

HAMPTON (Peterborough) MANAGEMENT LIMITED

Helpful Information

What is Hampton (Peterborough) Management Limited responsible for (HPML)?

Health and safety inspections, water safety assessments, playground inspections, landscaping and maintenance of the green open spaces, maintaining verges, pruning trees, cutting grass, maintaining the lakes, storm pump stations and sustainable drainage system, maintaining the required insurance policies.

What is Hampton (Peterborough) Management Limited NOT responsible for?

Publicly adopted roads and roads still owned by housing developers, verges within adopted road areas, private car parking areas, parking courts, street lighting.

Why do I have to pay the charge?

The charge applies to anyone who buys a new home in the Hamptons. The charge is currently set for the year 1st March 2024 to 28th February 2025 at £340.70 (plus zero rate VAT). The price will increase each year by the RPI rate of inflation. Hampton (Peterborough) Management Ltd is a not-for-profit company which aims to keep the charge to an absolute minimum.

Is this charge in addition to the Parish precept?

Yes. Properties within the Parish Council boundary (covering Hampton Hargate and Hampton Vale) pay a Parish precept via their Council Tax bills. This provides funding for the Parish Council. You can see the boundary of the Hampton Hargate and Vale Parish Council on the Peterborough City Council website by using its Hawkeye mapping system. Hampton Gardens, Hampton Water, Hampton Beach and Hampton Woods villages will not have a Parish Council and therefore will not pay a Parish precept. However, we expect that over time as the new villages east of the A15 become established, local residents' volunteer organisations will be set up and will work with Hampton (Peterborough) Management Limited and will then support and manage some of the new community facilities when they are provided, such as Hampton Gardens community orchard and various allotment and sports facilities.

Who is maintaining the lakes and storm pump stations in the Hamptons?

This is the responsibility of Hampton (Peterborough) Management Limited. Part of the charge will fund the management of the lakes and storm water pumping station within the Hamptons. From its earliest designs, the Hamptons have always included a Sustainable Drainage System. This is designed to reduce the rainwater flow into the river to that below farmland levels. This is achieved by the use of the original and man-made lakes to hold the water and then manage its slow release. Originally, the system was designed to cope with a one in one hundred years' storm event. But after the floods of 1998, the system layout was changed to cope with a one in two hundred years' storm event and also included a factor for climate change. The man-made lakes have been designed using guidelines from the Royal Society for the Prevention of Accidents on water edge protection and access slopes together with guidance from the wildlife trusts and other organisations.

How do I pay my charge?

You can pay your charge by bank transfer. Your invoice will quote a unique reference and if paying by bank transfer, please ensure your reference is used when making payment, using the following account: Bank: Barclays, Sort Code: 20-67-83, Account No: 03447626, Account Name: FirstPort Limited. It is important you quote your reference when making payment to ensure we can correctly allocate your money.

Who should I contact if I have any further questions?

FirstPort Limited are currently appointed by HPML as its agent to administer the annual Estate Service Charge. If you have any further questions relating to payment of the charge please make contact by emailing collections@hamptonpeterborough.com.

Any queries relating to maintenance of the areas undertaken by Hampton (Peterborough) Management Limited can be made by emailing info@oandh.com

Hampton (Peterborough) Management Limited
C/o 11 Queensway
New Milton
Hampshire
BH25 5NR

Registered Number: 08401606
Registered Office: 285 London Road
Peterborough
Cambridgeshire
PE7 0LD

T 01733 646326

E collections@hamptonpeterborough.com

HAMPTON (Peterborough) MANAGEMENT LIMITED

Your up to date contact details will help us to stay in contact with you

It is important that we hold the most up to date contact details for the owner of each property under our care, especially if you let your property out and have a different correspondence address.

Sharing this information with us will enable us to keep in touch with you and ensure invoices are issued to the correct address. **You do not have to tell us your telephone numbers or email address but it will help us to contact you quickly in the event of an emergency and will enable us to keep you up to date. We will otherwise make contact with you in writing.**

For further information on how we may collect, retain, process and share your information under the General Data Protection Regulation please ask to view our Privacy Notice. Please complete and return this form to the address below.

Development/Management Company Name:	
Plot Number:	
Owners Full Name/s (including title):	
Property Address (including postcode):	
Correspondence Address (if different from property address):	
Contact Email:	
Daytime Contact Telephone Number:	
Evening Contact Telephone Number:	
Mobile Contact Telephone Number:	
Alternative Contact in case of Emergency:	

Hampton (Peterborough) Management Limited
C/o 11 Queensway
New Milton
Hampshire
BH25 5NR

Registered Number: 08401606
Registered Office: 285 London Road
Peterborough
Cambridgeshire
PE7 0LD

Property Management at Hampton Water 224-239 Banbury Drive



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 Hampton Water is a place you're proud to call home.

MANAGING SHARED SPACES AT HAMPTON WATER

At FirstPort, we've been looking after people's homes for more than 40 years. Our job is to make sure 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 changing lightbulbs to making sure the gardens are planted and watered.

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.





CARING FOR HAMPTON WATER

To help keep Hampton Water 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 in line with your lease / transfer document. We send out requests one month before the due date of the payment.

There are several ways to pay, including:

- » Standing Order
- » Debit or credit card
- » Bank transfer

How much does it come to?

