



## Retriever Property Management Limited

<u>Service Level</u>	<u>BRONZE</u>	<u>SILVER</u>	<u>GOLD</u>	<u>DIAMOND</u>	<u>PLATINUM</u>
<b>Services Provided</b> * Denotes services included in the annual unit fee, please contact us for more information <u>on pricing</u>					
Accepting payment of service charges etc by electronic transfer, cheque and standing order.	*	*	*	*	*
Access the document and information libraries for the property. Which includes year end accounts, insurance information and any major works information.	Not included in the unit fee.	*	*	*	*
Administering supplier and contractor invoices and making monthly payments in accordance with best practice guidelines.	*	*	*	*	*
Carry out site inspections. Raise tickets and organise repairs noted.	Annually	6 monthly	Quarterly	Monthly	Montly & meeting contractors as and when necessary
Check the quality of any work which has been undertaken prior to payment.	Dependent on when work carried out vs site inspection regularity	Dependent on when work carried out vs site inspection regularity	Dependent on when work carried out vs site inspection regularity	*	*
Communicating with the Community to make sure everyone remains informed on works and any changes concerning the communal areas.	Not included in the unit fee.	*	*	*	*
Credit control and debt collection chasing.	Not included in the unit fee.	Not included in the unit fee.	*	*	*
Each owner to have access to look up their accounts to see what they owe in real time, find out bank details to make a payment.	Not included in the unit fee.	*	*	*	*
Monitor and ensure spending is kept inline with the budget and alert directors/owners when not.	Not included in the unit fee.	*	*	*	*
Monitoring compliance with the terms of the lease, where appropriate, to helpfully assist with compliance and obligations by all parties and reporting to directors	Not included in the unit fee.	*	*	*	*
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Organise and manage a long-term plan for the maintenance of the property to include collecting a reserve fund if the lease allows.	Not included in the unit fee.	*	*	*	*
Organising and attending to maintenance issues relating to the common areas.	Not included in the unit fee.	*	*	*	*
Organising and managing routine services such as cleaning, gardening, window cleaning and lighting.	Not included in the unit fee.	*	*	*	*
Preparing annual service charge accounts and having them independently certified for the property, so that owners can see where their contributions have been spent.	£150 per annum	*	*	*	*
Preparing annual service charge accounts in house for properties under 5 units	£200 per annum	£200 per annum	£200 per annum	£200 per annum	*
Preparing the annual estimates, or budgets, of future expenditure and discussing these with owners.	Not included in the unit fee.	*	*	*	*
Providing quarterly information, to include expenditure incurred, bank statements and reconciliations, summary of expenditure vs budget and a debtor's report.	Not included in the unit fee.	*	*	*	*
Providing real time information via our online helpdesk on the progress of maintenance tasks.	Not included in the unit fee.	*	*	*	*
Raising invoices for the annual service charge, and ground rent and reserve fund (if applicable).	*	*	*	*	*
Reconciling monthly the Service Charge trust account	*	*	*	*	*
Responding to enquiries in a timely and efficient manner.	*	*	*	*	*
Track progress of all tickets, where assistance has been requested.	Not included in the unit fee.	*	*	*	*
Tracking and organising health and safety requirements.	Not included in the unit fee.	*	*	*	*
Updating our internal system with payments from owners onto their account, weekly.	*	*	*	*	*
Use of the internal system to report issues relating to the communal areas of the estate.	Not included in the unit fee.	*	*	*	*

**Additional Fees, charged in addition to the management fees.**  
**These charges are for the property per year and not per unit.**

Bank Charges	£12.00	£12.00	£12.00	£12.00	£12.00
Insurance Renewal Fee. (This is instead of commission and is for dealing with the renewal and any claims).	Cost between £180-£300 per year depending on premium cost.	Cost between £180-£300 per year depending on premium cost.	Cost between £180-£300 per year depending on premium cost.	Cost between £180-£300 per year depending on premium cost.	Cost between £180-£300 per year depending on premium cost.
Organising, and administering the consultation process (Section 20) and facilitating the progress of the project.	Additional fixed fee cost depending on work involved between £500 minimum and £2,000 maximum.	Additional fixed fee cost depending on work involved between £500 minimum and £2,000 maximum.	Additional fixed fee cost depending on work involved between £500 minimum and £2,000 maximum.	Additional fixed fee cost depending on work involved between £500 minimum and £2,000 maximum.	Additional fixed fee cost depending on work involved between £500 minimum and £2,000 maximum.