

Resident Welcome Pack

Welcome to your
new home!



Welcome to Remus, part of Fexco Property Services.



Hi There!

Whether you have purchased your first property, moving into your forever home, or changing from an existing managing agent, we have been selected to provide your development with the services written into the terms of your leases, or transfers.

In this welcome pack, we will provide you with some key bits of information that will detail our role as a managing agent, and useful guidance. When we have taken over the management of the development, our Property Team will book in our first residents meeting so keep a look out for this invitation shortly.

We are here to help, please reach out to our team or your property manager for any further information.

Helen Roberts

Director of Client Services







Useful contacts

Main office- 01722 328685

Out of Hours- 01722 441962

welcome@remus-mgmt.co.uk

We are part of a group of companies supplying professional services to the property sector, as well as a dedicated Health and Safety team in our Head Office. This means that we can supply everything required to keep you, your property and estate clean, safe, and compliant.

-  Established in 1990 with in excess of 175 years combined experience in the top team
-  Part of the Fexco Property Services group which collectively manages 100,000 homes across England and Wales
-  Each regional office provides a full management structure that is dedicated to each region
-  Employees who are professionally qualified or working towards qualifications





What we do

We are instructed by the landlord who is the residents management company, freeholder, developer and work on their behalf to look after your home.

The services we provide form part of the service charges that you are obligated to contribute towards. This contribution may be detailed in your lease or TP1.

These fees are charged to you and your neighbours to maintain the common areas of the development. As part of the costs for the upkeep of the development, we also charge a management fee for providing these services.

what we do

INCLUDED IN YOUR MANAGEMENT FEE

Contracts

Preparing & managing specifications for contracts, including cleaning, gardening or general maintenance

Estimates

Organising quotes for repairs, or services tailored for the development

Asset Management

Maintaining the service of any equipment installed, including lifts, fire safety, pumps, access gates and so on

Staff Management

Looking after on-site team members and their day to day responsibilities

Finances

Preparing annual budgets, monitoring expenditure, reviewing certified year end accounts

Site Visits

Regularly visiting the development and inspecting communal areas

Insurance

Arranging Insurance where applicable

Meetings

Meeting with residents, clients, or developers and dealing with queries (frequency dependant on management agreement)

Supplier Management

Payment of supplier invoices and monitoring work or expenditure of such

Issuing Demands

Sending service charge demands in line with the lease or TP1's and dealing with the administration duties

Updates

Providing clients, and residents proactive updates on what is going on at the development

Value for Money

Regular reviews of funds and contracts to ensure value for money



Our Teams



Central Services - providing administration and call handling services.



Building Safety - ensuring your home is safe and compliant with the latest regulations.



Finance - providing specialist Service Charge knowledge and support.



Legal - helping you when it is time to sell or remortgage your home.








Insurance - ensuring the property or development is insured and assisting with claims.

Our Teams

Resident Portal and Paperless Communication



Your residents' portal will give you access to property information, 24 hours a day, 365 days a year.

-  **Live updates-** Our team can post updates to the portal, and you will be notified instantly. This could be anything from emergency repairs, dates for window cleaning, good news stories or timeframes for planned repairs.
-  **No need to call or email us-** you are able to raise a request to our teams straight from the portal. You'll also be able to see updates on the requests you have submitted.
-  **All property information in one place,** this includes documents, events in your area, building information.
-  **Regular updates** on your development are generated as and when there has been an update on your development.
-  **It's paperless!** No more waiting for the post. You can view all of your financial information in one place.



How to Register

IF WE HAVE YOUR EMAIL ADDRESS

If we've been given your email address on handover from the previous managing agent, or from the developer on a new build development, look out for your registration link from us.

SCAN THE QR CODE

Scan the QR here, and it will take you to our website to register. You will need your customer reference number which can be found on any correspondence we send you.

VIA OUR WEBSITE

Follow the link to our website
<https://www.remus.uk.com/our-services/switch-topaperless/>
 You will need your customer reference number which can be found on any correspondence we send you.



Service Charge

RESIDENT GUIDE



Property
Services





What is a Service Charge

A service charge is the annual charge that you pay towards the maintenance of your development. These funds are held in trust in accordance with legislation. This is to maintain the common areas and pay for any services that you benefit from.

Within your lease agreement, or Transfer of Part (TP1), there will be some information on what these services cover, and the obligations of the landlord, or management company to provide those services. Each development is unique as **these charges will be bespoke to your development.**

You are responsible for a proportion of the service charge, which will be detailed within your legal paperwork. It is really important to ensure that you pay your service charge bills as soon as you receive them, or within the timeframe detailed on the invoice. **Without these funds, we are not able to provide the services we manage on behalf of our clients, which could lead to disruption of services.**


Your service charge is held in a trust account for your development which we manage on behalf of you and your neighbours. The only funds we have to spend are those in this account, and as such if payment is not made on time, then we are unable to instruct contractors on your behalf to deliver the services to your development.

It is therefore really important that you ensure payment is made on time to allow uninterrupted delivery of services.


Ways to pay your Service Charges

On your demands for payment, you will be provided with bank details of where to send your payment for the service charges. Make sure you include your customer reference number when making payment so we can allocate the funds to your account.


