

# Property Management at Edwalton Fields



## 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 Edwalton Fields is a place you're proud to call home.*

## MANAGING SHARED SPACES AT EDWALTON FIELDS

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 replacing light bulbs in the corridors to making sure the gardens are planted and watered.

We also take care of the big repairs. If the lifts need refurbishing or replacing, a storm has damaged the roof, or the building needs a fresh coat of paint, we'll get it sorted.

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 EDWALTON FIELDS



Budget



Landscaping maintenance



On-site staff



Asset management



Maintenance



Emergency call out



Health & Safety and Compliance



Customer service



Online portal



Regular communication



## CARING FOR EDWALTON FIELDS

To help keep Edwalton Fields 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 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 Edwalton Fields 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 £238.79\* 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.

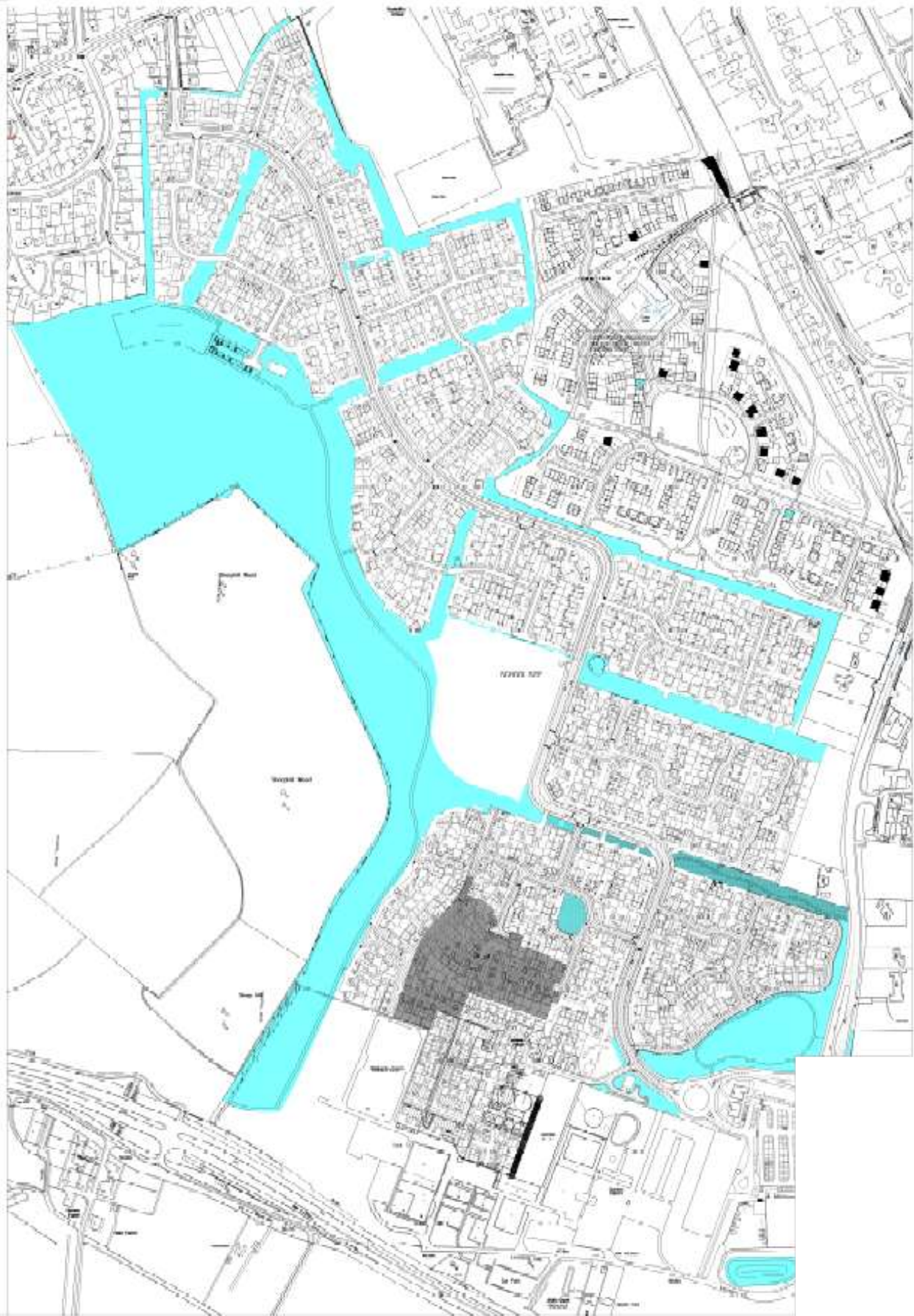




# SERVICE CHARGE BUDGET FOR EDWALTON FIELDS

		12 Month Budget
<b>Schedule 1 - Estate</b>		<b>1500 Units Whole Site</b>
<b>1300 - Insurance</b>		
Public Liability Insurance		£988
	<b>Subtotal</b>	<b>£988</b>
<b>1304 - Insurance D &amp; O</b>		
D & O Insurance		£532
	<b>Subtotal</b>	<b>£532</b>
<b>1380 - Grounds Maintenance</b>		
Regular maintenance ( 21 programmed visits) of formal and informal managed amenity areas including grass cutting, tending borders, tree works ( noting certain trees with TPOs and allowing for tree survey every 2 years), leaf collection and litter picking . All with reference to the Landscape and Ecological Management plan prepared by fpcr consultants.		£110,000
