

# SAYERS MEADOW

## SAYERS COMMON, WEST SUSSEX



**Linden**  
HOMES

**SHW**

**MAKING  
PROPERTY  
WORK**

**SHW.CO.UK**



# FOREWORD

SHW is the trading name of Stiles Harold Williams Partnership LLP, a firm of national independent property advisors based in London and the South East of England. We have almost 200 staff across eight offices. We are regulated by RICS and are members of ARMA, ARMA-Q, NARA RTPI and IRRV. We are a wholly owned business with 36 Equity Partners dedicated to providing the best service possible to our clients, a number of which SHW have been providing advice for over 100 years.

SHW prides itself on pro-actively communicating information relating to the management services and on providing residents with a high quality property management experience. The information contained in this pack aims to give clarity and to answer any initial questions that you may have regards the services, the charges incurred and areas of the scheme to which they relate.

SHW manages leasehold blocks of flats and residential mixed use schemes for Residents' Management Companies, for third party freeholders, new build developers and for investing owners. We have considerable experience in managing multi-tenure, mixed use developments, and private estates across the Midlands, London, and the South East. Focusing on outstanding and carefully regulated customer service, expert legal and technical knowledge ensuring a sound understanding of a wide range of property sectors and award-winning property management.

We have extensive experience of successfully managing properties and have a proven track record in providing added value, innovation and strategy in line with our clients' business vision and objectives. We understand the need to deliver services that add value, reflect innovation, promote sustainability, and mitigate operational and reputational risk. We are a leading firm of Chartered Surveyors, based in London, Brighton, Eastbourne, Croydon, Crawley, Worthing and Epsom, and have been in existence for over 219 years. Our dedicated team supply services to owners and occupiers of retail, industrial, commercial, and residential property in the UK, offering a wide variety of disciplines including Agency, Valuation, Professional, Building Consultancy services along with Commercial & Residential Property Management.

**PAUL FARRELL**  
Partner





# HOW WE DO IT

**Our Property Management teams are based in London, Croydon, Brighton and Eastbourne. These teams are supported by our Accounts Team based in Brighton. All our managers are IRPM qualified, most are also RICS qualified.**

We encourage and indeed sponsor our assistants to undertake formal training to prepare for the IRPM examinations which is how a property management qualification is obtained.

We provide a comprehensive professional service in accordance with best estate management practice to a variety of clients, including National Developers and House Builders, Institutional freehold investors, Resident Management Companies and Right to Manage Companies.

We are Corporate Members of the Association of Residential Managing Agents, ARMA and follow the RICS approved Code of Conduct. In the interests of good customer service, we follow a recognised complaint handling procedure following guidelines from the RICS, ARMA and SOS (Surveyors Ombudsman Service). We are regulated by the RICS for the conduct of insurance business, license number 10. We have years of

experience in taking on and managing residential developments and with this have learned the disciplines that make ongoing management work seamlessly and successfully. We have a Health & Safety compliance and risk mitigation system to ensure health and safety managed seamlessly.

Our business is predominantly made up of Partner/Associate level managers who have a vast amount of background and experience. This means you get our most senior and skilled people to service your requirements.

SHW Residential Property Management is committed to building strong relationships and always focuses on the client's best interests when it comes to their property needs. By insisting on implementing high standards from all our staff, we strive to ensure our clients are provided with quality advice and exceptional customer care.

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# SAYERS MEADOW

## SAYERS COMMON, WEST SUSSEX

Sayers Meadow is a stunning new development, situated within the West Sussex village of Sayers Common, a popular residential area, partially bypassed by the nearby A23. As part of a larger parish that includes Goddards Green and Hurstpierpoint, the latter is the focus for a range of community activities and amenities, friendly shops and a charming parish church. The area is well served by good state and private schools, excellent local pubs and restaurants, while further retail and leisure opportunities can be found 5 miles away in Burgess Hill.

Living at Sayers Meadow offers easy access to the stunning South Downs, the sunny south coast and a host of pretty villages and heritage sites. With the iconic seaside resort of Brighton just 10 miles away, you'll be able to enjoy everything this fantastic city has to offer. Situated close to the main A23/M23 London to Brighton road, and with regular bus services nearby, Sayers Meadow enjoys great connections. Hassocks station is 3.3 miles away, offering regular rail services to Brighton (12 mins), Gatwick (21 mins) and London Victoria (56 mins).





# FAQs & USEFUL HINTS

## 1. What happens to the money paid at legal completion to Linden Homes Solicitor?

When you complete the purchase of your new home you will be legally required, under the Lease/TP1 to make payments of "service charges" these charges are pro-rata invoiced from the day of legal completion to the next charge period. These funds form part of the purchase funds paid and the service charges are then sent to SHW, along with the completion statement enabling SHW to hold these funds to ensure funds are available at handover from Linden Homes to SHW to ensure maintenance works can commence straight away.