OTHER WAYS TO PAY:




Online via the Residents Portal



Over the phone- using Tonepay with your unique ID – 01722 328685 (Option 1)



Setting up a standing order (if your lease or TP1 allows)



Setting up a direct debit (if your lease or TP1 allows)

Remember, if you have the option to set up a direct debit or standing order, your service charges must be paid by the end of the period they cover and will be split into equal payments on this basis.



How is Service Charge Calculated?

The service charges we issue you are an estimate of the running costs and are prepared through a budgeting process every year. We work these budgets out by reviewing historic expenditure, and factor in any increases, decreases or planned cyclical expenditure as well as any additional items that have arisen during the year.

What's included in Service Charges?



Estate Developments

As a house owner within a privately managed development, you will be required to contribute to the upkeep of the open spaces. Dependent on the phasing from the house builder, your development may come over to our management in stages.

Apartment Blocks

Apartment owners will likely pay for more services than house owners, this is because of the assets and type of systems installed in blocks. These services will be detailed in your budget.



Mixed- use site?

HOUSES & APARTMENT BLOCKS ON YOUR DEVELOPMENT?

Don't fear, **you will only contribute towards the services you benefit from, as detailed in your lease or TP1.**

Generic Overview

On the next page, is a generic overview on what common service charge expenditure looks like and may not be applicable to the needs of your development.

Types of Budgeted Items



Utilities - Just as you pay for the electricity or water used within your home, the communal areas have their own supply, which is known as a landlord supply. This could be for internal lights, streetlights or powering the machinery such as gates, pumps or heating systems.



Insurance - Every building we manage needs to be insured and the cost of this can be included in the service charge. We also insure estate land through public liability insurance, as well as Directors and Officers of the management company.



Landscape & Gardening - This does not cover front gardens, or private areas, but common areas benefiting everyone. Generally, we would instruct grass trimming, sweeping of paths, seasonal planting, bush & shrub maintenance, keeping the communal areas tidy, by hoovering, dusting, or mopping.



General Repairs & Maintenance - From repairing bin store locks, fixing fences, communal leaks and lighting. Adhoc repairs for communal areas are deducted from this nominal.



Risk Assessments/ Health and Safety Assessments - By law, risk assessments need to be carried out on a cyclical basis to mitigate any risk, and ensure communal areas or managed buildings are safe.



Management Fees - We are paid a fixed fee for managing the development, regardless of the amount of the overall service charge budget. This fee covers all of our usual day to day management responsibilities and is agreed with the client each year.



Reserve Funds - Reserve funds are like a savings account, where monies are set aside for a specific purpose, or to contribute to larger items of expenditure (for example carpet replacements, roof or redecoration).



Bank & Accountancy Fees -

- Bank Charges: These are charges from the bank where the service charge funds are held in trust.
- Accountancy Fees: These are independent fees applied by chartered accountants for reviewing and certifying annual accounts.

Understanding Management Structure

Depending on your lease or transfer (TP1), will depend on the management structure. It can be overwhelming trying to figure out where you fit, so we have explained the responsibilities below. Reach out to us if you need any further information.

Landlord or Freeholder



A landlord is the owner of the building, or the land your property is built on. Also known as a freeholder, they are responsible for the communal areas and the services provided to them.

If you are the owner of a freehold house, you own the ground that your house and garden sits on, but not the surrounding areas.

A landlord/freeholder is responsible for collecting ground rent (if applicable), and in some cases, organising some of the services directly themselves- this could include insurance premiums, alteration or subletting.

A developer can be the owner of the land or an associated company with the landowner who is responsible for developing the land and building your new homes. They are involved in the set up and initial stages of the development, aiding the managing agents in the transition to management when they step away.

Your property is usually covered by a 10-year warranty from an independent provider like NHBC. The first two years, called the Defects Liability Period, are handled by the developer. The remaining eight years are managed by the warranty company. The developer should have given you warranty details and claim instructions.



Developer

Tenant



A tenant in leasehold terms is the owner of the property, and if you have a lease, you will usually be referred to as a tenant. This is because you have signed an agreement to lease a property for a certain number of years from the landlord.

Understanding Management Structure



MANAGEMENT COMPANY, OR MANAGING AGENT

That's us. We are appointed on behalf of a landlord, developer, RMC or RTM to provide the services they are obligated to under their contractual agreements with you.



RESIDENT MANAGEMENT COMPANY (RMC)

A Resident Management Company (RMC) is the management company written into the lease or transfer, that is made up of homeowner representatives to oversee the running of the development. You either become a member of this company automatically when you purchase your property or can apply to be a member.

The RMC appoints directors, and the board of directors deal with the managing agent. They set the annual service charge budget, sign off accounts and give a general steer to the managing agent on priorities for the site.

Initially, when there is a new development, the developers will set up this management company and sit as directors, until it is ready to be handed over to resident control. This is done via an EGM (Extraordinary General Meeting) whereby homeowners are appointed (if they come forward) to be a director.

It's important to note, that you have to own a property part of the company to become a director once residential control is taken over.



RIGHT TO MANAGE COMPANY (RTM)

Right to Manage companies are set up as a legal framework to enable residential control, where the original legal set up does not allow for the same.






The landlord still owns the freehold and retains some rights, like organising insurances and collecting ground rent, unless the residents purchase the freehold from the landlord.



