



What the Management Fee Covers

The fee is worked out so that the Association can recover our costs. We do not make a profit out of providing this service. It is set at two rates. Houses pay 75% of the rate set for flatted accommodation. This reflects that although many of the costs are fixed, houses do not receive the same level of repair work as flatted accommodation.

- Initial set up tasks, including IT, share of costs and title deeds.
- Identifying all work required to common areas by quarterly site visits by the Estate Management Inspector to all flatted accommodation and estates.
- Instructing works covering landscaping, day to day repairs, cyclical maintenance, and major improvement work.
- Liaison with owners over their adherence to clauses in the deed of conditions.
- Dealing with nuisance complaints from owners and about owners and their tenants
- Tendering for contracts and monitoring that contracts are carried out satisfactorily. Dealing with specific queries from residents about the nature or standard of works and their accounts.
- Processing payments of works and contractors invoices including a share for consultation fees.
- Issuing quarterly invoices
- Collecting and accounting for payments.
- Debt collection action against non-payers or late payers, including letters, phone calls, home visits.
- Offering owners money advice from our Financial Inclusion Officer
- Arranging building insurance cover. Liaison with insurance companies regarding any claims and overseeing remedial work.
- Producing leaflets, written statements, quarterly newsletters, and holding adhoc meetings, and conducting an annual survey.
- Where possible provide information on building control warranties and building guarantee warranties.

Additional Fees

There is an additional £45.00 fee (flat rate) for apportioning charges on the sale of property and for corresponding with Solicitors.

We charge a £20.00 administration fee for those who are continually in arrears or who fail to adhere to an arrangement to clear their arrears.

The cost of legal action, which includes court costs, sheriff officer costs and solicitors' fees are billed directly to the owner affected. In the event that the action results in a decree plus expenses, the amount of expenses on the decree will be added to the debt instead of the actual costs incurred.