A full set of year end accounts (see below) are then produced to breakdown what money has been received and what we have spent. SHW will not start charging regular service charges until we are invited by Linden Homes to start handover. Once handover has been agreed SHW will write to you to advise and update you on this further.

## 2. What is a privately managed estate?

Privately managed estates are those where the running of the development is managed by a managing agent, in the case of **Sayers Meadow** SHW have been appointed as your managing agent. The appointed managing agent is then responsible, on behalf of, the residents management company **Sayers Meadow Residents Management Company Limited** for the upkeep and maintenance and management of the estate.

This will include for example, the landscape areas, maintenance and up keep of the roads, communal electricity supplies – including paying of invoices and tendering supply contracts annually and placing of insurances associated with the development, such as Directors & Officers and Public Liability. **Sayers Meadow Residents Management Company Limited** and SHW work closely to ensure the smooth and estate specific management of the private estate.

## 3. What will SHW manage?

As the appointed Managing Agent for **Sayers Meadow** SHW will manage all the shared- communal areas for which all residents have use and enjoyment of, this also includes the insurance and associated costs. For example, SHW will manage the appoint of the landscape contractor, managing their performance, paying their invoices via service charges held, reviewing their contract, placing insurances for Public Liability for common areas and ensuring they are well lit and paying for such utilities. As SHW are managing the communal areas this does not include the individual areas within your property.

Your individual home is known as the demised premise. The demised premise is all areas within your conveyed property for which you have purchased. This includes, for example, your own front and rear garden, any garage and the external fabric of your home, for example your roof. This also includes all aspects of your home internally.

## 4. What is a Service Charge?

Each year you pay service charges in accordance with the terms of the Lease/TP1. This money goes towards the day-to-day running costs of the estate for **Sayers Meadow**. The expenditure headings which are covered by your service charge contributions are set out in the expenditure table set out overleaf.

Service charges are held in individual client accounts and each year we send you a copy of the financial year end service charge accounts detailing the income- service charge payments received and expenditure- invoices settled for costs of services carried out on the development. The service charges are reviewed annually by the dedicated SHW Property Manager for **Sayers Meadow** and a copy of the forthcoming years budget will always be provided with a clear and concise break down of variances for the coming year which will be reflected in the previous years expenditure and the forthcoming years predicated costs meaning service charges collected are always as fair and as accurate as possible each year.

## 5. When will I pay the service charge?

Service Charges at **Sayers Meadow** are due every 6 months on 1st April and 1st October.

## 6. What happens at the end of the service charge year?

At **Sayers Meadow** the financial year end for the service charge account is the 30th September The service charge budget is reviewed and issued ahead of the new financial year. The new budget will be issued at least 4 weeks before the next service charge invoice is due. The new year's budget forecast will be issued with covering expenditure notes of explanation and a supporting letter setting out the variances for the coming 12 months and giving any useful information and progress updates for the year ahead. Along with preparing the service charge budget forecast for the next year SHW will also report to you on the financial particulars on the previous year.



# FAQs & USEFUL HINTS

This also means that a set of service charge accounts for the respective year end will be issued within 6 months of the year end that will set out all income and expenditure and advise of any year end position, either a Surplus or a Deficit. A surplus is where the costs of managing **Sayers Meadow** were lower than the service charges collected in that year. A deficit is where the costs of managing **Sayers Meadow** were greater than the service charges collected. In the event of a Surplus the credit will be applied to your individual account, carried forward to the next financial year or transferred as additional reserve funds.

SHW will always explain this clearly when issuing the year end accounts and this will be done in line with the Lease/TP1. In the event of a deficit an invoice known as a balancing charge will be issued with all supporting documents setting out why and where the overspend has occurred. The balancing charge invoice is then paid to SHW to ensure sufficient service charge funds are collected for the financial year.

## 7. Phased Handover- What it means practically

As **Sayers Meadow** is a large development comprising of many new homes your developer, Linden Homes, has taken the view to phase their build programme, this will mean the disruption sometimes caused by construction is limited to contained areas at certain times. This also means SHW have worked closely with Linden Homes to phase the handover of the development and bring the management online, this will mean that SHW will only take management of areas fit for handover and that are completed and finished to the standards expected. This ensures that the service charge expenditure and costs are also phased.

