



**FIRST-TIER TRIBUNAL
PROPERTY CHAMBER (RESIDENTIAL
PROPERTY)**

Case Reference : MAN/00BY/LAM/2022/0006

Property : The Hollies, Grange Lane, Gateace, Liverpool,
L25 4RZ

Applicants : VARIOUS LEASEHOLDERS OF THE HOLLIES

Representative : Mr Jonathan Upton of Counsel

Respondent : HOLLIES GRANGE LIVERPOOL LIMITED (1)
HOLLIES GRANGE MANOR MANAGEMENT
LIMITED (2)

Representative : No attendance

The Manager : MR CHRISTOPHER BROWNE

**Tribunal
members** : Tribunal Judge C Wood
Tribunal Member J Faulkner

Date of Order : 22 April 2024

MANAGEMENT ORDER

UPON the Tribunal recording that at the date of this order the Property (as defined hereinbelow) comprises 10 flats; that 9 leases of flats have been granted by the First Respondent landlord; that leases of 8 of flats have been registered at HM Land Registry; and that the landlord retains one flat in hand.

AND UPON it being further recorded that in the leases of the flats, which are in similar terms, the tenant is liable to contribute a fair and reasonable proportion of the service charge expenditure to be determined by the Second Respondent management company.

Interpretation

1. In this Order:

"The Property" means the flats and other premises known as known as The Hollies, 35 – 37 Grange Lane, Liverpool L25 4RZ ("the Property") and registered at HM Land Registry under title number LA355168.

"The Landlord" shall mean HOLLIES GRANGE LIVERPOOL LIMITED or their successors in title to the reversion immediately expectant upon the Leases.

"The Company" shall mean HOLLIES GRANGE MANOR MANAGEMENT

"The Tenants" shall mean the proprietors for the time being of the Leases whether as lessee or under-lessee and "Tenant" shall be construed accordingly.

"The Leases" shall mean all leases and/or underleases of flats in the Property.

"The Manager" means Mr Christopher Browne of Horizon Block Management

"The Tribunal" means the First-tier Tribunal (Property Chamber)

ORDER

2. In accordance with section 24(1) of the Landlord and Tenant Act 1987 ("the Act") **Christopher Browne of Horizon Block Management** is appointed as Manager of the Property.
3. The Manager's appointment shall start on **18 March 2024** ("the start date") and shall end on **31 December 2027** ("the end date").
4. For the avoidance of doubt this Order supplements but does not displace covenants under the Leases and the Tenants remain bound by them. Where there is a conflict between the provisions of the Order and the Leases, the provisions of the Order take precedence.
5. The purpose of this Management Order is to provide for the management of the

Property.

6. The Manager shall manage the Property in accordance with:
 - (a) the terms of this Order and the Directions set out below;
 - (b) the respective obligations of the Landlord, the Company and the Tenants under the Leases whereby the Property is demised by the Landlord (save where modified by this Order);
 - (c) the duties of a Manager set out in the Service Charge Residential Management Code ("the Code") (3rd Edition) or such other replacement code published by the Royal Institution of Chartered Surveyors ("RICS") and approved by the Secretary of State pursuant to section 87 Leasehold Reform Housing and Urban Development Act 1993 (whether the Manager is a Member of the RICS or not; and
 - (d) the provisions of sections 18 to 30 of the Landlord and Tenant Act 1985.
7. From the date this Order comes into effect, no other party shall be entitled to exercise a management function in respect of the Property where the same is the responsibility of the Manager under this Order.
8. The tribunal requires the Manager to act fairly and impartially in the performance of their functions under this Order and with the skill, care and diligence to be reasonably expected of a Manager experienced in carrying out work of a similar scope and complexity to that required for the performance of the said functions.
9. The Manager or any other interested person may apply to vary or discharge this Order pursuant to the provisions of section 24(9) of the Act.
10. The Tribunal may, upon receipt of information or notification of change of circumstances, issue directions to the parties, or any other interested person, concerning the operation of this Order, both during its term, and after its expiry.
11. Any application to extend or renew this Order **must** be made before the end date, preferably at least three months before that date, and supported by a brief report of the management of the Property during the period of the appointment. Where an application for an extension or renewal is made prior to the end date, then the Manager's appointment will continue until that application has been finally determined.
12. The Manager is appointed to take all decisions about the management of the Property necessary to achieve the purposes of this Order. If the Manager is unable to decide what course to take, the Manager may apply to the Tribunal for further directions, in accordance with section 24(4), Landlord and Tenant Act 1987. Circumstances in which a request for such directions may be appropriate include, but are not limited to:

- (a) a serious or persistent failure by any party to comply with an obligation imposed by this Order;
- (b) circumstances where there are insufficient sums held by the Manager to discharge their obligations under this Order and/or for the parties to pay the Manager's remuneration; and
- (c) where the Manager is in doubt as to the proper construction and meaning of this Order.

