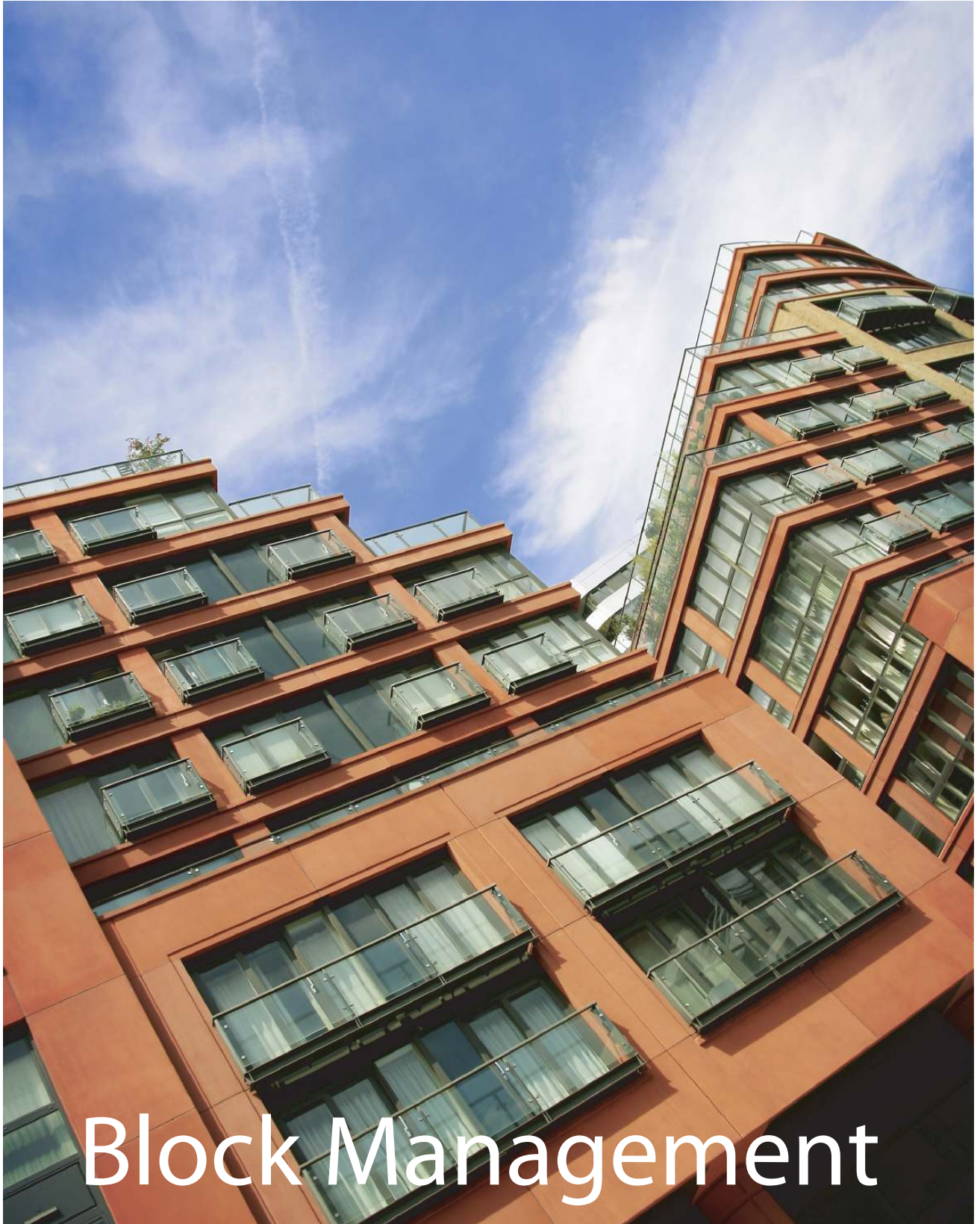


Professional Local Reliable

CHANEYS

Chartered Surveyors & Property Managers



Block Management



RICS

The mark of
property professionalism worldwide

About: Chaney's



Chaney's are committed to providing a professional, local and reliable management service to suit our clients



Chaney's are a firm of Chartered Surveyors specialising in property and asset management in the Thames Valley area.

