



## Frequently Asked Questions

### **Why do I have to pay an estate management charge?**

When you purchased your house you will have signed a Deed of Covenant agreeing to pay an estate management charge to Kings Hill Residential Estate Management Company Ltd (“KHREM”). This company manages and maintains the common areas and facilities within residential areas of Kings Hill, where responsibility has not been passed on to another organisation. In setting up KHREM, Liberty wished to ensure that those things within its remit were maintained to a high standard.

### **What does my estate management charge cover?**

Please refer to your Deed of Covenant which details what the estate management charge covers and what legal obligations KHREM has to you as a resident.

### **How is the estate management charge calculated?**

The formula for calculating the estate management charge is given in your Deed of Covenant, and it is limited to the previous year’s charge which can be increased in line with the retail prices index.

### **An area near my house which is intended to be landscaped has not yet been landscaped, so why should I pay the charge?**

The charge relates to the maintenance of the common areas of the Kings Hill residential development as a whole, (other than the “First Village” - see below) not just the areas near or adjacent to your house. There may be a number of reasons why an area near your house is not yet be landscaped. These include, but are not limited to:

- ◆ It is the wrong time of year to commence planting. The planting season is generally the end of October to the end of March but may vary due to weather or frozen ground.
- ◆ Additional building works are planned in the nearby area which may cause landscaping to be damaged, so it is better to wait for these works to be completed before landscaping the area.

Please also note that when areas are initially covered in top-soil and seeded, weeds are likely to occur as we try to use recycled soil. The grass needs to establish before a weed-killer is used, otherwise the grass would also be killed.

Our address:  
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Estate Manager:  
Susan Davies  
kingshillresidential@  
libertyproperty.com

Contact details for the  
“Resident Directors”:

John West  
john@westjj.net



## Kings Hill Residential Estate Management Company— Frequently asked questions (continued)

### **I also get an estate management charge from another company. Why?**

Areas within the individual house-builders' developments are NOT part of the common areas of Kings Hill and are not the responsibility of the KHREM. Some house-builders have commissioned other estate management companies to maintain the areas within their own development, particularly when they have developed apartments or a "gated community" scheme. In such circumstances you may receive an additional management charge to cover the costs maintaining these communal areas.

### **What happens if I sell my house during the year?**

The registered occupant on 1<sup>st</sup> January is liable to pay the estate management charge for that year. If you are selling your property you should be able to agree with your purchaser that they will reimburse to you the apportioned charges from the sale completion date for the remainder of the calendar year and your solicitor should handle this.

### **What is the registration fee for?**

A registration fee of £75 plus VAT is charged each time a new property is registered, and a fee of £200 plus VAT is charged when a property is subsequently sold. Legal fees and administration costs are incurred by the company each time a property is purchased and the registration fee is to cover these costs.

### **When does management control of the company pass to residents?**

The intention is that the management control of Kings Hill Residential Estate Management Co Ltd should pass to shareholders when development is 95% complete. The transfer of control is to be a phased process, in line with the pace of the development's completion. The resident shareholders of the company are currently entitled to appoint 2 of the 5 directors.

### **Who pays the cost of maintaining the common facilities in the "first village", or of other Kings Hill facilities which are available for use by the "first village" residents?**

The facilities at Kings Hill are available for use by all residents. The maintenance costs of the facilities and common areas in the "first village" are apportioned so that an appropriate amount is paid for by Rouse Kent (Residential) Ltd (A subsidiary of Liberty Property Trust UK Ltd). Therefore the residents paying a fee in accordance with their Deed of Covenant are NOT subsidising the "first village" residents.



## Kings Hill Residential Estate Management Company

### Frequently asked questions (continued)

#### **What remuneration do the Company directors get?**

The Company directors do not receive remuneration for the work undertaken by them for the company.

However work carried out by Liberty Property Trust UK Ltd staff on behalf of KHREM is charged to the company on a time-incurred basis. Please refer to the note within the accounts.

#### **What happens if I don't pay my residential estate management charge?**

KHREM is a non-profit making company, and its purpose is to ensure that a high standard of maintenance is achieved in respect of the common areas and facilities at Kings Hill. This helps to sustain the popularity of Kings Hill as a residential community.

Accordingly every residential shareholder benefits from the KHREM's role and it is in every residential shareholder's interest to ensure that the company receives the fees that each purchaser is legally contracted to pay. In the event that a purchaser fails to pay the fees the matter may be passed to a debt recovery agency or put into the hands of solicitors.

In addition, the Deed of Covenant, which each purchaser signs on completion of the purchase of his/her home, places a restriction on the title of that property. This means that KHREM must give permission for the property to be transferred upon a subsequent sale. Any outstanding charges will need to be settled before KHREM will agree to the property being transferred to a new purchaser.

#### **Who are the Residential Estate Management Directors?**

There is currently one elected directors to whom residents should contact.

The contact details are provided on the first page.

The process is currently underway to elect a second directors and details will be updated when the election is complete.

#### **Why is an Annual General Meeting not held for Kings Hill Residential Estate Management Company Ltd?**

KHREMC have opted out of the requirement to hold an AGM under the rights permitted by the Companies Act.



## Kings Hill Residential Estate Management Company

### Frequently asked questions (continued)

#### **What issues should I report to the Residential Director?**

- Road and footpath maintenance issues on roads which are maintained by KHREM (see below).
- Landscaping matters
- Gritting and snow clearance
- Maintenance of bus stops
- Litter and dog bins

#### **How do I contact them?**

John West and Sarah Barker are the currently elected Directors who should be contacted by email:

[john@westjj.net](mailto:john@westjj.net)

You may also wish to contact Kings Hill Residential Estate Management Company Ltd on 01732 870375 or

[kingshillresidential@libertyproperty.com](mailto:kingshillresidential@libertyproperty.com).

#### ***Which roads are maintained by Kings Hill Residential Estate Management Company Ltd?***

It is the policy that residential roads at Kings Hill are built with a view to being adopted as Public Highways by Kent Highway Services. In order to be adopted, the road, footpaths, street lighting and adoptable verges have to go through a minimum maintenance period of 12 months (and during this period, the maintenance responsibility is with the contractor who constructed the road). At the end of the maintenance period it is re-inspected by Kent Highway Services to ensure that it is a satisfactory condition for them to adopt as Public Highway. Unadopted roads remain the responsibility of the company who constructed them.

A list is available which details the entity who currently has the maintenance responsibility for each road. KHREM will always endeavour to assist with resident's queries, but where the responsibility lays with others, please contact the relevant company / authority in the first instance.