

Hazel Meadows

RMG understands that purchasing a property is one of life's most important decisions and one of the biggest investments we will make in our lives. Our role as your Managing Agent is to ensure that the experience of being part of a Managed Development is as enjoyable and hassle-free as possible and to assist in maintaining your investments' value.

Although we are a national company, we provide a local service by operating through our local offices up and down the country and by assigning local property managers to our developments. This allows for the personal touches that can sometimes be lacking in the property management industry, to be delivered and maintained.

As the appointed Managing Agent, our duties on behalf of Hazel Meadows, include, but are not limited to;

- Being available 24 hours a day, 7 days a week to assist homeowners in any property management issues they may have.
- Engaging and communicating with the residents and the community.
- Maintaining the Estate of Hazel Meadows to the highest standard.
- Arranging for any repairs required to the Estate to be completed as quickly and efficiently as possible.
- Placing and maintaining insurance policies to safeguard the residents of Hazel Meadows.
- Ensuring the Hazel Meadows Estate is compliant with Health and Safety regulations.
- Administering the Management Company.

How much Service Charge will I have to pay?

The likely initial annual service charge invoice for Hazel Meadows is approx. **£174.52***

The service charge budget will be reviewed on an annual basis and RMG will endeavour to keep the service charges as low as possible.

Why do I have to pay a Service Charge?

Upon purchasing your property, a Transfer document (TP1) will be signed. This TP1 details the "rules and regulations" of the development, one of which is that the homeowner will pay a service charge to contribute towards the costs for the services that are required for Hazel Meadows.

The service charge is paid to cover the cost of the expenditure for maintaining the communal areas of the estate and to administer the Company. Any service charge monies collected by Vistry at the time of your sale are known as completion funds. When the development is fully built and handed over to RMG to manage, these funds will be passed to RMG to go towards the first year's charges.

Funds are held in a dedicated trust account solely for the developments services. At the end of the financial year, service charge accounts are created to show the collected funds vs expenditure incurred. Should there be a surplus in the accounts, any unspent funds will be credited back to residents.

Is the Service Charge a Fixed Fee?

Due to the nature of the development and the possible expenditure required, the service charge is not able to be a fixed fee.

If there are any large items of expenditure that occur in the previous year or any that are forecasted to occur in that coming year, the budget may need to be increased. Of course if increases occur they will be fully justifiable and a full breakdown will be supplied when the charges are invoiced.

What does the Service Charge include?

- Public Liability Insurance
- Grounds Maintenance
- Management Fees
- Audit & Accountancy Fees
- SuDs Maintenance
- Health & Safety Inspection
- Reserve Funds
- Company Secretary
- Minor Repairs
- Play area Inspection & Repairs

Upon receiving your Service Charge invoice when the payment for the Service Charges is due, you will receive a copy of the Service Charge budget of which the invoiced amount will be based upon. This budget will breakdown the costs for each individual item within the budget to show how the total figure has been arrived at.

How do RMG set the Service Charge?

RMG have reviewed the services that are required to be delivered to Hazel Meadows and obtained potential costs for the provision of the services required. These costs have then been collated into a Service Charge Budget which is the projection of the year's likely expenditure.

After the initial year of invoicing has passed, RMG will be able to review that years' expenditure to create the followings years' Service Charge budget by looking at the previous and the future years' anticipated expenditure.

*this amount may be subject to change.





Contacting RMG

RMG are always happy to help regarding any queries that you have relating to Hazel Meadows, whether you have a maintenance issue, have a query with your Service Charge invoice or just a general query regarding the development. We can be contacted via a number of methods which are detailed below:



Phone: 0345 002 4444



Email: customerservice@rmguk.com



Website: www.rmguk.com



Post (Head Office): Residential Management Group, RMG House,
Essex Road, Hoddesdon, Herts, EN11 0DR



Online Chat: www.rmguk.com

Payment Options

Payment for the service charge should be made in accordance with the TP1 terms. However, RMG understand that it may be difficult to make the payment in line with the TP1 terms and are happy to arrange a payment plan to pay the service charges over a number of instalments (subject to an administrative fee).

Payment can be made via the following methods:

- Phone:** Payments can be taken over the phone by our customer service agents by either credit or debit card.
- Cheque:** Cheques should be made payable to Hazel Meadows quoting your individual tenant reference on the reverse.
- Standing order:** A standing order should be set up with your bank in line with the remittance advice stated at the bottom of your Service Charge invoice.
- Direct Debit:** A direct debit can be set up over the phone by one of our customer service team.
- Online:** Payments can be made online via credit or debit card by logging into your individual account through RMG Living. Your username and password will be supplied upon request.
- Bank Transfer:** A direct transfer can be made between your bank and RMG. RMG's account details can be found at the bottom of the Service Charge Invoice.

**Admin Fees may apply to Direct Debits or Monthly Payments*

Vistry

 **RMG**
Residential Management Group