Are you a Landlord?

Although in terms of a lease, you are the tenant, you may have tenancy agreements to rent your property. Here are some useful tips from us as a managing agent.

If you are using a letting agent to manage your property

-  Let us know their details Let us know who your tenants are, and each time they change. This can be done directly to us, or via your letting agent.
-  Remember that you are the legal owner of the property, and we are only able to speak to you about matters relating to your property, or the development. If you would like us to speak to your tenant, or letting agent, let us know in writing.
-  If your letting agent also processes your service charge demands, ensure that you have changed your correspondence address if you receive invoices via the post from us.
-  It is your responsibility to ensure that your tenants are aware of any rules, or regulations on the development (including health and safety regulations).
-  When you review your tenancy agreements, make sure you are letting your property out in line with your contractual obligations. For example, if the lease does not allow for short term lets, or holiday lets, you cannot advertise your home on Airbnb or Bookings.com.

Insurance

WHAT INSURANCE IS INCLUDED IN MY SERVICE CHARGE?











Insurance

If you live in an apartment, you need to arrange your own contents insurance. The service charge arranges appropriate buildings insurance.

If you live in a freehold house, you will need to arrange buildings & contents insurance.

Where buildings insurance is provided, this will cover the physical building structure and the common parts (this includes any internal, and external areas).

Cover can protect against;

-  Fire, lightning, explosion, earthquake
-  Accidental damage to drains, tanks, pipes and cables
-  Water damage from fixed pipes
-  Theft of fixtures & fittings or items in common areas where there has been forced entry
-  Storm or flood
-  Subsidence, fallen trees, TV aerials or masts. Aircraft damage, or anything dropping
-  Alternative accommodation (if included) if the building becomes inhabitable
-  Damage caused by riots, civil commotions, malicious damage or vandalism

Other insurances that may be applicable are:

Engineering insurance, for plant equipment, gates, lifts or lifting equipment
 Directors and officers insurance for cover against claims for the management company or officers thereof (residents)

Public liability insurance for estate or public grounds

An excess is payable for any insurance claim under the terms of the cover.



Key Tips To Reduce Risk



STOPCOCKS

Know where your stopcocks are, and check they are operating properly



ELECTRICS

Check electrical wiring regularly (by a competent person)



FLAMMABLE MATERIAL

Do not store flammable material or hazardous items in your home. This includes barbecues on balconies, rechargeable batteries and items in common areas



REPAIRS

Keep on top of repairs & maintenance when they arise



LET US KNOW

Let us know if there is damage or cause for concern within any common areas



Making a Claim

There may come a time where a claim is made on the insurance.

As a managing agent, we can assist on these claims if there is damage caused by a common part, or to the communal areas. If there is a claim against another party (for example another apartment), we are able to liaise between parties but are not responsible for the process of the claim.

There may be occasions where loss adjusters, or experts are instructed to oversee claims depending on their severity.

To help us resolve insurance claims efficiently, it is important to allow access as and when required.



To get further information on the buildings insurance, refer to the portal for the most recent policy information or speak to your property manager.

Building Insurance Conditions

Insurance

1

LETTING YOUR APARTMENT?

Whether you are letting your apartment through a short term tenancy agreement or a holiday let (Airbnb) the building insurers need to know of any change to the occupancy which has taken place in the last 12 months.

2

SHORT TERM HOLIDAY LETS?

Holiday lettings through Airbnb or Booking.com may be a breach of your lease. We recommend that you seek professional advice before granting a sub-lease or similar agreement over your property.

3

CONTACT US

Let us know if any of the below applies to your apartment:

ins-flatlet@remus-mgmt.co.uk

- If your apartment is your second home?
- If you let your apartment on an Assured Shorthold Tenancy (AST) of 6 months or more to professionals via a letting agent?
- If your apartment is let to students, direct to DSS or asylum seekers?
- If you let your apartment on a short term basis for holiday purposes via AirBnB, or similar letting arrangement?

4

UNOCCUPIED APARTMENT?

If your property is unoccupied for more than 30 days the following applies:

- All security devices must be kept in full effective operation
- Where possible, the water installations must be isolated from the mains supply and drained down
- Internal and external inspections of the apartment are carried out weekly by a competent person to ensure the above requirements are complied with
- Written reports are kept following inspections
- Any defects revealed by an inspection are rectified promptly.

Communal Living

HOW TO NAVIGATE A NEW COMMUNITY



www.remus.com

Fexco 

Property
Services


Remus

Communal Living



Communal living may be a new concept to some, or you may be a seasoned professional.

Below are some helpful tips to get the best living experience for you, and your neighbours.



BE KIND

Everyone deserves the respect of each other, no matter what. If you have an issue, raise this amicably in a respectful manner.



KEEP THE NOISE DOWN

We all love gatherings with Family and Friends. However, please have consideration for your neighbours when you are holding events and do not cause a nuisance after the hours of 10pm or a time specified within your lease or TP1.



PARKING-ONLY

Please park in designated areas i.e. your own space. Please contact your property manager for details on visitor spaces.



COMPLAINTS

If you can, address your concern with your neighbour, safely. If you need our assistance, please get in touch.