Maintenance of balancing ponds/ attenuation areas and swales including immediate surrounding soft landscaping . Based on 21 visits per annum by specialist contractors , including additional visits after storms/ heavy rainfall to ensure inlets and outlets are clear of debris. Half yearly inspection of hyobrakes and allowance for annual de-silting.		£27,500
	<b>Subtotal</b>	<b>£137,500</b>
<b>1470 - General Maintenance</b>		
General repair costs to public open space areas including NEAP/ LEAPs play areas.		£15,000
Bank Charges		£300
	<b>Subtotal</b>	<b>£15,300</b>
<b>1800 - Management Fees</b>		
Management Fee		£45,000
	<b>Subtotal</b>	<b>£45,000</b>
<b>1810 - Accounts Preparation Fee</b>		
Accounts Preparation		£1,000
	<b>Subtotal</b>	<b>£1,000</b>
<b>1812 - External Accountant Fees</b>		
Audit Preparation		£1,612
	<b>Subtotal</b>	<b>£1,612</b>
<b>1820 - Legal &amp; Professional Fees</b>		
Appointment of specialist advisors for items such as: risk assessments, long term maintenance plans, insurance revaluations.		£3,600
	<b>Subtotal</b>	<b>£3,600</b>
<b>1840 - H&amp;S and Risk Assessments</b>		
Health & Safety - Service contract and specialist maintenance of NEAPs & LEAPs play areas/ equipment all to manufacturers specification. Including ROSPA quarterly inspection		£6,000
	<b>Subtotal</b>	<b>£6,000</b>
<b>1835 - Company Secretarial Fees</b>		
Company Secretarial Fees		£2,245
Company Secretarial - Filing Fees		£13
	<b>Subtotal</b>	<b>£2,258</b>
<b>1634 - Contribution-Reserve</b>		
Contribution to Non-Annual Expenditure		£25,000
	<b>Subtotal</b>	<b>£25,000</b>
<b>Schedule 1 Total</b>		<b>£238,790</b>

# MANAGED AREAS AT EDWALTON FIELDS



# Who should I contact with queries about Edwalton Fields?

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The details of the Managing Agent are as follows:

Phone – 0333 321 4080

Email – [help@firstport.co.uk](mailto:help@firstport.co.uk)

Website – [www.firstport.co.uk](http://www.firstport.co.uk)

Post – Firstport, Marlborough House, Wigmore Lane, Luton, LU29EX

Registering on the Portal - [firstport.co.uk/my-account-select](http://firstport.co.uk/my-account-select)