

Services provided directly by the Agent to the Management Company

(Please note that this list is not exhaustive and can be added to or amended to reflect the unique nature and requirements of each property)

A – ACCOUNTING SERVICES
1) To prepare an estimate in respect of annual service charges in accordance with section 18 of the Multi-Unit Developments Act 2011, for consideration by the Client.
2) Annually to calculate the service charges for each unit based on the budget adopted by the Client and the apportionment detailed in the leases.
3) Annually to issue each unit owner with a statement of demand for service charges together with a copy of the approved budget and the calculations used to arrive at the charge payable by each unit owner (including a breakdown of amount due for current financial year and any arrears balance brought forward from prior years).
4) To advise the Client on the establishment of a sinking fund in accordance with section 19 of the Multi-Unit Developments Act 2011.
5) Annually to apportion the amount of contribution, payable by each unit owner, in accordance with section 19 of the Multi-Unit Development Act 2011 and regulations made thereunder.
6) Annually to issue each unit owner with a statement of demand for sinking fund contributions together with the calculations used to arrive at the contribution payable by each unit owner (including a breakdown of amount due for current financial year and any arrears balance brought forward from prior years).
7) To collect on an ongoing basis service charges and sinking fund contributions approved by the Client.
8) To administer the issuing of reminders for service charges and sinking fund payments as directed by the Client.
9) To administer the imposition of penalties for late payments as directed by the Client where permissible.
10) To answer queries from unit owners on service charges and sinking fund contributions.
11) To prepare a report when requested for the Client directors on overdue accounts.
12) To arrange for the collection of arrears, from whenever they arise, as directed by the Client.
13) To provide receipts for all cash received.
14) To provide, on request by a unit owner, the unit owner with annual statement of unit owner's services charges payments and sinking fund contributions.
15) To administer the Client's finances in accordance with the provisions of the Property Services (Regulation) Act 2011 and regulations made thereunder.
16) To provide reports on all income and expenditure for the Client on a [state frequency] basis.

17) To reconcile bank statements and provide reconciliation reports to the Client on a [state frequency] basis.
18) To pay invoices for goods and services in accordance with the approved service charge budget up to a value of €[value] on behalf of the Client (other than where the Agent is the payee).
19) Where 18 does not apply, to pay invoices up to a value of €[value] on behalf of the Client (other than where the Agent is the payee) upon written instruction from the Client as approved and minuted at a meeting of the board of directors.
20) Where 18 and 19 do not apply, prepare cheques, for signature by a Director of the Client, on foot of invoiced goods and services.
21) Annually prepare and provide the relevant accounting records for the Client's accountants and auditors.
22) Respond to accountants and auditors on questions arising from the preparation and audit of the Client's accounts.
B – CORPORATE SERVICES
1) To request contact details of owners in compliance with Section 8(3) of the Multi-Unit Developments Act 2011.
2) To prepare draft returns, on behalf of the Client, to the CRO including Annual Return; Change of director/secretary or their registered details; Person ceasing to be a director/secretary; Change of registered office; Change of location of registers and the passing of any special resolutions.
3) To provide or make available memorandum and articles of association to unit owners on request.
4) To arrange unit ownership certificates to new unit owners.
5) To maintain on an ongoing basis a register of the unit ownership (in accordance with section 8(3) of the Multi Unit Developments Act).
6) To record and process alleged breaches of lease conditions, covenants or house rules and to report such breaches to the Client.
7) To attend [state number] directors meetings plus 1 Annual General Meeting (AGM) of the Client per annum.
8) To arrange, under the instruction of the Client's Company Secretary, the General Meetings of the Client and prepare, produce and circulate the necessary reports and notices (once approved by the Client) in accordance with sections 17, 18, 19 and 23 of the Multi-Unit Development Act 2011.
9) To distribute minutes of general meetings to unit owners.
10) To prepare supporting material used at meetings (agenda, accounts, reports on the management of the complex or proposed budget).
11) Prepare draft minutes of meetings.
12) To distribute communications to directors/unit owners as appropriate.
13) To maintain records of work carried out, tender exercises and other records related to service provision.

14) To inform unit owners of the terms of the Property Services Agreement and the appropriate means of communication with the Agent.
15) Ongoing communication with unit owners and residents to include at least [x] newsletters per annum.
16) Prepare draft returns to the Revenue Commissioners for the Client.
17) Carry out the Client's instructions to comply with its legal obligations.
18) Other (Specify).
C – INSURANCE MANAGEMENT
1) Identify potential insurance providers/ brokers to provide necessary insurance cover including:- building reinstatement; fire and perils; lift engineering; public liability; employer/employee liability; directors and officers; alternative accommodation cover.
2) Liaise with insurance provider/broker in procuring cover on the basis of appropriate professional advice.
3) Liaise with the insurance provider/broker on renewal of all policies, as directed by the Client.
4) Preparation of insurance claims on behalf of the Client and/or its members under the Client's relevant policy when requested by the Client.
5) Negotiation of premium payment schedule with insurance provider/ broker.
6) To record and receive insurance settlements on behalf of the Client.
7) To notify the insurers of interested parties as advised.
8) Other (Specify)
D – ESTATE MANAGEMENT
1) To identify, on an annual basis, all maintenance and possible refurbishment programmes including fire safety and other equipment, for consideration by the Client.
2) To arrange delivery of planned maintenance as decided by the Client (including contractors whose engagement did not involve the Agent).
3) Conduct [state frequency] visual inspections to identify visible reactive repairs and renewals and other items where the planned maintenance is inadequate.
4) To arrange delivery of unplanned maintenance and renewals as required.
5) Monitor contractors to ensure the contracted services are delivered to specification (including contractors whose engagement did not involve the Agent).
6) Provide access to prospective contractors to the development to enable comprehensive tenders to be completed.
7) To maintain the Client's equipment inventory/asset register.
8) To keep safe any warranties or guarantees.
9) Compile work schedule for janitor/caretaker and oversee the work.

Part II

Procurement of Services on behalf of the Client

(Please note that this list is not exhaustive and can be added to or amended to reflect the unique nature and requirements of each property)

Procurement of Services by Agent on behalf of Client
1) Cleaning services for external and internal common areas
2) Window cleaning services both internally and externally in the common areas.
3) Grounds and landscaping maintenance services.
4) Periodic refuse collection and recycling services.
5) Servicing and maintenance for life & fire safety systems.
6) Servicing and maintenance for security systems.
7) Servicing and maintenance for electrical fittings and equipment.
8) Servicing and maintenance for mechanical fittings and equipment.
9) Vermin and pest control services.
10) Electrical and plumbing services including after hours emergency services.
11) Servicing and maintenance of water and sewage pumps.
12) Servicing, maintenance and periodic inspections of lifts.
13) Servicing and maintenance of all electronic access gates/doors.
14) Accountant to prepare the Client's company accounts.
15) Auditor to audit and certify the Client's accounts.
16) Solicitor for legal representation.
17) Relevant professionals to assist in the identification of planned maintenance, refurbishment and improvement works and the sinking fund.
18) Relevant professionals to advise on reinstatement value for insurance purposes.
19) Health & Safety expert to advise on management, maintenance and inspections of complex.
20) Relevant professionals to advise on maintenance and renewal of mechanical and electrical equipment.
21) Financial advisor to advise on investment options for the Client's funds, in particular the sinking fund.
22) Relevant professional to prepare Fire Safety Strategy & Management
23) Annual sterilisation of water tanks.