Every household at Hampton Water 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.

Fees applicable to plots 224 - 239:

The approximate cost per household is £1,445.00* 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.

ESTIMATED SERVICE CHARGE FOR HAMPTON WATER – 224-239 BANBURY DRIVE

Block 3, 16 units (plots 224-239)	
Grounds	
Grounds Maintenance	£3,500
Cleaning	£2,000
Window Cleaning	£900
General Internal Maintenance	£400
General External Maintenance	£250
Specialist Services	
Door Entry System	£300
Emergency Lighting	£400
Fire Alarm Control Panel	£500
Smoke Vents	£300
Compliance & Risk Assessments	
General Risk Assessment	£400
OOH	£240
Utilities	
Communal Electricity	£1,000
Insurance	
Buildings Insurance	£3,200
Public Liability	£200
Accounting Costs	
Accountancy Fees	£650
Company Secretary Fees	£300
Bank Admin Fees	£120
Management Fees	£3,456
Reserves	
Renewals	£5,000
Total service charge costs	£23,116

The above service charge schedule was produced in September 2023 and is an estimated budget for the costs to maintain 224-239 Banbury Drive at Hampton Water based on plans and our knowledge gained from managing similar developments.

The service charge estimate is reviewed annually, and as your household bills do, the cost of services paid for by the service charge may go up or down.

Due to the volatility of markets, such as utilities, fuel and insurance, we can never fully predict future service charge costs.

Property Management at Hampton Water 244-247 Banbury Drive



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 Hampton Water is a place you're proud to call home.

MANAGING SHARED SPACES AT HAMPTON WATER

At FirstPort, we've been looking after people's homes for more than 40 years. Our job is to make sure 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 changing lightbulbs to making sure the gardens are planted and watered.

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.





CARING FOR HAMPTON WATER

To help keep Hampton Water 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 in line with your lease / transfer document. We send out requests one month before the due date of the payment.

There are several ways to pay, including:

- » Standing Order
- » Debit or credit card
- » Bank transfer

How much does it come to?

Every household at Hampton Water 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.

Fees applicable to plots 244 - 247:

The approximate cost per household is £524.90* 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.

ESTIMATED SERVICE CHARGE FOR HAMPTON WATER – 244-247 BANBURY DRIVE

SERVICES AND MAINTENANCE	
Grounds maintenance	£240.00
General maintenance and repairs	£400.00
INSURANCE	
Buildings Insurance including terrorism cover	£500.00
Directors and Officers Insurance	£54.00
Legal Expenses Insurance	£48.00
RESERVES AND CYCLICAL REPAIRS	
Reserve Accumulation	£200.00
PROFESSIONAL FEES	
Fire / Health & Safety Risk Assessment	£100.00
Management Fees	£249.60
Bank Administration Fee	£24.00
Audit and Accountancy	£100.00
Preparation of Cyclical 10 year Maintenance Plan	£123.07
Company Secretariat	£60.92
	£2,099.59

The above service charge schedule was produced in 2022 and is an estimated budget for the costs to maintain 244-247 Banbury Drive at Hampton Water based on plans and our knowledge gained from managing similar developments.

The service charge estimate is reviewed annually, and as your household bills do, the cost of services paid for by the service charge may go up or down.

Due to the volatility of markets, such as utilities, fuel and insurance, we can never fully predict future service charge costs.

Property Management at Hampton Water 288-304 Dovestones



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 Hampton Water is a place you're proud to call home.

MANAGING SHARED SPACES AT HAMPTON WATER

At FirstPort, we've been looking after people's homes for more than 40 years. Our job is to make sure 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 changing lightbulbs to making sure the gardens are planted and watered.

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.





CARING FOR HAMPTON WATER

To help keep Hampton Water 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 in line with your lease / transfer document. We send out requests one month before the due date of the payment.

There are several ways to pay, including:

- » Standing Order
- » Debit or credit card
- » Bank transfer

How much does it come to?

Every household at Hampton Water 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.

Fees applicable to plots 288 - 304:

The approximate cost per household is £1,420.00* 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.

ESTIMATED SERVICE CHARGE FOR HAMPTON WATER – 288-304 DOVESTONES

Block 2, 17 Units (plots 288-304)	
Grounds	
Grounds Maintenance	£4,000
Cleaning	£2,000
Window Cleaning	£1,000
General Internal Maintenance	£400
General External Maintenance	£250
Specialist Services	
Door Entry System	£300
Emergency Lighting	£400
Fire Alarm Control Panel	£500
Smoke Vents	£300
Compliance & Risk Assessments	
General Risk Assessment	£400
OOH	£240
Utilities	
Communal Electricity	£1,000
Insurance	
Buildings Insurance	£3,400
Public Liability	£200
Accounting Costs	
Accountancy Fees	£650
Company Secretary Fees	£300
Bank Admin Fees	£120
Management Fees	£3,672
Reserves	
Renewals	£5,000
Total service charge costs	£24,132

The above service charge schedule was produced in September 2023 and is an estimated budget for the costs to maintain 288-304 Dovestones at Hampton Water based on plans and our knowledge gained from managing similar developments.

The service charge estimate is reviewed annually, and as your household bills do, the cost of services paid for by the service charge may go up or down.

Due to the volatility of markets, such as utilities, fuel and insurance, we can never fully predict future service charge costs.