



# Kings Hill Residential Estate Management Company Ltd

## Residential Estate Charge Budget

01 January 2025 - 31 December 2025



## OVERVIEW

Kings Hill Residential Estate Management Company Limited (KHREMCL) is responsible for the ongoing maintenance of the majority of the communal residential areas at Kings Hill. Residents of these areas are required to contribute towards the cost of the upkeep. On the completion of your property purchase, you will have signed a Deed of Covenant which sets out your obligation to pay the annual estate charge. The estate charge is capped by a formula found in the deed of covenant and is linked to the Retail Price Index.

There are currently 2,478 houses completed and sold on Kings Hill (Phase 2 and 3) as at 1<sup>st</sup> January 2025 that are due to pay this fee. We also have completed houses now in the Phase 5 area which have been built in the commercial area of Kings Hill. As these houses are in the commercial area, and will have to use the private roads to access their houses, it has been agreed that these home owners will contribute to the Residential Estate company and a contribution based on an agreed formula will be made to Kings Hill Estate Management Company Ltd that manages this area. If you would like more information on this, please email Kings Hill Management. Please note that if you receive an additional estate management charge from another company, this is separate from this fee and there is no doubling up of services. The other estate charge is usually set up by the house builder of your home. Please contact them for further information.

The fee for 2025 is £370.00 plus VAT totalling £444.00. This is a 2.78% increase from 2024 and is £107.00 less than the maximum allowed to be charged based on the formula detailed in your deed of covenant. Details of the 2025 budget can be found in the income and expenditure report below.

The key services we cover are:



Providing and maintaining shrubs and trees on communal land



Maintaining and caring for the mature and new landscaped areas



Mowing communal areas of grass



Provision and emptying dog and litter bins and 7 days a week litter picking



Playground equipment maintenance and replacement



Providing and maintaining signage



Winter road treatment for main distributor roads in the residential area

The purpose of this estate charge pack is to explain;

1. key contacts
2. payment details
3. each aspect of the core services provided for the residential estate
4. detailed expenditure report providing a breakdown of specific services, and associated costs

## KEY CONTACTS

<b>Invoice Payment Queries</b>	Helen Burgess Zoe Brooker	01732 792374 01732 792368
<b>Estate Queries</b>	Emma Cottee Susan Davies	01732 792356 01732 792340
<b>Email</b>	<a href="mailto:enquiries@kingshillmanagement.com">enquiries@kingshillmanagement.com</a>	This mailbox is monitored by members of the Kings Hill Management Ltd team, and as such queries will be dealt with by the appropriate member of staff. If contacting KHREMCL by email, you should expect a response within 3 working days.

## HOW TO PAY

<b>Direct Bank Transfer (preferred method)</b>	<b>KHREMCL</b> <b>Sort Code:</b> 20-54-29 <b>Account No:</b> 90260363	Please use your invoice number or resident ID (Account ref:) from the invoice in the reference box to enable us to allocate your payment to your account.
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Alternatively, we do accept the following:

<b>Card Payment</b>	Visa & MasterCard (debit & credit)	Please email: <a href="mailto:accounts@kingshillmanagement.com">accounts@kingshillmanagement.com</a> with your resident ID (account ref:) and we will send you a link to pay your invoice by card.
<b>Cheque</b>	Payable to KHREMCL	Please write your resident ID (account ref:) or address on the reverse or we may not be able to allocate your payment to your account.
<b>Please send to:</b>	Kings Hill Residential Estate Management Company Ltd c/o Kings Hill Management Ltd 5 Liberty Square Kings Hill, West Malling Kent ME19 4AU	Please note that KHREMCL cannot accept cash payments or offer receipts on delivery. If a receipt is required, this will be sent under separate cover via email.

