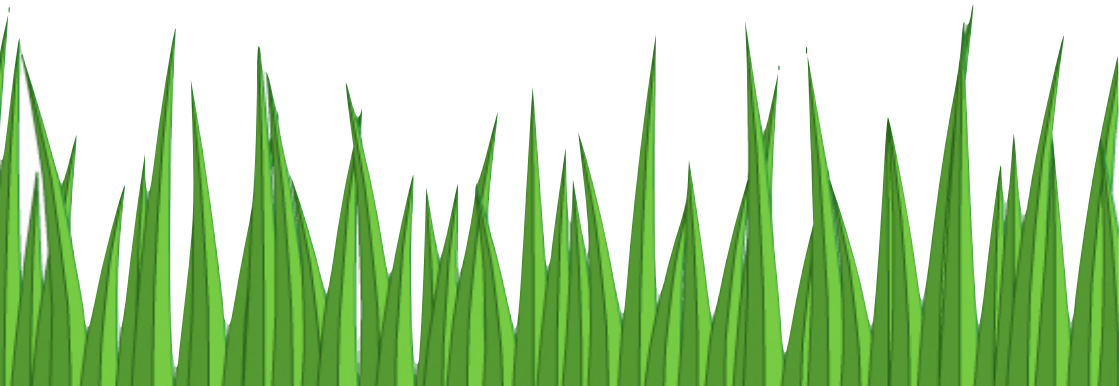
Gardening:

On average fortnightly gardening at the property - in the summer it may be weekly and in the winter could be every 3 weeks or so to carry out routine maintenance within the communal gardens which include but are not limited to:

- ◆ Mow the lawn areas
- ◆ Remove any litter from the grass areas, bushes etc
- ◆ Apply weed killer to paths and borders
- ◆ Replant & trim plants as necessary
- ◆ Sweep the paths and level gravel if necessary

The fire alarm (communal only):

Testing the communal fire system and emergency lighting twice a year as per the fire safety contract in place (if applicable).



Fire risk & health & safety assessment:

Producing the required survey in accordance with the current legislation and to provide a nominated person/ Responsible Person as required under current statute.

Passive fire safety:

You might find this item on your budget which would include remedial works following a risk assessment. When a Fire Risk or Health & Safety assessment is conducted, it might highlight small works that are required. This provision allows for those works to be completed to ensure regulations are adhered to.

Insurance reinstatement valuation:

The building sum insured, rebuild cost or reinstatement cost requested during building insurance applications is the amount of money for which the block is insured for in case of total loss. It is worked out by understanding the total cost you would have to pay to completely rebuild your property from scratch; therefore this sum should always include VAT, debris removal and professional fees such as surveyors and architects. We are required to carry out a full Reinstatement Valuation every 5 years in accordance with the insurers recommendations.



Pest control:

A quarterly pest control contract to eradicate rodents from the common parts of the property.

Window cleaning:

We arrange for the communal windows at the property to be cleaned on a quarterly basis.

Pumps:

If present, an annual service to the communal pump system at the property that deals with the water supply at the block.

General repairs:

A provision for general repairs at the property for example dealing with a broken main front door lock, dealing with a leak, carrying out a fence repair, repairing nosings etc.



Gutter clearance:

A provision to clear the gutters on an annual basis to ensure that leaves and other debris does not cause the gutters to become blocked and damage to the building due to the blockage.

Vehicle / pedestrian gates:

If present, a provision for a service contract to inspect and service the gates on a twice yearly. We sometimes included a provision for an additional call out if there was to be a breakdown during the year.

Lift contract:

If your property has a lift, we have included a provision for the annual lift contract which covers regular inspections and a maintenance contract for the lift. In addition to this, you are required by law to have engineering insurance cover, to cover the lift. This is usually in the region of £500 per year and will also include an independent inspection by the insurers which will be passed to the lift maintenance contractor suggesting any issues they feel are of concern.

