

AS/P7467  
18 September 2019

Greater London Authority  
City Hall  
The Queen's Walk  
London  
SE1 2AA

**For the attention of Mr Reece Harris**

Dear Mr Harris,

**9, 11 & 19 Osiers Road, Wandsworth, London SW18 1NR  
MANAGEMENT & SERVICE CHARGE STRATEGY**

The proposed Osiers Road development comprises 168 homes and approximately 3,805sqm of commercial space including office premises and some flexible retail uses on the ground floor, with 10 disabled parking spaces.

As part of the comprehensive management strategy for the Osiers Road development, the Registered Provider will:

- Have a dedicated Neighbourhood Manager to deal with any tenancy management queries;
- Provide extensive housing management services on the estate including cleaning and maintaining the estate. This would be provided by a dedicated site-based caretaker with responsibility for common areas, refuse management, and landscape maintenance. It is envisaged that the caretaker would be available during office hours from Monday to Friday;
- Repair shared areas, including fixtures and fittings;
- Manage and charge annual service charges;
- Reporting of Repairs and Out of hours repairs service;
- Tenant & family support; and
- Revenues collection.

To ensure that residents understand how their homes work and to ensure behaviours are in keeping with being a good neighbour, the Registered Provider will have dedicated staff who will engage with our new residents, maintain the estate and communal areas, taking action as soon as possible to ensure the Osiers Road is an attractive desirable place in which residents are proud to live.

In addition to the services provided by the caretaker and Neighbourhoods team, all residents will have the option for inductions to their homes to demonstrate how services operate, and will have a

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principal point of contact to report any defects arising during the first 12 months of occupation.

Given the restricted parking in Osiers Road, a moving in strategy will be produced to coordinate logistics and dates for moving into the new development. This will allow occupation of the blocks to proceed smoothly and safely, and ensure a positive experience for residents.

Once occupied, parking control, estate cleaning and refuse collection will be managed on a daily basis by a caretaker, who is to be based in an office at Osiers Road. A CCTV system will be in operation, which will enhance security of the development, with capacity to be monitored from site.

The Delivery and Servicing Management Plan for the development sets out proposed arrangements for deliveries to the commercial premises, parking restrictions, and refuse disposal. An appointed caretaker will be on site to manage the servicing and deliveries to the development.

The tenant and family support we provide will contribute to sustainable tenancies at Osiers Road. This is enabled through:

- Support and advice to tenants and families at risk of losing their tenancy — or who need some extra support to manage that tenancy successfully.
- Information on money and welfare benefits for residents.
- Advice to residents on how to switch their energy supplier, energy and water debts, reading meters, keeping water bills low, and reducing energy use.
- Support for residents in establishing a resident association to ensure we understand and are responding effectively to residents' needs.

### **Service Charges**

A service charge will represent value that is sufficient to provide services to meet the aspirations of the occupiers and maintain the high standards required. Service charges will comprise of:

- Estate Charge - covering all communal development wide functions (both infrastructure and services) which are shared in common by occupiers of all tenures, including commercial, across the Osiers Road development
- Building Charge - comprising either a single schedule where there is only one use type (e.g private or affordable residential) or in the instances where there is a mixture of private and affordable, or residential (of any tenure) and commercial, a two schedule approach will be adopted, via 'shared' and 'apartment' costs schedules

An apportionment mechanism that is flexible and fairly reflects the size of unit, usage and benefit derived from services, in line with Chartered Surveyors (RICS) recommendations. The apportionment strategy will consider the potential for weighting for specific services.

Initial service charge estimates for the scheme indicate weekly charges of £25 pw for Affordable Rented homes and between £30-£45 for Shared Ownership homes.

Consideration will be given to the level of collection of reserves/sinking fund to provide for the cost of future major works/capital expenditure, based on known or projected life cycle costs.

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Service charge estimates will be produced on a typical year basis (at current day costs) in order to project true likely costs after expiry of any warranty or maintenance free periods.

The Managing Agent will provide detailed financial reporting in order to demonstrate financial control and responsibility.

All service charge monies received, including reserve funds, would be held in interest-bearing designated client accounts in accordance with trust fund legislation and the Royal Institution of Chartered Surveyors (RICS) Members Accounting Regulations.

Yours faithfully

*Analeise Smith*

For and on behalf of  
Rolfe Judd Planning Limited

cc Alex Spooner Hollybrook Limited