



Management Proposal – Coombe Hill, Gloucestershire



**Prepared by Mike Pett, Managing Director
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1. Introduction

Coombe Hill is a Hamlet in rural Gloucestershire between Gloucester, Cheltenham and Tewksbury. The development will be built adjacent to the Swan Inn, just off the A38 and this provides a quick link to junction 10 of the M5. The area is surrounded by beautiful countryside with the Cotswold's, Wye Valley and Malvern Hill all nearby. Within walking distance of the development is a nature reserve, managed by Gloucestershire Wildlife Trusts, and this provides an excellent circular walk.

The access driveways to the new development will remain private and be the responsibility of the Residents Management Company. They are finished with tarmac and there are pleasantly landscaped areas along the site frontage and throughout the site. Stormwater attenuation is provided by a balancing pond in open space to the front of the development and foul water is treated by a package sewage treatment plant.

As part of the annual charge, a reserve fund is included to contribute to any future large-scale repairs. These would include problems with the access road or drainage system. It is good practice to build up surplus funds on these types of development as it also helps when purchasers come to sell their property in future years.

The proposal goes on the outline the service charge levied on each property for the estate charge. This will cover maintenance of the managed areas on site which includes the private road, landscaped areas and drainage.

A Residents Management Company will be created, and each homeowner will be a member of the company and have an opportunity to serve as a director. Ground Solutions manages over 250 separate Management Companies, and we aim to liaise closely with the Directors of each Company. The most successful developments we manage are those where Management Company Directors take a keen interest in the running of the development.

Privately Managed Areas:

- Private Road
- Private landscaped areas
- Storm drainage including balancing pond
- Foul drainage treatment plant
- Boundary fences and hedges conveyed to Management Company

All inspection reports by Ground Solutions or external advisors will be circulated to residents via the customer portal.

Testimonial – Technical Co-Ordinator – Barratt / David Wilson Homes Mercia

“In our area, we rely heavily on Ground Solutions UK Ltd to carry out general management services on completed sites. These services include the upkeep of private roads and sewers, apartment block common areas, landscaping, open space, play areas and many, many other things. We use Ground Solutions so much because they are reliable and trustworthy and never let us down.

These days the use of sustainable drainage systems is becoming more common and on our recently completed project in Offenham, Worcestershire, we have employed Ground Solution UK with great success to maintain an open space containing swales.

Their work here comprises maintaining the swales and checking the outlets on a monthly basis and removing any silt build up. To date, there have been no problems and because of the attitude of the GSUK directors, we do not expect to get any.”

Testimonial – Area Build Manager – Lioncourt Homes

“Lioncourt Homes is a 5-star quality award winning homebuilder building new homes in desirable locations throughout Central England. We offer a wide range of properties from one-bedroom apartments and starter homes to executive five-bedroom detached homes.

For the last eight years we have used Ground Solutions UK Ltd to provide management services on all our developments with a Residents Management Company. This includes the Managing Agents duties of collecting service charges, arranging maintenance and providing end of year accounts, and they also provide us and the Management Companies with a ground maintenance service.

We do not have any problems and the Directors and Management team are always available for advice and assistance whenever required.”

2. Managing Agent Services

Ground Solutions is a managing agent specialising in administering Residents Management Companies. We manage a broad mix of developments, from small housing estates with areas of POS and private roads, to much larger developments with a mix of houses and apartments.

We offer a complete management package that can be individually tailored to each development and the needs of the Residents Management Company. We aim to build a lasting relationship with the Management Company and the homeowners. To do this, we recognise that good communication and transparent accounting is paramount.

We have industry leading software, and every piece of data relating to each property is available and can be passed to the relevant parties quickly and efficiently. Accounting is transparent, and financial reports can be provided to Management Company Directors monthly or at other frequencies to suit.

Our customer portal is available for all homeowners to access. They will be able to view their account balance, and make payments, receive communication and guidance, and view site specific information such as inspection records, insurance certificates or maintenance schedules. We are able to post regular updates of activities taking place in site, and we can upload information that residents may require so they can access it in their own time whenever they need it.

Homeowners will also have access to a repair reporting app called "Fixflo". This will be a very quick and easy way of uploading a report of a defect or issue, with a description and option to also send a picture. They will then be able to track the progress via a reference number. This app will also be used by our own staff to log issues during routine inspections.

We will always aim to manage our properties in a professional manner and respond to queries courteously and efficiently.

