



## BRIDGE HOUSE of TWYFORD

# MANAGEMENT SERVICES AT BRIDGE HOUSE OF TWYFORD

### SERVICES PROVIDED TO ALL PURCHASERS AT BRIDGE HOUSE OF TWYFORD

A key benefit to living at Bridge House of Twyford is the level of care, support and services that are available to make life more comfortable and enjoyable. The core services we provide are paid for via the service charge.

#### **SERVICE CHARGE**

The service charge is chargeable weekly and collected each calendar month. It is a variable charge reviewed annually to reflect changes in the cost of delivering a range of services which includes:

#### **Property**

- Routine external maintenance to buildings
- External cleaning of windows and internal cleaning to communal areas
- Buildings insurance
- Structural surveys

#### **Community Facilities**

- Use of the Village Centre facilities
- Heating, lighting and maintenance of all communal areas, including lifts
- Access to laundry service
- Use of the health and fitness Centre facilities

#### **Gardens and Estate Management**

- Garden and grounds maintenance for communal areas. Gardening and general maintenance are normally undertaken in-house by staff employed directly by Bridge House of Twyford
- Access to handyman service
- Operation and maintenance of all external lighting
- Upkeep of the private roads
- 24-hour staff presence in the Village Centre
- Door entry control systems and CCTV to specified areas

#### **Care and Support**

- Initial and on-going wellbeing assessments
- On-site manned 24-hour domiciliary care agency providing monitoring and response to emergency alarm units
- Support and liaison with appropriate medical professionals and/or agencies, Social Events and Activities Management

#### **Dedicated staff who:**

- Coordinate, facilitate and organise social activities and events within the village
- Provide a liaison with local clubs and societies
- Promote integration with the local community



## BRIDGE HOUSE of TWYFORD

### Transport

- Use of the village transport vehicles for scheduled shopping trips, activities and outings
- Purchase, replacement, running and upkeep of all vehicles as well as the cost of employing drivers

### VILLAGE MANAGEMENT AND ADMINISTRATION

#### Dedicated administrative and customer service staff providing:

- Reception and booking services
- Advice regarding on-site services (e.g. care)
- General administration

#### The Service Charge for 2018 is £3,981.96

The service charge will remain fixed for the first 2 years of operation until all the services are complete. It will rise to £6,500 per annum once the second phase is completed..

This charge relates to services that are delivered during any one 12-month accounting period (1 January to 31 December each each), and vary from one-off payments (e.g. buildings insurance premiums) to on-going periodic payments (e.g. window cleaning).

The service charge is held on trust for residents as required by the Landlord & Tenant Act 1987.

### Reserve Fund

A reserve fund is a fund built up over time so that money is available when needed to pay for major repairs and improvements. This capital investment programme is informed by regular asset surveys. At the end of 2017, the reserve fund balance was £2,380. This will grow as more properties are sold.

In order to reduce the burden of major repairs on owners, Bridge House of Twyford undertakes to manage all significant works to the exterior of the property and its structure. This reassures our residents that if a significant replacement or renewal is required to the fabric of their property (for example windows and external doors), it will be completed professionally.

#### This means that we can:

- Protect the external appearance of all properties in the village for the benefit of all our residents and help protect the value of the properties
- Offer the peace of mind that the fabric of your home will be maintained

The reserve fund charge is based on a ten-year programme for major items of future capital replacement and/or maintenance expenditure (window replacement for example). Its purpose is to spread these costs over time and thus more equitably apportion such costs to residents.

The reserve fund charge is included within the service charge that you pay. Any shortfall in the funds needed to meet the costs of future works will be recovered from residents through the service charge.



## BRIDGE HOUSE of TWYFORD

### LEASEHOLD PROPERTIES

All the properties that are sold at Bridge House of Twyford will be sold on 125-year assignable lease. The main reasons for selling properties on a leasehold are to:

- Retain management of the overall village, and to ensure the lifestyle, care and support services are provided as we intend
- Manage the overall maintenance of the village, community facilities, gardens and property exteriors to a high standard and to protect the value for all residents
- Provide property services, affording residents the peace of mind that property maintenance will be managed professionally

The lease is a legal document that clearly sets out the responsibilities of Hurstlane Ltd (the freeholder), Bridge House of Twyford Ltd (the manager), and the lessee (owner). Your solicitor will advise you on the contents of the lease.

### GROUND RENT

Subject to your lease, ground rent is payable annually. The cost is currently £300 per annum. The ground rent is subject to five yearly reviews based on changes in the retail price index. The next review is due in 2020.

### MANAGING THE FINANCES

The Management Service Charge is reviewed annually. The service charge budget is published annually and made available to customers and residents. Annual accounts are published and shared with the residents. Financial one to one meetings are held with residents once the accounts have been issued. Feedback from residents is welcomed and taken into account. The service charge can be altered with a three month notice period. Should there be any interruption to services, alternatives arrangements are made. Any surplus or deficit in the budget is amended in the the budget for the following year.

We do not have a financial interest in any other firm involved in running Bridge House of Twyford or receive an incentive or commission from third party suppliers relating to any of the services paid for by residents through the service charge.

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Hurstlane Ltd, Castle House, Victoria Street, Englefield Green, Surrey, TW20 0QX  
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