

**Myreside Management Ltd – Committee Clarifications following Tender Submission**

Ref	QUESTION	RESPONSE
2	Can you clarify if, as part of the contract, we would be tied into Myreside in-house cleaning and gardening services?	<p>Generally, yes. On exception contractors can be retained, although the state of the gardens would suggest a change would be in the interest of the development. The in-house gardening, cleaning and maintenance is what makes Myreside different to every other factor alongside a hands-on approach from every level, including Directors. Having our own uniformed cleaning and gardening staff on site on a weekly basis gives us ‘ears’ and ‘eyes’ on site which is also reassuring for the residents to see direct employees of the factor on a very regular basis.</p> <p>This means that every single week there are a minimum of seven uniformed members of staff on site including one of the management team who can be approached with any issues or requests. No other Factor can match this.</p> <p>Using our own staff allows us to react to any issues and not be confined to cleaning and gardening schedules of sub-contractors and extra charges for any out of schedule visits.</p>
6	What is the frequency of the gardening specification quoted at £11K?	<p>Minimum every 2 weeks (during severe growing periods more frequent reactive cutting as required) in the grass cutting season. Reactive shrub pruning to keep pathways clear to conform to health and Safety requirements. The gardens are in need of work to return them to a good standard. The costs to do this is included in the fee quoted.</p>
11	How many quotes do you source for work and, if linked to a fee threshold what is this?	<p>3 quotes and a threshold to be agreed with the committee.</p>
12	The electricity for the lighting and fountains is currently provided by a mix of Scottish Power and SSE. We are in the process of transferring all meters to SSE. Would there be a need for a subsequent full transfer to British Gas?	<p>We always analyse the prices and conditions as part of our service and any transfer of accounts is dealt with by us at the best price we can obtain, usually with British Gas Business where we do not have a daily or climate charge which inflates the overall cost. To date we have transferred almost 100 accounts and saved thousands of pounds for the collective owners.</p>
13	From past experience, a low buildings insurance premium offering at tender stage has been met with a substantial increase in a short period after tender award. Can you clarify the insurance details, amount of excess and how that is	<p>After some perseverance, Myreside successfully claimed the 2016 claims history from AGEAS via their own broker (Deacons). There were eight claims in 2016.</p> <p>From further digging it has also transpired that the £40k reduction in premium in 2016-17 was facilitated through the development being part of a wider portfolio now DCPM is part of the Wheatley Group. Premiums vary across all developments in the development with some benefiting (like Sinclair) and others paying a higher fee to</p>

	attributed?	<p>off-set the lower charge of others depending on business decisions about contracts managed. Your previous insurance policy was with Your Place, with a different claims handling company and finally underwritten by Ageas Insurance. You had no documents direct from the actual company covering the risk.</p> <p>The policy would be provided direct by Allianz (the second largest insurance company in Europe) and you receive a policy document direct from them showing the total premium and the total cover and we are able to provide any owner with claims history on request, further to this all claims handled directly by Myreside. So no hidden details and totally transparent. The excess is £100/claim with the exception of water leaks (£500/claim) and subsidence (£1000/claim). Apportionment of excess is flexible and successfully worked with negligence related claims only being paid by the claimant.</p> <p>Myreside Management also supplies and installs a system, Auto Leak Alert, which detects water leaks, sounds the alarm and automatically cuts off the cold water mains supply to the property and it can even notify you of the problem via the telephone landline or mobile network.</p>
17	How much time would you allocate to your dedicated Property Client Relationship Manager to attend to the needs of our estate? Would recruitment be necessary to manage Sinclair?	<p>No management recruitment required - the development would be managed by Peter Bertaut (Director). We are currently in the process of increasing our gardening and maintenance staff anyway.</p>
18	How frequently would development specific Newsletters be prepared and sent to owners?	<p>Estate specific Newsletters are generated as required.</p>

*Note: Questions below addressed in Final Myreside Tender Submission and/or covered in Tenders Summary Document prepared by Committee:*

*1. The front page references only Sinclair Place/Garden. Can you confirm the tender and associated charges also cover Sinclair Gardens?*

*3. What is the frequency of the cleaning service quoted at £23.4k plus VAT?*

*4. How much would the cleaning cost for a 6 month weekly cleaning service between October and March and 6 month fortnightly cleaning between April and September?*

*5. All stairwells have communal windows - would inside and outside cleaning of the windows be covered in the £23.4k quote (and above quote for a split year level of service)? Also does the quote include the sweep and clear up of litter from the bin stores throughout the development?*

*7. What is your view and estimated cost to restore the fountains?*

*8. Can the fountain quote be sent to the committee before 16th February?*

*9. Would you be willing to put a costed plan in place for maintenance and provide this as part of your final tender?*

*10. Do you apply a service charge for works over a certain value? If so, what is the charge and is this applied to the cost inclusive or exclusive of VAT?*

*14. Can you provide a summary of the buildings insurance cover and sums insured across different items?*

*15. Would there be any negotiation on a maintenance float of £300/property?*

*16. The largest development in the testimonials enclosed is 144 properties. Sinclair is considerably higher - what is the largest development you manage and how many in your portfolio are of a similar size to Sinclair?*