Contracts

- 13. Rights and liabilities arising under contracts, including any contract of insurance and/or any contract for the provision of any services to the Property, to which the Manager is not a party, but which are relevant to the management of the Property, shall upon the date of appointment become rights and liabilities of the Manager, save that:
 - (a) the Company shall indemnify the Manager for any liabilities arising before commencement of this Order; and
 - (b) the Manager has the right to decide, in their absolute discretion, the contracts in respect of which they will assume such rights and liabilities, with such decision to be communicated in writing to the relevant parties within 56 days from the date this order.
- 14. The Manager may place, supervise and administer contracts and check demands for payment of goods, services and equipment supplied for the benefit of the Property.
- 15. The Manager shall authorize and supervise the works in relation to the electricity supply to the premises as set out in the offer letter from SP Energy Networks (Scottish Power) dated 9 November 2022 (described therein as "The Full Works"). For the avoidance of doubt, the Manager may give and/or grant any permission and/or consent necessary for the said works to be carried out and the cost of the said works shall be recoverable by the Manager as a service charge.
- 16. The Manager is authorised to deal with all matters in relation to the supply of electricity, gas, and water and all other services to the Property including the installation of meters and relocating all pipes, conduits, wires, cables and meters.

Pre-contract enquiries

- 17. The Manager shall be responsible for responding to pre-contract enquiries regarding the sale of a residential flat at the Property.

Legal Proceedings

- 18. The Manager may bring or defend any court or tribunal proceedings relating to management of the Property (whether contractual or tortious) and, subject to the approval of the Tribunal, may continue to bring or defend proceedings relating to the appointment, after the end of their appointment.
- 19. Such entitlement includes bringing proceedings in respect of arrears of service charge attributable to any of the Flats in the Property and/or amounts owed by the

Landlord, including, where appropriate, proceedings before this tribunal under section 27A of the Landlord and Tenant Act 1985 and in respect of administration charges under schedule 11 of the Commonhold and Leasehold Reform Act 2002 or under section 168(4) of that Act or before the courts and shall further include any appeal against any decision made in any such proceedings.

20. The Manager may instruct solicitors, counsel, and other professionals in seeking to bring or defend legal proceedings and is entitled to be reimbursed from the service charge account in respect of costs, disbursements or VAT reasonably incurred in doing so during, or after, this appointment. If costs paid from the service charge are subsequently recovered from another party, those costs must be refunded to the service charge account.

Remuneration

21. The Tenants are responsible for payment of the Managers' fees in the sum equal to the aggregate of the service charge proportions payable under the leases of the flats, which are to payable under the provisions of this Order but which may be collected under the service charge mechanisms of their Leases and the Landlord is responsible for payment of the balance of those fees (being the same fair and reasonable proportion of the service charge payable in respect of the flat retained by the Landlord).
22. The sums payable are:
- (a) an annual fee of £250 per flat for performing the duties set out in paragraph 3.4 of the RICS Code (so far as applicable);
 - (b) 10% of major works and any additional fees contained in a schedule to this Order for the duties set out in paragraph 3.5 of the RICS Code (so far as applicable); and
 - (c) VAT on the above fees.

Ground Rent and Service charge

23. The Manager shall not collect the ground rents payable under the residential Leases.
24. The Manager shall collect all service charges and insurance premium contributions payable under the Leases, in accordance with the terms and mechanisms in the Leases.
25. Whether or not the terms of any Lease so provides, the Manager shall have the authority to:
- (a) demand payments in advance and balancing payments at the end of the accounting year;
 - (b) establish a sinking fund to meet the Company's obligations under the Leases;
 - (c) allocate credits of service charge due to Tenants at the end of the accounting year to the sinking fund;

- (d) alter the accounting year and to collect arrears of service charge and insurance that have accrued before their appointment.
26. The Manager may set, demand and collect a reasonable service charge to be paid by the Landlord (as if he were a lessee), in respect of any unused premises in part of the Property retained by the Landlord, or let on terms which do not require the payment of a service charge.
27. To ensure that the Manager has adequate funds to manage the Property, the Manager may immediately collect £ £1,000 from each Tenant and, as the case may be, £1,000 from the Landlord. Any sum demanded by the Manager shall be payable within 28 days.
28. To ensure that the Manager has adequate funds to do so, the Manager may immediately collect any required sums from each Tenant and the Landlord to carry out the works referred to in paragraphs 14 and 15 of this order. Any sum demanded by the Manager shall be payable within 28 days.
29. The Manager is entitled to recover through the service charge the reasonable cost and fees of any surveyors, architects, solicitors, counsel, and other professional persons or firms, incurred by them whilst carrying out their functions under the Order.