Property/buildings & terrorism insurance:

This is the cost to insure the building and structure should an incident arise (fire, water, terrorism event etc). This covers everything that is fitted in the property which would include kitchens, bathrooms, flooring, walls etc however does not include the contents of your flat nor carpet (if applicable). **You will need to arrange your own contents insurance for your property.**

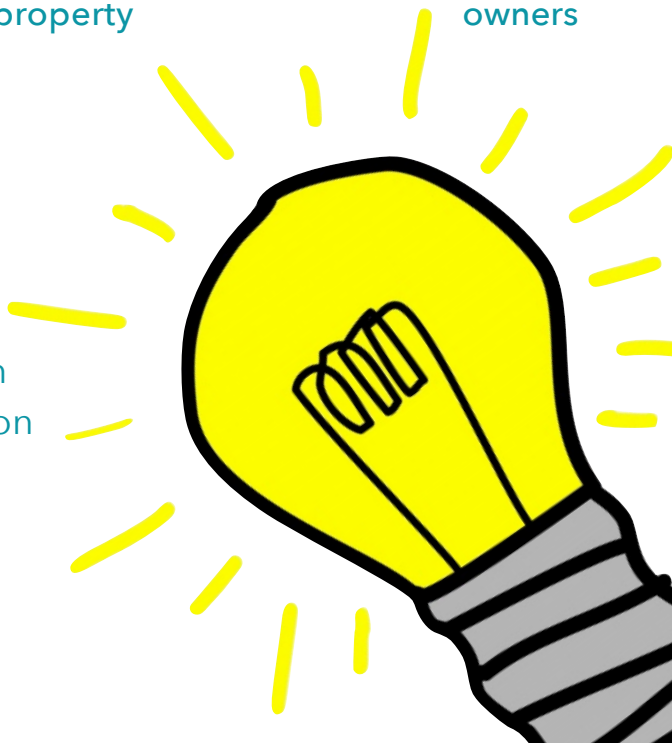
Management fee:

The management service we provide encompasses all aspects of the maintenance and administration of a building or estate. This is not limited to but includes:

- ◆ Regular site inspections
- ◆ Instruction, supervision and payment of suppliers and contractors
- ◆ Monitoring all routine maintenance contracts such as cleaning and gardening
- ◆ Provision of annual estimates of service charge
- ◆ Issuing service charge demands
- ◆ Annual accounting
- ◆ Providing a front-line response to general queries from lessees property owners

Light bulbs:

Supplying light bulbs to both internal & external lights within the communal circulation areas of the block.



Major works:

Where we carry out major works (such as replacing roofs, interior or exterior redecorations etc) to the building or estate that you live in, we always consult residents via a Section 20 Notice which are set out in the Commonhold and Leaseholder Reform Act 2002.

You might see a 'Major Works' provision on the budget if the consultation is pending or upcoming during that year (according to the lease perhaps). This is to ensure you don't receive unexpected bills during the year and can plan accordingly without any surprises.

When a Section 20 notice is served you'll be notified at each stage regarding the specification of the contract and the contractors who have tendered for the major works project. At each stage you'll have the opportunity to take part in the consultation... and we look forward to hearing from you!



Drains:

Arranging for the communal drains to be jetted and cleared on an annual/adhoc basis to remove items such as grease, oil, sanitary towels/wipes etc that residents may have put down the drains.

Common parts electricity:

Providing electricity to light the common parts (both internal and external), power for the door entry system and power for the cleaners and other employees working for the management of the property to use electricity to carry out the task they have been instructed to perform.



Entryphone system repairs:

We have included a provision to allow for several call outs at the property throughout the year should a fault occur.

Sinking fund:

This indicative figure has been put together based on the terms of the lease and the condition of the property. Over a period of 20 years, you will need to replace the lift, repair the roof, carry out external redecorations (or cleaning) twice and internal redecoration 3 times.

Thinking about letting your property?

Although valuations and block management is our bread and butter, since Dunphys was established in 1908, we're always asked to manage specific commercial and residential lettings and have built an excellent Lettings Department with a wealth of experience to manage our client portfolios.

Which makes sense, because we know the ins-and outs of what makes your property work.

Feel free to give our team a call if you'd like to discuss letting your property.

020 8577 5172

Dunphys

CHARTERED SURVEYORS est. 1908