



CARMICHAEL
HOMES


WATER OF LEITH
APARTMENTS
LANARK ROAD | EDINBURGH

Taylor & Martin
— Bespoke Property Management —

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About Taylor & Martin

Taylor & Martin is a bespoke property management service with the sole focus of catering to homeowners who desire a premium service. Taylor & Martin was born out of the belief that property management should be a hands-on personal service with the ability to adapt to the wide variety of homeowners and their properties. Our philosophy is therefore centered around strong onsite presence and close communication with all of our clients in order to form relationships with each of them. We achieve this by maintaining a select portfolio of properties, allowing us to dedicate the necessary time to provide a premium service.

Taylor & Martin is completely unique in the way in which we operate; we do not follow industry trends and take great pride in offering a fully transparent service.

Traditionally in the factoring industry, there has been no correlation between the service offered to properties at the bottom of the market and at the premium end. We feel that owners deserve a level of care that reflects their investment. This rings especially true at Water of Leith Apartments where owners will expect the common areas of their home to be upkept to the highest standard.

Taylor & Martin carry out monthly site visits of all properties that we manage, as well as setting out planned preventative maintenance strategies with owners. Our annual homeowner meeting ensures all owners are fully engaged with the management and upkeep of their property. At Water of Leith Apartments, Taylor & Martin would propose forming a residents committee with whom Taylor & Martin will hold quarterly meetings.

Market Knowledge

Taylor & Martin know the area well and have an excellent understanding of the buyer profile at Water of Leith Apartments where we anticipate professionals and investors. Our bespoke management philosophy means we are perfectly placed to cater for the demands of the spectrum of buyers. Managing high-end developments has shaped our management philosophy and has set our understanding of client expectations to be very high.

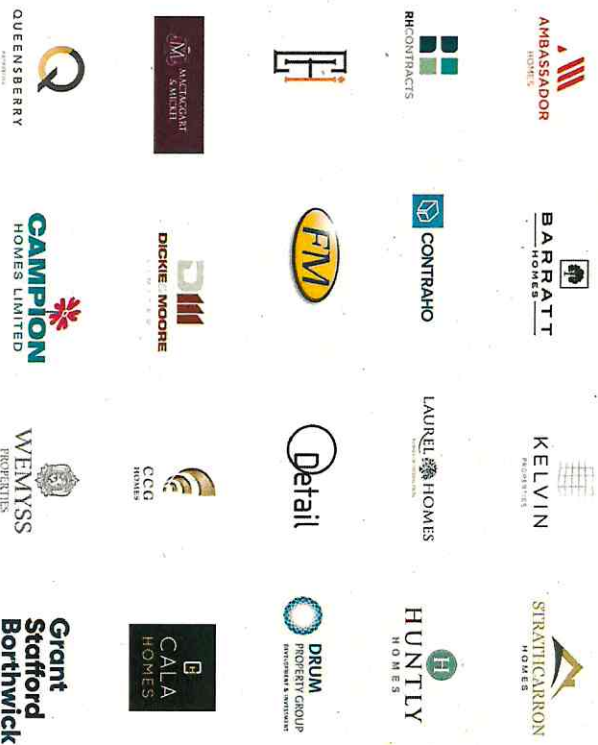


We Work With

Taylor & Martin have vast experience of working with a wide variety of developers. We understand the importance adding value to any project from the early stages of planning, to managing relationships between developer and the client into the future.

Our experience means we are well versed in adapting to levels of involvement expected from different developers at varying stages of a project.

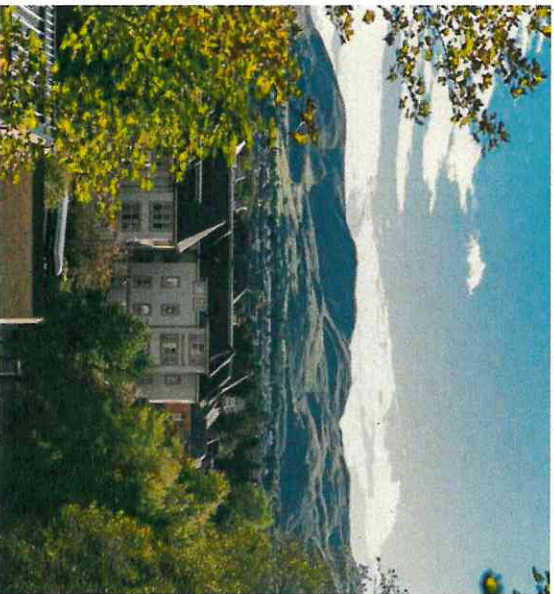
Taylor & Martin are regularly appointed by the same developers on their new projects, which we believe to be testament to our ability to build a positive working relationship.



