

# Property Management at **Pembers Hill Park, Fair Oak**



## ABOUT US

---

*FirstPort is the **UK's** leading property management company, caring for our **customers'** homes across England, Wales and Scotland.*

*We provide property management and maintenance services across the development ensuring **Pembers Hill Park** is a place you're proud to call home.*

## MANAGING SHARED SPACES AT **PEMBERS HILL PARK**

**At FirstPort, we've been looking after people's** homes for more than 40 years. Our job is to make sure your building and the areas you share with your neighbours are safe, clean and comfortable, and your community is a great place to live.

Our teams are here to go the extra mile so you can sit back, relax and enjoy your home.

We handle all day-to-day maintenance, from making sure the gardens are planted and watered **to maintaining the unadopted roads.**

It means you never have to worry about finding the right supplier or deciding how to split the bill with your neighbours. If you need anything, or something **goes wrong, we're your first port of call.**

# PROPERTY MANAGEMENT SERVICES PROVIDED BY FIRSTPORT TO **PEMBERS HILL PARK**



Budget



Landscaping  
maintenance



On-site staff



Asset  
management



Maintenance



Emergency  
call out



Health & Safety  
and Compliance



Customer  
service



Cleaning



Dedicated  
Development  
Manager



Online  
portal



Regular  
communication



## CARING FOR **PEMBERS HILL PARK**

To help keep **Pembers Hill Park** in a great condition, every household will pay an annual service charge as their contribution towards the management, maintenance and repairs, along with longer term provisions, provided by FirstPort.

To do this, first, we identify all the jobs we think will need to be carried out during the **year to make sure we're able to keep the development safe and well maintained.** We'll then calculate the cost of completing all this work, before converting it into a service charge budget.

**We're always transparent about what we spend.** We send an itemised set of accounts for the annual spend so you can see exactly **what's been done and how much it all cost.**

What do I have to do?

Payments are to be made annually in line with your lease or transfer document. We send out requests one month before the due date of the payment.

There are several ways to pay, including:

- » Direct Debit/Standing Order
- » Debit or credit card
- » Bank transfer
- » Cheque

How much does it come to?

Every household at **Pembers Hill Park** will be sent a service charge request by FirstPort that details your contribution.

Please remember, this is a mandatory cost and it may change from year to year as management plans are revised and contracts for services are re-tendered to ensure that you are getting the best value for money.

Any over payments will be credited to individual households at the end of the year.

The approximate cost per household is **£140.00\*** including the annual service charge and administration fees. Costs are indicative and subject to annual review.

\*The actual figure may be subject to change when the Service Charge invoices are issued for payment.

## Pembers Hill Park Estimate

Detailed Schedule Budget  
for the Initial Financial Year

	12 Month Budget
<b>SCHEDULE 1 - S1 Estate Costs</b>	<b>244 Units</b>
<b>1300 - Insurance</b>	
Public Liability & Material Damage Insurance	£1,120
<b>Subtotal</b>	<b>£1,120</b>
<b>1308 - Insurance - D &amp; O</b>	
D&O Insurance (1M indemnity cover)	£392
<b>Subtotal</b>	<b>£392</b>
<b>1380 - Grounds Maintenance</b>	
Gardening Contract Inc Litter Picking	£1,800
<b>Subtotal</b>	<b>£1,800</b>
<b>1470 - General Maintenance</b>	
General Repairs	£2,400
<b>Subtotal</b>	<b>£2,400</b>
<b>1800 - Management Fees</b>	
Management Fee (£62 per unit + VAT)	£18,154
<b>Subtotal</b>	<b>£18,154</b>
<b>1810 - Accountancy &amp; Audit Fees</b>	
Accounts Preparation Fee	£1,200
Audit Fee	£1,138
<b>Subtotal</b>	<b>£2,338</b>
<b>1620 - Contribution to Reserves</b>	
Contribution to Non-Annual Expenditure	£1,400
<b>Subtotal</b>	<b>£1,400</b>
<b>1835 - Company Secretarial Fees</b>	
Company Secretarial Fees	£584
Filing Fees	£13
<b>Subtotal</b>	<b>£597</b>
<b>1840 - Health &amp; Safety Costs</b>	
Health & Safety Costs	£540
<b>Subtotal</b>	<b>£540</b>
<b>Schedule 1 Total</b>	<b>£28,741</b>

Per Property Per Year
-----------------------

£117.79
---------