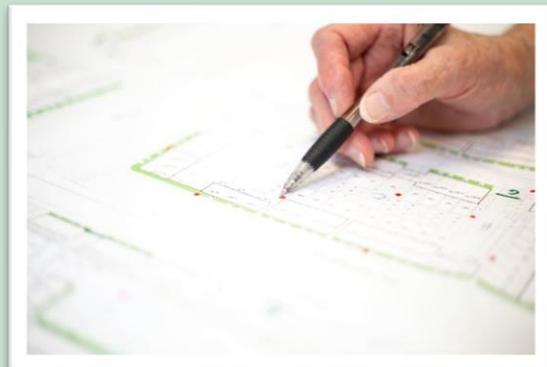
Our service includes:

- Management services carried out in accordance with IRPM, RICS, ARMA, & Ombudsman codes of conduct
- Providing an annual budget for the maintenance of the estate
- Administration of separate scheme bank accounts with trustee status
- Providing full accounting information on demand and having fully audited books available at the end of each accounting year
- Quarterly property inspections by experienced and qualified senior staff, with updates circulated to homeowners
- Ensuring that the estate is safe and complies with all necessary legislation
- Supervision of repairs and maintenance and compliance with consultation legislation
- Ensuring that any contractors allowed onto the development have sufficient knowledge of health and safety legislation and comply with contractor vetting procedures
- Training and monitoring of site staff
- Collection of service charge and ground rent, and arrears procedures

- Administering comprehensive insurance cover
- Company secretarial duties
- Liaising with Management Company Directors, attending Directors meetings, and arranging and attending AGM's
- Establishing and maintaining detailed records and workflow's, ensuring information is available seamlessly for all parties.
- Dealing with solicitor's enquiries and formulating management packs for the sale of leasehold apartments and freehold houses (separate administration fee applicable)
- Posting information on customer portal (including inspection records and updates of activities undertaken)

Client Bank Account

Ground Solutions uses a Multi Account Platform, operated by Barclays. This enables us to have one client account that is completely separate to our own account. Within this account, we can have virtual accounts. We therefore open an account for each development, and the account synchronizes with our property management software to allow automated reconciliations. All funds within this account are kept in trust and in the unlikely event that anything should happen to Ground Solutions, the funds within each account can easily be transferred to the Management Company or their agent



The role of the company Director

It is Ground Solutions' experience that developments with homeowners who volunteer to serve as a director run more smoothly than developments that do not have an active board of Directors. The role of Director is voluntary and carries with it various responsibilities. The Memorandum and Articles of Association of the company will give you a clear indication of the powers a Director has and the responsibilities that the Director takes on. In addition to this, Directors also need to adhere to The Companies Act 2006, a statutory law that defines how Directors of all companies should act.

As a professional Managing Agent, Ground Solutions will carry out the day to day running of the company and ensure these responsibilities are met, allowing the Directors to concentrate on scrutinizing the accounts and providing instruction to the Managing Agent.

3. Service Charge Proposal

The following service charge breakdown shows how the annual service charge per plot of £580 is calculated.

Coombe Hill, Gloucestershire Schedule 1 - Estate Charge - 25 Plots		
	Total	Per Plot
Grounds Maintenance 19 Visits @ £165.00	£ 3,135.00	£ 125.40
Wildflower Areas, SuDS Vegetation and Hedgecutting	£ 375.00	£ 15.00
Drainage Inspections	£ 500.00	£ 25.00
Foul Water Treatment Plant - Maintenance & Emptying	£ 3,500.00	£ 141.00
Electricity	£ 1,500.00	£ 60.00
Public Liability Insurance	£ 448.00	£ 17.92
Minor Repairs / Replacements	£ 375.00	£ 15.00
Bank & Admin Fees	£ 117.00	£ 4.68
Accountancy Fees	£ 400.00	£ 16.00
Management Fee	£ 2,750.00	£ 110.00
Reserve Fund	£ 1,250.00	£ 50.00
Total	£ 14,350.00	£ 580.00



4. Ground Solutions – Company Background

Ground Solutions UK Ltd is a family-run business based in Swadlincote in South Derbyshire. Formed in 2006, our ethos of providing a competitive package of services and dealing with customers in a polite, friendly manner has allowed us to grow consistently. We have in excess of 10,000 customers and manage over 300 developments in England and Wales.

We have built up strong working relationships with many of the major housebuilders in the country including Kendrick Homes, Mulberry Homes, Morganstone, Lioncourt Homes, Barratt/David Wilson Homes, Persimmon, Lovell, Miller Homes, and Morris Homes.

Our offices, in Swadlincote are perfectly located for us to access our developments quickly, with the M42 Motorway just 15 minutes away and linking us to the M5, M1 and M6 Motorways. This allows us to react quickly to any emergency repairs, complete routine inspections efficiently and attend resident meetings and AGM's which are regularly held in the evening.

