

Managing Agent Contract

For

**Appointed Managing Agent
AM Surveying Property Services Ltd
t/a AM Surveying & Block Management.**

At

[ADDRESS LINE 1]
[ADDRESS LINE 2]
[ADDRESS LINE 3]
[ADDRESS LINE 4]
[ADDRESS LINE 5]

On Behalf Of The Client:

[CLIENT NAME]

Company Reg: [COMPANY NUMBER]

Dated

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TERMS AND CONDITIONS

1 Definitions

1.1 The 'Client' means the Freehold named in the cover sheet to this agreement.

1.2 The 'Agent' is the Managing Agent being:

AM Surveying Property Services Ltd
t/a AM Surveying & Block Management
42 New Road
Aylesford
Kent ME20 6HE

Tel: 01732 220 598

Email: enquiries@amsbm.co.uk

Website: www.amsbm.co.uk

Company Reg: 06458260

VAT Reg: 811316080

Follow on:   

Member of and Regulated by



The
Property
Institute

and



RICS

1.3 The 'Property' is the estate, block(s) and development named in the cover sheet to this agreement and as described at the end of this agreement.

1.4 The 'Management Fee' are the fees set out in the fee agreement in Appendix I.

1.5 The 'Services' mean the services set out and the frequency specified in Appendix II.

1.6 'Additional Charges' are the charges listed for additional services in Appendix III.

1.7 'Review Date' means the review date specified in the fee agreement in Appendix I.

1.8 'Term' – this agreement is for an initial period of one year from the **[INSERT START DATE]** and will continue with the right to termination by either party on giving 60 days written notice at any time.

1.9 The 'Parties' means the Client and the Agent.

1.10 'TPI' means The Property Institute whose website is: <https://www.tpi.org.uk/>

1.11 'RICS' means the Royal Institution of Chartered Surveyors whose website is www.rics.org.

2 Appointment

The Client appoints the Agent to be its Managing Agent for the Property for the Term.

3 Services to be provided by the Agent

3.1 The Agent will perform with reasonable care, skill and diligence the Services set out with the frequency as agreed and specified in Appendix II for the Management Fee as set out in Appendix I.

3.2 The Agent will provide additional services for the Client for Additional Charges as set out in Appendix III.

4 Compliance with the Provision of Services Regulations 2009 (as amended)

The Agent has provided to the Client the following information:

- Details of its legal status.
- Its office address for communication including email address and telephone number.
- VAT registration number.
- Its TPI membership and details of where that membership can be checked.
- A copy of its complaints handling procedure.
- Details of the ombudsman scheme that it is required to join as a member of TPI.
- Details of the public indemnity policy that it holds.

5 Conduct of the Agent

- 5.1 The Agent will comply with the terms of the leases of the Property.
- 5.2 The Agent will comply with the requirements of TPI and the Service Charge Residential Management Code of Practice as published by RICS, as appropriate.
- 5.3 The Agent will comply with relevant landlord and tenant legislation relating to the management of the Property.
- 5.4 The Agent will comply with health and safety, fire safety, employment and all other relevant laws and regulations relating to the management of the Property.
- 5.5 The Agent will hold professional indemnity insurance including fidelity cover and maintain it during the Term. On request, the Agent must give the Client a copy of the certificate of insurance.
- 5.6 The Agent will comply with the rules of the Financial Conduct Authority when carrying out any regulated insurance activities.
- 5.7 The Agent will at all reasonable times allow the Client access to all records and accounts appertaining to the management of the Property.

6 Conduct of the Client

- 6.1 The Client will use its best endeavours to ensure the handover of management documents required by the Agent will be supplied to the Agent, if requested.
- 6.2 The Client will not issue any instructions to the Agent that require it to breach the leases of the Property, legislation, the recognised Codes of Practice or any regulations relating to the management of the Property.
- 6.3 The Client will act in a manner that ensures there is no unlawful discrimination in the provision of services, the sales and lettings of units at the Property and the employment of any staff or contractors.
- 6.4 The Client is not required to arrange and hold directors' and officers' liability insurance for the Term but is advised to do so. On request, the Client will give the Agent a copy of any such insurance certificate.
- 6.5 The Client will keep the Agent informed of any notices, sales of leaseholds or freehold, possible formation of resident associations, exercise of the right to manage, enfranchisement and any other matter relating to the management of the Property of which the Client becomes aware.
- 6.6 When oral instructions are given by the Client to the Agent, these should be confirmed in writing by post or email within 7 days.