KEEP COMMON AREAS CLEAN AND CLEAR

This goes for everyone, including your visitors. Don't litter, clear up after yourself and leave communal areas tidy. Personal items such as shoes, coats, umbrellas can't be stored outside your property, or in communal cupboards under any circumstances



BULKY ITEMS

If you have changed your bed, or have done a few DIY jobs round the house, do not dump these items in the bin store for someone else to clear up. It is cheaper for the local authority to remove these bulky items, than it is for us to arrange someone to clear it up. If we know who has left these items, we will recharge the cost of the call out to you.



PETS

If you are allowed pets, please clean up after them and ensure they are not causing a nuisance to your neighbours.



ATTEND RESIDENTS' MEETINGS

They are there for you, to meet the team, speak to your fellow residents and learn what is going on at the development, and speak about the site.



DRAINS

Do not block the drains by flushing items such as nappies, wipes, toiletries or cooking fats down sinks or toilets.



CONSENT

From time to time there may be occasions where you need to apply for consent, this includes subletting your property, alterations or pets. Get in touch with us so we can go through the process with you.



RESPECT YOUR SURROUNDINGS BY DOING YOUR BIT

There may be a nesting robin, or newts if you have a pond, trees or any green open spaces. Respecting your environment will help protect the biodiversity and keep the planet safe for generations to come. Also do your part by recycling correctly.

Waste Management



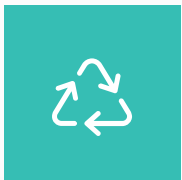
REDUCE

Reduce your waste by shopping smart on your weekly food shops by using reusable bags, and buying fresh produce where available without packaging Reduce food waste by buying only what you can consume.



REUSE

Use old cardboard boxes to cover flowerbeds, or vegetable patches as a weed suppressant. Clean out tin cans for storage or little plastic pots for your lunch the next day!



RECYCLE

On average in the UK, only 44% of households recycle. Recycling not only aids the environment, but also can impact energy supplies, and suppliers. Do your bit by following the guidance of your local authority in your area when it comes to how to recycle.





Managing Agent Responsibility

When it comes to repairs, as managing agents there are a vast array of repairs and maintenance, we could be responsible for under the terms of the lease, or transfer

As before, we are only responsible for communal areas, or structural areas of apartment blocks. If you own a house on one of our managed estates, its likely that some of the below is not applicable to you



If in doubt, please reach out to your property manager

COMMUNAL REPAIRS

It is important to remember, this is a generic list and we abide by the terms of the lease, or transfer for your developments, under the landlord responsibilities. Always check your contract documents in the first instance for your own responsibilities.



ESCAPE OF WATER

- Leaks from communal stack pipes
- Leaks from the roof
- Flat to flat leaks (communal source)
- Leak from communal boiler systems
- Leaks from drains/ soak away
- Leaking guttering/ downpipes
- No water supply



COMMUNAL HEATING

- HIU (Heat interface units) if not demised
- Communal boiler breakdowns
- Loss of heating & hot water



COMMON AREAS-APARTMENTS

- Damaged walls
- Damaged flooring
- Broken light fittings
- Broken locks
- Communal cupboard repairs
- Lift failures or entrapments



TV/SATELLITE

- Communal aerials
- Loss of signal (multiples affected)



PEST CONTROL

- Pigeon/bird nests/damage caused
- Rats/mice/vermin extermination
- Wasp & bee nests



TRIP HAZARDS

- Lifted carpet
- Broken stair nosing
- Vinyl flooring broken/ loose
- Lifted paving
- Broken paving slabs
- Drains & manhole covers loose



ROOF/EXTERNALS

- Broken or dislodged tiles
- Roof covering damaged
- Soffits & fascias damaged
- Gutter leaks, or broken guttering
- Windows (if communal or part of the landlord's responsibility) repairs
- Dislodged downpipes
- Bin store/bike store issues



ELECTRICAL

- Light bulb changes
- Power outages
- Timer/sensor repairs
- Emergency light replacements



ESTATE

- Pond/lake repairs
- Trip hazards - pathways
- Drainage cover repairs/replacements
- Fence or boundary wall repairs
- Swale/SUDS
- Drains/soakaway

COMMUNAL REPAIRS FROM DEMISED AREAS

There may be times when we have instructed a repair, and the source of the issue is found to be coming from a demised area. **These demised areas form part of your property and are your responsibility to arrange the repair.**

Should this happen and we have instructed someone to resolve the issue, the cost of the repair will be recharged back to you.



ESCAPE OF WATER

Leaks from inside a resident's property (toilets, baths, showers, sinks).



ROOF/EXTERNALS

Roofs of houses, or demised roof space.
Window repairs if demised.
Overflow pipe leaks.



Emergency Repairs

Emergency repairs are where there is a risk to residents, or the building and need to be acted on swiftly.

We offer an emergency repair line, that is available after office hours, weekends and bank holidays. This line covers any common emergencies that may arise on the development. This is a third-party service, that may or may not be available depending on your individual development. Please check your budget which will have 'Out Of Hours Service' included if applicable.

The out of hours service may not be able to solve the issue straight away but will aim to make safe and report back to the office if a follow up is needed. It is important, to provide as much information as possible when reporting an emergency so we can act accordingly.

