



Introduction

This document states the Policies that govern Newcroft Garden Management Company (*the Company*) processes. The Policies are in addition to the Memorandum of Association and Articles of Association (*Mem and Arts*) which also define how the Company must be run.

Their purpose is to provide:

- Consistency of process
- Transparency to the Members and other entities interacting with the Company.

Review of the effectiveness of the Policies will encourage best practice and improvements over time.

Each time a Policy is updated, the Revision Number will be incremented. It will be possible to trace all changes to a Policy.

Scope and Constraints

Every property owner is a Member of the Company (a detailed definition elsewhere).

The Company is responsible for the shared areas, which includes access to car parks, the visitor parking spaces and the pathways.

It is not responsible for numbered parking spaces, which belong to property owners.

It is not the freeholder for leasehold properties.

The Company supports the Sales processes, Billing and Collections of the Annual service charge.

The Company will instigate remediation work and maintenance for the in-scope areas.

The Company will use the Member's Fund to pay for remediation work and maintenance.

The Member's fund is built up from the Annual Service charge and property sales.

Therefore, work can only be carried out to the value of the Member's fund.

Policy 001 – Rev 1 – Policy Review

The Policies will be reviewed at least annually, prior to the AGM so that any proposed Policy amendment can be voted upon.

The Policies – as they stand and with proposed changes – will be published with the AGM materials.

Policies can be changed during the year, especially where conflicts arise with statutory or regulatory demands. Directors are empowered to make changes when necessary.

Members will be informed of any Policy changes made outside of an AGM.



Policy 002 – Rev 1 – Property Sales

Context

Each property sale requires input from Newcroft Gardens Management Company to ensure that:

- The Seller can provide information to the Buyer regarding the risk of becoming a Member of the Company and
- For the Buyer to become a Member.

There are obligations on the Seller to ensure the Buyer becomes a Member. The Company must provide certificates of compliance to the Buyers otherwise the sale transfer can not be added to the Land Registry.

Policy

The Company will charge **£270** to provide the necessary documentation and support the Seller's solicitor covering aspects of the Company. This includes Insurance Certificates, Financial Statements of the Company, Member Account status, the FME1, etc. This is known as **the Sellers Pack**.

The Company will charge **£50** to provide the necessary documentation and support to the Buyer's solicitor covering aspects of the Company. This includes certificates of compliance and Membership certificates. This is known as **the Buyer's Pack**.

There is a defined process for Property Sales, which is available on request, provided in all Seller's Packs and is available on the web site. <https://newcroftgardens.co.uk/residents/downloads/>

Policy 003 – Rev 1 – Sale of Directors property

As a recognition for their contribution to running the Company, a Director who has been in role more than 2 years will not be charged for a Seller's Pack. Their Buyer will be charged for the Buyer's Pack.

A Director buying a property will be charged for the Buyer's Pack.

Policy 004 – Rev 1 – Directors Rewards

Directors are volunteers and are not paid a regular salary.

There will be a nominal amount paid to the Directors for their contribution to running the Company.

These will be paid Annually and retrospectively.

The rewards will not be funded from Member's annual subscription charges, but as a deduction from the charges raised for property sales.

As described in Policy 002 and qualified in Policy 003, a charge is made for each Sellers Pack.



£120 from that charge will be allocated to the Director's pool. The remainder will be allocated to the Member's fund.

The exception being where a Director is selling a property which results in no charge, no addition to the Director's Pool and no addition to the Member's fund.

At the end of each year, prior to the AGM, the number of Seller's Pack charged for will be determined and the reward amount set aside for the Director's Pool.

Each Director will be allocated a percentage based on their contribution.

This amount will be paid prior to the AGM and will be shown in the AGM financial records.

If a Director decides not to take their share, the Director's Pool will be divided between the other Directors with amended percentages.

Policy 005 – Rev 1 – Remediation Work

Once remediation work has been identified for the in-scope areas, the Director's will agree a plan, budget and timescale.

If the work is less than 5 man-days, the Directors may decide to rectify themselves. They will claim all expenses and may be paid (at less than market rates).

If the work requires specialist skills or is more significant, the Directors will ask the Members to volunteer or do the work at reduced rates.

If more than one offer is made, the Directors will decide which to take.

If no Members come forward, or the offers are unacceptable, the Directors will find 3rd parties to do the work.

All payments will come from the Member's Fund.

Policy 006 – Rev 1 – Regular Maintenance

The routine, regular maintenance of the shared areas will be performed by one or more Court Monitors.

This includes but is not limited to weeding, leaf removal, keeping drains clear, checking solar lights work etc.

The Directors will decide how many Court Monitors are required and ask Members to apply.

The Directors will appoint at their discretion.

Ideally the Court Monitors will live in a Newcroft Garden property and will escalate Court issues to the Directors.



The Court Monitors will receive a nominal annual fee, paid from the Member's fund, partially in arrears.

£200 is set aside for Court Monitors annually.

Policy 007 – Rev 1 – Paying for Services

The Company needs to pay for the following Services:

- Public Liability Insurance
- Directors Liability Insurance
- Accountancy and Filing with Companies House
- Bank Charges

These costs will be funded from the Member's Fund.

The Directors will ensure that the Services are in place but, as non-experts, cannot guarantee that any supplier is the either the best value or highest quality.

Policy 008 – Rev 1 – Change of Director

A person (or Business Entity) will only be deemed a Director once accepted by Companies House.

A person will remain a Director until Companies House records show the resignation.

Only Directors have these privileges and Access rights:

1. The Company e-mail: Management.Newcroftgardens@outlook.com
2. The Company One-drive, which includes:
 - Members Records
 - Company documentation
 - Financial information
3. HSBC Bank Account
4. HSBC Debit Card
5. Directors WhatsApp

Not all Directors will have access to all of the above. The Chairman will assign and revoke privileges at his/her discretion.

Policy 009 – Rev 1 – Member Communications

Members can contact the Directors via email at management.newcroftgardens@outlook.com.



To minimise costs and effort for the volunteers, communications to Members from Directors will be via e-mail.

All Members are required to provide their current e-mail address and a contact telephone number. Only the Directors have access to this information.

The Annual General Meeting is the best opportunity to make changes to how the Company is run. Ideally, the AGM will be run in July prior to the next round of Service Charges falling due.

There may be occasions when the Members need to decide on an action (or inaction) during the year. These will be governed by electronic voting, instigated by an e-mail.

Newcroft Gardens has a website, <https://newcroftgardens.co.uk/> and the default method of sharing information will be to send Members specific links to an area of that website, rather than sending attachments.