All this means that you, the customer, are only paying for what is being handed over to be maintained and maintenance is only charged for areas that are built and finished. SHW have worked with Linden Homes to ensure the most accurate service charge budget forecast is prepared to reflect management charges from day one. This is based on the areas expected to be handed over, the properties to be included within each phase and the work involved with each phase, for example, increased landscaping duties. As part of the phased handover it allows us to regularly review the budget costs and expenditure throughout the build process. It means that we are only incurring costs on areas completed and Linden Homes are controlling their own building areas.

SHW will meet with the developer regularly to review their build process and projected handover times to ensure we are accurately collecting costs and implementing works throughout the development. As each phase is handed over SHW will become more involved and Linden Homes will become less involved on site.

## 8. Who do I report problems to?

Your first point of contact for anything relating to the management of the development and communal areas should always be SHW as the Managing Agent for **Sayers Meadow** SHW will ensure that a dedicated Property Manager is appointed from handover and this Property Manager will be your first and main point of contact. From time to time the Property Manager may be re-appointed and therefore may be subject to change. Should this happen the new Property Manager will always ensure that they write to you to formally introduce themselves and provide their direct details, as we have explained above we operate a direct and personal service approach meaning the Property Manager will always be directly contactable.

The main office line for SHW London is **0207 389 1500** should you need a number to hand quickly. Our office teams will then be able to direct you to your dedicated Property Manager. For any warranty issues on your new home these should be directed to Linden Homes South East on **01883 334400**.

## 9. What is a residents management company?

At **Sayers Meadow** a residents management company has been set up as part of the development construction and initial set up by Linden Homes. **Sayers Meadow Residents Management Company Limited** is the company responsible for all management and maintenance at **Sayers Meadow Residents Management Company Limited** as is party to the TP1.

During initial set up and construction Linden Homes are the Directors of **Sayers Meadow Residents Management Company Limited** This is common practice and ensures that the developer is responsible for all construction and development set up matters being fully completed, including handing over the managed areas. Once all the homes are sold and the initial warranties start to lapse Linden Homes will look to handover **Sayers Meadow Residents Management Company Limited** to the residents. This will mean residents will be elected and then appointed as directors of **Sayers Meadow Residents Management Company Limited** and they will then work with SHW on the management of the scheme moving forward and long after Linden Homes have finished on site.

This will then ensure that residents are involved with the management processes early on and will mean that as each phase completes a shadow board is in place to start the transfer from developer to resident owners at the point of final completion.



# SERVICE CHARGE BUDGET FOR SAYERS MEADOW

Each year, draft service charge budgets will be prepared, in readiness for the financial year start. The service charge budget forecast is always sent for approval by the Directors of the residents management company.

SHW will generate the Service Charge Applications for Payment against each owner's percentage apportionment charge, in accordance with their legal documentation. Section 153 & 158 Notices will accompany all Applications for Payments. Detailed Notes of Expenditure will accompany the Service Charge budget, so that all owners shall have a clear understanding of how the budget is formulated for each schedule.

## Management Fee

Fixed fee for the management services of SHW, this figure includes VAT. There are no other fees or "hidden charges". Our fee for this management instruction would be £80.40 +VAT per unit per annum for the estate and for the apartments a total annual fee of £165.40 +VAT per unit.

## Accountants Certification

Fixed fee for the accountants charges for the certification of the year end service charge accounts.

## Directors and Officers' Insurance

Insurance covering the officers of the Residents Management Company during the course of them performing their duties.

## Company Secretary

One off annual fee for SHW Co Sec services for acting for the Residents Management Company such as completing Companies House filing returns and dealing with company affairs.

## Public Liability Insurance

Insurance to protect the members/residents of the estate from personal injury/harm/damage but also to protect the estate fixtures and fittings including lighting installations, road surfaces, landscaped areas, etc. For Phase 1 this will be charged at 60% and then increased to 100% for Phase 2 included.

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### **Landscaping, Grounds Maintenance**

Annual contract sum for the provision of landscape maintenance and management. Visits will occur 26 times per year giving initial provisions for fortnightly visits. Each visit task will be broken down into fortnightly, monthly, annual and bi annual duties to be performed in accordance with the landscape management plan which is to be provided. Routine works shall include, but not be limited to watering regimes, weed spraying & removal, litter picking, grass cutting, shrub cutting, bark mulch replacement & young tree management ties and stakes.

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### **Tree Survey**

Provisional sum for the completion of a tree survey from year 1 to ensure compliance and works are forecast year on year.

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### **Road Sweeping**

Contract sum that will be placed as part of the landscape contract allowing for regular and routine road sweeping. For Phase 1 this will be charged at 60% and then increased to 100% for Phase 2 included.

