



# VISTRY GROUP

Information Guide: Managing Agent Process

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## **What is a Management Agent and why is it required?**

A Management Agent called Kingston Property Services Limited has been set up for your development to manage areas of the development, where ownership of those areas is not transferred to the residents directly. You will be responsible for the maintenance of your home and any land conveyed to you, whilst the Management Agent 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, Vistry are responsible for creating and maintaining shared open spaces. Once the communal areas are ready, Vistry will hand control of them over to the Management Agent who will then be responsible for the maintenance going forward.

The Managing Agent (see below) will continue to support the residents in the running of the communal areas so that they are maintained after Vistry have left the development.

## **Which parts of the development are covered by the Management Agent?**

The areas which are planned to fall to the Management Agent to manage and maintain are highlighted indicatively on the plan enclosed, which includes the insurance, management, and maintenance of the Public Open Spaces (POS), the public art, play equipment and footpaths. The plan included below, also details the development as a whole, including the extent of the managed areas which are shown as shaded.

## **What is the role of the Managing Agent?**

The Managing Agent is an external company tasked with maintaining the communal areas of the development, once they have been handed over to the Management Agent.

Their role is to assist the residents of the development in building their community, by maintaining the communal areas to a good standard and ensuring that the administration of the development is professionally handled. This ensures that the residents don't have to worry about getting areas insured, getting accounts and audits done for the Management Agent, appointing landscapers to care for public open space.

## **What is a service charge and how is it calculated?**

When you legally complete, you will agree to pay an annual service charge for the maintenance of the communal areas on the development.

The service charge is paid to the Managing Agent 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 Managing Agents estimate of what they will spend, given their experience of other similar developments.

The latest schedule of the items which the Managing Agent will maintain on behalf of the Management Company, together with their estimate of the likely cost for the coming year can be found below;

**KINGSTON PROPERTY SERVICES**  
**ESTIMATED SCHEDULE OF CHARGES**

**Management of Public Open Space at Sowerby Gateway Phase 2 (V2)**

SERVICE	COST £	COMMENTS
<b>GROUNDS MAINTENANCE</b>		
External Grounds Maintenance	28,000	Maintenance of external areas in line with landscape architects schedule
Specialist weed treatment and sundry jobs	1,200	Weed treatment & sundry jobs
<b>GENERAL REPAIRS / MAINTENANCE CONTRACTS</b>		
Responsive Repairs	2,300	Sundry repairs. Paths, fences & playareas
KPS Maintenance Operatives / Park Operative	2,000	Weekly visit to undertake H&S inspection to site inc play parks & SUDS, empty bins and undertake small repairs to site.
Specialist support and surveys	1,200	Ecological & tree surveys provision
Annual inspection of play area by external consultant	500	
<b>INSURANCE</b>		
Public Liability Insurance	1,800	Public Liability insurance
<b>SINKING FUND / RESERVE FUND</b>	7,000	Future capital expenditure to managed hard surfaces/playparks/ major horticultural planting, fencing & path works.
<b>SUB TOTAL</b>	<b>44,000.00</b>	
<b>MANAGEMENT FEE</b>	<b>22,435.00</b>	
<b>VAT ON MANAGEMENT</b>	<b>4,487.00</b>	VAT calculated at 20%
<b>GRAND TOTAL</b>	<b>70,922.00</b>	
TOTAL COST FOR SCHEME	70,922.00	
NUMBER OF UNITS	641	
TOTAL CHARGE PER UNIT	£110.64	
<p><i>IMPORTANT: Figures are based on assumed inflationary increases and are for guidance only and subject to replans, statutory requirements and provision of additional common areas/infrastructure from Date of Issue.</i></p> <p><i>Estate charges are estimated and may be subject to phased handovers upon completion of each part of the development at the discretion of the developer.</i></p>		

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 Managing agent will keep you informed of any increases each year and provide an explanation of why the increase is necessary.

**Typical elements of the service charge cover (These may differ from one development to another).**

- a) **Landscape and Play Area Maintenance** – this includes regular visits to the site to mow grass, keep down weeds, maintain trees and plants and make sure that any play equipment is safe, carrying out any maintenance as required. The visits are more frequent in the spring and summer, usually every two weeks and generally monthly in the Autumn and Winter.
- b) **Road Gritting** – ensuring that the roads can be used in winter months.
- c) **Security** – Wynyard Park provide security for the estate.
- d) **Benches and other Street Furniture** - there may be benches, seats, fences, etc which require maintaining to ensure that they do not get into disrepair.
- e) **Electricity and Lighting to Communal Spaces** – pathways may have lighting which require power and maintenance, to be covered in the charge.
- f) **Reserve Fund** – whilst the equipment around the communal areas is carefully maintained, sometimes there is a requirement to replace items. This would be particularly relevant if e.g. play equipment becomes unsafe. A fund is built up over a prolonged period to pay for these items when such occasions require.
- g) **Public Liability Insurance** – whilst residents will take out insurance on their homes which they own, there is a need to have insurance for the communal areas and for the Management Company itself.
- h) **Accountancy, Legal and Company Secretarial Fees** – because the Management Company is a Limited Company, which provides a level of legal protection for the residents, the Company has to have proper accounts prepared and audited and has to register with Companies House. This will all be arranged by the Managing Agent.
- i) **Health & Safety Requirements** – this is an important element of running the communal areas with the need for periodic risk assessments, advice and action taken to ensure that everything is kept in a safe condition for everyone who wants to use those areas. This will include fire risk assessments for apartments.
- j) **Managing Agent Management Fee** – this is the fee charged by the Managing Agent to act on behalf of the residents in managing the communal areas. All of the items above will need to be arranged and managed, with contractors appointed for maintenance and repair, insurance arranged, and accountants and solicitors appointed.

## **How and when is the service charge levied?**

The Managing Agent will then send you an annual service charge invoice. 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 Managing Agent will provide you with details of how to pay when they send the invoice as there are options to spread the payment by Direct Debit, if you need to.

## **Who maintains the communal areas from the start?**

Vistry is responsible for creating and building any communal areas.

For a period of time, Vistry will maintain everything and only when the communal areas are complete, can they be handed over to the Managing Agent 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.

## **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 Agent. Those areas must be properly completed and be in good condition, otherwise the Managing Agent, acting on behalf of the residents, will refuse handover. Handover will only take place when the Managing Agent is happy to take those communal areas on.

## **Who should I contact with any queries?**

The details of the contacts at the Managing Agent are as follows:

Phone: [0330 123 1133](tel:03301231133)

Email: [mail@kingstonpropertyservices.co.uk](mailto:mail@kingstonpropertyservices.co.uk)

Website: <https://kingstonpropertyservices.co.uk/>

Post: Kingston Property Services, Cheviot House, Beaminster Way East

Newcastle upon Tyne, NE3 2ER