Mowbray Estate Management Company Limited

Notes of Explanation to Accompany the Estate Service Charge Budgets

Mowbray Estate Management Company Limited, ("The Estate Management Company"), has been set up to deliver the estate services for the estate open areas, features, amenities and services at Mowbray, North Horsham.

Pinnacle Property Management has been appointed by the Estate Management Company as the managing agent, to oversee the handover of open spaces, amenities and features comprising the estate. We will work with the lead developer, Legal & General Strategic Projects and their Consultants to continually monitor and review the delivery of managed services.

We have prepared the following information to provide clarity around the services we, will be delivering. The budget heads of expenditure for the estate areas is detailed within these notes alongside the budgeted costs.

By the very nature of the Mowbray Development, with land parcels being handed over in phases, we have used our knowledge of similar schemes in terms of size and complexity to prepare the estate charge costs. We will carefully monitor expenditure and as services are introduced, we will review costs in line with actual expenditure throughout the coming years.

Everyone living at Mowbray will contribute to this Estate Service Charge Budget. Your contribution is based on the size of your home and therefore a 1 bedroomed apartment will contribute less than a five-bedroomed house. At the end of each service charge year, you will receive a Statement of Expenditure detailing actual expenditure versus the budgeted costs. Based on the contributions you have paid during the service charge year, your individual accounts will confirm your contributions against the actual expenditure apportioned to your property.

In 2025 we anticipate the initial recruitment of the estate based staff which will eventually include an Estate Manager and two Estate Operatives who will all be based at Mowbray. The Estate Manager will be responsible for the supervision of the Estate team and maintenance and service contractors. Working with and through us, the role will encompass a variety of estate related tasks.

Cost Heading	Estate Service Charge Description	Annual Estimated Expenditure
	STAFFING	
Estate Staff Salaries, national insurance contributions etc.	Due to the size and complexity of the open areas, features, amenities and services at Mowbray, the estate charge budget allows for a dedicated Estate Manager and two part time operatives to be employed. The Estate staff will be based at the development and will carry out small maintenance tasks such as litter picking, overseeing contractors working at the development, liaising with homeowners on any matters relating to the estate. The sum allowed for within the estate budget pays for the costs associated with employing these staff including holiday cover, National Insurance and Pension contributions and other associated costs.	[redacted]
Estate petty cash & sundries	A contingency to allow for the Estate staff to cover costs such as postage, photocopying etc, including any petty cash expenditure relating to the development.	[redacted]
Estate Staff Uniforms and workwear	Uniforms are an integral part of estate staff employed to carry out duties. This allows homeowners to recognize the estate team which ensures interaction with all homeowners. This also conveys a sense of perceived security, orientation and team spirit, which in turn provides ownership and loyalty to Mowbray. This contingency is to pay for the purchase uniforms, workwear and replacement when necessary.	[redacted]
Estate Staff Office Expenses	The Estate Team will be based in the Local Community Centre. In order to carry out their duties effectively, the estate team will be provided with a laptop, mobile phones, broadband and an estate telephone to ensure they can be contacted by homeowners and the managing agent. This sum also includes a contribution towards the heating, lighting and water consumption used by the Estate Team.	[redacted]

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UTILITIES		
Estate Open Space Areas Electricity	This is a sum set aside for the supply of power to the unadopted lighting columns around the estate. Repairs and maintenance which may be required to this private lighting is also allowed for within this expenditure heading.	[redacted]
Water Supply for Open Space Areas	This amount pays for water consumption required for jet washing to unadopted paths and shared accessways and for watering the shrubs, trees and grassed areas around the estate.	[redacted]
CONTRACTS MAINTENANCE AND SERVICES		
Estate Cleaning Materials and Equipment	To ensure that the external open space areas remain to a high standard they must be kept clean. This is a sum set aside to cover the cost of purchasing all cleaning materials and equipment such as sweepers, jet washers, litter pickers etc.	[redacted]
Estate Equipment Repair and Maintenance	This sum covers any costs associated with repairs which may be required to all the estate equipment used for maintaining the estate areas, such as the jet washing equipment, sweeping equipment, leaf blowers etc....	[redacted]
Estate General Repairs & Maintenance	There will inevitably be some reactive general repairs and/or maintenance required to the estate areas during each service charge year, for example a repair to a curbstone within the managed areas, or to a fence. Repairs and maintenance to the bus shelters will also be covered under this cost heading.	[redacted]
Bird Control Management Plan	The estate amenity areas require habitat management in line with the approved Bird Hazard Management Plan. This management plan identifies a number of measures which seek to control and reduce the potential bird strike hazard, through the monitoring of the target bird species and the successful prevention of the breeding by those species. A monitoring system will be set in place to record the presence of target species on the site. The inspections and any follow up actions will be carried out by a specialist contractor.	[redacted]