Administration Charges

30. The Manager may recover administration charges from individual Tenants for their costs incurred in collecting ground rent, service charges and insurance which includes the costs of reminder letters, transfer of files to solicitors and letters before action. Such charges will be subject to legal requirements as set out in schedule 11 of the Commonhold and Leasehold Reform Act 2002. The Details of the fees charged are set out in the Appendix of additional fees.

Disputes

31. In the event of a dispute regarding the payability of any sum payable under this Order by the lessees, additional to those under the Leases (including as to the remuneration payable to the Manager and litigation costs incurred by the Manager), a Tenant, or the Manager, may apply to the tribunal seeking a determination under section 27A of the Landlord and Tenant Act 1985 as to whether the sum in dispute is payable and, if so, in what amount.
32. In the event of a dispute regarding the payability of any sum payable under this Order by the Landlord, other than a payment under a Lease, the Manager or the Landlord may apply to the tribunal seeking a determination as to whether the sum in dispute is payable and, if so, in what amount.
33. In the event of dispute regarding the conduct of the management of the property by the Manager, any person interested may apply to the Tribunal to vary or discharge the order in accordance with section 24(9) of the Landlord and Tenant Act 1987.
34. In the event of a dispute regarding the reimbursement of unexpended monies at the end of the Manager's appointment, the Manager, a Tenant, the Company or the Landlord may apply to the Tribunal for a determination as to what monies, if any, are payable, to whom, and in what amount.

DIRECTIONS TO LANDLORD AND THE COMPANY

35. The Landlord and the Company must comply with the terms of this Order.
36. On any disposition other than a charge of the Landlord's estate in the Property, the Landlord will procure from the person to whom the Property is to be conveyed, a direct covenant with the Manager, that the said person will (a) comply with the terms of this Order; and (b) on any future disposition (other than a charge) procure a direct covenant in the same terms from the person to whom the Property is to be conveyed.
37. The Landlord and the Company shall give all reasonable assistance and co-operation to the Manager in pursuance of their functions, rights, duties and powers under this Order, and shall not interfere or attempt to interfere with the exercise of any of the Manager's said rights, duties or powers except by due process of law.
38. The Landlord and the Company are to allow the Manager and their employees and agents access to all parts of the Property and must provide keys, passwords, and any other documents or information necessary for the practical management of the Property in order that the Manager might conveniently perform their functions and duties, and exercise their powers under this Order.
39. Within 14 days from the date of this Order the Landlord the Company must provide all necessary information to the Manager to provide for an orderly transfer of responsibilities, to include the transfer of:
 - (a) all accounts, books and records relating to the Property, including a complete record of all unpaid service charges; and

- (b) all funds relating to the Property including uncommitted service charges and any monies standing to the credit of a reserve or sinking fund.

DIRECTIONS TO MANAGER

40. The Manager must adhere to the terms of the Order above.

Entry of a Form L restriction in the Register of the Landlord's Registered Estate

41. To protect the direction in paragraph 35 for procurement by the Landlord, of a direct covenant with the Manager, the Manager must apply for the entry of the following restriction in the register of the Landlord's estate under title no LA355168.

"No disposition of the registered estate (other than a charge) by the proprietor of the registered estate, or by the proprietor of any registered charge, not being a charge registered before the entry of this restriction, is to be completed by registration without a certificate signed by the applicant for registration [or their conveyancer] that the provisions of paragraph 35 of an Order of the Tribunal dated [.....] have been complied with" [Careful cross-check of the paragraph numbering of the Directions to the Landlord above is essential]

Registration

42. The Manager must make an application to HM Land Registry for entry of the restriction referred to in paragraph 41, within 14 days of the date of this Order.
43. A copy of the Order should accompany the application (unless it is submitted by a solicitor able to make the necessary declaration at Box 8(c) of the RX1 application form). The application should confirm that:
- this is an Order made under the Landlord and Tenant Act 1987, Part II (Appointment of Managers by a Tribunal) and that pursuant to section 24(8) of the 1987 Act, the Land Registration Act 2002 shall apply in relation to an Order made under this section as they apply in relation to an order appointing a receiver or sequestrator of land.
 - Consequently, pursuant to Rule 93(s) of the Land Registration Rules 2003, the Manager is a person regarded as having sufficient interest to apply for a restriction in standard Form L or N.

Conflicts of Interest

44. The Manager must be astute to avoid any Conflict of Interest between their duties and obligations under this Order, and their contractual dealings. Where in doubt, the Manager should apply to the Tribunal for directions.

Complaints

45. The Manager must operate a complaints procedure in accordance with, or substantially similar to, the requirements of the Royal Institution of Chartered Surveyors.