Added Value

Where can we add value?

- Taylor & Martin's Directors will be available to attend any launch events and open days.
- Taylor & Martin will provide a comprehensive management information package setting out all estimated costs for clients and the breakdown
- Taylor & Martin will meet with clients and prospective clients to assist and answer any factoring queries
- Taylor & Martin guarantee same day response to solicitors in any requests necessary for processing sales
- Taylor & Martin will assist solicitors in writing and tailoring Deed of Conditions
- Taylor & Martin will ensure future Carmichael Homes clients' look back at an immaculate development
- Taylor & Martin will be available to provide assistance with practical elements of design providing feedback and advising on issues experienced in previous developments
- Taylor & Martin will produce a comprehensive bespoke welcome pack for buyers
- Taylor & Martin's sister company, Tay Letting can provide detailed rental appraisals for properties upon request.



Testimonials

Residents

"We would be pleased to recommend Taylor & Martin to any prospective client. We're 30 years out of date with our experience of factored property, so our expectations were not high when we moved into our new flat last year. However Taylor & Martin have impressed with their close attention to any issues raised, their regular site visits, friendly and regular communication and their ability to get things done. A properly professional service."

Mrs S Smith, Kingsland Gardens

"Taylor & Martin are always professional, very personable, quick in responding to enquiries and have jobs priced competitively. Comparing with other factors we deal with, there honestly is no comparison...they arrange regular meetings, inspect property monthly, suggest beneficial changes if necessary and listen to clients' concerns. A very high standard is offered with regular communication and a strong on-site presence."

Mr C. Ferguson, 4 Park Gate

"Taylor & Martin have restored my faith in how Glasgow to a flat. In Park Terrace, I was apprehensive about dealing with a factor. I have been delighted with Taylor & Martin's service and their hands on, personal touch. They have made the transition from private to communal living a great experience."

Dr W Totten, 21 Park Terrace

"After many years of terrible service and exorbitant costs from 2 of the well-established big players in the Glasgow factoring scene, it has been a real pleasure to hand over our business to Taylor & Martin, whose attitude to customer service is hands-on, responsive and diligent, coupled with a billing structure which is transparent, customer-focused and significantly cheaper than we were paying before."

Mr M Stricvic, 10 Royal Terrace

"Compared to our previous factor T&M are a pleasure to deal with. They are proactive (unlike our last factor who was either reactive or inactive) and this is their main selling point. Through T&M's hard work organising repairs and maintenance our common areas are slowly being returned to a high standard. Regular inspections are arranged to nip maintenance issues in the bud and we have regular owner/factor meetings to discuss issues and forward plan. There are frequent email updates on progress. All this is in stark contrast to what went before and can't recommend T&M highly enough."

Miss Irene Florence, 2 Hillhead Street

"Taylor & Martin have been our factors for the last five years and we have been very pleased with their work. They are very responsive, offering quick feedback and advice on issues and have always shown a thorough interest and commitment to helping all the owners in our building. We hope to continue this rapport for a long time."

Mr Venturi, 98 Clarence Drive

"We have been very pleased with Taylor & Martin. We have found the team to be very helpful and friendly. They are very attentive to our needs and keep us well informed about our property. Taylor & Martin are knowledgeable about property and understand the challenges of communal living and have helped us solve many issues."

Mr A Foy, 9 Claremont Terrace

"Taylor & Martin have restored my faith in how property management should be carried out, with the interests of owners coming to the fore at all times. I have been hugely impressed by their cost-effectiveness, quality of service, attention to detail and personal attention even in the face of some very challenging legacy issues with the property. I would have no hesitation in recommending them to other owners looking for best value."

Mr G Baker, 3 Queens Gardens

"Our building has been under the same management for over 40 years therefore the decision to move was difficult however Taylor & Martin worked hard to create a bespoke management proposal to suit our building and the various owners' requirements whilst also saving us money. We were impressed with both Michael and Marc's professional manner and delighted with their service so far."

