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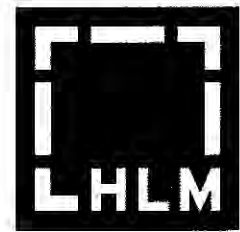
- I am Jonathan Edwards and I reside [REDACTED]
- I have been working in the property management industry since 2004.
- I have been working within the Countrywide Group since 2008.
- The Residential Estate Management division (HLM) has recently transferred to Lambert Smith Hampton, although the division remains unchanged in terms of personnel and offices.
- During my time within the Countrywide group I have undertaken various roles, and these have included Property Manager, Area Manager and National Director of HLM
- HLM currently has a portfolio of 40,000 units spread over 1550 estates, comprising leasehold blocks, multi-use schemes, freehold estates, as well as PRS developments.
- Clients range from RMC directors to corporate investment landlords.
- I have AIRPM and IOSH qualifications.
- I am based in the HLM Shrewsbury office, however I have daily contact with our regional offices and on-site teams. I am still a very hands-on manager, dealing with issues that arise at site and working with the teams to ensure that matters are escalated to myself and the senior team for resolution and decisions.
- HLM has a national footprint with offices in 15 locations across the country, including offices in London. Due to the size of HLM we have a number of support services within the office network to carry out a range of functions so that we can deliver a professional leasehold block management service to our Clients. These include credit control, service charge accounting, invoice processing, company secretarial services and internal legal advice.
- In respect of the current application to be the appointed manager at Canary Riverside, this is a role that I feel I have the experience and expertise to take on, and would feel confident in the property management team and the HLM support teams to deliver an excellent service to the residents.
- I have attended the site for an initial walk around and all areas inspection, and I attach my preliminary review. In order to put together a full future management plan I have requested information from Mr Coates as the current manager, a copy of this request appears at Tab 5. As of



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the time of finalising this statement I have yet to receive this information and as such I am limited in what I can currently provide in terms of a management plan for the future. However, in general terms for management of the site I would anticipate appointing the HLM Croydon office as managing agent under my direction, who will have a representative based on site as a point of contact for residents, to co-ordinate services, cyclical maintenance and onsite staff, such as cleaners, concierge etc.

- Regrettably I not been provided with a copy of this year's budget from Mr Coates, however for reference I have been able to obtain a copy of last year's service charge accounts, which appears at Tab 15. From these accounts I can see that the site is currently set up with 4 schedules, namely an Estate Schedule, a Residential Flats Schedule, Total Car Park Schedule and Commercial (including Car park) Schedule.
- I have a number of queries regarding these accounts and the apportionments, which I hope would be made clearer upon receipt of the requested information from Mr Coates. Particularly I am interested in the allocation of certain costs between schedules. Further, my initial observations are that the Legal and Professional costs appear high and would need some further investigation or explanation, as they seem to be disproportionate to the level of the service charge generally. I am also keen to understand which staff employed at the site would be subject to TUPE and to engage further with the residents at the site to understand their views on the management at the current time to see if any concerns can be addressed.
- I have made an initial review of the site as set out above and in addition I have spent some time considering the legal documentation and the previous management order. From what I can ascertain the freehold for the whole site, remains with Octagon Overseas Limited, and I have seen a plan for the title which sets out the extent of the managed land. This freehold title is defined in the management order as 'The Premises'.
- The revised management order (which replaces the draft management order) makes it clear that Mr Coates as the appointed manager is responsible for the management of the following areas;
 - The residential leasehold properties at BT, HH, BC and EH;
 - The residential common parts comprised in those buildings;
 - Common parts (as defined in the management order – 'provided for common use') of the Premises, which, as set out above is all of the FH title;



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- Car park spaces demised to a residential leaseholder (as part of residential lease or by way of separate agreement); and
- Any Shared Services including those provided or capable of benefitting and Residential Leaseholder, Commercial Leaseholder, Licensee or other occupier including leaseholders under the Circus Apartment Lease.

Due to the complex nature of the site and various parties contributing to the service charges clarification on these areas would need to be made.

- I have reviewed a Lease for the Applicant's property. This contains an obligation to contribute to the Building Service Charge and Car Park charge and I understand that there is an Estate Charge in the Headlease. I requested samples of any other types of lease (such as standard commercial leases) from Mr Coates; these were only provided to the Applicant's advisers on 14 March 2019 so I have not had the opportunity to review them before filing this statement. A full review of the set-up of the site having regard to all of the leases would need to be made before confirmation of any management role.
- The LSH Professional Indemnity Insurance is placed with Miller Insurance and has a limit of 10,000,000. Please find enclosed at Tab 3 the certificate of cover.
- I confirm that I will comply with the Current Edition of the Code of Practice published by the Royal Institute of Chartered Surveyors.
- I can confirm that I am familiar with the duties and obligations of a manager appointed by a Tribunal under Section 24 of the Landlord and Tenant Act 1987. I have previously been appointed at 2 other sites, and remain active at one of these sites. I was appointed manager on The Pottery, Dartmouth. The appointment expired on the 17th December 2017 when I resigned and handed back the development. I initially took on the development representing the 22 apartments. There was dispute with the developer/freeholder. Once these matters were resolved I passed the building back to resident control. In addition, I am currently appointed on Wantz Haven in Essex. This appointment runs until 31st December 2020. Here I was appointed as the freeholder had gone into liquidation. It is a development of 36 apartments. I also arrange for the employment (via LSH) and training for a live-in warden on this development. Local managers are in regular communication to assist and direct repairs and planned maintenance.
- I confirm that I am willing to accept such an appointment at Canary Riverside.