



PROPERTY MANAGEMENT INFORMATION PACK

TLC is the New Approach to Property Management. The need for a Property Manager arises for residential property such as, living in a modern block of flats, tenement properties, or converted buildings. A Property Manager is also useful for residential developments where there are communal areas such as play areas, landscaped areas, etc, which are the responsibility of the co-proprietors.

Each property comes with their Title Deeds which may also include a document known as the Deeds of Conditions. The document shows details of the common parts, and will describe the responsibilities of individual owners, and how the common areas should be administered.

TLC as a Property Manager would act on behalf of the co-owners in administering all aspects of the Deeds of Conditions. This may include, insurance of the common buildings, arranging repairs and a scheduled maintenance program for all common areas, all of which will be administered under strict financial controls, on behalf of the co-owners.

What can you expect from TLC as your Property Manager?

As Property Managers can provide a wide range of services, which includes the following:-

PROFESSIONAL & FRIENDLY SERVICE

TLC has a firm belief that they can offer a high quality professional service to all its clients with this service being handled in a friendly manner by all our staff members.

ARRANGE & ATTEND ANNUAL GENERAL MEETING

TLC will arrange and attend an annual general meeting with the co-proprietors of the property at a convenient time and place. Should TLC be required to arrange conference facilities, these facilities will be at the expense of the co-proprietors.

CLEAR & CONCISE QUARTERLY ACCOUNTS TO OWNERS

TLC keeps clear and concise accounts for each property which it manages. This includes the management of a separate bank account for each property which enables accurate information to be given to co-proprietors at any time. We also issue quarterly accounts to all co-proprietors which we ask are paid within 14 days of issue, which will allow a constant flow of cash in the properties bank account.



EXERCISING FINANCIAL CONTROLS

The Deeds of Conditions would normally make provision for these controls, but we feel that is important for owners to be involved in agreeing costs for maintenance works. TLC asks that essential repairs be dealt with speedily and as such as Property Managers we have authority to instruct minor repairs. In the case of larger repairs TLC shall arrange competitive quotations, which will be provided to the owners for the approval of costs and contractors.

TLC arrange for the collection of the property float, which is normally detailed in the Deeds of Conditions. The float is placed in a Bank Account which is opened in the name of TLC and the co-proprietors of the property. This float is used to administer payments of all common charges. A properties float can be reviewed periodically, and will be returned to a co-proprietor on the sale of their property less, any outstanding accounts due.

TLC can arrange payment for all repairs and maintenance costs, subject to the availability of owner's funds. These may include, insurance premiums, utility accounts, cleaning and gardening accounts, etc. TLC apportion costs of repairs, maintenance etc in accordance with the Deeds of Conditions.

TLC provides quarterly statements of accounts which we feel are easy to read, and clearly detail all expenditure which has been incurred on behalf of the co-proprietor over the previous three months. The information provided will include the name of the contractor, date the work was carried out, the nature of the work, total cost of the work and the co-owners portion of the costs.

TLC as Property Managers feels that it is important that all co-proprietors meet their financial responsibility. Should a co-proprietor fail to meet this responsibility, it can not only affect all future essential repairs and the insurance cover for the property but it can ultimately place additional financial burdens of all other co-owners. As such we have a strict discipline for dealing with unpaid common charges; this can only have a long term benefit to other co-proprietors. TLC would discuss the matter of unpaid charges with all co-proprietors as to what further action they may deem necessary.

COMITMENT TO GOOD COMMUNICATION

TLC believes that as a Property Manager we must have good effective communication between ourselves and the co-proprietors. We are here to help and assist all co-proprietors. We would suggest that co-proprietors discuss their requirements either individually or via an Owners Association, or Committee. TCL will also issue periodic



newsletters which will contain general advice on current property issues affecting co-proprietors and the property management.

TLC is more than happy to arrange an Annual General to discuss any matters with the co-proprietors. These meetings can be held in the evening which would generally be held at the property or in a nearby hall/hotel. As co-proprietors are ultimately paying for the maintenance and management cost, we feel that they should have a say in these issues.

Should a co-proprietor wish to notify TLC of any repairs which they feel may be required on the property, out with office hours, details can be left on our answer machine or should you have access to the internet, TLC have a repair page on our web site.