## Detailed Income & Expenditure Report 2024 Actual V 2024 Budget

	Estate Charge Actual 2024	Estate Charge Budget 2024	2024 Actual v 2024 Budget	2024 Actual v 2024 Budget	Notes
	£	£	£	%	
<b>INCOME</b>					
Estate Management Fee Income	(904,031)	(919,530)	15,499	(1.69%)	Delays in house sales compared to forecast has caused the reduction in fees collected in 2024 compared to actuals. We had budgeted to use some of the reserves but actual costs were less than budgeted and with the savings made we have transferred £48,660 to reserves. Interest received was higher than budgeted.
Transfer to / from Reserves	48,660	(19,368)	68,027	(351.24%)	
Interest (less tax)	(23,681)	(12,000)	(11,681)	97.34%	
<b>TOTAL INCOME</b>	<b>(879,052)</b>	<b>(950,898)</b>	<b>71,845</b>	<b>(7.56%)</b>	
<b>COSTS</b>					
<b>MANAGEMENT</b>					
Management Fees	113,135	113,135	0	0.00%	Time allocated to manage KHREMCL was in line with the budget. Audit fees were budgeted based on 2023 costs but there was an increase due to staff costs and increased regulation. Office costs were as budgeted with a small variance due to increased postage costs. No Legal fees were incurred during 2024 and this budget has moved to 2025. Annual general risk assessment was under budget and no further health and safety works were required.
Audit fees	15,887	14,038	1,849	13.17%	
Office costs	40,905	40,715	190	0.47%	
Legal Advice	-	7,500	(7,500)	(100.00%)	
Health and Safety	690	1,000	(310)	(31.00%)	
<b>Sub Total</b>	<b>170,617</b>	<b>176,388</b>	<b>(5,771)</b>	<b>(3.27%)</b>	
<b>UTILITIES</b>					
Electricity	3,319	20,292	(16,973)	(83.64%)	Corrections and back dated credits have been received in 2024 relating to prior years incorrect billing and estimates. We continue to budget for water costs for a supply but are still waiting for the invoices. The costs for water in 2024 are for the risk assessment required for the water supply.
Water	133	1,852	(1,719)	(92.82%)	
<b>Sub Total</b>	<b>3,452</b>	<b>22,144</b>	<b>(18,692)</b>	<b>(84.41%)</b>	
<b>SOFT SERVICES</b>					
External landscaping	428,065	450,285	(22,221)	(4.93%)	Coppicing costs were less than budgeted in 2024 causing the main variance in landscaping of £19,332. Further savings were made in snow clearing/ gritting and pest control. Increases in security staff costs were less than forecasted resulting in a saving of £2,259. Green waste tonnage has not been as high as previous years resulting in a saving for 2024.
External cleaning (inc Dog Bins)	121,946	125,532	(3,585)	(2.86%)	
Security Parking patrols ANPR and CCTV	29,193	31,451	(2,259)	(7.18%)	
Green waste management	14,811	25,106	(10,295)	(41.01%)	
<b>Sub Total</b>	<b>594,015</b>	<b>632,375</b>	<b>(38,359)</b>	<b>(6.07%)</b>	
<b>HARD SERVICES</b>					
Street lighting	25,247	25,188	58	0.23%	Street light contingency was not fully required in 2024 and was less than budgeted by £3,603 Playground repairs were higher than budget due to a number of the stone seat being broken in the amphitheatre in Orchard Park. This together with lighting repairs resulted in an overspend of £7,890. This was offset by reduced costs in external repairs and maintenance where contingencies were not required.
Street lighting contingency	11,397	15,000	(3,603)	(24.02%)	
Playground repairs and maintenance	26,903	19,013	7,890	41.50%	
*External repairs & maintenance	12,783	17,822	(5,039)	(28.27%)	
*(Includes Paving, Signage, White lining, replacement dog bins)					
<b>Sub Total</b>	<b>76,330</b>	<b>77,023</b>	<b>(693)</b>	<b>(0.90%)</b>	
<b>INSURANCE</b>					
Property / infrastructure insurance	19,652	20,968	(1,316)	(6.27%)	Insurance costs were less than budgeted as the costs were lower than predicted by the broker.
<b>Sub Total</b>	<b>19,652</b>	<b>20,968</b>	<b>(1,316)</b>	<b>(6.27%)</b>	
<b>EXCEPTIONAL EXPENDITURE</b>					
Website		15,000	(15,000)	(100.00%)	No works were completed on the website as planned in 2024 but work has begun in 2025 to have a dedicated website for KHREMCL as www.kings-hill.com may not be available in the future. This budget has therefore been moved to 2025. Due to the lack of interest, the community orchard will not be going ahead. We have had a number of issues with bollard lighting in 2024 on Laxton Walk and Orchard Park. Repairs have been made where required which were unbudgeted costs. Works were completed to the Cricket Pitch outfield to improve the playing surface and the safety of players and spectators using the cricket pitch amenity.
Community Orchard		5,000	(5,000)	(100.00%)	
Additional Litter Bins	2,588	2,000	588	29.40%	
Laxton Walk bollard lighting	5,264	-	5,264	100.00%	
Orchard Park lighting bollards	3,984	-	3,984	100.00%	
JGC Sportsturf maintenance	1,680	-	1,680	100.00%	
Gibson Drive lamp post heads	1,469	-	1,469	100.00%	
		-	-		
<b>Sub Total</b>	<b>14,986</b>	<b>22,000</b>	<b>(7,015)</b>	<b>(31.88%)</b>	
<b>TOTAL COSTS</b>	<b>879,052</b>	<b>950,898</b>	<b>(71,845)</b>	<b>(7.56%)</b>	