7 Disclosures, Commissions and Associated Companies

- 7.1 The Agent may obtain commission from the insurance broker, of which the Agent is an authorised representative, for the arrangement and placing of building's insurance for the Property.

- 7.2 The Agent is authorised by the Client to retain the commission earned for the arrangement and placing of building's insurance.
- 7.3 The Agent will disclose any future change to the commission arrangement that it may wish to enter into during the Term of this agreement before so doing and seek the consent (or not) of the Client to any such arrangement.
- 7.4 The Agent has no interest or affiliation with any other company related to the management of the Property.

8 Fees and charges

- 8.1 The fees and charges payable by the Client to the Agent are as set out in Appendices I and III and are payable within 14 days of invoice.
- 8.2 The Client authorises the Agent to deduct the Management Fee and Additional Charges from the designated bank account on the dates set out in the Fee Agreement plus VAT and reasonable disbursements.
- 8.3 The Agent reserves the right to levy the Client interest on any overdue fees and charges payable by the Client to the Agent at the rate of 1% over base rate of Barclays Bank from the date the fee or charge became due until the date of payment.

9 Changes to Management Fee and Additional Charges

On the Review Date the amounts payable under Clause 8 may be varied as follows:

- By agreement between the parties; or
- If no agreement is reached, then the amount by which the Retail Price Index has changed for the 12 month period ending on the Review Date.

10 Handling of Client's Money

- 10.1 The Agent will comply with statutory and TPI's rules for banking and holding any funds of the Client in a clearly designated bank account(s). The Client funds will be held in trust within an account held with the National Westminster Bank (NatWest bank), 3 High St, Maidstone ME14 1HJ.
- 10.2 The Agent will open a designated bank account(s) on behalf of the Client in the name of the Property for the receipt of all money due to the Client and the payment of expenses relating to the Property and (if requested by the Client) the Agent will open a designated bank account(s) on behalf of the Client in the name of the Property for the receipt of reserve fund contributions made by lessees.
- 10.3 The Client authorises the Agent to make payments for the benefit of the Property within the limits set out in the Leases for the Property and according to legislation, from the designated bank account(s) held for the Property.
- 10.4 The Client authorises the Agent to deduct any outstanding Management Fee and Additional Charges from the designated account after this Managing Agent Contract terminates.
- 10.5 It is hereby agreed that any interest earned on the designated account(s) shall be a credit to that account(s).
- 10.6 The expenditure authorisation limit of the Agent without referral to the Client shall be £1,000.00 exclusive of VAT (per item) however this does not include routine items such as monthly utilities, cleaning or gardening expenses.
- 10.7 The Client authorises the Agent to arrange Direct Debit payments on the client account provided the Agent ensures funds are at sufficient levels so that such Direct Debit payments do not default the account or put the account into a overdrawn situation and that such Direct Debit payments will be monitored with appropriate records retained to reconcile against each Direct Debit transaction.

11 Liability

- 11.1 No liability shall be attached to the Agent for any loss, injury, damage or legal or other expenses

sustained as a result of:

- a) The Agent having reasonably relied upon the Client to provide accurately all relevant information;
 - b) Any inaccurate forecast by the Agent of future income or expenditure unless done so negligently;
 - c) Any defect in the Property, or plant and machinery, equipment or materials used for the property, whether or not such defect be latent or apparent upon examination;
 - d) The act, omission or insolvency of any person other than the Agent.
- 11.2 The Agent reserves the right to be indemnified by the Client in respect of any claims made by another or third party for any loss, damage or legal and other expenses incurred as a result of any one or more of those circumstances listed in 11.1 (a) to (d) above.
- 11.3 The Agent shall not be liable to indemnify the Client in respect of any claims made by another or third party for any loss, injury, damage or legal or other expenses incurred as a result of any one or more of those circumstances listed in 11.1 (a) to (d) above unless it be as a result of the Agent's negligence.
- 11.4 In no circumstances shall the Agent be liable for any consequential loss or damage save where loss, death or injury results from negligence on the part of the Agent.

12 Assignment

This agreement may only be assigned by the Client or the Agent with the written consent of the other party to this agreement.