Insurance

46. The Manager must maintain appropriate building insurance for the Property and ensure that the Manager's interest is noted on the insurance policy.
47. From the date of appointment, and throughout the appointment, the Manager must ensure that he/she has appropriate professional indemnity insurance cover in the sum of at least £2 million and shall provide copies of the certificate of liability insurance to the Tribunal, and, upon request, to any Tenant or the Landlord. The Certificate should specifically state that it applies to the duties of a Tribunal appointed Manager.

Accounts

48. The Manager must:
- (a) prepare and submit to the Landlord and the Tenants an annual statement of account detailing all monies receivable, received and expended. The accounts are to be certified by the external auditor, if required under the Leases;
 - (b) maintain efficient records and books of account and to produce for these for inspection, to include receipts or other evidence of expenditure, upon request by the Landlord or a Tenant under section 22 Landlord and Tenant Act 1985;
 - (c) maintain on trust in an interest-bearing account at such bank or building society, as the Manager shall from time to time decide, into which ground rent, service charge contributions, Insurance Rent, and all other monies arising under the Leases shall be paid; and
 - (d) hold all monies collected in accordance with the provisions of the Code.

Repairs and maintenance

49. The Manager must:

- (a) by 28 days from the date of this order draw up a planned maintenance programme for the period of the appointment, allowing for the periodic re-decoration and repair of the exterior and interior common parts of the Property, as well as any roads, accessways, mechanical, electrical and other installations serving the Property, and shall send a copy to every Tenant and to the Landlord;
- (b) subject to receiving sufficient prior funds:
- (i) carry out all required repair and maintenance required at the Property, in accordance with the Landlord's covenants in the Leases, including instructing contractors to attend and rectify problems, and is entitled to recover the cost of doing so as service charge payable under the Leases or in accordance with the Order.
- (ii) arrange and supervise any required major works to the Property, including preparing a specification of works and obtaining competitive tenders.
- (c) liaise with all relevant statutory bodies in the carrying out of their management functions under the Order; and
- (d) ensure that the Landlord, and the Tenants, are consulted on any planned and major works to the Property and to give proper regard to their views.

50. The Manager has the power to incur expenditure in respect of health and safety equipment reasonably required to comply with regulatory and statutory requirements.

Reporting

51. By no later than six months from the date of appointment (and then annually) the Manager must prepare and submit a brief written report to the Tenants, the Company and the Landlord, on the progress of the management of the Property up to that date, providing a copy to the Tribunal at the same time.

End of Appointment

52. No later than 56 days before the end date, the Manager must:

- (a) apply to the tribunal for directions as to the disposal of any unexpended monies;

- (b) include with that application a brief written report on the progress and outcome of the management of the Property up to that date (a "Final Report"); and
 - (c) seek a direction from the tribunal as to the mechanism for determining any unresolved disputes arising from the Manager's term of appointment (whether through court or tribunal proceedings or otherwise).
- 53. Unless the tribunal directs otherwise the Manager must within two months of the end date:
 - (a) prepare final closing accounts and send copies of the accounts and the Final Report to the Landlord, the Company and Tenants, who may raise queries on them within 14 days; and
 - (b) answer any such queries within a further 14 days.
- 54. The Manager must reimburse any unexpended monies to the paying parties, or, if it be the case, to any new Tribunal appointed Manager within three months of the end date or, in the case of a dispute, as decided by the Tribunal upon an application by any interested party

Menu of Charges

In addition to our standard full rate management charge which covers all the basic day to day management issues as per our contract of engagement, we apply the following. All prices are exclusive of VAT.

Outgoing leases

Standard information pack (LPE) usually required for the sale of a fly

(Provides: within 1 working day)	E225
(Provides: within 2 working days)	E273

Incarning Lesson

Registration of Notice of Transfer	£90
Registration of Notice of Charge	£79
Registration of Deed of Covenant	£120
Certificate of Compliance	£175
Share Certificate & Stock Transfer Forms	£75

Letter in the

Consent under lease (non-building work)	£160
Consent under lease (building work) plus surveyors fees, if applicable	£220
Replacement key lock (including postage)	£23-35
Late penalty payment on 3rd and subsequent reminders	£30
Stock Transfer Forms and Share Certificates (issue of Share Certificate or Registration on Merseyside Register)	£50
New order of New Tenant Register (ASTs) applicable	£80
Issuance of notice of proceedings	£40
Process to recover monies from mortgage lender	£160

Management Co.

Issuing section 20 Consultation Notices	2.5% of contract plus postage price
Additional site visits (excluding travel expenses)	£85
Advice under leases	£185
LVT application fee	£320
LVT application fee and attendance fee	£520
Issuance of proceedings in county court	£180
Insurance claims processing	£260
Company secretarial (per company)	£420
Arranging a parking scheme at your block	£260

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