

MANAGEMENT SERVICES AT RICHMOND VILLAGE

SERVICES PROVIDED TO ALL PURCHASERS AT RICHMOND VILLAGE

A key benefit to living at Richmond Village 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 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

Community Facilities

- Use of the village centre facilities
- Heating, lighting and maintenance of all communal areas, including lifts
- Access to laundry service

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 Richmond Villages
- 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

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

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.

In order to reduce the burden of major repairs on owners, Richmond Villages 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 residents, helping protect values
- 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.

LEASEHOLD PROPERTIES

All the properties that are sold at Richmond Village will be sold on 125-year assignable leases. 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 Richmond Villages (the freeholder and manager) and the lessee (owner). Your solicitor will advise you on the contents of the lease.

GROUND RENT

Subject to your lease there is a ground rent payable annually. The cost is currently £250 per annum. The ground rent is subject to five yearly reviews based on changes in the retail price index, or otherwise as set out in your lease.

MANAGING THE FINANCES

The service charge accounts are published annually and copies will be available to residents upon request.