Frequently Asked Questions (FAQ's) – Dargavel Village October 2014

After issuing the accounts and statement of service we have had some questions from owners that we feel are worth sharing.

Some owners also mentioned that they often check the Facebook page set up about the development; which is great for the community to have and use.

We would note though that where there are any questions about the management that we are always here to help directly, so please don't hesitate to contact us .

Q) I have paid a float to the developer, why am I getting a bill?

A) The float acts like a deposit which is returned to you when you move out. It's effectively a security against bad debt and won't be spent as part of the service charges. The float is £210.

We issue annual service charges based on the anticipated expenditure for the development which are spent on services for the development such as grounds maintenance costs & insurance.

Many have paid the developer more than £210 toward factoring on completion, and in these cases anything above £210 will be credited to your service charge account when we receive the money from the developer, if that has not already happened.

Q) Who appointed you and under what authority do you act?

A) We have been appointed by BAE to look after the wider estate and then separately by the developers for each parcel.

The Deed of Conditions sets out the obligations on owners for your communal responsibilities. As your agent, the Deed therefore acts as our 'rule book' for the management of the development and outlines what we can and can't do in many areas such as service charges. Some important exerts from the Deed are incorporated into your statement of service for easy reference.

Q) What will my bill be next year and when is it due?

A) The bills are fixed, other than inflationary adjustments, under the terms of Deed of Conditions for 5 years.

The charges for a full year are billed for the estate cost at £209.18 and a parcel cost depending on the parcel you stay in. These parcel costs are shown on the table below:

Parcel	Developer	No. Units	Budget Cost
H2	Persimmon & Charles Church	146	£92.74
H3	Taylor Wimpey	147	£143.84
H5	Taylor Wimpey	197	£109.32
H6	Cala Homes	89	£84.07

The parcel costs vary depending on the scope we have been provided to budget for. Loosely speaking, the more common ground in the parcel, the larger the costs though a similar amount of ground with more owners means costs are diluted.

Your next bill will be issued annually from 1st January to 31st December 2015 and payment options including 12 equal payments will be advised at the time it is issued.

Q) Where does my money go?

A) The money you pay, including your float, goes into your own development specific bank account that we act as trustees for. This means any interest gathered on the account is in the interest of the co-proprietors. We do not benefit from collecting any more money than is necessary.

Q) How will my money be accounted for?

A) Your money will be reconciled against budget at the year end and this will be audited by a professional firm of independent auditors. The first reconciliation and audit will occur at the end of 2015.

Your parcel charges will be reconciled annually, with any surplus or deficit accounted for directly at this time. This means practically either money returned, or a secondary charge being levied. Given the current expenditure we can be confident that there will be no additional bill for the foreseeable future.

Your estate charges will be reconciled with any surplus being put into Reserve.

Q) How will you use the Reserves collected?

A) The money collected as reserve will be used in agreement with owners. We will not make use of this without prior acceptance of owners, either by ballot or at a correctly convened meeting.

In future we wholly encourage the creation of a residents association who will work with us but they do not have the right to spend this money without consultation either. In practice this means between the association and our office, we will make a proposal to be accepted or denied.

Your reserves will be accounted for in the end of year accounts which will be made available to all owners on RMG Living as standard, or a hard copy by request.

Q) Why am I being billed for services that are not being provided?

The service charge budget is forecasting more than just what we are doing now, which in terms of contractors organised, and therefore services provided, is not a lot compared to the service charge costs.

This has been organised looking at the Deed of Conditions, which sets out the rules to govern the estate, and also attempts to plan for the long term needs of the development beyond that; this comes from lessons learned at Buckshaw Village which is Dargavel Villages sister site in England.

Q) Why are there items that my Council Tax would cover?

A) The costs such as lighting or waste disposal/refuse collection are based on the community facilities. These will attract commercial charges and are therefore not covered under the council tax you pay for your home.