

## **S20D0003 Wimbledon Hall - Observations and responses**

### **1. I consider the management fee of 15% to be exorbitant.**

The management fee covers the cost of our management of the programme of repairs. This is a large programme of works and requires a significant amount of resource and expertise from us to ensure the programme is successfully delivered on time, to the right standard and according to the agreed terms with the appointed contractor. The 15% is in accordance with the industry standard.

### **2. You give the impression that you have only 'recently' and 'over the past year' realised that problems exist with the fabric of the building.**

We apologise if the observations from stage 1 were unclear. We carry out regular site inspections and use key information on stock condition and expected lifespan of building components to plan any programme of work required.

The roof has had a number of repairs carried out over the last few years and it is now more cost effective to replace the roof than to continue to repair it.

When replacing the roof, it is more cost effective to carry out any additional works required whilst the scaffolding is still in place.

### **3. It is hard to avoid the conclusion that your management of the maintenance and repairs at Wimbledon Hall in recent years has left leaseholders with unexpected and large increases in the service charge, and that you failed to follow best practice and put money aside in a reserve fund.**

Service charges pay for the delivery of day-to-day services such as maintenance of the grounds.

Currently each property pays into a sinking fund via their service charge which will be used to offset the final costs of the works.

Moving forward we will provide 30 year plans for our properties to help residents with any financial decisions they may need to make. We may use this information to increase sinking fund contributions, or you may decide to set aside funds yourself.

**4. Aster seem to have ignored the opinions of residents collected in Stage 1 of the S20 Process.**

We have carefully considered all observations.

We have held meetings with residents on 4 April 2017, 5 December 2017, 30 January 2018 and have arranged a further meeting on 24 April 2018 and intend to continue to do so throughout the S20 process and the duration of the works.

Your observations and input has been fundamental in our decision to rethink the specification for works and to withdraw Stage 2 of the Section 20 process.