

exercise was worthwhile and I cannot not comment upon your suggestion that this work should have been undertaken by the Developer. In November 2004 four months after the start of the parking control scheme and in response to a general questionnaire to all residents of those who replied 60% were in favour of the parking control scheme and 40% were against. Subsequently, and as you know at the Residents Meeting in February 2005, it was decided that the parking control scheme should not continue at all. The yearly contract with the contractor was terminated as soon as possible in July 2005. The parking control costs were not included in the Service Charge Budget for 2005/6. Throughout this episode Countrywide acted in good faith in trying to follow through the consensus view of the residents at Waterstone Park which was not consistent throughout the period as people's feelings shifted.

Water Rates

We do pay water rates from Thames Water for some of the blocks of flats which means, therefore, that there must be an outside tap to these blocks.

Ground Maintenance

Please refer to the specification for ground maintenance and my comments previously.

Accountancy Fees

Under the terms of the formal documents for both flats and houses the cost of producing a yearly set of Service Charge Accounts is recoverable as a Service Charge expenditure. It is a requirement by law that Service Charge Accounts are produced and circulated every year. It benefits the residents that Service Charge Accounts are produced and the Service Charge account which we operate at Waterstone Park is run through a Trustee Client Account separate to all other properties which Countrywide manages. There is therefore a strict and clear accountability for the Service Charge Account.

Management Fees

We have provided a management service commensurate with the management fee charged from the outset more than three years ago. To the 30th of June 2006 each house has been paying £0.58 per week plus V.A.T. to Countrywide and each flat has been paying £2.50 per week plus V.A.T. to Countrywide.

Since the beginning of this year two extra members of staff have been involved in the management of Waterstone Park; Andre Legall who is responsible for dealing with repairs and Jennifer Trafford who is responsible for administrating insurance claims. Over the last five years residential property

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