QUALITY INSURANCE COVER

Under the Title Deeds provision is normally made for a common buildings insurance policy for a block of flats. As such TLC would obtain competitive quotations from reputable insurance brokers/companies which would provide the best possible cover for the buildings.

This cover being in place would reassure all owners that the whole building which they share has adequate cover. This cover would include Property Owners Liability, providing cover for a third party making a claim against owners for damage or injury. This cover can be provided for blocks of flats and residential developments which have communal areas.

TLC can arrange for a survey to be carried out on the property to check and agree a total re-build cost. The cost of the survey would be apportioned to each co-proprietor as per the Deeds of Conditions. This survey may include any recommendations which the surveyor may suggest be added to the properties planned maintenance package.

ADMINISTERING ESSENTIAL REPAIRS

TLC can access a wide range of Contractors. We only use High Quality, Reliable Contractors that are all fully insured and the contractor must provide proof of the insurance cover.

TLC staff have many years in the Property Management and Maintenance areas which allows us an insight to any works being carried out. All major works being carried out on a property will be supervised by TLC and payment will only be made to the Contractor when the job has been fully completed and all parties are satisfied with the works done.



PLANNED BUILDING MAINTENANCE PACKAGES

TLC believe that all properties which we manage should have a planned building maintenance programme, which would be agreed with the co-proprietors, and may include following items;-

Annual cleaning of gutters

Annual roof inspection

Annual electrical inspection of sockets, lights, smoke alarms in the communal areas

Annual inspection of door entry systems

Annual cleaning of communal carpets

ONLY QUALITY CONTRACTORS USED

All our Contractors must provide detailed quotations of works instructed and also provide TLC with a copy of their insurance details and adhere to current Health & Safety regulations. Should a contractor be required to carry out work which requires additional plant machinery, the contractor will include hire costs in the quotation.

ALL WORKS SUPERVISED BY TLC

TLC will personally supervise all major works being carried out at a property and will only arrange payment of accounts when all parties are satisfied with works carried out.

A PACKAGE TAILORED FOR YOUR INDIVIDUAL PROPERTY COULD INCLUDE ANY OF THE FOLLOWING;-

Gardening for all communal areas

Cleaning for all communal areas

Window cleaning for all communal windows

Communal T V Systems (including digital upgrades to meet new government change out programme)

Door Security Systems

Communal Lighting

Painting/Decorating for all internal and external communal areas

Hard Landscaping/Play Parks/Woodland Areas

Cleaning to Communal Drains and Gutters

Communal Roof and Chimney Repairs

Building Fabric Maintenance

Lift Maintenance

Should the property have other individual requirements, these will be included in your package



TERMS & CONDITIONS

1. We shall obtain competitive quotations and arrange and administer, in the interest of our clients, a Block Insurance Policy for the insurance of the buildings. Contents insurance must be obtained by each individual owner.
2. We shall arrange to receive competitive estimates in respect of routine and programmed maintenance contracts for the maintenance and preservation of the property and grounds. These quotations will only be provided should the works required be in excess of £500.00
3. An annual inspection of the block/blocks will be carried out by a staff member, and a report of any works required will be included in the next quarterly statement. This service is provided free of charge by TLC.
4. We shall place and supervise the execution of contracts in connection with the provision of routine communal services and facilities and also any programmed maintenance contracts.
5. We provide a constant support facility for the solution of the day to day problems arising at the property.
6. We submit quarterly accounts to co-proprietors for work undertaken by outside contractors on their behalf. The quarterly accounts are submitted at the end of March, June, September and December and include our management charges.
7. In order that we may settle tradesmen's accounts and other disbursements made within each quarterly period on behalf of the co-proprietors we require from each co-proprietor an advance service charge/factoring float of £as per Deeds of Conditions. This float is a one-off payment which is held in a separate account on behalf of the co-proprietors and is refunded to the client on the sale of a property, and the new proprietor in turn becomes liable for the factoring float.
8. Our current quarterly management fee is £26.00 per owner.
9. All quarterly accounts can be paid by cheque to office address or alternatively directly into our bank account, Abbey, Sort Code to be provided , Account No to be provided.



NAME

ADDRESS (USUAL RESIDENCE)

CONTACT TELEPHONE NUMBERS

E-MAIL ADDRESS

I/we hereby agree to the terms and conditions issued to us by TLC Property Management Ltd.

Signature

Date