**IF THERE IS A DANGER TO LIFE, ALWAYS
CALL THE EMERGENCY SERVICES ON 999**



01722 441962



FIRE

If there is a fire on site, you must **call the emergency services on 999 first** before calling our Out Of Hours team.



GAS LEAK

- If there is a gas leak, can you smell gas?
- Are there any alarms going off?
- Where is the leak coming from?

All gas leaks must be reported to the national gas service: 0800 111 999

<https://www.nationalgas.com/safety-andemergencies/emergencies-and-safety-advice>

- ✓ DO open doors and windows to ventilate the property.
- ✓ DO turn off the gas at the mains tap. This can usually be located near the gas meter and has a handle that can be turned 90 degrees. If the gas leak is in a cellar or basement, do not enter and instead evacuate the building.

If you suspect you have a gas leak or smell gas, it is important that you don't do any of the following as these could place you in further danger:

- ✗ DON'T turn any power or light switches on or off.
- ✗ DON'T light any sort of flame within the property.

**IF THERE IS A DANGER TO LIFE, ALWAYS
CALL THE EMERGENCY SERVICES ON 999**



01722 441962



WATER INGRESS

- Where is the leak coming from?
- Is the leak coming from the apartment above, if so, have you knocked on their door to make them aware?
- Is the leak coming from the ceiling, walls, by the windows?
- Are there any apartments above you, or the roof?
- Can you see any damp stains, or signs of long term water ingress?
- How much water is coming through? (i.e, how quickly would the water fill a bucket)
- Are there any electrics near the water leak?
- Is the ceiling bowing, or can you see any damage?
- What colour is the water leaking?
- If sewage, is this upsurging from the toilet, sink, or drains?

If the water is filling more than one bucket an hour, or is near electrics, this is an emergency and must be dealt with urgently. Call the Out Of Hours line.

**IF THERE IS A DANGER TO LIFE, ALWAYS
CALL THE EMERGENCY SERVICES ON 999**



01722 441962



HEATING & HOT WATER LOSS

- We will only deal with loss of heating and hot water, if there is a communal system.
- Is it heating, and hot water, or just one supply that isn't working?
- Are any other residents having the same issues?
- Is there a communal system?
- Are there any warning lights, or messages showing on your thermostat, or panel within your property, if you have one?
- If there is low pressure, speak to a boiler engineer on how to resolve this
- Check your boiler manufacturers website for any error codes/ guidance



COMMUNAL DOOR UNSECURE

- What has caused the door to be unsecure?
- Is the lock still on the door?
- Is the door controlled by an intercom, or fob, or by a lock & key?
- Note - If it is controlled by an intercom, its likely an issue for a door entry system contractor, whereas a simple lock & key, would be for a locksmith
- Is there any damage to the door, or signs of forced entry?
- Are there any electric wires showing?

**IF THERE IS A DANGER TO LIFE, ALWAYS
CALL THE EMERGENCY SERVICES ON 999**



01722 441962



HEALTH & SAFETY

It's important to remain safe when you are living in one of our managed developments and keep yourself up to date with the safety guidance that we send to you. Each site is unique on the guidance that is set, as it depends on how the building was constructed, and what preventative equipment has been installed.

Below, is some general guidance on what you can do to keep your home, and the building safe.

- Ensure fire escape routes (if any) are kept clear from personal items and furniture
- Ensure you and your visitors are familiar with the fire action policy (stay put, simultaneous evacuation, etc)
- All firefighting equipment on site (if any) is not moved, or tampered with
- Keep access ways for the emergency services clear at all times (such as gates, pathways and roads)
- Make sure communal fire doors are kept closed and not wedged open
- Know your escape routes, if any, and follow the relevant guidance in the event of an evacuation
- If you notice a raised path, drain or manhole cover, report to your property manager immediately
- If the front door, or entry system is damaged in any way, report this to your property manager immediately

**IF THERE IS A DANGER TO LIFE, ALWAYS
CALL THE EMERGENCY SERVICES ON 999**



01722 441962

TO DO



SCAN ME



READ THE RESIDENT WELCOME PACK

REGISTER FOR THE PORTAL

KEEP USEFUL CONTACTS TO HAND

FAMILIARISE MYSELF WITH HEALTH & SAFETY

CHECK LOCATIONS OF STOPCOCKS

CHECK LOCATIONS OF WATER/ GAS METERS (IF ANY)

MAKE A NOTE OF MY SERVICE CHARGE DUE DATES

IF I HAVE A TENANT, CHECK I HAVE PERMISSION TO SUB-LET



Estate Service Charge Budget

in respect of

**Sutton Road
Maidstone**

prepared for

Vistry Homes

on

2026 Budget Prepared on 27 February 2026

by

**Fexco Property Services (Management) Limited
Trading as Remus**

Tel: 01722 328685

-

Head Office

Fisher House, 84 Fisherton Street, Salisbury, Wiltshire, SP2 7QY

Regional Offices

Southern
Salisbury

South West
Plymouth

South East
Brighton

Midlands & North
Birmingham

Eastern
Chelmsford

Wales & West
Cardiff

London
London

Thames Valley
Reading

-

Schedule 1
Estate Service Charge Budget
in respect of
Sutton Road
Maidstone
Phase 1 & 2 - Plots 1-282