Established in 1959 we have been working with Management Companies, Resident Associations, Freeholders, Landlords and Developers to provide a professional management service with local expertise and values.

Estate Management

All of our developments are overseen by Andrew Copley BSc PGDipSurv MIRPM MRICS. A Chartered Surveyor and Director of Estate and Service Charge Management. Andrew works closely with Management Company Directors, Freeholders and Developers to provide professional strategies for the efficient and effective management of developments.

Estates Surveyors' Frances Wilson DipSurv AIRPM MRICS or James Buckey BSc AIRPM MARLA will be your dedicated property surveyor and deal with the day to day management of the development. Assistant Estates Manager Caroline Mason works alongside the Surveyors providing full administrative support as well as dealing with general enquiries.

Sue Clark is your Service Charge Accounts Manager, Sue oversees the accounting for each development using our dedicated service charge accounting system and is your first point of contact for account enquiries.

Financial Security

Your money is:

- Underwritten by the RICS Clients Money Protection Scheme
- Held in an individual interest-bearing client account
- Reconciled in accordance with RICS regulations
- Verified annually by an external accountant

Financial Management

As a freeholder/director you benefit from:

- Annual budget consultation
- Systematic and strict debt collection
- Prompt money judgments via County Court action

Repairs and Maintenance

As a freeholder/director you benefit from:

- Regular site visits
- Immediate action on reported repairs
- Quality controlled 'Job' order system for contractors
- Structured reserves fund plan

Competitive Insurance

As a freeholder/director you benefit from:

- Competitive rates through a Insurance Broker
- Regular Insurance re-valuations

Company Secretarial Service

As many of our leaseholder clients own shares in the freehold of their estate, or are the controlling management company, we offer a complete Company Secretarial Service, we will:

- Issue formal notice agendas for board meetings as per the directors' instructions
- Call Annual General Meetings, distribute formal notice and be in attendance
- Maintain minute books
- Prepare and file company returns
- Maintain the registers (audit trail for share/membership certificates)
- Process stock transfer forms and issue share certificates.

Maintain the statutory books, including:

- Share Ledger / Members Register
- Register of Allotments
- Register of officers (Directors and Secretary)
- Register of Transfers
- Directors and General Minutes
- Accounts and Annual Returns

Contact Information

Chaney's Chartered Surveyors
Chiltern Court
St Peters Avenue
Caversham
Reading
RG4 7DH

Tel: 0118 9722333

Fax: 0118 9724060

email: [info@chaney'scharteredsurveyors.com](mailto:info@chaney'scharteredurveyors.com)

Quality Management

What is the RICS?

Chaney's are committed to providing quality through its services. As members of the RICS we adhere to strict rules and procedures in our approach to management.

RICS – The Royal Institution of Chartered Surveyors – is the pre-eminent organisation of its kind in the world. As such, it represents everything that is good in the property profession.

Members offer the very best advice on a surprisingly diverse range of land, property, construction and related environmental issues.

As part of our role, we help to set, maintain and regulate standards. We also provide impartial advice to governments and policy-makers.

RICS operates out of 146 countries, supported by an extensive network of regional offices located in every continent around the world

What does this mean for the management of my development and Service Charge?

The RICS literally wrote the book on rules relating to service charge management, The "RICS Service Charge Residential Management Code" was approved by the Secretaries of State for England and Wales under the terms of Section 87 of the Leasehold Reform, Housing and Urban Development Act 1993. This makes it the industry standard for professionals.

All members and firms are regulated by the RICS ensuring that the requirements of RICS' Rules of Conduct are followed. These define the professional, ethical and business standards which are expected of RICS members and firms.

A firm that is regulated by RICS has:

- A commitment to professional and technical standards and staff training;
- Professional indemnity insurance cover;
- A complaints handling procedure to answer client complaints;
- Access to independent resolution of complaints where the firm cannot resolve the matter; and
- Rules to ensure that any money held on behalf of clients is held safely and securely - this includes, service charges and insurance premium money.

Members Core Values;

1. Act honourably

Never put your own gain above the welfare of your clients or others to whom you have a professional responsibility. Always consider the wider interests of society in your judgements.

