

Management Plan for Charmans Lodge

Worthing Road, Southwater, West Sussex, RH13 9JF
Application ref: DC/22/0096

Charmans Lodge will be managed by Churchill Estates Management Ltd (CEM).

CEM manage all Churchill Living properties, as well as other retirement properties for both landlords and groups of leaseholders over 60 who have exercised their Right to Manage.

They are located at:

McCarthy House
Yeoman Road
Ringwood
Hampshire
BH24 3FA

Telephone 01425888910
Email: enquiries@cem.co.uk

CEM are members of the Association of Retirement Housing Managers (ARHM), the Association of Residential Managing Agents (ARMA), and the Property Ombudsman Service.

CEM will be responsible for the following:

- The maintenance and repair of the main apartment building, cottages and communal areas in the development.
- Collection of service charges which include but are not limited to building insurance, heating and lighting of communal areas, water and sewerage costs, window cleaning in communal areas and external windows, maintenance & repairs, redecoration and contingency funds, Broadband line rental, audit fees, and cleaning of communal areas and guest suites.
- All maintenance of the grounds and landscaped areas.

This service will include an on-site Lodge Manager who is available to residents during office hours. Their duties will include:

- Taking immediate action in the event of an emergency, calling for assistance from the appropriate services.
- Awareness of the Owner's wellbeing on a daily basis (when on duty) and raise any concerns in real time.
- Offering advice and ensuring next of kin are informed of any problems (where appropriate) whilst maintaining confidentiality.
- Maintaining accurate records of Leaseholders, informing Head Office and Careline of any changes.
- Promoting events that will allow new Leaseholders to get to know each other and encourage a community feel within the development.
- Highlighting the need for security, reminding Leaseholders that unknown visitors should not be let into the building.
- Regular recording of maintenance inspections of services and equipment and arranging for fire tests to be carried out in accordance with Company procedures.

- Responsible for keeping all communal spaces safe and in line with the latest fire and safety guidance/regulations.
- Ensuring that the site is well presented and welcoming at all times.
- The overseeing of work carried out by trades people/contractors and signing off invoices where work has been completed satisfactorily.
- Acting as a point of reference for Leaseholders with regards to Service Charge related enquiries.
- Organising access and maintenance of the on-site guest suite.

When the Lodge Manager is off duty, residents will contact CEM Head Office in Ringwood during normal working hours or for out of hours emergencies contact Careline. This is a 24-hour emergency call system that enables residents to summon help relating to a health concern or a building emergency. There are multiple call points within the apartments, usually situated in the living room and bathroom, which will go through to the Manager (when on duty) or to a monitoring centre.