	£
Landscape Maintenance	11,340.00
Provision for General Repairs	3,000.00
Repair/Maintenance of EV Charging Points	750.00
Electricity (Street Lighting)	4,000.00
Highway Cleaning	4,750.00
Managing Agents Fee	18,612.00
Total	<u>42,452.00</u>
Transfer to Reserve Funds	
Re-surfacing of un-adopted access roads/pathways	2,500.00
Repair/Replacement EV Charging Points	500.00
Electrical testing of unadopted estate lighting	875.00
	<u>3,875.00</u>
Total	<u><u>46,327.00</u></u>
Amount Per Property (÷ 282)	£164.28

Please note this is an estimate of expenditure based on a budget analysis by Fexco Property Services (Management) Limited trading as Remus. Whilst every care has been taken in preparing these figures, they are estimates only based upon the inspection of architects drawings, and knowledge of expenditure incurred on similar developments. Please therefore note that if at the end of the first full financial year expenditure exceeds income, any shortfall will be recoverable in line with the terms of the lease or TP1. This budget is reviewed regularly and can be changed on receipt of new information or via an annual review.

**Schedule 1
Explanatory Notes re
Estate Service Charge Budget
in respect of
Rosewood Phases 1 & 2
Sutton Road**

Landscape Maintenance:

To maintain the estate public open space areas in line with the associated landscaping document for the development.

Provision for General Repairs:

To cover any required reactive repairs to estate communal features including if relevant any unadopted roads and associated street lighting

Repair/Maintenance of the Communal EV Charging Points:

Maintenance of communal EV charging points.

Electricity (Street Lighting):

To cover the cost of electricity in respect of Street Lighting.

Highway Cleaning:

To sweep and litter pick and check and clear out surface water gulleys and Acco drains

Managing Agent Fees:

An amount of £55 + VAT per property, per annum.

Transfer to Reserve Fund to Cover Future Costs for:

Resurfacing un-adopted access roads/pathways
Repair/replacement of EV Charging Points
Electrical testing of the unadopted estate lighting

**Schedule 2
Estate Service Charge Budget
in respect of
Sutton Road
Maidstone**

	£
Landscape Maintenance	66,150.00
SUDS Maintenance (ICOSA)	35,280.00
Public Liability Insurance	1,500.00
Provision for General Repairs	3,000.00
Arboriculturist Report and Tree Works	2,500.00
Maintenance of the Estate Furniture, Signage & Bin Emptying	3,150.00
Mobilisation Fee (Year 1 Only)	6,000.00
Health & Safety Risk Assessment (Estate)	1,500.00
Bank Charges	2,400.00
Accountancy	2,500.00
Managing Agents Fee	52,800.00
Total	<u>176,780.00</u>
 Transfer to Reserve Funds	
Future replacement of estate furniture/signage/Waste Bins	1,105.00
	<u>1,105.00</u>
 Total	<u>177,885.00</u>
 Amount Per Property (800)	 £222.36

Please note this is an estimate of expenditure based on a budget analysis by Fexco Property Services (Management) Limited trading as Remus. Whilst every care has been taken in preparing these figures, they are estimates only based upon the inspection of architects drawings, and knowledge of expenditure incurred on similar developments. Please therefore note that if at the end of the first full financial year expenditure exceeds income, any shortfall will be recoverable in line with the terms of the lease or TP1. This budget is reviewed regularly and can be changed on receipt of new information or via an annual review.

**Schedule 2
Explanatory Notes re
Estate Service Charge Budget
in respect of
Rosewood Site Wide
Sutton Road**

Landscape Maintenance:

To maintain the estate public open space areas in line with the associated landscaping document for the development.

SUDS Maintenance (ICOSA)

For ICOSA to maintain the SUDS in accordance with best practice.

Public Liability Insurance:

A Public Liability Insurance policy will be taken out in respect of the managed areas of the development.

Provision for General Repairs:

To cover any required reactive repairs to estate communal features including if relevant any unadopted roads and associated street lighting

Arboriculturist & Tree Works:

Inspection of all estate trees by a qualified Arboriculturist with a tree condition report produced. Any recommended works will be undertaken by qualified forestry contractors.

Maintenance of Estate Furniture , Signage & Bin Emptying:

Maintenance of Estate Furniture, Signage & Bin Emptying as required.

Mobilisation Fee:

A fee payable in year 1 only for our mobilisation team to undertake a review of all of the development management plans and strategies, review all assets, plans and documentation to ensure compliance at handover with all statutory requirements.

Health & Safety Risk Assessment (Estate):

A Health & Safety risk assessment will be carried out after management has commenced and then as and when required in accordance with statutory regulations and guidelines

Mobilisation Fee:

A fee payable in year 1 only for our mobilisation team to undertake a review of all of the development management plans and strategies, review all assets, plans and documentation to ensure compliance at handover with all statutory requirements.

Bank Charges:

Charges levied by the Bank for maintaining the Service Charge Client Account.

Accountancy:

Production, certification and circulation of the annual service charge accounts

Managing Agent Fees:

An amount of £55 + VAT per property, per annum.

