

## **James Square, Caledonian Crescent, Edinburgh**

# **MYRESIDE**

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MANAGEMENT

EDINBURGH'S SUPERIOR HANDS ON PROPERTY FACTOR



## About Us

We welcomed the introduction of the Property Factors (Scotland) Act 2011 and were one of the first companies to register. Our registration number is **PF000177**.



### **Peter Goddard**

CEO & Founder

Peter has over 35 years-experience in the associated building and electrical industry and has had the invaluable experience of operating and running a company in the demanding market of Germany for 16 years, fluent in German, Peter is also the designer of our Water Leak Protection System.

Peter is a firm believer in 'good old-fashioned service' and believes that customer contact and communication are the basis for a successful business



### **Leigh Collins**

Managing Director



### **Cory Kennedy**

Executive Director

### **Keith Hunter**

Executive Director



**FACTORING COST PROPOSAL**  
**103 Flatted properties**

**Management Charge**

Our management fee covers the full range of administrative, financial, and organisational responsibilities required to ensure the smooth running of the development. This includes contractor coordination, compliance oversight, owner communications, budgeting, invoicing, and day-to-day management support.

**£150 + VAT per unit owner per annum**

**Maintenance Float**

A working capital fund used to cover routine quarterly expenditure as well as any reactive or unplanned works that arise during the year. This allows essential services to continue without delay and ensures continuity of maintenance. The float is fully refundable to the owner upon the sale of the property.

**£450 each unit owner**

**Gardening**

Regular maintenance of the communal grounds carried out to our high specification, ensuring the outdoor environment remains tidy, safe, and visually appealing throughout the year. Our schedule includes grass cutting, edging, shrub maintenance, weed control, and seasonal clearances. Full details of our specification appear later in the tender presentation.

**£6,000 +VAT (£58.25 +VAT per property per year)**

**Cleaning**

Cleaning of the common entranceways delivered to our established high specification and aligned with the current cleaning schedule in place at the development. This includes floor cleaning, dusting, polishing, litter removal, and all routine housekeeping tasks required to maintain the internal common areas to a consistently high standard. A detailed specification is provided later in the tender presentation.

**£17,000 +VAT (£165.05 +VAT per property per year)**

**Block Buildings Insurance (NIG)**

We take no commission on the placement of buildings insurance. Subject to the full claims history, we guarantee to provide terms at least 20 percent more competitive than the current premium. The indicative annual premium and reinstatement valuation reflect a comprehensive level of cover appropriate for a development of this scale.

**Annual premium: £38,000 (confirmed quotation)**

**Reinstatement value: £25,000,000**

**Policy Excesses**

- £500 – Flood
- £5,000 – Escape of Water (**current £7,500**)
- £500 – Other perils
- £1,000- Subsidence

**Property Owner (3rd party) liability: £10,000,000**

## **FACTORING COST PROPOSAL**

### **103 Flatted properties**

This section outlines the full breakdown of known and budgeted costs for the development, providing clarity on total anticipated expenditure and how these figures translate on a per-owner basis. For transparency, we present both the annual and monthly apportionment per unit, enabling owners to understand their individual contribution and supporting accurate financial planning for the year ahead.