Our grounds maintenance teams have separate premises that are conveniently located and allow us to recycle 100% of the green waste we collect. We also have a second grounds maintenance depot near Evesham which allows us to service sites in the South Midlands, South West and South Wales

An example of the type of sites we manage or are due to be managing on completion are as follows:

- The Nurseries, Thrapston – 417 Houses and associated open spaces, SuDs and play facilities
- B5 central, Birmingham – 778 Houses & 261 Apartments with onsite property manager
- The Mill, Cardiff – 254 Houses and 105 Apartments
- Scholars Gate, Hook Norton – 54 Plots with open spaces, private roads and play facilities
- Baggeridge Village, Sedgley – 212 Houses, Care Home and craft village in a country park setting
- Scholars Green, Northampton – 675 Houses, open spaces and play facilities
- Kimberley Brewery, Nottingham – Conversion of former brewery buildings into luxury apartments with 130 new build houses in the grounds, with open spaces and woodland
- Wedgwood, Barlaston – 213 houses on former Wedgwood factory. Open space in a country park setting.

Our Operations Manager has over 20 years of experience managing Sites of special scientific interest (SSSI), nature reserves, POS domains and housing stocks as well as sports areas and cemeteries. He has also gained Green Flag awards on a number of sites over the years.

5. Grounds Maintenance Specification

Ground Solutions can be very flexible with the maintenance specifications and vary it depending on the requirements of the Landscape Management Plan and the needs of the Residents Management Company. Our regular maintenance remit of 19 visits per annum allows for monthly visits in winter and fortnightly visits in summer.

Our staff receive regular training to ensure they meet the high standards expected by our customers, and they provide a written report following each visit via our “Fixflo” app. This record can then be uploaded to the customer portal and be seen by all homeowners. A schedule of works can also be posted on the portal to show residents what to expect on future visits and we would post a series of information sheets to explain why certain maintenance operations take place at specific times of the year to protect habitats.

Grounds Maintenance Tasks Include:

- Remove litter
- Cut grass and collect or mulch arisings
- Trim around edges of borders and paths
- Strim grass edges
- Weed Control on landscaped areas and hard standings
- Maintain vegetation within SuDs.
- Prune shrub beds
- Cut hedges
- Sweep / Blow drives and pathways
- Arrange for catchpits to be inspected and cleaned annually
- Fill out site checklist and sign



“Just want to say thank you to whoever has done the landscape maintenance at Woodthorne, Tettenhall, Wolverhampton today. It looks amazing. Job very well done. Thanks a lot.” – Resident at Woodthorne, Wergs Road, Tettenhall

6. SuDs

The basins, ponds and swales will be subject to a maintenance and inspection regime similar to the table below:

Maintenance Schedule	Required Action	Recommended Frequency
Regular maintenance	Litter and debris removal.	Monthly
	Grass cutting – for spillways and access routes.	Monthly (during growing season) or as required
	Grass cutting – meadow grass in and around basin	Half yearly (spring – before nesting season, and autumn)
	Manage other vegetation and remove nuisance plants.	Monthly (at start then as required)
	Tidy all dead growth before start of growing season	Annually
	Remove sediments from inlets, outlet and forebay.	Annually. (or as required)
	Manage wetlands plants in outlet pool – where provided	Annually
Occasional maintenance	Re-seed area of poor vegetation growth.	Annually. (or as required)
	Prune and trim trees and remove cuttings.	2 years, (or as required)
	Remove sediments from forebay, when 50% full and from micropools if volume is reduced by >25%	3-10 years, (or as required)
Remedial actions	Repair of erosion or other damage by re-seeding or re-turfing.	As required
	Realignment of rip-rap.	As required
	Repair/rehabilitation of inlets, outlets and overflows.	As required
	Re-level uneven surfaces and reinstate design levels.	As required
Monitoring	Inspect inlets, outlets and overflows for blockages, and clear if required.	Monthly/after large storms.
	Inspect banksides, structures and pipework, etc for evidence of physical damage.	Monthly/after large storms.
	Inspect inlets and facility surface for silt accumulation. Establish appropriate silt removal frequencies.	Half yearly
	Check penstocks and other mechanical devices.	Half yearly

7. Foul Water Treatment Plant

The foul water treatment system is designed to ensure effluent is fully treated before it is discharged. The system requires an annual maintenance package which will be put in place by the Management Company and administered by Ground Solutions. A comprehensive list of “do’s and don’ts” will be issued to residents to ensure they are aware of what to put into, and what not to put into the system.

8. Private Road

Sections of road will remain private and maintenance will be the responsibility of the Management Company. All maintenance will be carried out to an adoptable standard with an emphasis on preventative maintenance which is more cost effective. The road is likely to not require any major maintenance for a number of years and regular inspections will be made to ensure the paving is weed free. Any areas that sink will be repaired as necessary.

- Monitor roads twice per annum and record any defects
- Monitor footways for signs of wear, vehicle damage or damage by tree roots
- Cleaning of drainage gullies (frequency dependent on amount of silt and detritus build up)
- Annual inspection of surface water soakaways

Thank you for taking the time to read this proposal.

Should you require any further information or if I can be of any assistance, please contact Mike Pett at mike@groundsolutionsuk.com or on 07812 117131.