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### **Road Maintenance**

Provisional sum for repairs to roads and paths that are not adopted. For Phase 1 this will be charged at 60% and then increased to 100% for Phase 2 included.

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### **Drainage Maintenance**

Provisional sum for the SUDS Drainage in accordance with the Technical plans.

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### **Foul Pumping Station Servicing**

Servicing and maintenance provision for the foul water pumping station that will be under the management and control of the private development.

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### **Foul Water Pumping Station**

Contract sum for annual servicing, inspecting and maintenance agreement in line with handover warranty. Pumping station will need to allow for an annual clean and wash out annually from Year 2 onwards.

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### **Engineering Insurance**

Engineering insurance to cover the plant in the foul water pumping station.

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### **Pest Control**

Provisional sum for the treatment and control of rodents throughout the year.

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### **Fire Hydrant Servicing & Testing**

Fire Hydrant servicing in accordance with Section 106 agreement for the provision of 3 Fire Hydrants. Costs are based on servicing, inspecting and compliance testing. For Phase 1 this will be charged at 60% and then increased to 100% for Phase 2 included.

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### **Water Supply Communal**

Predicted costs for the landlords communal water supply provided on site.

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### **General Repairs Contingency**

Provisional sum for the general repairs and maintenance works required throughout the year on all aspects within the block and the estate. This ranges from but is not limited to day to day maintenance and repairs and contractors call out charges for works.

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### **Communal Electricity**

Provisional sum based on a similar sized and design building. The landlords electric supplies will be tendered through an energy broker to ensure we are getting the best rates year on year.

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### **Health & Safety Risk Assessment**

Cost for the site survey and review for the compliance of Health & Safety to provide, review & manage the General Risk Assessment (GRA).

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### **Communal Cleaning**

Fortnightly visits for cleaning to the common areas, including the hallways, landings and stairs.

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### **Window Cleaning**

Six Monthly window cleaning, allowed for communal windows only at this stage and can be reviewed in accordance with the lease.

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### **Buildings Insurance**

Sums for the Buildings Insurance premium for the landlords block insurance policy.

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### **Communal TV System**

Provisional sum for the call outs and repairs from year one. Costs will increase from year 2 following warranties lapsing.

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### **Door Entry System Maintenance/Serviceing**

Provisional sum for the call outs and repairs from year one. Costs will increase from year 2 following warranties lapsing.

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### **Emergency Lighting Servicing & Testing**

Allowing for monthly inspection and testing of all emergency lighting units. No provision for replacement units or parts within year 1 allowing for warranties.

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### **AOV Servicing & Testing**

Allowing for monthly inspection and testing of the AOV system. No provision for replacement units or parts within year 1 allowing for warranties.

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### **General Reserves**

Reserve fund contribution towards the future works required at the scheme. EG re-surfacing works, landscape shrub replacements & long term works on replacement of estate fixtures & fittings. For the Blocks this would include internal and external decorations, roof repairs, etc.

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# ONLINE OCCUPIER PORTAL & ELECTRONIC INVOICING

## FEATURES OF THE OCCUPIER PORTAL

- Access to your financial records 24 hours a day, 7 days a week and the ability to update your contact details and preferences.
- You can pay your charges online.
- View live account information including service charge statements.
- The Property Noticeboard will keep you up to date with the latest news at your property.
- The Document Manager will hold key documentation relating to your property which will be available for you to download.
- Guidance notes and advice sheets on common issues relating to leasehold property will be available to download free of charge.
- There is no additional charge to you or the buildings service charges for this enhancement to your service.



# FIRST TIME REGISTRATION

- To register now please go to [www.shw.co.uk](http://www.shw.co.uk) and click on the Occupier Portal button located in the top right hand corner of the opening page and select Registration.
- Enter your Unique Tenant Reference which can be found on all invoices you receive from us. If you can't find it, please call us on 01273 876200.
- Choose a username. You will need this username each time you log in.
- Enter your email address. This must be the same email address that we currently hold for you. If the email address you enter does not match the one for you we have on record, the account will not be created and you will need to call us or email us at [occupierportal@shw.co.uk](mailto:occupierportal@shw.co.uk)
- The portal will automatically email you confirmation of your account details, an instruction manual & send you an automatically generated password.
- We recommend you then log in and change your password to a more memorable one.
- Passwords need to contain at least 8 characters including at least one capital and one number.
- Remember to log in regularly to receive the maximum benefit from this service.

## FOR ALL YOUR PROPERTY RELATED **CORRESPONDENCE**

please email us at [occupierportal@shw.co.uk](mailto:occupierportal@shw.co.uk) or call **01273 876200**, confirming the email address that you wish the documents be sent to.



# OUR OFFICES

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FIND US ONLINE

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