

Management Company Customer Information

Northwick Parkside

User Guide: Management Company Process 2025

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What is a Management Company and why is it required?

Sovereign Network Group will be the Management Company for your development and will be responsible for managing all areas of the estate and common areas of the buildings. You will be responsible for the maintenance of your home and any land conveyed to you, whilst the Management Company will maintain any areas which are not conveyed to any purchaser. These are communal areas for the benefit of some or all residents and therefore have to be held in a separate entity.

During the initial set up and construction of the development, Countryside (part of the Vistry Group), as the developer, will be responsible for the maintenance of the communal areas. This is common practice as it provides time for the communal areas to be completed, and Countryside are responsible for making sure that happens. Once the communal areas are ready, Countryside will hand control of them over to the Management Company when the development is complete.

The Management Company will continue to maintain the communal areas after Countryside have left the development.

Which parts of the development are covered by the Management Company?

The development known as Northwick Parkside is situated in Northwick Park and comprises of 654 homes across 5 development blocks along with a range of public, semi-private and private open spaces for residents and visitors to enjoy.

If you are purchasing an apartment, the structure of your building will fall to the Management Company to manage, maintain and insure, including the communal parts of the building, for example, the foundations, roof, stairwells, lifts, service risers, bin/cycle store, etc.

Description of the specific nature of the management and maintenance of communal spaces:

- Estate - to which all homes which form part of Northwick Parkside contribute to on an equal basis for maintenance of the shared external areas of shared external areas and management of the development as a whole etc.
- Block - apartments within the development blocks will contribute towards their appropriate block charge based upon the maintenance requirements of the block. This will cover structural maintenance and insurance, plant maintenance, internal maintenance, podium landscape maintenance, lighting, cleaning etc. (as applicable).

What is a service charge and how is it calculated?

When you legally complete, you agree to pay an annual service charge for the maintenance of the communal areas of the block, phased landscaped areas and estate communal areas on the development.

The service charge is paid to the Management Company so that they can then pay for all the costs which they incur in managing the estate and buildings on your development. The amount you pay is your share of the total cost, based on the Management Company estimate of what they will spend, given their experience of other similar developments.

Please refer to your service charge estimated budget for details on what items the Management Company will maintain, together with their estimate of the likely cost for the coming year.

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Your service charge is likely to increase, year on year, because prices of labour and materials are likely to rise in line with inflation. The Management Company will keep you informed of any increases each year and provide an explanation of why the increase is necessary.

<u>Block Services</u>	Indicative Cost	
Internal cleaning	£	59
Window cleaning (external)	£	8
Repairs & maintenance	£	153
Solar panel maintenance	£	37
Communal Electricity	£	305
Pest Control	£	24
Fire	£	132
Health & Safety	£	92
Lift maintenance	£	81
Communal Telephone	£	12
Door Entry	£	110
Sub-total		£ 1,013

<u>Podium Services & Car Park Services</u>		
Cleaning	£	15
Grounds Maintenance	£	15
Communal Maintenance	£	153
Communal Electricity	£	61
Communal Water	£	24
Car Park	£	31
Play equipment	£	31
Sub-total		£ 329

<u>Estate Services</u>		
Communal Water	£	6
Pest Control	£	3
Communal Heating & Hotwater	£	31
Grounds Maintenance	£	143
Communal Maintenance (Estate)	£	61
Estate Electricity (external)	£	12
CCTV	£	18
Staff Concierge	£	-
Tree surgery	£	23
Sub-total		£ 297

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Unit costs

Management Fee	£	470
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Building Insurance	£	544
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Audit Fee	£	15
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Sub-total	£	1,029
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Planned cyclical works (% split)

Reserve fund	£	247
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Total Annually	£	2,915
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Typically, what do the elements of the service charge cover?

Block Services

- a) **Internal Cleaning** - This cost covers the regular and one-off cleaning labour and materials for communal areas to keep them clean and safe.
- b) **Window Cleaning (external)** - This cost covers any general repairs carried out to the communal parts of your block or estate where the individual charge has been capped.
- c) **Repairs & Maintenance** - This cost covers any general repairs carried out to the communal parts of your block or estate where the individual charge has been capped.
- d) **Communal Electricity** - This covers the cost of electricity to power communal supplies for things such as lighting, lifts, door entry systems and anything else powered electronically. This also includes repairs to electrical items.
- e) **Pest Control** - This covers costs incurred to treat and prevent unwanted animals and insects that cause a nuisance, such as rats, that affect communal areas.
- f) **Fire** - This covers all applicable fire safety costs where they have been specifically identified for your scheme. It includes any costs incurred for servicing and maintaining fire
- g) **Health & Safety** - This covers all applicable fire, security and health and safety costs not captured elsewhere under more specific headings. It includes any costs incurred for servicing and maintaining fire equipment; such as fire alarm panels, emergency lighting, and lightning protection
- h) **Lift Maintenance** - This covers the cost for regular lift servicing and monitoring/checking, call-outs and repairs. It may include lift IT/telephone costs where these are not itemised separately.
- i) **Communal Telephone** – As above
- j) **Door Entry** - This covers the costs incurred for servicing and repair of all access control equipment; this could be for door entry, electronic gates, bollards etc. There may be both contract and one off costs as applicable.