2. Act with integrity

Be trustworthy in all that you do – never deliberately mislead, whether by withholding or distorting information.

3. Be open and transparent in your dealings

Share the full facts with your clients, making things as plain and intelligible as possible.

4. Be accountable for all your actions

Take full responsibility for your actions and don't blame others if things go wrong.

5. Know and act within your limitations

Be aware of the limits of your competence and don't be tempted to work beyond these. Never commit to more than you can deliver.

6. Be objective at all times

Give clear and appropriate advice. Never let sentiments or your own interests cloud your judgement.

7. Always treat others with respect

Never discriminate against others.

8. Set a good example

Remember that both your public and private behaviour could affect your own, RICS' and other members' reputations.

9. Have the courage to make a stand

Be prepared to act if you suspect a risk to safety or malpractice of any sort.

10. Comply with relevant laws and regulations

Avoid any action, illegal or litigious, that may bring the profession into disrepute.

11. Avoid conflicts of interest

Declare any potential conflicts of interest, personal or professional, to all relevant parties.

12. Respect confidentiality

Maintain the confidentiality of your clients' affairs. Never divulge information to others unless it is necessary.



Financial Security



How We Protect Your Money

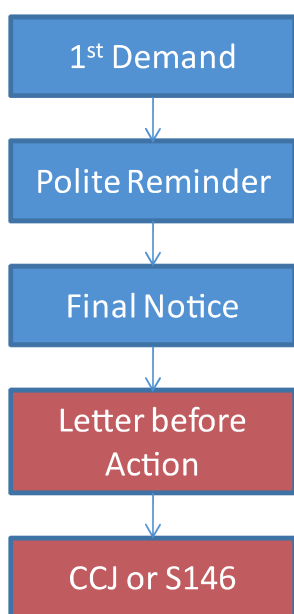
All our residents' funds are backed by the **Royal Institution of Chartered Surveyors (RICS) Client's Money Protection Scheme**. The scheme is designed to give protection to the public in the event of a failure by an RICS member or firm to administer client funds correctly. The insurance policy assures the reimbursement of client money when all other avenues have been exhausted. Clients' money is "money belonging to a client that has been entrusted to an RICS member" and is therefore regulated by the RICS Members' Accounts Regulations.



How We Manage Your Money

Each one of our developments has a dedicated Client Account with one of the UK major banks into which all Service Charges collected are deposited and out of which all bills are paid. All accounts are reconciled weekly and checked by a Chartered Surveyor monthly. At the end of the year all accounts are externally audited by Accountants and distributed to residents.

Credit Control



Service Charge Collection

Chaney's run a strict service charge demand system;

1. Demands go out usually one month before the due date [as per the lease].
2. If no payment has been received one week before its due we send out a reminder notice.
3. 14 days after the due date we send out a final notice giving 14 days to pay the demand.
4. If no payment is received we advise the Directors of the Management Company or Freeholder to pass the outstanding payment to solicitors who send out a 7 day letter warning that Court Action will commence if payment is not received.
5. Solicitors [with the agreement of the Directors/Freeholder] begin County Court proceedings to recover the payment and further action should it be necessary.

Companies House



Helping you manage your Company

If you are a Director of a Management Company it is your responsibility to ensure that your Company complies with the requirements of Companies House. This is important now more than ever as Companies House has recently increased the fees for late filing of statutory information. To ensure this is done we can act as your Company Secretary.

Legislation does not generally specify the role of the company secretary; the company secretary might normally undertake the following duties:

- Issue formal notice agendas for board meetings as per the directors' instructions
- Call Annual General Meetings, distribute formal notice and be in attendance
- Maintain minute books
- Prepare and file company returns
- Maintain the seal register (audit trail for share/membership certificates)
- Process stock transfer forms and issue share certificates.
- Maintain the statutory books, including:
 - Share Ledger / Members Register
 - Register of Allotments
 - Register officers (Directors and Secretary)
 - Register of Transfers
 - Directors and General Minutes
 - Accounts and Annual Returns

Insurance



How we make sure you are covered and get value for money

Insurance can be the most expensive item on a service charge budget so it is vital that lessees get value for money. We work closely with a nationwide insurance brokerage that have provided our existing and new clients with competitive premiums from all the major insurers.

