

## APPENDIX E – MANAGEMENT & MAINTENANCE REGIME

### The Management Company

The responsibility for maintenance of all elements of the development remain with Chase New Homes until handed over to the Management Company.

Handover of external works to the Management Company coincides with completion of the final residential unit.

The Management Company employs a specialist Managing Agent to manage the development which includes all aspects of maintenance.

*The Management Company BI registered No. 'tbc' was incorporated in 'tbc' and its directors are currently made up of Chase New Homes representatives plus an appointment from the Managing Agent.*

*The Managing Agents are 'tbc' who have over 'tbc' years' experience in the industry.*

At handover the Management Company and Managing Agent receive as built information together with operating and maintenance manuals which detail all maintenance protocols.

Approximately 1 year following completion of the final unit the residents will be invited to elect members to become directors of the Management Company, the Chase New Homes appointed directors at that time resign from the Management Company to be replaced by the elected representatives of the residents.

To ensure continuity and a full understanding of the development and the operation and maintenance of its various components the representative of the Managing Agent remains as a director of the Management Company and the appointment of the Managing Agents is fixed for a minimum period of two years following the date of resignation of the last Chase New Homes director.

After that two year period the Management Company have the right to re-tender the Managing Agent services but it is very rare that a change is made as our original appointments provide an excellent service.

Within the first two years from the final unit completion on the development the residents have two ways in which they can report any defects and problems which would include flooding and that is either to our Aftersales department or to the Managing Agents, the residents are issued with telephone numbers for both which include out of hours emergency response.

After two years our Aftersales contacts are normally replaced by members of the Management Company. The residents therefore have the ability to contact them or the Managing Agents which then remains through the life of the development.

## **Onsite Surface Water Drainage System (generally)**

The Management Company will ensure that the following measures are undertaken to ensure the longevity of the surface water drainage system;

**Every 6 months:** Remove silt build up from **all** catchpits and road gullies.

**Annually:** elect approx. 20% of the development's surface water inspection chambers (situated in accessible non-private areas) and inspect for blockages / silt build up. Remove silt and debris. Rotate on a 5 yearly cycle to cover all such chambers over this period.

**Every 2-5 years (depending on outcome of aforementioned inspections)**

Commission a CCTV survey and report on condition of the surface water piped drainage system upstream of the soakaways to check for structural integrity and hydraulic fluidity. Carry out promptly any remedial work as advised by CCTV company.

## **Permeable Paving**

External parking areas and access roads are to be constructed in permeable block paving in order to;

- a) Delay the surface water runoff from these areas, and
- b) Enhance the quality of the rainwater prior to discharge into the receiving sewer.

The Management Company will ensure that the following measures are undertaken to ensure the longevity of the pervious pavement;

### **Quarterly**

- i) Inspect the pervious pavement for signs of ponding and ensure there is no migration of soils from adjacent landscaped areas or other deleterious material that may prematurely clog up the jointing stone situated in the gaps between the blocks. Ideally this type of inspection should be undertaken immediately following a heavy rainfall event.
- ii) Commission vacuum sweeping and brushing of the pervious pavement to ensure joints are kept free of silt. Minimum 3 sweeping per year, thus;
  - a) End of Winter (April) – to collect winter debris
  - b) Mid-Summer (July/August) – to collect dust, flower and grass-type deposits.
  - c) After Autumn leaf fall (November)

The company commissioned to carry out this work should ensure that their vacuum equipment is adjusted accordingly to avoid the removal of jointing material.

Any lost material should be replaced promptly to avoid the blocks from being dislodged.

## **Last Resort Remedial Action**

- i) Should a portion of the pervious pavement become substantially impervious due to excessive siltation, the following procedure should be followed;
  - a) Lift block paving and laying course
  - b) Break out underlying bitmac base layer and replace with similar compacted depth of course aggregate subbase material to BS EN 13242:2002 Type 4/20, wrapped in geotextile as Terram 1000 or similar.
  - c) Renew laying course, replace blocks and renew jointing material

NB. Material removed from the voids or the layers below the surface may contain heavy metals and hydrocarbons and as such may need to be disposed of as 'controlled waste'. Sediment testing should be carried out before disposal to confirm its classification and appropriate disposal methods.

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## **Cellular Soakaway Storage**

The principle means of surface water attenuation/disposal from the development is by way of cellular soakaways storage.

The Management Company will ensure that the following measures are undertaken to ensure the longevity of the surface water drainage system;

Inspections to identify any areas not operating correctly, pollution, blocked inlets or outlets, standing water etc.

Collect and remove from site all extraneous rubbish that is detrimental to the operation or detracts from the appearance of the site, including paper, bottles, cans and similar debris.