Unadopted Roads, Paths and Access-ways Maintenance	This is a sum set aside to cover the cost of maintenance of the unadopted roads within the Estate. Routine inspections will be undertaken to identify and remedy any safety or maintenance concerns before they become serious or result in an accident. Roads will be swept and litter picked routinely with cleansing and weed control applied in line with the Landscape Management Plan.	[redacted]
Open Space and Amenity Areas Landscaping	The estate open spaces and amenity areas require maintaining throughout the year by a specialist landscape contractor. The estate charge budget allows for a specialist contractor to carry out seasonal landscape maintenance in line with the approved Landscape Management Strategy. This includes mowing of the amenity grassland, weed killing, sweeping of hard landscaped areas, maintenance of shrub borders and rotational hedge cutting. This also includes maintenance of the amenity landscaped areas around the sports hub.	[redacted]
LAPS/LEAPS Inspections & Maintenance	This is a sum set aside for a specialist to maintain the Local Areas for Play (LAPs) together with the Local Equipment Areas for Play (LEAPs) during the service charge year. These areas will also be regularly inspected by the Estate Management Team, who will have been trained to identify risk areas. This will be in conjunction with the Royal Society for the Prevention of Accidents (RoSPA) inspection outlined below. If any repairs are identified during these inspections the sum within the budget covers the cost of any such repair.	[redacted]
Ball Courts Maintenance	The ball courts which are open to residents and the wider public realm will require periodic pressure cleaning followed by a fungicide treatment to reduce moss growth on the courts. Any minor damage which occurs should also be repaired to prolong the life of the courts. This is a sum to cover the cost of the general maintenance required to the courts during the service charge year. A 'pay as you play' scheme will apply to the public realm to achieve income which will further support the maintenance costs.	[redacted]

SuDs/Ditches Maintenance	To reduce the risk of flooding, the sustainable drainage system around the estate manages the storm water run-off, slowly releasing storm in a controlled manner. This sum is set aside for routine maintenance and inspections of the sustainable drainage system at the development. This includes ensuring they remain litter free and includes removal of silt and vegetation accumulation.	[redacted]
Woodland and Tree Monitoring and Maintenance	There are a number of trees at the development which require maintenance. As well as routine maintenance such as pollarding, reshaping or minor cutting back of branches, storms may cause damage to the trees. This sum covers a specialist arborist to carry out any necessary work which may be required throughout the year.	[redacted]
Electric Vehicle (EV) Charging Points Reactive Maintenance	There will be EV charging points located across the Estate. The Mowbray Estate Management Company will enter into a contract with an EV Charging point provider for the required maintenance and servicing and to set the required tariffs. These points will be separately smart metered, closed protocol and have the facility to pay by card. The associated costs for repairs, maintenance renewals and replacements will be supported by 'pay as you go' facility. The sum allowed within the Estate budget covers up to 10 EV Charging Points.	[redacted]
Sports Hub and Sports Facilities Maintenance	The sports hub and facilities will require routine maintenance during the service charge year. This includes electricity consumption and lighting together with the appropriate insurance. This cost heading also includes maintenance of the multi-use games areas (MUGA's), youth facility and mountain bike trail. This amount also covers the cost for a specialist sports pitch landscape contractor to maintain the sports pitches and for a specialist to re-line when required.	[redacted]
Local Community Centre Repairs, Heating, Water	A Community Centre has been provided for the homeowners and the wider community. The Community Centre will play an important role in bringing residents and the wider community together as a group to enjoy activities, hold	[redacted]