Miss S Robinson, 41 Caird Drive

Developers

"Taylor & Martin are extremely helpful in dealing with clients before, during and after the sale of the property. They are on hand throughout the process, from contributing to Deed of Conditions, to meeting with prospective buyers. Taylor & Martin acted as an excellent buffer between Barony Homes and clients during handover process and have been able to assist in dealing with snagging where required. We would not hesitate to recommend Taylor & Martin as a factor to any developer."

Craig Fleming, Barony Homes

"We have worked with Taylor & Martin from the outset of our first residential development and have never sought to swerve elsewhere. In delivering dozens of prime homes we have strived to provide quality aspiration, amenity and aesthetic throughout. It has been and continues to be of singular significance to us that, at hand-over, we are confident that these values are upheld. Happily, the feedback we receive from our purchasers, again and again, is that this is exactly what Taylor and Martin do. This is why Detail continue to work with Taylor & Martin."

Gordon and Natasha Russell, Detail

"At The Atrium we were keen to convey luxury in every aspect of the development and the ongoing management was an important part of that. Taylor & Martin was the obvious choice in this regard."

Stephen Mecknie, Kelvin Properties

Comparable Developments



Rowanbank Gardens - Artisan



Bonnington Mill - Queensberry Properties



Beaumont Court, Wester Coates Gardens



Victoria Park Neuk



The Wireworks - Dundas



34 Barrington Avenue West



St Leonards Crag



Brighthouse Park Cross



Forthview - Ambassador Homes



Salisbury Heights



Baronscourt View - South Elixia Place



Ravelston Court, Ravelston Dykes



9 Barrton Avenue West – New Age Developers



4 Barrton Avenue West – Queensberry



Craighleith Road, Wemyss



Gogar Eight, Ingliston



The Shore



42 Colinton Road



48 Polwarth Terrace – Canal Care Ltd



West Court, Ravelston



PQ Residences, Park Quadrant – Ambassador Homes



G3 Square, Minerva Street – Drum Property



Rutland Square



Redburn Meadows – Blackridge

Long Term Management

Taylor & Martin propose an annual meeting with all homeowners within the development in order to discuss factoring matters. This allows ourselves the opportunity for us to tailor our service to suit all homeowners as well ensuring the smooth running of the development and allowing owners to forecast expenditure. Taylor & Martin will prepare an agenda, chair and provide minutes for all meetings. If there is a requirement for ad hoc meeting, particularly to discuss any major works, Taylor & Martin will arrange meetings accordingly.

Major Repairs: Taylor & Martin will not authorise any atypical works over a value agreed upon by homeowners and the property manager, until a majority of homeowners have agreed the work should be carried out. At this time, we will collect payment in advance to prevent the float fund diminishing to the point that typical works cannot be instructed.

We would also propose setting up an email group with all homeowners included whereby we can provide regular updates. This along with our homeowner news tab alert system, provides transparency to homeowners regarding where we are with various ongoing matters and provides a platform for open discussion.





Billing & Accounts

Taylor & Martin ensure structure to both the maintenance and invoicing at Water of Leith Apartments. We will ensure that all maintenance is carried out over agreed periods, e.g. weekly cleaning visits are carried out accordingly and billed for each quarter.

Furthermore, we will ensure clarity and transparency to invoicing so that owners know what they are paying for. For example, any miscellaneous work will appear on the invoice with the specified action, e.g. 'emergency lighting repairs' will be specified as 'battery pack to emergency lighting replaced'.

Following our commitment to delivering 100% transparency, every charge to the client will be invoiced at the price that Taylor & Martin pay any providers, with no mark-up and all original invoices will be available on request.

Taylor & Martin will hold a floating fund (float) from all homeowners. This float will be used to pay contractors for general maintenance and repairs and will be replenished by the settlement of invoices. The value of the float has been determined based on the maintenance and upkeep costs of the development. We would recommend a floating fund of £400.00 per apartment based on the anticipated apportioned quarterly charges.

Payments will be invoiced quarterly. The invoice will include payments for cyclical maintenance such as communal cleaning as well as any repairs and one-off works undertaken in the previous period. Invoices will be sent by email or post and can be paid by standing order, cash, cheque or online bank transfer. We also have a cutting-edge online portal, through which clients can make payments, download invoices, view transaction activity and see essential development information.

