



## Basic Summary and Comparison between Service

Ref: 2TPLTES: Terms: Basic Summary & Comparison of Services: Sum & compare services

Smart Plan is a trimmed down service, suitable for properties where the owners do the day-to-day management and supervision of contractors. The service focuses on the key issues of the administration of the Property in accordance with the lease and transfer, Companies House, statutory compliance, accounts administration including budget preparation, invoicing, statements and arrears collection, and regulatory procedures. In the event of a difference between the Management Agreement and this summary, the former prevails. Denotes additional fees payable \*.

No	Service	Full Service	Smart Plan
	<b>APPENDIX I Contract Summary:</b>		
1	Company Secretary	Yes	Yes
2	Registered Office	Yes	Yes
3	Client Bank Account	Yes	Yes
	<b>APPENDIX III Services Provided by the Manager:</b>		
	<b>Property Management:</b>		
4	Repairs and maintenance including servicing of specialist equipment such as emergency lighting and fire alarms and monitoring of contractors.	Yes	No
5	Contractor and supplier re-tendering.	Yes*	No
6	Bike store clearance and enforcement of policy for items in communal areas	Yes*	No
7	Site visits by Manager per year.	3 or 4	No
8	Project Management.	Yes*	Optional
	<b>Financial Management:</b>		
9	Budget preparation	Yes	Yes
10	Service charge collection and arrears	Yes	Yes
11	Cash book administration	Yes	Yes
12	Supplier and contractor invoice approval	Yes	No
13	Supplier and contractor payments	Yes	Yes
14	Annual Accounts. Preparation and submission of financial information to external Accountant for them to prepare certified Annual Account and liaison with them as necessary, and approval and issuing.	Yes	Yes
15	Reading of utility supplier meters	Yes	No

16	Review of Utility supplier contract and rates and specialist equipment contracts such as lifts.	Yes	No
	<b>Meetings and interaction with client and owners:</b>		
17	Annual General Meeting (AGM) no longer required under company law but often held.	Yes	No
18	Other corporate meetings such as Board Meetings with the directors and General Meetings of the company (GM/EGM).	Yes*	No
19	Responding to queries from owners on matters such as repairs and maintenance.	Yes	No
20	Disputes over breaches of covenant and regulations and granting landlord's consent.	Yes*	Optional*
	Disputes that are neighbour- to neighbour.	No	No
	<b>APPENDIX IV Fire and Health &amp; Safety:</b>		
21	Electrical tests (ECIR) 10 years after construction and thereafter 5 yearly.	Yes	No
22	Contractors Risk Assessment and insurance checks.	Yes	No
23	Risk Assessment of external areas.	Yes	Yes*
24	Fire Risk Assessments (FRA) usually 4 yearly, and implementation of recommendations.	Yes	No
25	Management of personal items in the communal areas.	Yes	No
26	Tree Inspection Reports	Yes	No
27	Liaising with owners on non-financial matters.	Yes	No
28	Issuing keys to contractors.	Yes	No
29	Complaints from owners.	Yes	No.
30	Regulatory and Health & Safety review.	Yes. Monitored every 2 years.	Optional audit 4 yearly *
31	Emergency out of hours telephone service.	Yes	Yes
	<b>APPENDIX V Insurance:</b>		
32	Buildings and Property Owners liability.	Yes	Yes
33	Directors and Officers legal expenses.	Yes	Yes
34	Claims handling.	Yes*	No
35	Recalculation of sum insured (3 yearly).	Yes*	Yes*