Local Community Centre Repairs, Heating, Water cont'd…..	meetings, provide social support and many other purposes that will enrich the lives of the residents. A sum has been included in the budget to cover the running costs such as electricity consumption, lighting and any repairs that may be required throughout the service charge year. A hire charge will be applied to achieve income to supplement maintenance costs.	
INSURANCE		
Insurance Public Liability & Material Damage	As Mowbray is open to members of the public, Public Liability Insurance (PLI) is a legal requirement. Public Liability insurance meets any costs and damages awarded to a member of the public if they suffer an injury following an accident on, or linked to, the development.	[redacted]
Local Community Centre Buildings Insurance	The Community Centre must be insured to cover the cost of the consequential loss if an event occurs such as a flood or fire. The premium which is paid through the estate charge includes terrorism and public liability cover.	[redacted]
Directors and Officers Insurance	Directors' and officers' liability insurance (D&O) enables the directors and officers of the Estate Management Company, to cover themselves against a potential claim. If a director or officer is found to have accidentally acted outside their terms of reference and this results in a claim, compensation and legal fees will be covered by the D&O policy.	[redacted]
Insurance Excess Contingency	In the event of an estate open areas insurance claim, the insurer always makes a deduction before paying out the amount claimed for. As the premiums are paid for through the estate charge, any excess should also be included in estate charge budget. Where any willful damage is identified, the cost of the excess will be recovered from the perpetrator. This is a sum set aside to cover one excess in the event of a claim which relates to the estate open space areas.	[redacted]

PROFESSIONAL FEES		
Preparation of Service Charge Accounts	It is a requirement that service charge accounts are prepared annually and for copies to be made available to all those who contribute towards the estate service charge fund. An independent accountant will provide certification of actual income and expenditure.	[redacted]
Travel Plan Co-Ordinator	There is a My Journey Initiative for the development so there is a need for a Travel Plan Coordinator (or TPC) to be appointed, whose role and responsibilities include, implementing initiatives to promote sustainable travel. Good design by a developer on its own will not necessarily change people's travel behavior and travel plans have been found to be effective in reducing traffic and improving accessibility in residential areas. The Travel Plan Coordinator will assist with personal travel plans to encourage walking, cycling and public transport access.	[redacted]
Local Community Centre Fire Risk Assessment	A Fire Risk Inspection and Assessment of the community centre internal areas is vital to ensure compliance with current Legislation. The report is used to determine whether the Estate Management Company is meeting the standards required. They also allow the managing agent to identify and remedy problems before they become serious or result in an incident or accident. An amount is therefore included in the estate budget to pay for a professional to prepare a fire risk assessment and for any actions to be put in hand. This is a living document and will be reviewed by the property manager during routine site inspections.	[redacted]
Estate Health & Safety Inspection and Actions	A Health and Safety inspection of the open space areas is vital to ensure compliance with current Legislation. The report is used to determine whether your Estate Management Company is meeting the standards required. They also allow the managing agent to identify and remedy problems before they become serious or result in an incident or accident.	[redacted]

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Estate Health & Safety Inspection and Actions cont'd….	An amount is therefore included in the estate budget to pay for a professional to prepare an estate health and safety report and for any actions to be put in hand. This is a living document and will be reviewed by the property manager during routine site inspections. This also includes an inspection and water quality testing for the estate water supply.	
Company Secretariat Duties including Confirmation Statement	This is a sum to remunerate the managing agent for acting as company secretary for the Mowbray Estate Management Company Limited, of which you are a member. This also includes submitting the Confirmation Statement for the Company to Companies House	[redacted]
Client Account Bank Fee	This is a sum set aside to cover the cost of the fee charged by the bank to administer your designated client account where the service charges are held in Trust for the benefit of the homeowners.	[redacted]
ROSPA Annual Play areas Inspection	The British and European safety standard BS EN1176 and the Health and Safety Executive strongly recommend that all play areas have at least one inspection every year from an independent suitably qualified body such as the Royal Society for the Prevention of Accidents (RoSPA). Children's playgrounds should be inspected annually by an independent specialist to ensure the long-term safety of the site, equipment and ancillary items. This will also meet legal and insurance responsibilities as well as complying with the requirements of EN1176 (the European Playground Standard). The amount included in the estate charge budget is to pay for the preparation of the play area inspection which is carried out by a specialist in accordance with RoSPA guidelines.	[redacted]
Managing Agents Fee	This sum is to remunerate the managing agent for implementing and completing the services set out within your budget to ensure that standards at the development are maintained. This is based on an annual contribution of £40.00 + VAT per home.	[redacted]

RESERVES		
Reserves	A reserve fund is a ring fenced account designed to pay for major items of repair required to the estate in the future. The reserve fund ensures that all homeowners contribute towards this fund for the period they own a property at the development. This is non-refundable should a homeowner sell their property. The reserve fund allows for major repairs to the managed open space areas, features, amenities and services including the sustainable drainage system, private roads, sports facilities, community centre, major tree works etc.... All reserve fund monies are held in Trust which ensures that these cannot be used for anything else other than major repairs in the future.	[redacted]