13 Ending this Agreement

- 13.1 This agreement will end at the expiry of the Term as allowed for in 1.8 above, subject to the either Party providing 60 days prior written notice.
- 13.2 This agreement may be terminated at any time by the mutual consent of the parties in writing.
- 13.3 The Client may end this agreement at any time in writing if:
- (a) The Agent is in breach of this agreement, and the Client has notified the Agent of that breach in writing, and the breach has continued for 30 days after that notice; or
 - (b) The Agent becomes insolvent or makes other arrangements with its creditors; or
 - (c) The Agent's membership of the Association of Residential Managing Agents has been suspended or ended; or
 - (d) The leaseholders of the Property exercise the right to manage or enfranchise or an agent is appointed by a Tribunal.
 - (e) The Agent changes its name, merges with or is acquired by another company
- 13.4 The Agent may end this agreement at any time in writing if:
- (a) The Client fails to pay the Management Fee or other Additional Charges owing to the Agent within one calendar month of notice of the fee and charges; or
 - (b) The Client acts in a way that prevents the Agent from performing its Services under this agreement and more specifically is in breach of 5.2 or 5.3 above.
- 13.5 When this agreement is ended the Agent will handover to the Client the management documents if they are in its possession.
- 13.6 Unless agreed otherwise all documents created by the Agent during the period of this management agreement for the Client shall belong to the Client.

14 Dispute Resolution & Complaints

14.1 If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

14.2 What will happen next?

14.2.1 We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

14.2.2 We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

14.2.3 If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

14.2.4 We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

14.2.5 If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

14.2.6 If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

14.2.7 Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

15 Data Protection

15.1 The Agent confirms its registration under the Data Protection Act and its compliance therewith.

15.2 The Agent confirms it will only hold and retain information for the purpose of fulfilling this Agreement.

15.3 The Agent confirms that suitable procedures are in place to safeguard such information from improper use or disclosure.

16 Communication between the Parties

16.1 Any communication or instruction from the Client to the Agent shall be made by a director or secretary of the Client or person of equivalent executive authority.

- 16.2 Service of written communications shall be by first class post to the Agent's address as outlined on this agreement, by fax or email. Notice to end this agreement shall be by registered or recorded delivery post only.
- 16.3 Any communication in writing will be deemed to have been served on the third working day after posting, faxing or emailing.

17 Waiver

If either party at any time agrees to waive its rights under this agreement, then that waiver does not prevent the party insisting upon its rights at any other time.

18 Legal Jurisdiction

- 18.1 This agreement shall be governed by the law of England and Wales.
- 18.2 Each party agrees to abide by the jurisdiction of the courts of England and Wales over any claim arising from this agreement.

19 Insurance Handling and Regulation

- 19.1 The Agent is to effect, maintain and administer any insurances which may be inclusive of but not limited to Buildings Insurance, Directors & Officers Insurance, Engineering Insurance and Public Liability Insurance as required on behalf of the Client, **only if instructed to do so by the client/Landlord.**
- 19.2 Such premium of any insurance policy effected by the Agent on behalf of the Client is to be collected via the service charge in such like manor as the lease prescribes.
- 19.3 The Agent is to arrange for the valuation of the Property (subject to the valuer fee) if required, and thereafter periodically to re-value it for insurance purposes. To arrange and maintain insurance of the Property in the name of the Client with an Insurer of good repute. To review all insurances annually, to pay all premiums and other sums due within the relevant period specified under the insurance policy.
- 19.4 Where the Agent arranges and instructs the Buildings insurance, they shall make and process any insurance claim on behalf of the Client under such insurances referred to in the preceding clause.
- 19.5 If the Client or other Lessee forming part of the property has occasion to claim on the policy as administered by the Agent, the Agent must be notified immediately and will promptly advise further course of action, if appropriate, issuing the claimant with a claim form and passing all details to the insurer. The Client or other Lessee should not admit liability nor agree to any course of action, other than emergency measures carried out to minimize the loss, until agreement has been obtained from the insurer or broker to carry out any repair.
- i. The Agent reserves the right to reject any repair invoice for submission as part of any insurance claim other than for emergency work without the prior approval from the insurer.
- 19.6 The Agent will supply the Client with a policy schedule and policy wording at inception of any policy and at each renewal. The Agent will supply the Client with advice concerning policy terms & conditions within reasonable skill, knowledge and expertise.
- 19.7 **INSURANCE POLICY DISCLAIMER - PLEASE NOTE:** If the Client does not instruct the Agent to administer an insurance policy the Agent will not be able to assist or advise on any aspect of the policy including claims handling, due to regulatory requirement.
- 19.8 AM Surveying Property Services Limited is an Appointed Representative of Stride Limited, Birch House, Parklands Business Park, Forest Road, Denmead, Hants PO7 6XP, which is authorised and regulated by the Financial Conduct Authority, Firm Reference Number 304823.
- 19.9 Stride Limited's permitted business is advising on, arranging and administering general insurance contracts.