Address/block	Total Costs	Block 39 Per Unit	block 45 Per Unit	block 51 Per Unit	block 55 Per Unit	block 57 Per Unit	block 59 Per Unit	block 61 Per Unit	block 65 Per Unit
<b>Units Per Block</b>	<b>103</b>	<b>16</b>	<b>19</b>	<b>31</b>	<b>15</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>2</b>
Common cleaning	£ 20,400.00	£ 198.06	£ 198.06	£ 198.06	£ 198.06	£ 198.06	£ 198.06	£ 198.06	£ 198.06
Common window cleaning	£ 560.00	£ 5.44	£ 5.44	£ 5.44	£ 5.44	£ 5.44	£ 5.44	£ 5.44	£ 5.44
Common ground maintenance	£ 7,200.00	£ 69.90	£ 69.90	£ 69.90	£ 69.90	£ 69.90	£ 69.90	£ 69.90	£ 69.90
Dry risers	£ 1,776.00	£ 13.88	£ 11.68	£ 7.16	£ 14.80	£ 37.00	£ 37.00	£ 27.75	£ 111.00
Fire alarm panel	£ 864.00	£ 22.50	£ 18.95	£ 11.61	£ 24.00	£ 60.00	£ 60.00	£ 45.00	£ 180.00
Lift maintenance	£ 720.00	-	£ 14.40	£ 14.40	-	-	-	-	-
Lift insurance	£ 305.92	-	£ 6.12	£ 6.12	-	-	-	-	-
CCTV	£ 180.00	£ 1.75	£ 1.75	£ 1.75	£ 1.75	£ 1.75	£ 1.75	£ 1.75	£ 1.75
Pool / sauna servicing	£ 10,000.00	£ 97.09	£ 97.09	£ 97.09	£ 97.09	£ 97.09	£ 97.09	£ 97.09	£ 97.09
Care taker & payroll	£ 37,000.00	£ 359.22	£ 359.22	£ 359.22	£ 359.22	£ 359.22	£ 359.22	£ 359.22	£ 359.22
Telephone	£ 600.00	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83
Electricity Landlord supply	£ 30,000.00	£ 291.26	£ 291.26	£ 291.26	£ 291.26	£ 291.26	£ 291.26	£ 291.26	£ 291.26
Ad-hoc repair budget	£ 10,300.00	£ 100.00	£ 100.00	£ 100.00	£ 100.00	£ 100.00	£ 100.00	£ 100.00	£ 100.00
Building insurance	£ 38,000.00	£ 368.93	£ 368.93	£ 368.93	£ 368.93	£ 368.93	£ 368.93	£ 368.93	£ 368.93
Directors and Officers Insurance	£ 600.00	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83	£ 5.83
Myreside management fee	£ 18,540.00	£ 180.00	£ 180.00	£ 180.00	£ 180.00	£ 180.00	£ 180.00	£ 180.00	£ 180.00
<b>TOTAL PER UNIT PER ANNUM</b>	<b>£ 177,045.92</b>	<b>£ 1,719.68</b>	<b>£ 1,734.45</b>	<b>£ 1,722.59</b>	<b>£ 1,722.10</b>	<b>£ 1,780.30</b>	<b>£ 1,780.30</b>	<b>£ 1,756.05</b>	<b>£ 1,974.30</b>
<b>PER UNIT PER MONTH</b>	<b>£ 14,753.83</b>	<b>£ 143.31</b>	<b>£ 144.54</b>	<b>£ 143.55</b>	<b>£ 143.51</b>	<b>£ 148.36</b>	<b>£ 148.36</b>	<b>£ 146.34</b>	<b>£ 164.53</b>

#### **Common Window Cleaning**

Completed on a quarterly basis to maintain the appearance and condition of all communal glazing throughout the development. This includes cleaning of the mirrors within the swimming pool area and the windows of the rooftop conservatory.

#### **Dry Risers**

This is the statutory annual test of the dry riser system, carried out by Fire Mitigation Services. This ensures full compliance and confirms the system remains in safe operational condition.

#### **Fire Alarm Panel**

Annual servicing of the communal fire alarm panel, undertaken by Safe Simple Secure to ensure continued compliance with all relevant fire safety standards and reliable system performance.

#### **Lift Maintenance**

A basic maintenance contract delivered by Caledonian Lifts. Their recent assessment has identified several issues requiring prompt attention: the lift autodialler is currently non-operational, posing a critical safety risk in the event of entrapment; servicing records are incomplete; and it appears the lift has not been serviced for some time. Caledonian Lifts have advised that owners consider a programme of modernisation. We will take instruction from owners on whether they wish to remain with KONE or further explore maintenance and modernisation options with Caledonian Lifts.

#### **Lift Insurance**

The lift is inspected annually by British Engineering Insurance, which is the minimum statutory requirement. This mandatory examination ensures the lift continues to meet all safety and compliance obligations.

#### **CCTV**

A budget allowance to cover potential maintenance or repair works required for the CCTV system.

