



Written Statement of Services

Following the initiation of the Property Factors Act in 2011, registered property managers are obliged to formulate and deliver a formal statement of service.

The below documentation outlines our commitment to quality and efficient customer care at all times. It should be read in conjunction with the Specific Development Schedule (this further highlights bespoke service agreements to particular developments).

Schedule of Standard Factorial Services

Repairs & Maintenance

- Instructing common repairs and maintenance on behalf of the co-owners.
- Organise formal contracts where required with contractors and service providers.
- Where appropriate obtain competitive quotations from several tradesmen and seek the authority of the co-owners before proceeding.
- When necessary, investigate potential complaints regarding unsatisfactory work and make every effort to resolve.
- Provide general advice on repairs, maintenance and possible improvements when necessary.
- Ensure all contractors are vetted and placed on our approved contractor list.
- Production of development specific Out of Hours Emergency Contact List.

Insurance

Where Appropriate Donald Ross will place common insurance via an independent, professional and experienced Insurance Broker. Potential areas of cover include:

- Common Building Insurance
- Owner Liability Insurance / Playpark Insurance
- Lift or Engineering Insurance

Policy documents will be available to owners to review and retain for record keeping. In the event of a claim, an insurance excess may be applicable and charged out as a common expense unless the claim is private to a singular property. All excess levels are highlighted in provided documentation.

It is the sole responsibility of the property owner to ensure accurate insurance cover. We would strongly advise an insurance valuation survey takes place every five years and Donald Ross can help arrange this if required.

Accounts

Donald Ross will provide accurate invoices to clients on a basis specified in the Deed of Condition. Where no frequency is highlighted, accounts will be produced on a fixed quarterly basis.

- All accounts will be checked for accuracy but in the event of an error, revised invoices will be issued within 7 days.
- On receipt, each contractor invoice will be reviewed against original work orders or agreed contracts before being authorised for payment.
- Contractors and suppliers accounts will be settled within agreed time scales on the dependence of funding in place to the development account.
- All charges will be apportioned in accordance with the Deed of Condition.
- Where applicable, cyclical maintenance or sinking funds will be collected from owners during standard invoicing periods.
- In the event of potentially large or expensive works, advanced funding may be requested to allow works to advance.
- Strict credit control and debt recovery procedures will be followed where required.

Property Visits, Inspections and Meetings

Donald Ross believe it is impossible to manage property without regular visits and streamlined communication. As a result, we provide:

- Minimum of 6 visits and inspections per annum.
- Attend Residents Meetings and AGMs throughout the annum.
- Assistance in forming a Residents Committee if required.
- Onsite contractor and supplier 'walk round' meetings when required.
- We are happy to meet residents onsite and where possible work around your lifestyle. We are also happy to arrange meetings in our office.
- Arranged meetings to discuss special repairs and major work projects with relevant third-party professionals.

Our Deadlines

In the unlikely event you are unable to speak with your property manager or repairs team, we ensure the following terms of service:

- We aim to reply to any phone messages within 1 working day.
- We aim to reply to email correspondence within 2 working days.
- We aim to reply to correspondence via the post in 3 working days from receipt.

Communication

- Regular email newsletters to keep owners updated about their property
- Feedback opportunities to enhance our service.
- Mandates and voting opportunities on relevant issues.
- Onsite Meetings available on request.
- Property and service updates available via Social Media where applicable.

Out of Hours and Emergency Services

In the event of an emergency outside of working hours, a relevant contractor can be contacted from our approved contractors list. Donald Ross also offer an emergency 24-7 contact number to our property managers. This is supplied to owners within their welcome packs. Please note, callouts outside of office hours are subject to higher rates.

Profits and Fees

Donald Ross do not believe in hidden charges or unrealistic fees for our service. As such, we only make funds directly from the following areas:

- The annual Management fee which is agreed on commencement and only subject to a modest increased occasionally with due notice.
- Insurance Commission may be claimed at a rate of 20% of premium totals which covers:
 - Claim Management Process
 - Administration of Insurance Excesses
 - Liaising with Contractors and Insurers During Works
 - Ensuring Satisfactory Completion of Works
 - Payment of Contractors on Completion of the Claim
- A final account Administration Charge of £39 is applied to the seller for full disclosure of information during the sale and closure of the account, including production of the final account.

Authority to Act

Our delegated authority varies from property to property and detailed in the Development Specific Schedule. Generally, we will not authorise works exceeding £75.00 per owner without prior notification or agreement. The only exception will be in the event of an emergency.

Emergency Procedures and Out of Hours

During an emergency, we expect contractors appointed on your behalf to attend within the following timescales, subject to Health and Safety Regulations:

- Plumbing emergency within 4 hours
- Electrical emergency (common) within 4 hours • Roofing emergency within 24 hours
- Lift (trapped passenger) within 1.5 hours
- Lift breakdown within 5 hours

During working hours, non-emergency repairs will be reviewed within three working days. We aim to instruct repairs within the same day of reporting unless circumstances dictate otherwise.

Float

A non-interest-bearing float is collected from each owner on commencement of service or property purchase. The amount is fixed in line with the Deed of Condition.

The float is a refundable deposit collected and held in a ring-fenced account. It will be credited back within a final account on sale of the property. It serves the purpose of covering initial contractor costs until invoicing commences.

Payment Terms

Donald Ross request a monthly Direct Debit or Standing Order which creates an even spread of the annual charges. It also ensures the development account is kept in funds at all times.

Our Credit Control Team will only issue one reminder where required, 7 days from the expiry of the original invoice. After this point, any balances (outside of legitimate queries) will be passed to a collection agency.

Complaints Procedure

Our Complaints Procedure can be requested from our office or downloaded from our website. We aim to resolve all complaints swiftly and reasonably. We place high importance on client service and hope you are never required to raise a formal complaint.

Terminating an Agreement

Either party can end an agreement as per the specific Deed of Condition for the Property. As standard, Donald Ross exercise a notice period of three months.

Professional Insurance

Donald Ross Factoring holds PII to a limit of £1,000,000 on any one claim.