PURCHASERS' GUIDE TO SERVICE CHARGES

Mowbray, North Horsham

Mowbray Estate Management Company Limited

Mowbray Estate Management Company Limited, ("The Estate Management Company"), has been set up to deliver the estate services for the estate open areas. Pinnacle Property Management (PPM) has been appointed by the Estate Management Company as the Managing Agent to oversee the delivery of services to the estate open areas, apartment buildings, land parcel external areas and managed parking areas. It is intended that the Estate Management Company will provide a focus for the community which will create a place where people aspire to live, work and to visit. The first homes in Phase 1, delivered by Legal & General and CALA Homes, were launched for sale this year.

Mowbray

Mowbray combines the best of town and country living and offers a collection of high quality, contemporary houses and apartments. Employment and retail space together with community and sports facilities will also be provided, where residents and the wider community can enjoy a mixture of country life within a vibrant, sustainable and friendly new community. The name Mowbray descends from Geoffrey de Montbray, who was an advisor to William the Conqueror and whose family were entrusted with the village of Horsham in the 14th century. The landowner's vision is to build a community which will grow and develop over the next 12 years, and because of this, careful consideration has been put into the delivery of managed services.

Services provided by the Estate Management Company will commence from completion of the first phase of the estate open areas, to ensure that Mowbray is maintained to a high standard. The managed parking and external areas located within the land parcels will also be handed over for us to manage when these are complete.

We have prepared this Guide to provide you with information relating to the management services provided to the owners of freehold houses and to leaseholders in apartment buildings. For leaseholders in apartment buildings they will also pay towards the maintenance and services provided to their buildings together with associated parking courts.

Pinnacle Property Management Limited (PPM)

(PPM), founded in 2002, is a privately-owned specialist estate and block management company, providing services to over 350 clients across London and the South of England. Our management ethos is founded on professionalism, sustainability and accountability to ensure that our clients and customers receive information that is transparent and details the services and maintenance to be provided at Mowbray. The service charge contribution homeowners will pay represents value for money.

Mowbray will be managed by PPM's local office in Horsham, where your Property Managers and their Assistants are based. Our fresh, practical and hands on approach to property management has proved to be very successful at building long term relationships with our homeowners.

Service Charge Contributions and Apportionments

Homeowners and Commercial Tenants will contribute towards the maintenance and services associated with the estate open areas by way of an estate service charge contribution.

All homeowners will contribute a fair and reasonable apportionment of costs for the estate open areas, features and amenities, roads and access-ways. The Estate Charge includes but is not limited to:

- Estate Open Areas Landscaping including sports pitches, play areas, estate features, amenities etc.
- Sustainable drainage systems including swales and attenuation ponds.
- External general maintenance, repairs and services.
- Estate staffing and all associated costs including estate equipment.
- Utilities to the Open Space Areas.
- Service charge accounts preparation and accountancy fees for the Estate Management Company.
- Health and safety statutory inspections to the estate open areas.
- Public liability, Employers Liability and Directors & Officers insurance.
- Managing agent's fee.
- Reserve Fund for future major repairs and renewals to the estate.
- Services, utilities and maintenance costs associated with the Community Centre.

If you have a parking space which is managed by PPM, you will contribute towards the maintenance of these areas.

If you live in an apartment or leasehold maisonette, you will also contribute towards the costs for the maintenance of your building. This includes but is not limited to buildings insurance, general building repairs, bin-store and bike-store maintenance etc. Service charge costs for an apartment building may be split between building and internal common parts. Where we look after your internal communal internal areas, you will also contribute towards an internal charge. This includes but is not limited to communal entrance and hallway cleaning, fire equipment maintenance, door entry system maintenance and window cleaning. As a leaseholder, you will be responsible for any maintenance within your apartment, together with contents insurance which must include cover for any bicycles kept within the bike stores provided.

The difference between managed and individual liability will be set out within your legal documentation.

Contact Information

If you have any questions regarding the estate open areas, features, amenities and services at Mowbray, please do contact Caroline Roughley Davis, Area Manager, on 01189 320180 or email: mowbray@pinnaclepm.co.uk and we will be happy to assist.

Prepared December 2022
Caroline Roughley Davis, AIRPM
Area Manager