## Detailed Income & Expenditure Report 2025 Budget V 2024 Actual

	Estate Charge Budget 2025 £	Estate Charge Actual 2024 £	2024 Actual v 2025 Budget £	2024 Actual v 2025 Budget %	Notes
<b>INCOME</b>					
Estate Management Fee Income	(931,722)	(904,031)	(27,690)	3.06%	The 2025 budget income is based on a fee of £370 (net) charged to existing 2,478 households as at 31/12/2024 and a pro-rated amount charged to a further 84 new homes forecast to be sold throughout the year. This budgeted amount forecasted to use £48,569 of the reserves which was increased in 2024 due to actual costs being less than income by £48,660. The reserves at the end of 2024 are £577,115. Interest rates forecast to go down in 2025 which has caused the negative variance.
Transfer to / (from) reserves	(48,569)	48,660	(97,229)	(199.81%)	
Interest (less tax)	(16,000)	(23,681)	7,681	(32.43%)	
<b>Residential area Income</b>	<b>(996,291)</b>	<b>(879,052)</b>	<b>(117,238)</b>	<b>13.34%</b>	
Estate fee Income from Phase 5	(77,453)	-	(77,453)	100.00%	This is a new category of income and costs directly attributable to the houses build in the commercial area of Kings Hill. A proportion of the income from this area is used to contribute to the maintenance of this area including the private commercial roads. The cost allocated will be reconciled each year and this is a budgeted amount.
less Phase 5 contributions to Kings Hill Estate Management Company Ltd	57,375	-	57,375	100.00%	
<b>Commercial area Income and Contributions</b>	<b>(20,078)</b>	<b>-</b>	<b>(20,078)</b>	<b>100.00%</b>	
<b>TOTAL INCOME</b>	<b>(1,016,369)</b>	<b>(879,052)</b>	<b>(137,317)</b>	<b>15.62%</b>	
<b>COSTS</b>					
<b>MANAGEMENT</b>					
<b>Management Fees</b>					
Salaries	118,752	113,135	5,616	4.96%	Salaries have been increased due to additional time allocated for new house sales expected in 2025 and increases in employer National Insurance and salaries. Savings have been made in accounting software by moving over to Xero with no further costs for SAGE. We have budgeted an increase in credit card fees as more people are opting to pay using this method. The increase in office costs is due to increases in overheads such as insurance, maintenance and utilities. Postage costs have increased causing the unfavourable variance but we hope to collect more emails this year to reduce these costs. A provision for legal advice has been made by the Directors in 2025 as the provision last year was not used and we anticipate a requirement this year.
<b>Accounting Fees</b>					
Audit and Tax Fees	13,200	12,700	500	3.94%	
Accounts software	416	1,471	(1,055)	(71.74%)	
Payment Provider Fees	2,297	1,716	582	33.90%	
<b>Site Management Resources</b>					
Office Costs	39,314	35,163	4,151	11.81%	
Printing and Postage	5,398	3,935	1,463	37.19%	
Financing Fees	1,817	1,807	9	0.50%	
Legal Advice	7,500	-	7,500	100.00%	
Health and Safety	1,000	690	310	44.93%	
<b>Sub Total</b>	<b>189,693</b>	<b>170,617</b>	<b>19,076</b>	<b>11.18%</b>	
<b>UTILITIES</b>					
Electricity	15,670	3,319	12,351	372.16%	Large credits were received in 2024 for electricity due to incorrect estimated bills in prior years. For 2025 we will have more accurate billing via smart meters and manual check readings are taken regularly. We continue to budget for water costs and this includes water testing in accordance with the risk assessment.
Water	2,066	133	1,933	1,453.23%	
<b>Sub Total</b>	<b>17,736</b>	<b>3,452</b>	<b>14,284</b>	<b>413.81%</b>	
<b>SOFT SERVICES</b>					
<b>Landscaping and tree maintenance</b>					
