



Service Charge Information Pack

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About EWS

Quality service is the priority of what we do in our business

EWS is a leading Residential Property Management Company. We are committed to offering the highest standards of service to the developments that we manage.

We manage the full range of residential property across the East of England from small blocks of flats to large city centre developments, mixed estates of houses and flats, refurbished country houses and cul-de-sacs of freehold houses. EWS's directors and senior staff have many years experience in Residential Property Management.

Our dedicated customer service team provide support to your locally based Property Manager who has the local knowledge and experience to manage your property.

Our Customers

Each development is allocated a proactive and dedicated management team. Our office based customer support team will respond to most customer service enquiries, progress maintenance issues and deal with correspondence from our customers.

We have a network of locally based, experienced Property Managers, who are responsible for a number of development within their geographical area. The Property Manager places and supervises the various service contracts and completes regular development inspections to ensure the correct standards are maintained, they will also deal with any management issues.

Residents Communication

We've made it quicker and easier for you to report communal repairs

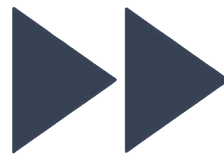
Introducing Fixflo our new online repair reporting tool



Report online
24/7



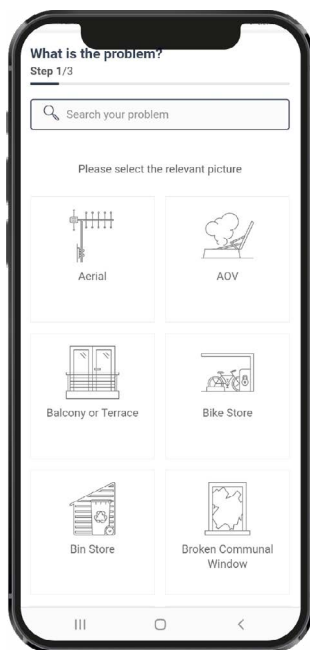
Over 40
languages
available



More details
= faster fixes



Emails &
updates sent
to you



ews.fixflo.com

- Go to ews.fixflo.com from your phone, laptop or tablet
- Select your language and the most accurate picture and then fill in as much detail as possible
- EWS will receive an instant notification and you will receive instant confirmation
- Our customer support team will progress the issue & you can login at any time to view the status of the issue

Your Questions Answered - Houses

EWS will send you a Welcome Letter once we begin management, providing you with our Residents Information Pack which contains further details about EWS and the services we will be providing to you and your development.

Who are EWS?

EWS Property Management formed to provide the highest levels of service to residential properties. Once handed over into our care from the developer, EWS are responsible for provision of services to the communal areas within your development as defined within your lease and for the benefit of you, the owners.

What is a Service Charge?

The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you, the owner, only need be responsible for the inside of your new home.

How is the Service Charge Calculated?

Your first year's budget has been carefully calculated and agreed with the developer using all our experience, however for the first year at least, it must be remembered that this is an estimate. Subsequent budgets can be based on actual figures relating to your development from the year before.

Will the service charge increase?

Our aim is to produce an initial Service Charge that will only increase in line with inflation after the first year although this cannot always be guaranteed. EWS will manage your development carefully to try and ensure that any increases are kept to an absolute minimum whilst ensuring that the high standards of service are maintained.

Your Questions Answered - Houses

What are the insurance arrangements?

EWS will arrange for Public Liability insurance for the communal areas, Terrorism cover and Employers liability where appropriate are also provided as part of the policy. **You will need to arrange your own buildings and contents insurance for your property.**

How will my Development be managed?

Your transfer will set out the conditions for you living there, the owner of the developments rights and responsibilities and the Management Company's rights and responsibilities. In order to manage your development effectively all parties will be legally obliged to act in accordance with the transfer at all times.

How do I pay for my service charge?

Your Service Charge is payable in advance in accordance with the frequency stated in your transfer.

Monies from all contributors are paid into a trustee bank account set up for your development and all services set out in your title deeds are paid for from this account.

Transactions in and out of the account are authorised every year by an independent firm of chartered accountants, and sent to each owner in line with the legal requirements of a Management Company.

What is a sinking fund?

The Sinking Fund is a separate fund in your development's trustee bank account which is designed to build up as a contribution towards major items of expenditure for example, re-surfacing of private roadways, replacement of lighting etc. Including a Sinking Fund from the outset with all units contributing every year, enables better budgeting for these costs and should help to offset any additional payments by residents when major expenditure is required.

What happens to monies I paid on completion?

Any monies you pay towards the service charge on completion of your property will be held in a separate trustee bank account under your name. This money will not be touched by us until EWS begin providing services to your development.

Your Questions Answered - Apartments

EWS will send you a Welcome Letter once we begin management, providing you with our Residents Information Pack which contains further details about EWS and the services we will be providing to you and your development.

Who are EWS?

EWS Property Management formed to provide the highest levels of service to residential properties. Once handed over into our care from the developer, EWS are responsible for provision of services to the communal areas within your development as defined within your lease and for the benefit of you, the owners.

What is a Service Charge?

The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you, the owner, only need be responsible for the inside of your new home.

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Your first year's budget has been carefully calculated and agreed with the developer using all our experience, however for the first year at least, it must be remembered that this is an estimate. Subsequent budgets can be based on actual figures relating to your development from the year before.

Will the service charge increase?

Our aim is to produce an initial Service Charge that will only increase in line with inflation after the first year although this cannot always be guaranteed. EWS will manage your development carefully to try and ensure that any increases are kept to an absolute minimum whilst ensuring that the high standards of service are maintained.

