

Our Fees Explained

We charge separately for the work we undertake in relation to major works projects, specifically those that require a section 20 consultation. We do this because such works only occur cyclically and therefore it would not be appropriate for us to inflate our annual management fee to incorporate the work we do in relation to major works. In addition to this the codes of best practice we adhere to, such as the The Royal Institution of Chartered Surveyors' (RICS) Service Charge Residential Management Code and The Association of Residential Managing Agents ARMA-Q accreditation, specify that such work should be appropriately and separately charged for.

With this in mind we charge an Administration and / or Project Management Fee to residents in relation to major works projects.

We charge an administration fee for following work undertaken: -

1. The preparation and issuing of the statutory consultation notices.
2. The receipt, consideration and processes of any observations received.
3. The vetting of any tendering contractors.
4. The processing of any relevant and approved invoices associated with the project.
5. The overall financial management of the project.

Our fee scale for this work is set out below.

POD Administration Fee	Major Works Value
3% (subject to minimum fees)	£0 - £50,000
2.75%	£50,001 - £100,000
2.5%	£100,001 - 150,000
2.25%	£150,001 - £300,000
2%	£300,001 +

**please note this fee is charged if we undertake one or all of the above listed duties as required.*

Customer Benefit

Under the Section 20 process there is a legal requirement for us to consult and communicate with all homeowners about major works taking place at the development. The administration fee charged

allows for us to facilitate this process, including the correspondence we issue during the two statutory consultation stages. This fee is separated from the project management fee, so we are transparent about the project costs involved.

We charge a project management fee for the following work undertaken: -

1. The preparation, review and consideration of the specification of works.
2. The preparation and issuing of tender documents to suitable contractors / suppliers.
3. The management of a sealed tender process.
4. The ongoing day to day management of the contracted works on site from the commencement of the works until the completion of the works.
5. Contract administration duties as required in accordance with the type, scale and duration of the works.

POD Project Management Fee	Major Works Value
10% (subject to minimum fees)	£0 - £50,000
9%	£50,001 - £100,000
8%	£100,001 - 150,000
7%	£150,001 - £300,000
6%	£300,001 +

**please note this fee is charged if we undertake one or all of the above listed duties as required.*

Customer Benefit

We carry out a sealed tender process on behalf of the homeowners, project manage the works as they are undertaken and complete the necessary contract administration duties such as work valuations, payment retentions and so on.

Of course, where the major works project requires the expertise of a surveyor or independent project management resource, we do not carry out these duties and as such this fee is not charged. It is for this very reason that we have created two separate charges in order to ensure homeowners receive value for money no matter how the major works project is specified and managed.