#### **Pool / Sauna Servicing**

Servicing of the pool and sauna is currently carried out by Aquateq. The existing contractor has been unwilling to disclose detailed contract servicing costs; however, if owners are satisfied with the current service levels, we can retain Aquateq at the existing contract rates.

## **Caretaker & Payroll**

The annual cost of the onsite caretaker, inclusive of salary, annual leave entitlement, employer National Insurance contributions, and a small allowance for payroll administration.

## **Telephone/Landline**

Covers the office landline and broadband services used for essential communications and system connectivity.

## **Electricity / Landlord Supply**

Budget estimate for the seven landlord electricity supplies across the development. Should we be appointed, we will tender the supply contract to obtain the most competitive market rate.

## **Ad-hoc Repair Budget**

Allocated for unplanned maintenance and repairs that are outwith the caretaker's responsibility or capability.

## **Directors & Officers Insurance**

An annual cost required only where there is a formally appointed committee acting on behalf of all owners.

## **Additional services:**

Myreside Management provide several additional services that other management companies would normally outsource, such as **communal bin cleaning, carpet cleaning, power/pressure washing, locksmith, fencing, hard & soft landscaping work, traditional and modern re-pointing, during extreme weather (snow/ice) we grit and clear snow from footpaths and bulk waste and bike removal service.**

new

### **Direct Debit Incentive**

To encourage efficient and reliable payment methods, Myreside offers a **£2.00 per quarter incentive (plus VAT)** for owners who choose to pay their charges by Direct Debit, collected monthly/quarterly. Automated collections reduce administrative time associated with payment processing, reconciliation, arrears monitoring, and follow-up, while also improving cashflow stability. The incentive is shown as a **separate credit line on the quarterly invoice**, while the Direct Debit mandate remains active, and reflects the genuine operational efficiencies achieved through automated payment.

new

### **Paperless Communications Incentive**

Owners who opt to receive invoices and routine correspondence electronically, rather than by post, will receive a **£1.50 incentive per quarter (plus VAT)**. This reflects the avoided costs associated with printing, postage, stationery, and handling time across quarterly invoicing and other routine communications issued throughout the year. The incentive is applied as a **separate credit line on the quarterly invoice**, supporting both operational efficiency and more environmentally responsible communication.

# Cleaning, Gardening & Maintenance Staff



Myreside Management profit share with all of our staff who go above and beyond the standards of our competitors. By choosing to employ our own on-site crew, we are able to ensure that any work carried out is of the highest quality.

Our maintenance, cleaning and gardening teams are all uniformed and committed to giving an exceptional service.

**“Your Guarantee of High Spec Service”**

## We don't use contract cleaners

The cleaning team are fully equipped to deal with every eventuality and even carry canisters of hot water to ensure that hard floors are cleaned thoroughly.

All vehicles are equipped with tools, bulbs and tubes to enable our staff to carry out those small maintenance tasks that can normally drag on for weeks.

## We also use our own gardeners

Our gardening crew go beyond the normal scheduled work of a gardening contractor and not only make more visits to site than a contractor would, but are able to respond fast in the winter to fallen branches, falling leaves and snow and ice clearance.



# Statement of Service

## Invoicing

Every effort is made to keep cost down, and every invoice received is scrutinised before it is paid by our accounts department. They check if they are justified, or if the work has been completed to a sufficient standard. No invoice is paid until we have carried out these checks, or inspected the work.

When you receive your opening account, you will be asked to pay an initial maintenance float. This is usually stipulated as a requirement in the deeds of conditions, as it is the responsibility of the owners to finance the maintenance and insurance of the properties on the development.

We invoice you for a float at the commencement of our service. This float is the working capital designed to cover the first quarter maintenance charges. We invoice you at the end of February, May, August, and November. At the end of the quarter you are invoiced for the costs incurred during that quarter, and once you settle that invoice, your float is reinstated to its original level. This is clearly stated at the bottom of the invoice.

Upon the sale of a property, the float is then apportioned against any charges to the date of sale, and the balance (if any) refunded. Unlike some factors, we do not estimate an annual budget and invoice you in advance for the whole year and also take a float that is then held in a secure account. In other words, if the day you were moving coincided with the quarterly invoice, and you settled the quarterly invoice on the same day, then you would receive your full float refunded.

