



# **WRITTEN STATEMENT OF SERVICES (FACTORING)**

## **Schedule 1**

### **Services to Be Provided by WHA Ltd.**

WHA Ltd. will:

1. Take appropriate action to deal with any reported repairs affecting common or shared areas
2. Instruct firms, from their experience, they believe to be reliable and capable of completing the repairs and other works satisfactorily and at a reasonable cost, to maintain, repair, decorate, clean, renew, reinstate or rebuild parts of the block and that irrespective of the cause of damage or destruction necessitating such repair, renewal, reinstatement or rebuilding
3. Instruct firms, from their experience, they believe to be reliable and capable of completing the repairs and other works satisfactorily and at a reasonable cost, to inspect, maintain in good working order, repair, overhaul, replace, renew, operating the plant and equipment used in common by the owners of the block including the cost of provision for renewal and replacement of the same and the full costs of repair and maintenance staff and the maintenance of maintenance/service contracts that we consider necessary
4. When instructing repairs and when appropriate, consult with contractors as to the type of repair and materials to be used
5. Arrange (where a repair requires the services of more than one trade) for the several firms of tradesmen to coordinate their work
6. Obtain estimates from several tradesmen for the same job when we consider it to be in the interests of owners, advise the owners as appropriate and obtain their instruction before proceeding
7. Provision of such security equipment and apparatus for the property as we think fit and proper to employ and/or to use and in the provision, maintenance, replacement and renewal of such security equipment from time to time
8. Investigate any complaints of unsatisfactory work and to consider where necessary by us and if so instructed by the majority of owners arrange for a professional report on the completed repairs subject to any fees for same being rechargeable to the owners
9. Check tradesmen's accounts when rendered, including any charge of VAT
10. Arrange to have repairs invoices available for inspection by owners for a period of 14 days following invoicing
11. Arrange building insurance, including insurance against loss by fire and other risks normally insured against under a common comprehensive insurance policy (which policy is to cover all the flats within the block and the block common parts) with an established insurance company for the full replacement value. The insurance will be in the name of Wellhouse Housing Association Ltd. and taken and held on behalf of all owners and holders of bonds or other securities over the same (if any) for their respective rights and interests