External landscaping	436,448	417,397	19,051	4.56%	Coppicing and tree management costs have moved from exceptional expenditure to landscaping as we are spreading the programme for coppicing annually. A small increase in landscaping is due to increased salaries and offsite storage facility costs. Budgeted green waste is based on previous years budget as this cost fluctuates. We continue to include a contingency for snow clearing / gritting and pest control but no costs were incurred in 2024 for either of these services. Gully and road cleaning budgeted costs have stayed the same for 2025 but actual costs in 2024 were less than budgeted. The litter picking costs have increased due to national living wage increases and Employer NI costs increasing in 2025. Dog bin waste disposal costs have also increased to accommodate a more environmentally friendly disposal method. Although this is a large increase compared to 2024 costs, it is still less than costs incurred in previous years with another provider. Septic tank costs are now included in compound cleaning which is the reason for the increase in these costs. Green waste actual costs were less than budgeted last year but we have kept the budget the same as 2024 anticipating an increase in 2025. Increase in security parking patrol costs are due to pay rises and overheads from the subcontractor. We continue to monitor the private roads in the residential areas until they are adopted.
Coppicing and tree management	40,000	10,668	29,332	274.95%	
Green waste management	26,262	14,811	11,450	77.31%	
Snow Clearing/Gritting	5,000	-	5,000	100.00%	
Pest Control	1,500	-	1,500	100.00%	
<b>Cleaning</b>					
Litter Picking	76,724	71,119	5,605	7.88%	
Dog Bin Clearing and Maintenance	52,000	36,156	15,844	43.82%	
Gully and Estate Road Cleaning	9,189	7,259	1,930	26.59%	
Compound Cleaning	7,167	6,049	1,119	18.50%	
Jet Wash Roundabouts	1,244	1,364	(120)	(8.81%)	
<b>Security</b>					
Security Parking patrols	28,119	26,623	1,495	5.62%	
ANPR and CCTV systems	1,599	2,570	(971)	(37.78%)	
<b>Sub Total</b>	<b>685,251</b>	<b>594,015</b>	<b>91,236</b>	<b>15.36%</b>	
<b>HARD SERVICES</b>					
<b>Mechanical and Electrical Services</b>					
Street lighting	25,694	25,247	448	1.77%	Overall we are showing a slight decrease in costs for hard services. This is mainly due to the reduction in street lighting contingency which we anticipate will be less in 2025 due to all the remedial works carried out in 2024. We are anticipating additional paving works required in 2025 and the budget has been increased to accommodate that together with a program of white lining and replacement of dog bins. Playground repairs and maintenance in 2025 are expected to be in line with 2024 costs and as we continue to experience damage to the stone seats in the amphitheatre, costs to replace damaged seats have been included.
Street lighting contingency	5,000	11,397	(6,397)	(56.13%)	
<b>Fabric Repairs and Maintenance</b>					
Playground repairs and maintenance	26,796	26,903	(108)	(0.40%)	
*External repairs & maintenance	18,122	12,783	5,339	41.76%	
*(Includes Paving, Signage, White lining, replacement dog bins)					
<b>Sub Total</b>	<b>75,612</b>	<b>76,330</b>	<b>(718)</b>	<b>(0.94%)</b>	
<b>INSURANCE</b>					
Engineering Insurance	-	-	-	0.00%	Budget estimates provided by the insurance broker.
Property / Infrastructure Insurance	21,618	19,652	1,965	10.00%	
<b>Sub Total</b>	<b>21,618</b>	<b>19,652</b>	<b>1,965</b>	<b>10.00%</b>	
<b>EXCEPTIONAL EXPENDITURE</b>					
Stand alone Website inc interactive map	10,000	-	10,000	100.00%	The company is currently working on a dedicated website for KHREMCL transferring the information from www.kings-hill.com which may not be available for the foreseeable future. Please see the newsletter for more info. The safety surface under the play equipment in the Melrose Avenue play area needs replacing and this work will take place in 2025. A horsegate barrier has been installed on the Kings Hill boundary close to the Clearheart Lane bridlepath to prevent access to motorbikes whilst allowing access for horses, cyclists and pedestrians. This is in response to several complaints from residents about motorcycles accessing this permissive path.
Horse gate to stop motorcycles Clear Heart lane bridal path	6,060	-	6,060	100.00%	
Additional Litter Bins	2,000	-	2,000	100.00%	
Melrose Park Wetpour replacement	8,400	-	8,400	100.00%	
2024 expenditure	-	14,986	(14,986)	(100.00%)	
<b>Sub Total</b>	<b>26,460</b>	<b>14,986</b>	<b>3,075</b>	<b>76.57%</b>	
<b>TOTAL COSTS</b>	<b>1,016,369</b>	<b>879,052</b>	<b>128,917</b>	<b>15.62%</b>	