The invoice you receive from us is actually a full statement of accounts for the whole estate for that quarter; it shows the complete expenditure for the whole development along with the total sum invoiced. This means that at the end of the year you have four invoices which constitute the accounts for the entire year. This system gives you a complete overview of all costs for the estate at the end of every quarter; it shows the full net cost, the total VAT, the total of those two items and your individual total. It is a very clear and easy to understand invoice giving you all expenditure details for the whole estate.

Payment of invoices is by standing order, direct debit, internet transfer, our website, cheque, card or cash to Myreside Management Limited. We do not charge for card payments.

## Costs & Contracts

Specific costs for individual developments cannot be quoted in this Statement of Service as charges differ from development to development. The costs are dependent upon the size of the development, type of construction, style of common stairways, the extent of gardens and whether any of the systems listed below are installed.

For details of all costs, please contact us on 0131 466 3001 or refer to any contract which may be in place with the owners' association.

In addition to our management fee, you will be responsible for the ground maintenance (where applicable), the stair cleaning, the door entry call system, the Block Buildings Insurance (where appropriate) and all common repairs ('common' is identified in your deeds of conditions).

If a lift is installed in the property, then there are additional costs involved such as a lift maintenance contract, an insurance lift inspection contract and normally a telephone line for the emergency call line. Check your deeds for your financial obligations if you have purchased a ground floor flat.

If a fire alarm and/or smoke extraction system is installed, then there will be the cost of a half-yearly testing of the system.

If a dry riser system is installed, then an annual wet pressure test of the system is required. Other items, which may be installed in specific developments that warrant inspection contracts are:

- Smoke ventilation system in an underground or enclosed garage.
- Automatic door system for garage entry.
- CCTV monitoring system.
- Sprinkler system.
- Water tank testing.
- Cleaning of refuse bins
- Emergency light testing
- Roof inspection report

## Debt Collection Procedure

Once a debt becomes what we consider a bad debt in accordance with our terms and conditions of business, we issue a final 7-day warning letter of impending summons. If the debt remains unpaid, we then issue a Summons at the Sheriff Court.

We generally do not employ a debt collection agency as we are experienced in Court procedures and once the Summons is served by Sheriff Officers on our behalf, we then represent the company at Court. No costs are incurred by the owners, only by the offending party. We collect debts sometimes via Sheriff Officers, and by salary arrestment.

You are advised that most deeds of conditions allow for the factor to apportion all unpaid charges to all other owners if the legal system has been unsuccessfully exhausted.

**This process is an integral part of our agreement with the owners and irrespective of the deeds this forms part of our attached terms and conditions of business.**

## Maintenance Reporting Procedure

All faults must be reported to us immediately, and we will respond in accordance with the Property Factors (Scotland) Act 2011 normally within 24 hours. While that is the legal requirement, our normal response time to maintenance issues is well within this time (Mon-Fri), and we operate our own 24-hour emergency call out service.

In the event of water damage, turn off the water and call our 24-hour telephone number. If for any reason we are unavailable, call the plumber, if he is unavailable and it is a genuine emergency, call any registered 24-hour plumber and retain the invoice. If our water leak protection system is installed and it activates, please check for probable leaks before you call us. Our own staff responds to 24-hour emergency calls before we send in any other tradesmen.

We have also introduced an online fault reporting system where you will be able to view any reported issues and the status of them. It is important to report faults as soon as they occur.

# Statement of Service

## Complaints Procedure

### In accordance with the Property Factors (Scotland) Act 2011

In the first instance, you must contact our office either in writing, by email or by telephone. Your complaint will be logged, and we will respond or deal with the issue within seven working days. In accordance with the Property Factors (Scotland) Act 2011, **you must contact us first** and only if we have not replied, resolved, dealt with the issue, or it has been signed off by the responsible person of the company, within the reasonable time stated, is it then permissible for you to log a complaint with:

The First-tier Tribunal for Scotland Housing and Property Chamber  
Scottish Courts and Tribunal Service  
1 Atlantic Quay  
45 Robertson Street  
Glasgow  
G2 8JB

## Water Leak Protection System (If Installed in your Property)

Our Water Leak Protection System is installed in some of the developments which we manage, and we also maintain these systems. It is vitally important that the system is maintained and kept in working order. In flats where this system is installed, it is the duty of the owner to ensure that the system is operational at all times. If your flat is tenanted, you must ensure that the tenant or the letting agent is fully aware that this system is installed to protect against damage from the escape of water and how it operates.

