



Leasehold Management

Colne Housing Society Limited was established in 1973 and has gained extensive experience from managing a range of properties including over 1800 that we own ourselves.

We believe that to offer first class property management we should work in partnership with our clients.

This booklet outlines the services that Colne Solutions can offer to property developers and resident managers.

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Information for Developers

Our involvement can start prior to construction. We seek to liaise with developers as early as possible in the planning of the development. We can then use our experience to ensure that the scheme will be designed to create an environment that can be managed efficiently and maintained to the highest standards in the future.

No two schemes are the same and we look at each development and draw up a management programme relevant to that location.



Once the scheme is approved, we can calculate the service charge estimates, obtain insurance quotations and provide the developers sales team with the details. This information can form part of the sales literature.



We will produce the management agreement, liaise with the developers' solicitors, assist the residents' solicitors at purchase stage with management information and confirmation of service charges.

On completion, residents will be provided with an information pack listing out items covered by the management agreement and their obligations as part of their lease.

For details on the management services included, please see page 6 of this brochure.

Prior to Construction / Planning Stage

↓
Liaise with developers to highlight areas of construction that could be made more efficient for future on-going management

↓
Devise cost effective charge

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Obtain a quotation for suitable insurance for cover reinstatement

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Prepare management information for use by sales department

Legal Stages

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Produce management agreements

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Confirm insurance cover

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Produce form of plot deed for developer's solicitors approval

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Prepare information pack listing items including service charge

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Liaise with purchasers solicitor's regarding management charges

On Going Management

↓
Liaise with developers & residents regarding management and maintenance issues

↓
Ensure compliance with legislation

↓
Ensure the terms of the lease are enforced

↓
Levy & collect service charges & ground rents in accordance with the lease

↓
On-going & long-term planned management of the scheme

↓
Appoint contractors

↓
Accounts to be externally audited

Information for Resident Managers

Once instructed we will audit the accounts, check contingency funds, review existing service charges and review existing contracts and agreements. We will prepare a report of recommendations and our findings. Service charge information will be prepared for discussion and we will liaise with resident representatives and directors and agree an action plan.

The service we offer can be tailored to a particular client's requirements.



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We will produce the management agreement, liaise with the developers' solicitors, assist the residents' solicitors at purchase stage with management information and confirmation of service charges.

On completion, residents will be provided with an information pack listing items covered by the management agreement and their obligations as part of their lease.

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Prior to Taking Over Management Contract

Review finance, existing contracts and maintenance issues

Prepare a report of findings and recommendations

Service charge information prepared for discussion with directors / residents and agree an action plan

Under Management

Confirmation of insurance cover

Take over existing contractors or if required appoint new contractors

Ensure compliance with legislation

Ensure the terms of the lease are enforced

Levy & collect service charges & ground rents in accordance with the lease

On Going Management

Liaise with residents regarding the management & maintenance issues; attend quarterly, half yearly or yearly meetings on site with directors or residents representatives to review previous years accounts & planned expenditure

Visit site to check communal areas and maintenance issues

On-going & long-term planned management of scheme

Ensure property is covered by adequate insurance cover

Review contractors and costs of services to ensure best value and compliance with instruction

Accounts to be externally audited

Maintenance

The on-going maintenance will be planned. Communal areas will be maintained including cleaning where applicable and communal garden areas will be regularly tended. Future maintenance issues such as redecoration of external and communal areas will be planned to be carried out on an agreed cycle. Regular site visits will be made to ensure that the development is maintained to the highest standards to maximise the asset value for the freeholder & individual leaseholders.



We will ensure Colne and the leaseholders work together to create a pleasant location for people to live.

Accounts Management Service

The management service can include:

- ♦ Preparing & issuing service charges
- ♦ Arranging competitive buildings insurance
- ♦ Appointing contractors where required, employing caretakers if required
- ♦ Collecting service charges, establishing credit control procedures and preparing annual reports and collection of ground rents
- ♦ Ensuring that the terms of the lease are enforced
- ♦ Ensuring compliance with relevant legislation
- ♦ Organising long term planned maintenance programmes for redecoration of communal areas
- ♦ Regular meetings on site with residents' representatives to discuss the development and any maintenance issues and concerns.

Existing Schemes Under Management

Colne already own or manage many schemes and each are very different; from shared ownership apartments to retirement schemes. These include:

- ♦ **Alderman Howe Lodge, Highwoods, Colchester**
- ♦ **Orchard Lodge, Tiptree**
- ♦ **Quay Courtyard, Manningtree**
- ♦ **TAYSH (Shape), Clacton**
- ♦ **Ironside Walk Retirement Housing, Manningtree**
- ♦ **New Farm Lodge, Stanway**



Colne Solutions can offer you the peace of mind to know that you have an experienced professional management team that will work with you, to ensure that your development is maintained to the highest standards, at the most competitive cost utilising our existing maintenance agreements.



- ♦ **Colne House, Heybridge**
- ♦ **John King Court, Brightlingsea**
- ♦ **Acorn Village Trust, Lawford**
- ♦ **Olivers Court, Clacton**
- ♦ **Orchard Gardens, Colchester**
- ♦ **Queens Lodge, Colchester**

Long term planning will ensure that all maintenance issues can be funded from a contingency fund without the need for making unexpected large demands for major works.



We will make every effort to provide information in alternative formats on request, including tape, large print and translations.

**Colne Solutions
Colne Housing Society Ltd,
Digby House, Riverside Office Centre,
Causton Road, Colchester, Essex,
CO1 1RJ**

Tel: 01206 244747 Fax: 01206 760403

E-mail: leaseholdmanagement@colnesolutions.co.uk

Website: www.colnesolutions.co.uk

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