

# Service Level Agreement

## (Residential/Retirement Property)



- 1** The arranging and supervision of the day-to-day cleaning, maintenance and day repairs of the common parts of the Property (incorporating the other buildings located on the estate) together with the grounds maintenance contract.
- 2** The purchase of services necessary for the cleaning, maintenance and repair of the common parts of the Property.
- 3** The entering into appropriate agreements with the providers of cleaning, maintenance and repair services.
- 4** The organising of the provision of electricity and, if relevant, water or gas for the common parts.
- 5** The paying of the providers of goods and services to the Property.
- 6** Arranging no less than 6 visits to the property annually and liaising with any body representing the Lessees one of which will include attending an annual general meeting of such body.
- 7** On each visit to inspect the common parts only of the Property (as can be inspected safely and without the use of access or other equipment) for the purposes of day-to-day management and to note the general condition only.
- 8** The service of demands for service charges on the Lessees.
- 9** The collection of service charges, contingency and future expenditure fund contributions and such other sums as are due from the Lessees under the terms of the Leases.
- 10** The drafting of estimates of service charges in accordance with any relevant terms contained in the Leases.
- 11** The arranging of service charge accounts in accordance with any relevant terms contained in the Leases.
- 12** The arrangement of insurance for the Property in accordance with any relevant terms contained in the leases of the Property and FSA Regulations.
- 13** The handling of complaints from Lessees in relation to matters concerning the Property.
- 14** The provision to the Client of such financial information relating to the Property, as it shall reasonably require at such intervals as are reasonable in the circumstances.
- 15** The monitoring and advising on compliance with all relevant statutes, statutory instruments and local government legislation in respect of the communal areas only.
- 16** Advising on any breaches of covenants contained in the Leases
- 17** The reporting to the Client on any materially significant matters concerning the Property.
- 18** Liaising with the Board and seeking instructions on matter relating to the good running of the Property.

Part of Clarion Housing Group