Podium Services

- a) **Cleaning** - This cost covers the regular and one-off cleaning labour and materials for communal areas of your estate to keep them clean and safe.
- b) **Grounds Maintenance** - This covers the costs incurred to maintain the communal external areas at your block or on your estate; for example grass cutting, litter picking or landscaping. It may include
- c) **Communal Maintenance** - This cost covers any general repairs carried out to the communal parts of your block or estate where the individual charge has been capped.
- d) **Communal Electricity** - This covers the cost of electricity to power communal supplies for applicable costs such as lighting, entry systems and anything else powered electronically.
- e) **Communal Water** - This covers the cost for the communal water supply(s) for your estate used in gardening or cleaning.
- f) **Car Park** - This cost covers the maintenance of the car park for your block or estate and may include repairs or a parking management scheme, as applicable.
- g) **Play Equipment** - This cost covers the maintenance of play equipment.

Estate Services

- a) **Communal Water** - This covers the cost for the communal water supply(s) for your estate used in gardening or cleaning.
- b) **Pest Control** - This covers costs incurred to treat and prevent unwanted animals and insects that cause a nuisance, such as rats, that affect communal areas on your estate
- c) **Communal Heating & Hot water** - This covers the cost of supplying the gas to your scheme whether that be for heating or hot water.
- d) **Grounds Maintenance (estate)** - This covers the costs incurred to maintain the communal external areas at your block or on your estate; for example grass cutting, litter picking or landscaping. It may include contract costs and one-off items, and the costs of external features not separately itemised elsewhere.
- e) **Communal Maintenance (estate)** - This cost covers any general repairs carried out to the communal parts of your block or estate where the individual charge has been capped.



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- f) **Estate Electricity** - This covers the cost of electricity to power communal supplies for applicable costs such as lighting, entry systems and anything else powered electronically.
- g) **CCTV** - This covers costs for servicing and repairing CCTV systems in communal areas of your estate. This includes monitoring, extracting recorded evidence, or call outs.
- h) **Tree Surgery** - This cost covers the maintenance and pruning of trees in the external communal parts. It may also include tree surveys that may be needed periodically or fees for dealing with preservation orders and permissions.

Unit Costs

- a) **Management Fee** - This charge covers the Landlords cost of managing the services provided to your scheme. It also covers the cost of responding to queries, calculating and producing charges, collecting the income and business overheads. Please note your fee is now calculated in accordance with the number of services you receive and therefore may vary from year to year
- b) **Building Insurance** - This is the cost of administering and providing buildings insurance, which Sovereign Network Homes, as the freeholder / landlord is responsible for arranging. This contribution is based on the sum insured with respect to your scheme. Insurance premiums are forecast to increase again this year. The main reasons for this are the costs insurance companies have to pay to be re-insured, increased risk due to building safety concerns and the unprecedented shortages of materials and labour across the sector have resulted in delays and ultimately, increased prices. Sovereign Network Homes does not receive a commission or payment for arranging insurance. Note that this does not include contents insurance which is your responsibility.
- c) **Audit Fee** - This relates to the exercise of independently checking the validity of the charges.

Planned Cyclical Works

- a) **Reserve Fund** - This is an amount we collect and hold on behalf of your block to pay for expensive works and items which may be required every few years. Your share of this collected Reserve Fund will reduce or fully cover relevant costs when they occur. The fund may cover many things as applicable to your scheme; such as roof repairs, exterior painting, lifts or door entry system replacement depending on the terms of your lease.

How and when is the service charge levied?

When you legally complete on your home and sign up to your rights and obligations relating to the Management Company, an amount of Service Charge will be taken, in order to cover costs, between your completion and the end of the service charge period.

Service charge is likely to be invoiced on a quarterly basis with payment terms to be agreed. If you recently legally completed and therefore have just paid an amount on completion, this will be credited against the invoiced amount. You will only pay your share of the Service Charge for the period which you have been in ownership of your home.

The Management Company will provide you with details of how to pay when they send the invoice.

Who maintains the communal areas from the start?

Countryside is responsible for creating and building any communal areas. With apartments, the communal areas form part of the building which is being constructed by Countryside.

For a period of time, Countryside will maintain everything and only when the communal areas are complete, can they be handed over to the Management Company for maintenance. This will vary from site to site; on some developments everything will be handed over at the end, on others there will be a phased handover over the course of the development.

When Countryside are maintaining the communal areas, the residents will not be charged for the maintenance of the communal areas. However, a service charge may still be levied as there are administration costs incurred by the Management Company in order to ensure that insurance is in place and accounts and audits are carried out. This may be covered by the service charge collected on completion (see 6. Above) but if it continues for a long period you may be asked to pay a further service charge.

What happens when the development is finished?

When the developer has completed all the homes and all of the environment around the homes, the communal areas will be fully handed over to the Management Company. Those areas must be properly completed and be in good condition, otherwise the Management Company will refuse handover. Handover will only take place when Management Company is happy to take those communal areas on.

Who should I contact with any queries?

The details of the contacts at the Management Company are as follows: Sovereign Network Group.