How will my home be managed?

Your lease / transfer (the legal agreement through which you purchased your home) will set out the conditions for you living there, the owner of the building's rights and responsibilities and the Management Company's rights and responsibilities.

In order to manage your development effectively all parties will be legally obliged to act in accordance the lease at all times.

Your Questions Answered - Apartments

How do I pay for my service charge?

Your Service Charge is payable in advance to ensure funds are available to cover the cost of services. It is payable in accordance with the frequency stated in your lease.

Monies from all contributors are paid into a trustee bank account set up for your development and all services set out in your lease are paid for from this account.

Transactions in and out of the account are authorised every year by an independent firm of chartered accountants, and sent to each owner in line with the legal requirements of a Management Company.

What is a sinking fund?

The Sinking Fund is a separate fund in your development's trustee bank account which is designed to build up as a contribution towards major items of expenditure for example re-roofing of apartment blocks, replacement of entry-phone systems, re-surfacing of roadways etc. Including a Sinking Fund from the outset with all units contributing every year, enables better budgeting for these costs and should help to offset any additional payments by residents when major expenditure is required.

What are the insurance arrangements?

If you live in an apartment block Building Insurance will be provided as part of the service charge. The property will also be re-valued regularly to verify the level of cover. Public Liability for the communal areas, Terrorism cover and Employers liability where appropriate are also provided as part of the policy. Apartment residents need only arrange cover for the contents of their homes required.

What happens to monies I paid on completion?

Any monies you pay towards the service charge on completion of your property will be held in a separate trustee bank account under your name. This money will not be touched by us until EWS begin providing services to your development. We will contact you when we take handover from the developer.

There may be a period of time between when you move in and when the communal areas are handed over to us and usually the developer will cover the cost of maintaining the communal areas during this period.



Service Charge Breakdown

BUDGET SUMMARY

Russet Place, West Bergholt

Budget period 01/01/2025 - 31/12/2025

No.	Item	New Year Budget	NOTES
1	Landscape Maintenance	£2,400	Landscape maintenance of open space areas and wildlife buffer zone, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking. Frequency and duration of visits will vary throughout the year i.e. more frequent and longer during growing season, less frequent and shorter during winter months
2	General Repairs & Maintenance	£275	Budgetary costs to cover for day to day repairs of communal items
3	Directors & Officers Insurance	£153	This is to provide liability cover for the Directors of the Resident Management Company
4	Public Liability Insurance	£336	Includes comprehensive Public Liability cover
5	Health & Safety Assessment	£350	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety plus General Risk assessments
6	Accountancy Fee	£432	Annual fee for independent certification of Service Charge Accounts
7	Management Fee	£1,800	Annual Management Fee for the first year of management, (not a percentage of total Service Charge)
8	Company Administration/Secretarial Fee	£354	Annual fee for the administration and filing of annual RMC accounts
9	Banking Charges	£50	Bank Charges relating to scheme trustee bank account
10	Private Roadway Sinking Fund	£1,000	To cover both road maintenance, as required, and a contribution to reserves
11	Estate Sinking Fund	£250	A fund designed to build up and pay towards the future costs of the estate and any associated major works
12	Arboricultural Sinking Fund	£250	Contribution to the arboricultural fund for future tree and planting works
Total		£7,650	

SERVICE CHARGE BUDGET
PERIOD 01/01/2025 - 31/12/2025

Russet Place, West Bergholt		
<u>Expenditure Headings</u>		<u>Service Charge 2025</u>
<u>Regular/Cyclical (Contract) Maintenance</u>		
1	Landscape Maintenance	2,400
<u>General & Reactive Expenditure</u>		
2	General Repairs & Maintenance	275
<u>Insurance</u>		
3	Directors & Officers Insurance	153
4	Public Liability Insurance	336
<u>Health & Safety</u>		
5	Health & Safety Assessment	350
<u>Professional Fees/Services</u>		
6	Accountancy Fee	432
7	Management Fee	1,800
8	Company Administration/Secretarial Fee	354
9	Banking Charges	50
<u>Reserve Funds</u>		
10	Private Roadway Sinking Fund	1,000
11	Estate Sinking Fund	250
12	Arboricultural Sinking Fund	250
<u>SERVICE CHARGE TOTAL</u>		7,650

Russet Place, West Bergholt

Plot No.	Completion Date	%	Schge due
1	5.55555556		425.00
2	5.55555556		425.00
3	5.55555556		425.00
4	5.55555556		425.00
5	5.55555556		425.00
6	5.55555556		425.00
7	5.55555556		425.00
8	5.55555556		425.00
9	5.55555556		425.00
10	5.55555556		425.00
11	5.55555556		425.00
12	5.55555556		425.00
13	5.55555556		425.00
14	5.55555556		425.00
15	5.55555556		425.00
16	5.55555556		425.00
17	5.55555556		425.00
18	5.55555556		425.00
Total		100	7,650.00

Get in touch

We never stop putting our customers first

You can contact us in writing, by calling or submitting a form via our [website](#).

In the event of an out of hours building emergency requiring urgent attention, our out of hours company can be contacted using our usual contact number.

Please make sure that you keep us informed of your address for correspondence, particularly if you are not living at the property.



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Complaints Procedure

If you are dissatisfied in the first instance please ensure that you have raised your concern with EWS, preferably in writing by email or letter to the appropriate person/department you have had dealings with. Any further complaints should be directed to our Customer Services Manager who will investigate the problem and will ensure that you are advised of the action that we are taking and likely time scales.