



APPENDIX 2 - ADDITIONAL SERVICES

As referred to in Section 5.2 of the Conditions of Engagement

ADDITIONAL SERVICES (if applicable) BLOCK CHARGES	Frequency	Charging Basis whether or not listed in 'The Service' to be provided by the Agent. Costs stated are exclusive of VAT.
		Where it is stated that a cost is payable by the Client, it will be payable by the Service Charge funds held in trust by the Client where permissible
Any additional work entailed, where the information in the Handover List (Appendix 3) is not forthcoming from the former managing agent or from the Client	Contract start	£85 per hour payable by the Client
The collection of arrears existing at the time of commencement of our appointment	Contract start	Nil (to the extent of the service set out in clause 1.17 of the Conditions of Engagement)
If agreed with the Client that the Agent shall deal with any insurance claims that do not relate to the elements of the building for which the Client is not responsible	As required	£85 per hour, payable by the Client
Preparing or assisting in the preparation of or redrafting of lessee welcome packs and/or handbooks	As required	£85 per hour payable by the Client
The printing of welcome packs and/or handbooks	As required	The printing cost is to be borne by the Client unless in PDF format only or comprising no more than five A4 sheets printed in black and white on our in-house photocopier when the cost will be borne by the Agent
The circulation of handbooks and welcome packs to lessees	As required	Nil
Negotiation with local and statutory authorities regarding operation or amendment or improvement to communal services and utilities as necessary	As required	£85 per hour, payable by the Client
Reviewing risk assessment plans, advising on health and safety matters and other legislative requirements	As required	Nil
Implementing recommended actions arising from risk assessments as approved by the Client	As required	10% of the contract costs payable by the Client
Reading sub-meters and apportioning utility charges between lessees	As required	£85 per hour payable by the Client
Maintenance of Car Park Management including vehicle movement management and Green Travel Plan (if any)	As required	If applicable, £85 per hour payable by the Client
Advising the Client and providing information on the transfer of leases	As required	Nil
Providing support to the Client when interviewing, selecting and appointing site staff for the Property	As required	£150 per hour payable by the Client

Supervising current staff and dealing with all matters relating to their employment, including arrangement of their PAYE income and pension contributions (taking into account the Pensions Act 2008), but excluding other Pension matters or Employment Tribunal matters;	As required	Nil
Dealing with requests from leaseholders as required by their lease for Licences or approvals required under the terms of their lease, for instance relating to sub-letting, works of alteration, changes of use and pets	As required	£90 per licence application payable in advance of issue of decision, payable by the leaseholder if the lease permits reasonable charges to be made to the leaseholder, otherwise payable by the Client
Dealing with requests for lease extensions	As required	Quote available upon request from our in-house leasehold enfranchisement practitioners
Providing any form of service to the Client over and above this Agreement and the Conditions of Engagement in relation to the exercise by the leaseholders of Collective Enfranchisement, the Right to Manage or as the result of the Appointment of a Manager by the LVT.	As required	Nil
Undertaking consultation as required by Section 20 of the Landlord & Tenant Act 1985 and the Service Charge (Consultation Requirements) (England) Regulations 2003 and any subsequent amendments	As required	£250 plus £5 per leaseholder to whom notices need to be sent OR 2% OR 2.5% of the final contract sum net of VAT subject to a minimum of £250, payable upon completion of the consultation process by the Client
With regards major works, we would recommend the appointment of a Building Surveyor to instruct and liaise with specialist consultants, prepare a specifications, tender, supervise the works, authorise staged payments and sign off upon completion	As required	Quote available upon request
Preparing Reinstatement Cost Assessment / Insurance Valuation to ensure appropriate level of Buildings Insurance cover	Generally three yearly	Quote available upon request
Preparation of a Planned Maintenance Schedule / Plan to assist in the assessment of an appropriate contribution towards the Reserve Fund (if applicable)		Quote available upon request
Instructing solicitors at the request of the Client and supplying all relevant information, whether regarding leaseholder arrears, none compliance of lease terms or other matters	As required	£250 payable by the Client but potentially recoverable from the leaseholder, subject to the lease terms
Attending Court and/or the First Tier Tribunal on behalf of the Client	As required	Quote available upon request when the relevant circumstances are known
Preparing statutory accounts for submission to Companies House excluding audit if required		Quote available upon request, though only recommended for schemes of less than four dwellings
Meeting with the Client during office hours	As required	Nil
Attending meetings outside of the hours of 9am to 5:30pm Monday to Friday, excluding holidays		Subject to agreement with the Agent and then at a cost of £85 per hour (the charge does not apply to annual meetings with leaseholders)

ADDITIONAL SERVICES (if applicable) INDIVIDUAL LESSEE CHARGES	Frequency	Charging Basis whether or not listed in 'The Service' to be provided by the Agent. Costs stated are exclusive of VAT.
Providing copy documents to lessees (excluding insurance policies and current individual lessee statements) copies of invoices and receipts	As required	£85 per hour payable by the Leaseholder
Responding to pre-contract sales enquiries	As required	£240 payable by the relevant leaseholder
Dealing with requests from leaseholders as required by their lease for Licences or approvals required under the terms of their lease, for instance relating to sub-letting, works of alteration, changes of use, pets, lease variations, but excluding Town Planning and Building Control enquiries	As required	£90 per licence application payable in advance of issue of decision, payable by the leaseholder if the lease permits reasonable charges to be made to the leaseholder, otherwise payable by the Client
Dealing with requests from leaseholders as required by their lease for Licences or approvals required under the terms of their lease, relating to Town Planning, Building Control and party wall matters	As required	£150 plus £150 per hour after the first hour
First reminder letter of unpaid service charge, ground rent or other charges [which will indicate that in the event of needing to send a second reminder letter (at least 5 days later) a £50 charge will apply]	As required	Nil
Second reminder letter, to be sent at least 5 days after the first reminder letter relating to unpaid service charge, ground rent or other charges, stating that the matter will be referred to a our client who may decide to instruct solicitors.	As required	£50 payable by the relevant leaseholder
Letters informing leaseholder of other breach of terms of lease and subsequent letters for ongoing breach	As required	£50 per letter payable by the relevant leaseholder
Providing accommodation for inspection of documents and the facility to make photocopies	As required	£15 per hour or part hour and 50p per A4 page