- 19.10 This information can be verified by checking the FCA's Register on their website www.fca.org.uk/register or by contacting the FCA on 0845 606 1234.
- 19.11 Stride offer products from a limited range of insurers for Property Insurance.
- 19.12 AM Surveying Property Services Limited conform to the FCA requirements in respect of Professional Indemnity Insurance. This type of insurance is mandatory.
- 19.13 Any information, statements or answers made by the Client to the insurer or the Agent are the responsibility of the Client and must be correct. Any failure to disclose facts material to the insurance or any inaccuracies from the Client may invalidate any insurance cover in part or in whole. Facts material to the insurance are matters or information which may influence the Insurer or broker as to the acceptability or otherwise of your Proposal or Renewal and must be disclosed throughout the life of the Policy.
- 19.14 Insurers pass information to the *Claims and Underwriting Exchange*. The aim is to check information provided and also prevent fraudulent claims.
- 19.15 The Agent reserves the right to make charges in addition to any insurance premiums, for the arranging, amending, renewing and cancellation of any policy of insurance. These charges will always be advised to the Client. Cancellation will be undertaken on a pro-rata basis provided no claims have been made in the year of cancellation.
- 19.16 Policies paid by Direct Debit will be subject to an APR of 18.50%, typical, variable. 20% deposit is required and payments are collected over 10 instalments. At renewal the premium will be collected over 12 instalments and the APR is 18.60%, typical, variable.
- 19.17 The Client may at any time request details of commission earned by the Agent and other parties associated with your policy. This information can be provided verbally or in writing.
- 19.18 Premiums paid to the Agent for any Client insurance policy are held in a dedicated client account until it is paid to the broker. Money paid by the Client for any insurance policy is protected by risk transfer. You will be advised if risk transfer does not apply to a particular policy. The broker will hold the premium in a non - statutory trust account in accordance with FCA requirements. The non-statutory trust may be used to make advances of credit to enable a customer's premium obligation to be met before the premium has been received from the customer. Any interest earned on the non-statutory trust account will be retained by the broker.
- 19.19 In the event of a sale from the broker to another authorised firm the Client agrees, by way of acceptance of these Terms, that any premium held on the Clients behalf at the time of the sale may be transferred to the purchasing firm for payment to the insurer or, in the event of a credit, to the Client.
- 19.20 Insurance quotations are normally valid for a period of 30 days provided that all the information given at the time of the quotation is correct and in full. If changes have to be made to the quotation this may affect the premium. Insurers reserve the right to change the terms of their policies which may affect the premium.
- 19.21 There may be extraordinary occasions where a policy is transferred to a different provider without prior consultation with the Client. In these circumstances the decision will have been taken in the Client's best interest and the cover will remain the same.
- 19.22 The Client's acceptance of these Terms of Business does not affect statutory rights
- 19.23 Complaints Procedure (insurance matters):

It is always the Agent's intention to provide a first-class service. However, should an insurance matter for complaint arise the complainant should in the first instance contact the Agent orally and then confirm their complaint in writing. The complaint will be acknowledged within 7 days, and the complainant will be kept informed of progress and the final response will be advised within 28 days. If the complaint cannot be resolved within this timescale the Agent will write with an explanation as to the progress and the likely timescale involved. The complainant will be advised of any further redress available, should they believe the matter has not been resolved to satisfaction.