Failure to maintain the system in working order could result in an insurance claim being denied in the event of damage being caused by an escape of water.

The management cannot accept any responsibility for spurious leaks which are not detected by the sensors, or for the failure of the system if it has been tampered with in any way, or switched off by the resident person. Letting agents are responsible for the operating advice to tenants.

The management guarantees the parts for two years and in the case of a genuine system fault, the labour for one year.

Any tampering with the system or failure to have the system serviced at least once per year will invalidate all guarantees.

The system is designed to detect water leaks from primary areas such as washing machines, dishwashers, baths, showers and water tanks etc. The system is not designed to cover radiators and pipes in central heating systems, any underfloor or buried pipes or bursting tanks and no responsibility can be accepted for such leaks.

In the event of a leak not being detected for any reason, the owner must ensure that sufficient buildings insurance and contents cover is in place, and a claim must be made in the normal manner.

If you require any further information or a copy of the operating instructions, please call our office on 0131 466 3001

## **Insurance**

The properties are normally insured via a block buildings insurance policy as stipulated in the Title Deeds of Conditions and in-line with the transparency requirement of the Property Factors Act (Scotland) 2011, we hereby declare that this company does not take any commission or any other form of financial incentive either directly or indirectly on the premium, thus generally saving in the range of 10%-30% which is passed directly on to the owners.

Please ensure that you do not take out individual buildings insurance.

We are an Appointed Representative of Insureness Limited who are authorised and regulated by the Financial Conduct Authority (FCA). Firms Reference Number: 497266.

The company take full charge of any claims. A member of the management team is the first responder to any 24 hour call. They visit site to identify the problem and take preventative measures to restrict the damage until the appropriate trades can be mobilised.

Claims are logged within hours of the call and estimates for repair are gathered and presented to the insurance company.

Insurance claims and repairs are treated as a priority and you are not required to take any action after informing this company of the problem.

You are however required to take any preventative measures where possible, to ensure that issue does not escalate until our emergency service has responded.

Our pro-active involvement has resulted in the costing level of claims being kept to a minimum and far below that of many of the "all trades companies", thus protecting your premium. We handle all complicated claim forms, finding tradespeople, submitting estimates, having the work carried out and applying for the funds to cover the costs. This is included within our management fee.

Our broker will test the market on prices at least every 3 years as we have a fixed 3 year premium for our portfolio with Allianz Insurance, which is at a very low premium having tested the market in late 2017, coupled with this we have the added benefit of a 0% finance deal allowing owners to pay monthly.

## **Sinking Funds**

Any sinking funds are held in a client specific interest earning account.

## **Inspection of Trade Invoices**

Clients wishing to inspect any invoices can view them at our offices upon giving 48 hours notice.

Any copies of invoices carry a charge of £1.50 per copy.

# **Statement of Service**

## **Information & Remit Relating to Factor's Appointment**

The appointment as Factor for a development is made at a quorate meeting of owners. Please refer to your deeds of conditions for information relating to the quorum of the development, the rules for calling a meeting and the details relating to the factor, the appointment and rules for dismissal. Here you will find details of how to call a meeting of owners and the remit and scope of the factor's duties. Also the explanation of common parts, and the apportionment of charges thereof. Deeds of conditions will vary from estate to estate in respect of the above points, and you should consult your solicitor if in doubt.