Buildings Insurance

Includes loss and damage by:-

Fire, Lightning, Explosion, Aircraft, Earthquake, Impact, Storm, Flood, Escape of water, Escape of oil, Falling trees or branches, Riot & C.C, Malicious Damage, Accidental Damage, Theft and all other damage not specifically excluded.

Public Liability Insurance

Most developments will have areas of communal land, it is very important that you have Public Liability Insurance in place in case someone is hurt or injured on this area.

Directors and Officers Insurance

Company directors can be held to be personally liable for their actions and decisions - Directors and Officers insurance (D&O insurance) provides cover to protect against these losses.

Terrorism Insurance

Usually included with the Building Insurance.

Lift Engineering Insurance

Ensuring the lift installation is inspected under the The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Repairs & Maintenance



How we look after your development

We have a large database of contractors for all types of works and services but we have selected two or three in each field to be our preferred contractors based on cost, quality of work and customer service. Due to the large amount of work they do for us it means we can pass on preferential rate to you, it may not however be the cheapest around, but as the adage goes 'If you pay peanuts, you get monkeys'!

Contracts for annual maintenance of services are competitive and all contractors are fully insured.

- Cleaning
- Gardening
- General repairs
- Decoration
- Window cleaning
- Building works
- Gates/Barrier maintenance
- Electrical repairs
- Aerials and Sky+ HD
- Door entry systems
- Pump maintenance
- Lift maintenance & safety inspections
- Plant maintenance
- Pool Cleaning
- Concierge Management
- Fire systems checking

Unlike some of our competitors we do not charge contractors for works carried out on the developments we manage, this is a serious conflict of interest and could end up costing clients more.

Budgets & Sinking Funds



How we plan your budget and future cost

We monitor spending throughout the year and provide budgetary advice and recommendations to Directors and Freeholders. Each budget is fully reviewed and updated annually in consultation with Directors and Lessees and takes into account inflationary and legislative increases in expenditure as well as any changes to sinking fund needs.

It is an unfortunate fact that most sinking funds are very understated and will probably not meet the costs for which they are intended. It is therefore important to be fully aware of your external and internal repairing requirements, which are usually set out in the lease, at certain intervals. We will help you plan for these long term costs as well as setting up a Planned Preventive Maintenance program to reduce unneeded expenditure.

Major Works



How we making sure your development kept in good condition

From time to time major items of repair, redecoration or expenditure will be necessary, this could be due to wear and tear, changes in legislation or due under your lease. Any works which will cost each individual lessee £250 or more will involve Section 20 of the Landlord and Tenant Act 1985 and the consolation amendments under The Commonhold and Leasehold reform Act 2002.

Having undertaken refurbishment works for a number of clients over the years we are fully versed in the requirements and have a Building Surveyor on hand to guide you through the process, draw up specifications, obtain competitive estimates and oversee the works.

Heath & Safety



How we make sure you're compliant;

It is vitally important that, as a Director of the Management Company or a Freeholder, your development is compliant with the relevant legislation. This reduces the risk for the residents as well as your liability as 'the responsible person'.

Fire

The Regulatory Reform (Fire Safety) Order 2005 has meant dramatic changes to blocks of flats with communal areas. Under the new regulation a Fire Risk Assessment (FRA) must be carried out and the statutory findings and recommendations implemented. This means that fire protection equipment such as alarms, emergency lighting and extinguishers must be tested every six months by a qualified engineer and the electrical installations every five years. The FRA must be reviewed periodically and the testing of systems recorded in a Fire Log Book on the site.

Asbestos

The Control of Asbestos Regulations 2006, not usually an issue for properties built from around 1990 onwards but for older developments an Asbestos Survey and Risk Assessment must be carried out and managed to ensure residents and contractors are aware of the presence of the material if undertaking works in the property.

Lifts

Under the Lifting Operations & Lifting Equipment Regulations all passenger lifts must be inspected by a qualified person every six months in addition to regular servicing.

Health & Safety and Risk Management

All of our developments have a health and safety risk assessment which is periodically updated and reviewed to ensure that residents are not exposed to unnecessary risk and that the Directors of the Management Company for Freeholder's liability is reduced.

Chaney's Chartered Surveyors sites in the South East