- 19.24 The Client's insurer also operates a complaints procedure, details of which are in the policy.
- 19.25 If the Client is not satisfied with how a complaint has been handled the complainant may be entitled to refer it to the Financial Ombudsman Service. www.financial-ombudsman.org.uk
- 19.26 The address for the financial ombudsman is:

South Quay Plaza
183 Marsh Wall
London
E14 9SR
Telephone Number: 020 7964 1000.
Email: complaint.info@financial-ombudsman.org.uk

19.27 Compensation Scheme (insurance matters):

- i. The Agent is covered by the Financial Services Compensation Scheme. If the Agent cannot meet their obligations to the Client you may be entitled to compensation. This will depend on the type of business and the circumstances of the claim.
- ii. Further information about the compensation scheme is available from the FSCS. www.fscs.org.uk
- iii. Their address is:

7TH Floor, Lloyds Chambers
Portsoken Street
London
E1 8BN
Telephone Number: 020 7892 7300

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20. The Property

Address:

[ADDRESS LINE 1]
[ADDRESS LINE 2]
[ADDRESS LINE 3]
[ADDRESS LINE 4]
[ADDRESS LINE 5]

Description:

The site comprises a building of [insert] flats located within the above-mentioned address with associated internal and external communal areas. The site is more particularly described at HM Land Registry via its Freehold title.

The Client:

.....
Signed on behalf of the Client

.....
Print Name

.....
Position

.....
Dated

The Agent:

.....
Signed on behalf of the Agent

.....
Print Name

Position: Director

.....
Dated



APPENDIX I

AGENT'S FEE AGREEMENT

- The **Term** of this Agreement is as set out in 1.8 above.
- The **Management Fee** is payable for the services in Appendix II and is £[insert sum] + VAT per annum and reasonable disbursements.
- The Management Fee is to be paid on in sequence with the service charge collection dates accordance with the Client's financial period within the lease.
- The Management Fee and any Additional Charges must be paid to the Agent in accordance with clauses 8 and 9 of the agreement.
- The **Review Date** for the Management Fee and Additional Charges is each anniversary of the date of this agreement.

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APPENDIX II

THE SERVICES

DESCRIPTION	FREQUENCY
<ul style="list-style-type: none">Opening and handling client bank accounts which are held in trust.	At inception and throughout the term.
<ul style="list-style-type: none">Preparing and sending out service charge estimates by way of an annual expenditure budget or as otherwise required by the lease.	In accordance with the lease.
<ul style="list-style-type: none">Collecting service charges, Ground Rents and reserve fund contributions by making demands in accordance with the lease and providing associated summaries and statements.	In accordance with the lease.
<ul style="list-style-type: none">Processing payments relating to the Property within expenditure limits and funds available or as reasonable expediency shall dictate.	At inception and throughout the term.
<ul style="list-style-type: none">Day to day book keeping and reconciliation of services charges and carrying out all administrative duties connected with the business of management of the Property.	At inception and throughout the term.
<ul style="list-style-type: none">Providing information to accountants prior to the preparation of annual service charge accounts.	Once per year as required.
<ul style="list-style-type: none">Providing the online portal 'Myblockman' for use by the Client and lessees of the Property and uploading documents related to the Property onto the portal and providing reasonable customer support to lessees.	At inception and throughout the term.
<ul style="list-style-type: none">Providing the 'issue tracking' service via the online portal 'Myblockman'.	At inception and throughout the term.
<ul style="list-style-type: none">Providing the Client with interim reports including arrears reports and budget analysis reports.	Monthly, quarterly or ad-hoc as often as reasonably requested.
<ul style="list-style-type: none">Using best endeavours to collect current and on-going routine service charge arrears and advising the client when further legal action will be required and administering the arrangement of such action.	At inception and throughout the term.
<ul style="list-style-type: none">Providing reasonable management information to the Client or lessees.	Whenever reasonably requested.
<ul style="list-style-type: none">Liaising with the Client.	At inception and throughout the term.
<ul style="list-style-type: none">Liaising with any recognised resident(s) association(s).	At inception and throughout the term.
<ul style="list-style-type: none">Entering into and managing maintenance contracts on behalf of the Client.	At inception and throughout the term.
<ul style="list-style-type: none">Routinely inspecting the common parts of the Property to check condition and reasonably deal with any necessary repairs and liaising with on site staff and contractors.	6 monthly
<ul style="list-style-type: none">Administering, overseeing and placing contracts for minor works and services such as cleaning, gardening, window cleanings.	At inception and throughout the term.
<ul style="list-style-type: none">Organising periodic health and safety checks and arranging for appropriate risk assessments.	As per the advice of the risk assessors, usually 4 yearly.