Proposed Costs

Taylor & Martin have put together proposed costs based on information provided by Carmichael Homes Enterprises and site inspections/inspections of drawings carried out by various contractors who Taylor & Martin know and trust. Upon Taylor & Martin's appointment as property manager at Water of Leith Apartments, regular maintenance provisions would be periodically put out to retender in order to ensure costs are kept as competitive as possible while maintaining the highest standards.

The proposed maintenance provisions and the frequency in which they are carried out are subject to change based on requests by Carmichael Homes. This is so that Taylor & Martin can provide a truly bespoke service.

All costs noted are inclusive of VAT at 20% and may be subject to change upon completion of the development.

Estimated Cyclical Charges

MAINTENANCE ITEM	CONTRACTOR	TOTAL ANNUAL CHARGE	APPORTIONMENT	APPORTIONED QUARTERLY CHARGE
Communal Buildings Insurance	Kelvin Smith Insurane Brokers	£5,720.00	1/25	£57.20
Communal Cleaning	Snowdrop Services	£3,400.00	1/25	£34.00
Communal Ground Maintenance	Sey Landscaping	£4,000.00	1/25	£40.00
Emergency Light Maintenance	WM Brown	£330.00	1/25	£3.30
AOV Maintenance	WM Brown	£800.00	1/25	£8.00
Dry Riser Maintenance	WM Brown	£630.00	1/25	£6.30
Sprinkler Maintenance	DDS Sprinkler Services	£1,020.00	1/25	£10.20
Mansafe Maintenance	Onestop Safety Solutions	£700.00	1/25	£7.00
Lift Maintenance	Hart Lifts	£1,140.00	1/25	£11.40
Lift Inspection Policy	Inspection Network	£780.00	1/25	£7.80
Lift Telephone Line	Arrow	£900.00	1/25	£9.00
Pumping Station	Ritmac	£534.00	1/25	£5.34
Annual Gutter Cleaning	Reid Roofing	£850.00	1/25	£8.50
Communal Electricity	Opus Energy	£3,500.00	1/25	£35.00
Management Fee	Taylor & Martin	£10,200.00	1/25	£102.00
Total:				£345.04

Description of Maintenance Items

Common Buildings Insurance:

Taylor & Martin propose a common buildings insurance policy covering all properties within development. The proposed policy is with Hiscox placed via Kelvin Smith Brokers. The quote is based on a buildings reinstatement value of £4,600,000.00 as provided by Carmichael Homes. The proposed policy is inclusive of alternative accommodation/loss of rent cover for 25% buildings sum insured, an indemnity period of 24 months and all excesses will be £350 with the exception of subsidence and escape of water, which will be £1,000.

I can confirm that Taylor & Martin receive no commission on arranging the buildings insurance premium.

Communal Cleaning:

Taylor & Martin have an excellent understanding of the high standard of cleaning required in premium common spaces. Cleaning of the communal hallway will involve keeping all common areas clean and tidy. This includes, vacuuming of carpeted areas, mopping tiled areas (if required), landings, front door, lifts, window sills, banisters and high dusting. Taylor & Martin recommend this is carried out on a fortnightly basis.

Communal Ground Maintenance:

A grounds maintenance contractor will attend to all common areas of the development, visiting on a fortnightly basis between March and October and monthly from November to February. The contractor will be responsible for undertaking the following:

Grass:

- Fine grass cut 16 times per year
- Grass borders to be edged in the first and last cut of each year.
- All cuttings to be raked and removed from the site.

Hard surfaces:

- Six visits per year to remove weeds from shrub beds and between pavloirs and within other hard standing areas. All weeds are to be removed from the site. Where herbicides are used extreme care should be taken to avoid damage to surrounding grass, avoiding spray drift.
- Ensure all gutters and gullies are free from any obstructions

Shrubs:

- The shrub beds shall be kept clear of weeds, either by hand, mechanically or by using an approved herbicide.
- Shrubs shall be pruned up to twice per year, in Spring and Autumn depending on the species, to maintain their natural shape and habit. Any damaged, diseased or broken branches should be removed.
- In the first five years all dead and dying shrubs should be replaced by shrubs of similar size and species to those originally planted following authorisation from Taylor & Martin.
- From the second year beds should be inspected and thinned out where appropriate. Where suitable, these shrubs can be used to fill gaps in the planting area. Otherwise gaps should be in-filled with appropriate new plants.
- After 10 years a systemic programme of replacement will be established

Trees:

- An area 1m diameter at the base of the trees shall be kept clear of weed and grass either mechanically or by using an approved herbicide.
- Tree stakes and ties should be inspected 3 times per year (Autumn, Winter and Spring).
- All dead and diseased branches, or those broken due to malicious action or wind damage should be clearly removed and the scar cleaned up.
- All trees which have been removed or which are found to be dying, severely diseased or damaged will be replaced by trees of similar size and species to those originally planted. These should be replaced as soon as seasonal weather conditions allow. If required, the appropriate consent will be obtained from the relevant local authority.
- Tree ties will be inspected annually and removed after 5 years of growth.