Transfer to Reserve Fund to Cover Future Costs for:
Future replacement of estate furniture/signage/waste bins

Plot Numbers	Contribution to Schedule 1	Additional Estate Costs Schedule 3	Total Payable
1	164.28	222.36	386.64
2	164.28	222.36	386.64
3	164.28	222.36	386.64
4	164.28	222.36	386.64
5	164.28	222.36	386.64
6	164.28	222.36	386.64
7	164.28	222.36	386.64
8	164.28	222.36	386.64
9	164.28	222.36	386.64
10	164.28	222.36	386.64
11	164.28	222.36	386.64
12	164.28	222.36	386.64
13	164.28	222.36	386.64
14	164.28	222.36	386.64
15	164.28	222.36	386.64
16	164.28	222.36	386.64
17	164.28	222.36	386.64
18	164.28	222.36	386.64
19	164.28	222.36	386.64
20	164.28	222.36	386.64
21	164.28	222.36	386.64
22	164.28	222.36	386.64
23	164.28	222.36	386.64
24	164.28	222.36	386.64
25	164.28	222.36	386.64
26	164.28	222.36	386.64
27	164.28	222.36	386.64
28	164.28	222.36	386.64
29	164.28	222.36	386.64
30	164.28	222.36	386.64
31	164.28	222.36	386.64
32	164.28	222.36	386.64
33	164.28	222.36	386.64
34	164.28	222.36	386.64
35	164.28	222.36	386.64

36	164.28	222.36	386.64
37	164.28	222.36	386.64
38	164.28	222.36	386.64
39	164.28	222.36	386.64
40	164.28	222.36	386.64
41	164.28	222.36	386.64
42	164.28	222.36	386.64
43	164.28	222.36	386.64
44	164.28	222.36	386.64
45	164.28	222.36	386.64
46	164.28	222.36	386.64
47	164.28	222.36	386.64
48	164.28	222.36	386.64
49	164.28	222.36	386.64
50	164.28	222.36	386.64
51	164.28	222.36	386.64
52	164.28	222.36	386.64
53	164.28	222.36	386.64
54	164.28	222.36	386.64
55	164.28	222.36	386.64
56	164.28	222.36	386.64
57	164.28	222.36	386.64
58	164.28	222.36	386.64
59	164.28	222.36	386.64
60	164.28	222.36	386.64
61	164.28	222.36	386.64
62	164.28	222.36	386.64
63	164.28	222.36	386.64
64	164.28	222.36	386.64
65	164.28	222.36	386.64
66	164.28	222.36	386.64
67	164.28	222.36	386.64
68	164.28	222.36	386.64
69	164.28	222.36	386.64
70	164.28	222.36	386.64
71	164.28	222.36	386.64
72	164.28	222.36	386.64
73	164.28	222.36	386.64
74	164.28	222.36	386.64
75	164.28	222.36	386.64
76	164.28	222.36	386.64
77	164.28	222.36	386.64
78	164.28	222.36	386.64
79	164.28	222.36	386.64

80	164.28	222.36	386.64
81	164.28	222.36	386.64
82	164.28	222.36	386.64
83	164.28	222.36	386.64
84	164.28	222.36	386.64
85	164.28	222.36	386.64
86	164.28	222.36	386.64
87	164.28	222.36	386.64
88	164.28	222.36	386.64
89	164.28	222.36	386.64
90	164.28	222.36	386.64
91	164.28	222.36	386.64
92	164.28	222.36	386.64
93	164.28	222.36	386.64
94	164.28	222.36	386.64
95	164.28	222.36	386.64
96	164.28	222.36	386.64
97	164.28	222.36	386.64
98	164.28	222.36	386.64
99	164.28	222.36	386.64
100	164.28	222.36	386.64
101	164.28	222.36	386.64
102	164.28	222.36	386.64
103	164.28	222.36	386.64
104	164.28	222.36	386.64
105	164.28	222.36	386.64
106	164.28	222.36	386.64
107	164.28	222.36	386.64
108	164.28	222.36	386.64
109	164.28	222.36	386.64
110	164.28	222.36	386.64
111	164.28	222.36	386.64
112	164.28	222.36	386.64
113	164.28	222.36	386.64
114	164.28	222.36	386.64
115	164.28	222.36	386.64
116	164.28	222.36	386.64
117	164.28	222.36	386.64
118	164.28	222.36	386.64
119	164.28	222.36	386.64
120	164.28	222.36	386.64
121	164.28	222.36	386.64
122	164.28	222.36	386.64
123	164.28	222.36	386.64

124	164.28	222.36	386.64
125	164.28	222.36	386.64
126	164.28	222.36	386.64
127	164.28	222.36	386.64
128	164.28	222.36	386.64
129	164.28	222.36	386.64
130	164.28	222.36	386.64
131	164.28	222.36	386.64
132	164.28	222.36	386.64
133	164.28	222.36	386.64
134	164.28	222.36	386.64
135	164.28	222.36	386.64
136	164.28	222.36	386.64
137	164.28	222.36	386.64
138	164.28	222.36	386.64
139	164.28	222.36	386.64
140	164.28	222.36	386.64
141	164.28	222.36	386.64
142	164.28	222.36	386.64
143	164.28	222.36	386.64
144	164.28	222.36	386.64
145	164.28	222.36	386.64
146	164.28	222.36	386.64
147	164.28	222.36	386.64
148	164.28	222.36	386.64
149	164.28	222.36	386.64
150	164.28	222.36	386.64
151	164.28	222.36	386.64
152	164.28	222.36	386.64
153	164.28	222.36	386.64
154	164.28	222.36	386.64
155	164.28	222.36	386.64
156	164.28	222.36	386.64
157	164.28	222.36	386.64
158	164.28	222.36	386.64
159	164.28	222.36	386.64
160	164.28	222.36	386.64
161	164.28	222.36	386.64
162	164.28	222.36	386.64
163	164.28	222.36	386.64
164	164.28	222.36	386.64
165	164.28	222.36	386.64
166	164.28	222.36	386.64
167	164.28	222.36	386.64

