

Jefferies Mews Management Company Limited

15 Windsor Road The Lawns Swindon SN3 1JP

Tel 0843 88 600 88 Direct 01793 230498

www.thebirches.info

17 September 2015

Leaseholder

Dear

xx The Birches, Marlborough Road, Swindon SN3 1PT

Following our appointment as Managing Agents for The Birches commencing 1 October 2015 I am writing to introduce myself and my wife Diana Morris.

We act for a number of other local sites and we own leasehold property ourselves in Swindon. We took an interest in site management as we quickly realised that a well managed site has a positive impact on property values and residents satisfaction. I am a qualified accountant and also a member of the Institute of Residential Property Managers. In 2011 I became unable to work full time as an accountant due to a disability and now work with Diana who has managed our own property portfolio since the early 1990's.

Further information about us is available on our website: www.AccountingServicesLtd.co.uk

Please find below information relating to the hand-over.

1. **Bank Account** - we are arranging to amend the mandate to enable the account to be operated by the directors and ourselves.
2. **Statutory books** - we are advised that the company does not have a directors' and shareholders' register despite the legal requirement to do so. We will therefore create these and hold them in electronic format to ensure that the records are accurate moving forward. We will issue membership certificates as soon as members' details have been verified.
3. **Website** – we are in the process of building a website to provide information to leaseholders. The website address is: www.thebirches.info.
4. **Accounts** – as soon as the outgoing agent provides accounting records we will produce accounts to date and make these available via the website. We will also produce income and expenditure and balance sheet estimates for the next few years.
5. **Buildings insurance** - we will obtain competitive quotes at the time of renewal.
6. **Directors' insurance**. - This cover is inexpensive and essential to cover directors for any claims made against them personally in respect of their duties as directors. We will ensure that cover is maintained.
7. **Health & Safety** - we have made a preliminary fire risk assessment and there are a number of issues that require attention. Under the Control of Asbestos Regulations 2012 the company must have carried out an asbestos survey a copy of which has been requested from the outgoing agent together with the current fire risk assessment.
8. **Maintenance issues** - we have inspected the site and there are a number of matters that require attention. We will attend to these as soon as possible following our commencement.

Please let us know if you are aware of any issues that you feel should be brought to our attention.

9. **Electricity** - We have examined previous invoices and will arrange to change to a less expensive tariff to reduce costs.
10. **Cleaning** - As agreed with the directors, we have appointed BestCleaners4U to clean the communal areas from October 2015. Please see their website: www.bestcleaners4u.com.
11. **Notice boards** - Contact details and any notices to residents will be posted on notice boards.
12. **Service Charge invoices** - As soon as the records are handed over from the outgoing agent we will arrange to issue any outstanding invoices or reminders.
13. **Freehold** - We understand that the freehold is held by the company and that some of the leaseholders have been granted lease extensions. As soon as we are able to determine the remaining lease term for each property we shall arrange to make available a collective lease extension for those leaseholders who wish to participate and share the legal cost between them thus reducing the cost for each individual leaseholder.
14. **Contact details** - we will aim to keep costs to a minimum by contacting leaseholders by email as far as possible. We should also appreciate holding telephone contact details for emergencies such as fire or flooding etc. I have attached a form with the current details that we have been provided with and would ask that you either confirm the details or update them as necessary.
15. **Annual General Meeting** - we shall call an AGM shortly after the financial year-end to which all leaseholders will be invited. This will provide an opportunity to further update leaseholders and agree items that require expenditure.

We appreciate that we are employed by you and welcome any comments, questions or suggestions that you may have. Please therefore, feel free to contact us to discuss any issues.

Yours sincerely

John R Morris FCMA CGMA AIRPM
Company Secretary
admin@thebirches.info