

Note 1:

As stated in comments, no details have been given as to what works and repairs have been carried out. There is no maintenance plan in place and everything seems to be reactionary. The old adage “prevention is better than cure” applies. It seems that it is the policy of Compton and Tapestart to carry out repairs as and when something is broken rather than a prevention programme to ensure repairs are minimised. Contractors who have visited the site have mentioned to The Residents Association that maintenance plans are something they can offer which would hi-light and rank works in priority and would essentially be cheaper than the current policy of wait until its broken.

Most Maintenance issues cannot be planned- and are dealt with reactively– however statutory testing and annual orders – are proactively arranged. We are unsure who you have spoken to but the contractors we have used at the property have not advised us that they provide a maintenance plan , I can however ask one of our surveyors if this is something they can carry out , please advise.

Note 2:

There would appear to be in place a system of using the same contractors for regular works without checking how competitive they are. I appreciate that this may not be possible to manage all the time but where spikes in costs occur then it is prudent for you as a management company to approach other contractors to see if the work can be carried out at a more competitive price

We have used a range of different contractors at this site. If you have requested information under Section 22 of the Landlord and Tenant Act 1985, you will be able to see this by reviewing the invoices provided.