APPENDIX II CONTINUED

DESCRIPTION	FREQUENCY
<ul style="list-style-type: none">• Arranging for works of maintenance and repairs on behalf of the Client subject to clause 10.6.	At inception and throughout the term.
<ul style="list-style-type: none">• Arranging for works that are required in case of emergency to the extent necessary to prevent danger to lessees, home owners, occupiers and members of the public.	Whenever required during the term.
<ul style="list-style-type: none">• Consultation with the client on management matters.	At inception and throughout the term.
<ul style="list-style-type: none">• Consultation with the client on long-term agreements.	At inception and throughout the term.
<ul style="list-style-type: none">• Engaging and supervising on behalf of the Client site staff for the Property and dealing with all matters relating to their employment (other than pension and Employment Tribunal matters).	At inception and throughout the term.
<ul style="list-style-type: none">• Dealing with day-to-day lessee issues and reporting to and taking instructions from the Client on issues arising.	At inception and throughout the term.
<ul style="list-style-type: none">• Advising the Client on all relevant legislative and regulatory issues and general interpretation of leases.	At inception and throughout the term.
<ul style="list-style-type: none">• Reasonably handling complaints from lessees and using reasonable endeavours to resolve these.	At inception and throughout the term.
<ul style="list-style-type: none">• Maintaining adequate/suitable files and records on the management of the Property.	At inception and throughout the term.
<ul style="list-style-type: none">• Providing assistance to the client in relation to compliance with the lease.	At inception and throughout the term.
<ul style="list-style-type: none">• Keeping records of residents and tenancy details where provided.	At inception and throughout the term.
<ul style="list-style-type: none">• Advising and liaising with the Client on management policy.	At inception and throughout the term.
<ul style="list-style-type: none">• Ensuring any building's insurance policy that is required on the part of the Client is maintained and handling any claims arising subject to insurance claims handling being within the Agent's remit.	At inception and throughout the term.

APPENDIX III**ADDITIONAL CHARGES**

ADDITIONAL SERVICES	FREQUENCY	CHARGING BASIS where not included in the Services
<ul style="list-style-type: none"> Preparing and monitoring major building works, dealing with Section 20 consultations, including serving the required notices, handling lessees enquiries, preparing & obtaining tenders, instructing and liaising with specialist consultants, project management of work in progress, and handling retentions. 	<p>Whenever the Client has occasion to carry out major works and carryout Leaseholder Consultations as per the S20 of the Landlord and Tenant Act 1985.</p>	<p>12% Plus VAT per consultation.</p> <p>50% is to be paid on reporting of tenders to the Client and Lessees and 50% on completion of the works.</p> <p>Fees are to be paid from the dedicated Client bank account(s) unless otherwise agreed.</p>
<ul style="list-style-type: none"> Preparing and issuing a Final Notice to a Lessee in respect of outstanding Service Charges. 	<p>Further to issuing a service charge demand and 30 day further reminder.</p>	<p>£35 + VAT.</p> <p>This fee is payable from the service charge and is recovered by the Lessee in question.</p>
<ul style="list-style-type: none"> Preparing and sending notices to the Lessee's Mortgage Company for the recovery of outstanding arrears. 	<p>Further to issuing any lessee at least 1x 30 day reminder and 1x 10 day final notice.</p>	<p>£100 + VAT per notice.</p> <p>This fee is payable from the service charge and recovered by the lessee in question.</p>
<ul style="list-style-type: none"> Where services are duly requested by the Client and are otherwise not mentioned in this agreement, they shall be charged at the following hourly rate. 	<p>As requested by the Client.</p>	<p>Chartered Building Surveyor and/or Director and/or Partner: £85 per hour + VAT</p> <p>Non-chartered Building Surveyor: £75 per hour + VAT</p> <p>Property Manager: £65 per hour + VAT</p> <p>Administrator: £25 per hour + VAT</p>

- Company Secretarial services to include:

Holding the registered office address of the Company. Filing Annual Statutory Accounts and Confirmation Statements. Filing Termination and Appointment of Directors. Handling correspondence of the company arising.	As requested by the Client.	£250 plus VAT per year.
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