

A MANAGEMENT COMPANY AT TITHEBARN LANE, EXETER

When you purchase a property within the Barratt Homes development at Minerva, in addition to enjoying your new home you will also have the benefit of a number of shared areas. No single property owner will be responsible for maintaining these, and a Management Company has therefore been set up for this purpose on behalf of the owners. All purchasers will become members of this company at the time of legal completion and, when all units have been sold, Resident Directors will be appointed.

MANAGEMENT COMPANY OBLIGATIONS

Chamonix Estates have been appointed to administer the development on behalf of the Management Company, whose responsibilities include:

- Maintenance and repairs to the apartment block, shared drives, drainage features and surrounding areas, recreation area, other pockets of soft landscaping and the country park
- Arranging insurance and statutory inspections
- Holding service charge funds in trust, paying suppliers and providing end-of-year accounts



ABOUT MINERVA, TITHEBARN LANE, EXETER, DEVON, EX1 3TX

The development will eventually consist of around 580 units, who will all contribute equally towards the maintenance of the central landscaping (containing ponds and swales), country park, sports pitches and surrounding green areas. Residents within each phase will then also share the cost to maintain the soft landscaping within their own residential area.

Barratt Phase 1 borders the country park and consists of 248 units in total, including 6 apartments. The communal areas of the apartment blocks and the soft landscaping within this phase will be maintained by Chamonix Property Care.

The country park consists of 15 acres of woodland, woodland walks and footpaths, meadow land, natural areas of play, and a community orchard. The country park will be maintained by East Devon District Council's Countryside and Leisure Department who can be contacted on 01395 516551. In addition to the routine maintenance of the park, East Devon District Council will be running a series of public events in the country park throughout the year, such as guided walks, a morning of hedge laying to manage the rich hedgerows to support as much wildlife as possible, for Under 10s there will be an elder whistle workshop followed by hot chocolate from the storm kettle, and come next December, a chance to join the ranger to forage a wild wreath from the hedgerows for your front door.

The central landscaped area contains ponds, swales and surrounding banks and planted areas running down from the country park through the development. The lower area opens out into a large recreation area which includes children's play areas, a multi-use games area, sports pitches and a changing facility.

WHAT IS A SERVICE CHARGE?

The Lease or Transfer, which you will sign prior to the purchase of your property, contains certain obligations. One of these is to pay a service charge to cover the cost of services provided by your Management Company. Chamonix Estates has carefully calculated the service charge to ensure each unit only pays for the areas or facilities from which it receives a benefit. The service charge includes the following (some items are only applicable to specific plots):-

Maintenance & Repairs

- Internal communal cleaning to be undertaken fortnightly to the apartments
- Gardening and external sweeping to be undertaken in accordance with the landscape management plan
- Trees to be inspected periodically by an arborist and any necessary works undertaken in conjunction with the landscape management plan
- Monthly window cleaning to the apartment block communal windows only
- Sundry minor repairs to the external communal areas including replacement plants and materials
- Regular emptying of the dog waste and litter bins
- Regular inspections and general maintenance of the play areas
- Maintenance to the attenuation ponds to include trimming of the banks and removal of any pond debris
- Allowances for suitably qualified professionals to attend site as required and inspect the areas listed in the landscape management plan to ensure the plan is being adhered to

Mechanical/Electrical Equipment

- Allowance for any repairs required to the door entry system on the apartment block
- Allowance for any repairs required to the communal satellite/aerial system on the apartment block

Statutory Inspections & Testing

- Allowance for Health and Safety risk assessments to be undertaken to communal areas, including annual RoSPA inspections to the play areas and ponds
- Allowance for inspections to emergency lighting and fire/smoke alarm systems in the apartment block
- An allowance for electrical testing to the meters for the communal lighting
- Allowance for fire risk assessments to be undertaken in the communal areas

Utilities

- Allowance for electricity consumption and standing charges for internal/external communal lighting

Insurance

- An allowance for buildings insurance to the apartment block; this also allows for public liability insurance to be placed on the estate areas
- A provision for a contribution towards Directors & Officers insurance
- An allowance for an insurance valuation to be undertaken on an occasional basis to ensure sufficiency of cover

Administration

- Professional fees of Chamonix Estates including VAT, to undertake all administration relating to the development
- Fees for an independent audit of the management accounts
- Third Party Contribution is East Devon District Council's fee for maintaining the Country Park
- Administrative sundries, for example bank charges, allowance for debt recovery costs, contribution towards postage etc

Reserves

- A provision towards the periodic internal and external decoration of the apartment block
- A provision towards repair and eventual resurfacing of the footpaths
- A provision towards the eventual replacement of play equipment and headwalls in the water courses



ABOUT CHAMONIX ESTATES

Formed in 2006, Chamonix Estates provides property management services across most of England and Wales. Our ethos is to take a partnership approach to the relationship with our customers and we strive to provide a consistently positive customer service by ensuring:

- Regular communication with residents
- Proactive management
- Transparent reporting
- A visible site presence

CHAMONIX PROPERTY CARE

We have our own property care teams who carry out routine maintenance and minor repairs at the development we manage. Our teams:-

- Live locally to the developments
- Are PAYE staff
- Wear Chamonix uniforms
- Drive Chamonix vans

Our property care teams are extremely proactive and regularly report back to the office so that any maintenance issues can be dealt with swiftly.

HEALTH & SAFETY

Chamonix places great importance on the safety of our staff and customers and are proud to have been awarded a Worksafe Contractor Membership Certificate by the Safety Management Advisory Service (SMAS)



as recognised by



SAFETY
SCHEMES IN
PROCUREMENT

CONTACTING CHAMONIX

We understand that great customer service relies on good communication, and we therefore ensure that it is easy for our customers to contact us:-

By Phone 0207 100 6025 – our office is open from 9am to 5.30pm, Monday to Friday. Calls outside these hours will go through to an answerphone, which is manned 24 hours a day, 365 days a year. Any emergencies reported outside of office hours will be dealt with straight away by an experienced member of the team.

By Email CET@chamonixgroup.com – our fully trained Customer Enquiries Team handle most enquiries, passing them to one of our dedicated Customer Account Managers as appropriate.

PIMS Residents wishing to report a maintenance issue can do so by logging on to the Property Information Management System. They will then receive regular updates until the work is complete.

By Post The Maltings, Hyde Hall Farm, Sandon, Hertfordshire, SG9 0RU

Website www.chamonixgroup.com