Hedging

- All hedging to be pruned back to an even hedge line to encourage thickening twice within the first growing season after planting and twice thereafter.
- Hedging will be maintained at an even height of 900mm

Litter Picking:

- All litter will be collected and disposed of from all common areas of the development on a fortnightly basis and, communal bins emptied. This will be undertaken in accordance with the Environmental Protection Act 1990.
- For removal of any hazardous waste, the contractor will comply with the latest health & safety legislation and provide Taylor & Martin with detail of their procedure for removal.

Emergency Light Maintenance:

The emergency lights will be tested twice per year which will include a one and three-hour discharge test.

AOV Maintenance:

Maintenance of the automatic opening vent system will involve one physical inspection annually in line with British Standard BS7346, part 8 indicating that natural smoke and heat exhaust ventilation systems are required to be regularly maintained and kept in a good working condition. This service applies to all ventilators, compressors, controls and interconnectors, smoke detectors and associated sounders

Dry Riser Maintenance:

Dry riser maintenance will involve the dry riser system being inspected twice annually, one visual inspection and one physical (wet) inspection. This is to adhere to British Standard BS 9990:2015.

Sprinkler Maintenance:

The Sprinkler system will be serviced on an annual basis to ensure that it is in full and working order.

Mansafe Maintenance:

In accordance with EN795 and manufacturers guidance, the Mansafe will be inspected and tested at least once every 12 months. All testing, inspection, and certification of will be carried out in accordance with current British Standards; BS EN 795 and BS EN 7883.

Lift Maintenance:

Taylor & Martin propose a basic lift maintenance, as generally a comprehensive agreement is not required with a brand new lift. The maintenance of the lifts will involve four service visits per annum. The lift maintenance contract shall be inclusive of all regularly used consumables i.e. grease, lubrication oil, alarm batteries and indicator lamps and shall include all necessary adjustments and tuning of limit switches, control gear and safety devices. There will be a log book filled in following each inspection. The maintenance contractor will also provide a 24/7 emergency call out service.

This cost will not be applied until the lift installer's warranty has lapsed, 12 months after it has been commissioned.

Lift Inspection Policy:

Each lift will have an inspection Policy to comply with a statutory requirement. This will include a biannual inspection in line with LOLER regulations and must be carried out by another contractor separate from the regular maintenance contractor.

Phone Line:

The lift will have either a phone line or GSM unit as a necessity for emergency call out services. The charges noted are for the SIM card or the phone line costs.

Pumping Station:

The costs provided are for Ritmac to attend on an annual basis to undertake a full service of the pumping station.

Annual Gutter Cleaning:

The gutters will be cleared of leaves and other debris annually with the work being undertaken at approximately the beginning November to prevent any blockages. Contractors will use the Mansafe system for access to all sections of the roof. This will also present the opportunity for the roofing contractor to undertake an inspection of the roof.

Taylor & Martin will provide owners with before and after photos showing the works completed.

Communal Electricity:

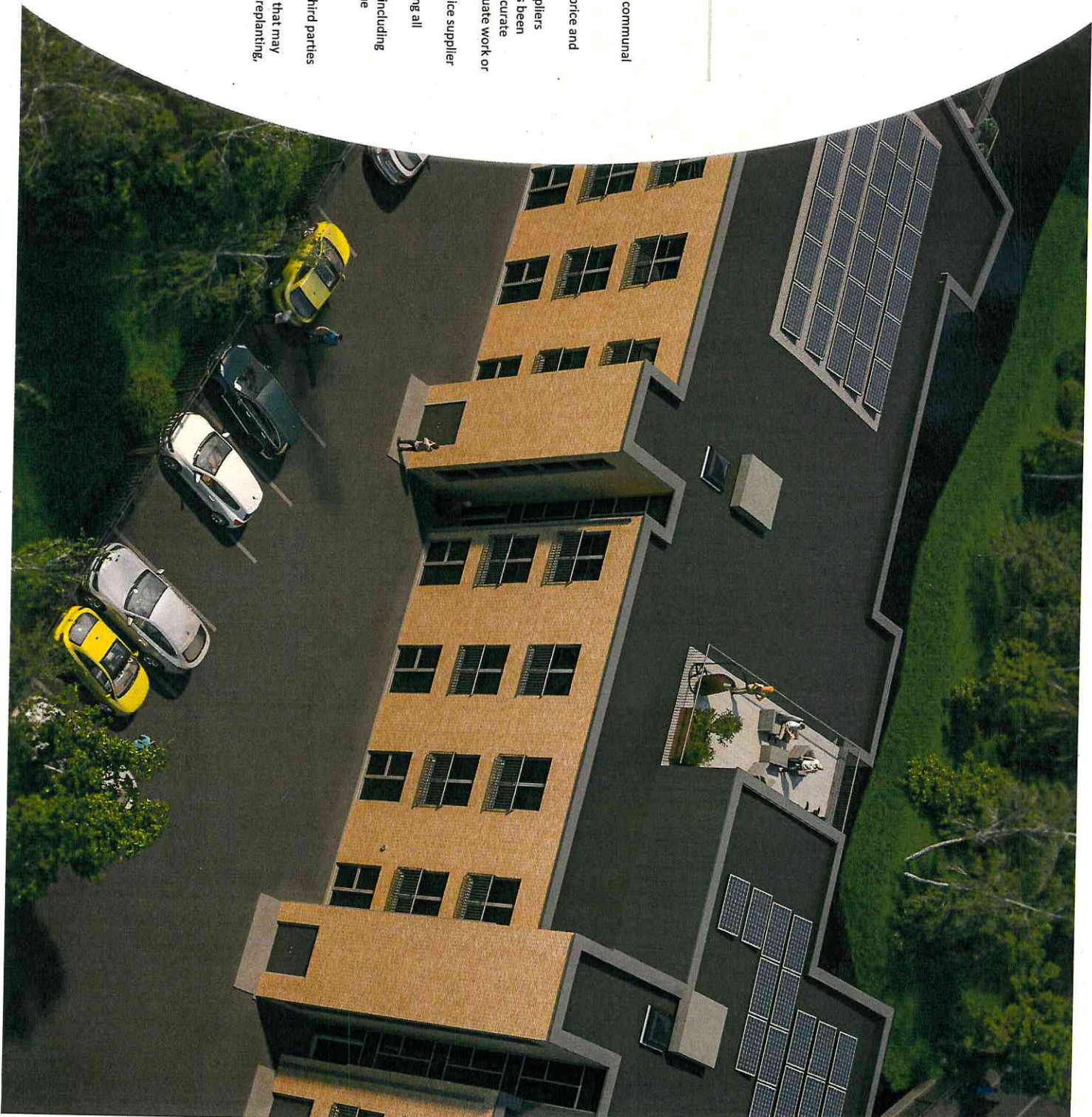
Please note that this is an estimated charge based on similar properties managed by Taylor & Martin. The communal electricity will be managed by Taylor & Martin. These costs are for the internal lighting, entryphone system, lift, pumping station, fire safety equipment, etc.

The electricity supply will be put out to tender on an annual basis via our utility consultant, Indigo Swan where homeowners will be placed on a competitive rate.



Management Fee:

- Arranging and administering maintenance and repair of communal areas of the property
- Undertaking site inspections on a monthly basis.
- Liaising with contractors and tendering for competitive price and service
- Entering into contracts with contractors and service suppliers
- Checking work undertaken by appointed contractors has been completed to a satisfactory standard and invoices are accurate
- Dealing with homeowner's complaints regarding inadequate work or services undertaken by a contractor or service supplier
- Arranging for prompt payment of all contractor and service supplier invoices
- Issuing of accurate accounts on a quarterly basis, including all associated fees to the property
- Carrying out Taylor & Martin's debt recovery procedure including working together with solicitors and taking time to pursue outstanding debts on behalf of owners
- Dealing with homeowner communication and enquiries
- Meeting homeowners, contractors, solicitors and other third parties when required.
- Provide homeowners with advice on maintenance works that may be necessary ranging from general garden maintenance, replanting, tree surveys and modification works.
- Holding annual general meetings with all homeowners
- Providing out of hours emergency call service
- Undertaking regular site visits





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