

# Little Glen

RMG understands that purchasing a property is one of life's most important decisions and one of the biggest investments we will make in our lives. Our role as your Managing Agent is to ensure that the experience of being part of a Managed Development is as enjoyable and hassle-free as possible and to assist in maintaining your investments' value.

Although we are a national company, we provide a local service by operating through our local offices up and down the country and by assigning local property managers to our developments. This allows for the personal touches that can sometimes be lacking in the property management industry, to be delivered and maintained.

## Why do I have to pay a Service Charge?

The service charge is paid to cover the cost of the expenditure for maintaining the communal areas of Little Glen.

Upon purchasing your property, a Transfer document (TP1) will be signed. This TP1 details the "rules and regulations" of the development, one of which is that the homeowner will pay a service charge to contribute towards the costs for the services that are required for Little Glen.

## How do RMG set the Service Charge?

RMG have reviewed the services that are required to be delivered to Little Glen and obtained potential costs for the provision of the facilities that are required. These costs have then been collated into a Service Charge Budget which is the estimation of the year's likely expenditure and in turn, will be the initial Service Charges that will be invoiced.

After the initial year of invoicing has passed, RMG will be able to review that years' expenditure to create the followings years' Service Charge budget by looking at the previous and the future years' anticipated expenditure.

## How much Service Charge will I have to pay?

The likely initial annual service charge invoice for Little Glen will be **£184.27**

The service charge budget will be reviewed on an annual basis and RMG will endeavour to keep the service charges as low as possible.



## What does the Service Charge include?

### Contract Maintenance

- 🏠 Grounds Maintenance

### Insurance

- 🏠 Public Liability insurance
- 🏠 Material Damage

### Other

- 🏠 Health & Safety Inspection

### General Repairs/Maintenance

- 🏠 Minor repairs

### Play Area Maintenance

- 🏠 Play Area Inspections
- 🏠 Play Area Maintenance

### Administrative

- 🏠 Management Fees
- 🏠 Accountancy & Certification
- 🏠 Company Secretary Fees
- 🏠 Sundries

### Reserves

- 🏠 Reserve Fund

As the appointed Managing Agent, our duties on behalf Little Glen, include, but are not limited to;

- Being available 24 hours a day, 7 days a week to assist homeowners in any property management issues they may have.
- Engaging and communicating with the residents and the community.
- Maintaining the communal areas of Little Glen to the highest standard.
- Arranging for any repairs required to the communal areas to be completed as quickly and efficiently as possible.
- Placing and maintaining insurance policies to safeguard the residents of Little Glen.
- Ensuring Little Glen communal areas are compliant with Health and Safety regulations.



## Contacting RMG

RMG are always happy to help regarding any queries that you have relating to Little Glen, whether you have a maintenance issue, have a query with your Service Charge invoice or just a general query regarding the development. We can be contacted via a number of methods which are detailed below:



Phone: 0345 002 4444



Fax: 0345 002 4455



Email: [customerservice@rmguk.com](mailto:customerservice@rmguk.com)



Website: [www.rmguk.com](http://www.rmguk.com)



Online Chat: [www.rmguk.com](http://www.rmguk.com) Please visit the web addresses and click the 'Chat Now' button



Post (Head Office): Residential Management Group, RMG House, Essex Road, Hoddesdon, Herts, EN11 0DR

*Although our services will be provided through our local office, any correspondence should be sent through to our head office to allow it to be processed as quickly and efficiently as possible*