## **Overview of Services**

- Manage all development requirements
- Organise all maintenance
- Organise all repair works for the site
- Supervise any trades on site
- Make minimum one site visit per week
- Make an agreed site visit with a committee member
- Respond fast to all maintenance issues
- Handle all correspondence and calls in a polite and friendly manner
- Operate a complaints procedure in accordance with the Property Factors Act
- Publish development specific newsletters
- Work in close harmony with the Owners' Association
- Scrutinise all incoming invoices before payment
- Evaluate site electricity charges
- Gather estimates for large work/discuss with Owners' Committee
- Operate our own emergency 24-hour call out service
- Supply a quarterly, clear to understand invoice/statement
- Arrange Block Buildings Insurance via our Broker
- Handle any Insurance claims for owners
- Organise Insurance claims repairs
- Take zero commission on Block Buildings Insurance
- Operate a transparent service and management
- Operate a reporting procedure in accordance with the Tender Specification

# **Terms and Conditions**

## **General**

In the event of emergency repairs being required to the common areas, or items covered under the block buildings insurance and you are unable to contact us, please consult the emergency repairs telephone list on the notice board in your block.

If you are still unable to contact any of the named tradesmen, please contact an approved tradesperson in the yellow pages and send the invoice to Myreside Management Limited.

All faults or repairs must be reported immediately. All repairs undertaken by owners are at their own risk until the insurance company has approved the claim.

Myreside Management Ltd. does not give financial advice on insurance matters and where possible, takes instruction on the collection of monies and on policy decisions from the owners' association committee after deliberation and/or voting from members. Insurance claims should be forwarded to the insurers via the brokers on the contact numbers posted on the notice boards.

## **Financial Conduct Authority (FCA)**

We are an Appointed Representative of Insureness Limited who are authorised and regulated by the Financial Conduct Authority (FCA). Firms Reference Number: 497266.

## **Property Factors (Scotland) Act 2011**

Myreside Management Limited is registered under the Act with the registration number PF 000177 and our statement of services, complaints procedure and contact details can be obtained from the office at:

3 Dalkeith Road Mews  
Edinburgh  
EH16 5GA

Or requested by telephone or email should you not be in possession of a copy.

## **Late or Non-Payment**

The ongoing maintenance of the estate is dependent upon payment of these invoices and collection is enforceable under the terms of the Deeds of Conditions. Should any non-payments prove uncollectable after the appropriate legal channels have been exhausted, the other owners on the development must carry the costs in equal proportions.

The quarterly maintenance invoices are payable upon receipt of invoice. If any invoice remains unpaid after 30 days, a reminder will be sent which will incur a £20 charge. Any invoices, which remain unpaid 14 days after the issue the reminder notice, will be sent a final demand for payment which will incur a further £20 charge. If payment is not received within 14 days of the final demand being sent, then a Summons will be raised with the Sheriff Court without further communication. The relevant owner will incur all additional charges involved in these processes.

# Terms and Conditions

## Additional Works / Pre-Payments etc.

Where only estimated, or partial invoices have been received from suppliers by the date of account invoicing, and where full accounts for the current accounting period are imminent, an estimated sum will be pre-invoiced and accounted for in the next quarter. Where additional works are due in the quarter following the accounting quarter, a pre-payment will be requested.

## Sale of Property

At the sale of a property, the solicitor handling the sale should inform us of the proposed completion date and request certain information from us.

This information generally takes the form of:

- An apportionment of charges to the date of sale
- A copy of the Block Insurance Policy (if there is one)
- Any outstanding monies due to us
- Any proposed or unfinished works
- Any financial obligations outstanding

The Vendor's Solicitor would inform us several weeks prior to the date of completion of the sale, giving us time to raise a final account and an opening account for the incoming owner.

In the event, however, that we are notified of the sale at very short notice, we cannot guarantee to raise a final account prior to the sale completing. In this instance we would request the solicitor to withhold a portion of the sale proceeds until this account can be raised.

All charges will be apportioned to the date of sale against the maintenance float held by this company. This means that providing the float more than covers the outstanding charges; then the credit balance would be transferred to your solicitor. In the event of the float not covering the outstanding charges, then the solicitor would be requested to retain the outstanding balance for transfer to this company.

Final accounts being raised for owners selling their property will carry a £35 (+VAT) charge, which covers all dealings with solicitors and agents and raising final apportioned accounts.

New accounts for purchasers will carry a £35 (+VAT) charge which covers dealings with solicitors and any other documents required by solicitors, the opening of a new account and the raising of an opening account statement.