168	164.28	222.36	386.64
169	164.28	222.36	386.64
170	164.28	222.36	386.64
171	164.28	222.36	386.64
172	164.28	222.36	386.64
173	164.28	222.36	386.64
174	164.28	222.36	386.64
175	164.28	222.36	386.64
176	164.28	222.36	386.64
177	164.28	222.36	386.64
178	164.28	222.36	386.64
179	164.28	222.36	386.64
180	164.28	222.36	386.64
181	164.28	222.36	386.64
182	164.28	222.36	386.64
183	164.28	222.36	386.64
184	164.28	222.36	386.64

189	164.28	222.36	386.64
190	164.28	222.36	386.64
191	164.28	222.36	386.64
192	164.28	222.36	386.64
193	164.28	222.36	386.64
194	164.28	222.36	386.64
195	164.28	222.36	386.64
196	164.28	222.36	386.64
197	164.28	222.36	386.64
198	164.28	222.36	386.64
199	164.28	222.36	386.64
200	164.28	222.36	386.64
201	164.28	222.36	386.64
202	164.28	222.36	386.64
203	164.28	222.36	386.64
204	164.28	222.36	386.64
205	164.28	222.36	386.64
206	164.28	222.36	386.64
207	164.28	222.36	386.64
208	164.28	222.36	386.64
209	164.28	222.36	386.64
210	164.28	222.36	386.64
211	164.28	222.36	386.64
212	164.28	222.36	386.64
213	164.28	222.36	386.64
214	164.28	222.36	386.64
215	164.28	222.36	386.64
216	164.28	222.36	386.64
217	164.28	222.36	386.64
218	164.28	222.36	386.64
219	164.28	222.36	386.64
220	164.28	222.36	386.64
221	164.28	222.36	386.64
222	164.28	222.36	386.64
223	164.28	222.36	386.64
224	164.28	222.36	386.64
225	164.28	222.36	386.64
226	164.28	222.36	386.64
227	164.28	222.36	386.64
228	164.28	222.36	386.64
229	164.28	222.36	386.64
230	164.28	222.36	386.64
231	164.28	222.36	386.64
232	164.28	222.36	386.64

233	164.28	222.36	386.64
234	164.28	222.36	386.64
235	164.28	222.36	386.64
236	164.28	222.36	386.64
237	164.28	222.36	386.64
238	164.28	222.36	386.64
239	164.28	222.36	386.64
240	164.28	222.36	386.64
241	164.28	222.36	386.64
242	164.28	222.36	386.64
243	164.28	222.36	386.64
244	164.28	222.36	386.64
245	164.28	222.36	386.64
246	164.28	222.36	386.64
247	164.28	222.36	386.64
248	164.28	222.36	386.64
249	164.28	222.36	386.64
250	164.28	222.36	386.64
251	164.28	222.36	386.64
252	164.28	222.36	386.64
253	164.28	222.36	386.64
254	164.28	222.36	386.64
255	164.28	222.36	386.64
256	164.28	222.36	386.64
257	164.28	222.36	386.64
258	164.28	222.36	386.64
259	164.28	222.36	386.64
260	164.28	222.36	386.64
261	164.28	222.36	386.64
262	164.28	222.36	386.64
263	164.28	222.36	386.64
264	164.28	222.36	386.64
265	164.28	222.36	386.64
266	164.28	222.36	386.64
267	164.28	222.36	386.64
268	164.28	222.36	386.64
269	164.28	222.36	386.64
270	164.28	222.36	386.64
271	164.28	222.36	386.64
272	164.28	222.36	386.64
273	164.28	222.36	386.64
274	164.28	222.36	386.64
275	164.28	222.36	386.64
276	164.28	222.36	386.64

277	164.28	222.36	386.64
278	164.28	222.36	386.64
279	164.28	222.36	386.64
280	164.28	222.36	386.64
281	164.28	222.36	386.64
282	164.28	222.36	386.64
Plot Numbers 283-800 (Per Plot)	0.00	222.36	222.36

(Vistry & Bellway Properties)

10 Year Budget Projection

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
Inflation Percentage	2.5	2	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1

Inflation rates quoted accord with the Bank of England Monetary Policy as issued in November 2025 up to 2028 and thereafter are shown at 2.1% per annum

Plot Numbers	Plot Matrix Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
1	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
2	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
3	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
4	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
5	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
6	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
7	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
8	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
9	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
10	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
11	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
12	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
13	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
14	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
15	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
16	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
17	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
18	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
19	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
20	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
21	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
22	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68

159	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
160	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
161	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
162	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
163	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
164	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
165	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
166	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
167	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68
168	386.64	386.64	388.80	396.58	404.91	413.41	422.09	430.96	440.01	449.25	458.68