In the event of sale notification being received 24 hours or less prior to the sale and solicitors or clients requesting an express account being raised, then a final account charge of £60 +VAT will be made.

## **Stair Maintenance (For Tenements Only)**

Myreside Management guarantees to change unlimited lighting tubes and make unlimited visits as per their advertised service, but cannot be held responsible for the total failure, damage or vandalism of any fittings which may require replacement or faulty switching gear which may also require replacement. Myreside Management Ltd cannot be held responsible for any liability due to lights being out and not reported. Myreside Management aims to facilitate repairs within 24 hours during normal working hours.

## **Water Leak Protection System**

The management cannot accept any responsibility for spurious leaks, which are not detected by the sensors, or for the failure of the system if it has been tampered with in any way, or switched off by the resident person.

Letting agents are responsible for the operating advice to tenants. The management guarantees the parts for two years and in the case of a genuine system fault, the labour for one year.

Any tampering with the system or failure to have the system serviced at least once per year will invalidate all guarantees. The system is designed to detect water leaks from primary areas such as washing machines, dishwashers, baths, showers and water tanks etc. The system is not designed to cover radiators and pipes in central heating systems, any underfloor or buried pipes or bursting tanks and no responsibility can be accepted for such leaks.

In the event of a leak not being detected for any reason, the owner must ensure that sufficient buildings insurance and contents cover is in place, and a claim must be made in the normal manner.

## **Invoicing & Payments**

Invoice is quarterly, February, May, August, November. Payment is by Standing Order, Direct Debit, Bank Transfer, Internet banking, Cash, our Website, Debit or Credit Card.

We do not make any charge for Card payments.

Myreside Management Limited  
3 Dalkeith Road Mews  
Edinburgh  
EH16 5GA

[www.Myreside-management.co.uk](http://www.Myreside-management.co.uk)  
[office@myreside-management.co.uk](mailto:office@myreside-management.co.uk)  
Registered in Scotland SC213664  
VAT Number 103664439  
Registered Property Factor Number PF 000177

# Cleaning Specification

- Vacuum any carpets with a motorised head cleaner.
- Vacuum any hard floors
- Wash any hard floors with HOT water lemon gel solution
- Spray all carpets with a fabric conditioner.
- Polish all handrails
- Dust all ledges and polish rails.
- Wipe all door handles with anti-bacterial solution
- Sweep outside all entrance areas.
- Remove any cobwebs.
- Clean entrance doors inside and outside.
- Grounds Litter collection
- Health and Safety hazard signs in place
- Clean light fittings

# Gardening Specification

## Amenity Grass Areas

- Cut and edge lawn areas on a minimum fortnightly basis during the growing season (March to November)- 16 cuts per annum.  
This is the minimum of cuts per season, dependent upon the use of grass treatment.
- Maintain all grass areas to a height of 40mm cut as close to trees, buildings and benches without causing damage.
- Grass will be cut with 21-inch rear roller mowers, or ride on mower.

## Shrub Beds and Borders

- All shrub beds will be cut back twice a year depending on type and season. This is usually carried out in June and October.
- The shrub beds must be cut back so that they do not encroach onto adjacent foot paths and car park areas. (Dependent upon client requirements)
- Shrubs must not become intrusive and untidy. Shrubs will be pruned to 300mm under windows to allow for light.
- As required shrubs and planting will be pruned, deadheaded, or have any damaged material removed. Any hard pruning required will be done November to March.
- Weeding and cultivation of soil will be done as required, with appropriate horticultural equipment.

## Car Park and Hard Surfaces

- All hard surfaces must be kept free of weeds, debris and rubbish.
- Herbicide applications will be applied to all hard surfaces, including building perimeter, during the growing season (March to October) by qualified staff and in line with manufacturer's guidelines.

## Autumn/Winter visits

- We make multiple visits to clear fallen leaves, tree debris and rubbish (November to February)

# **Some of the developments currently under our Management**





**Myreside Management Limited**  
3 Dalkeith Road Mews, Edinburgh, EH16 5GA

**Phone**  
0131 466 3001

**Web**  
[www.myreside-management.co.uk](http://www.myreside-management.co.uk)



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