

## Written Statement of Services (WSS)

### Issue 13 – Amendments (June 2022)

This document details the amendments made to our WSS from our previous version, Issue 12.

Section (Issue 13)	Comments
Cover page	Issue No. changed from Issue 12, Aug 2021 to Issue 13, June 2022
Introductory Page	Removal of complaints@jamesgibb.co.uk Amendments to office addresses Explanation of Code of Conduct revision
2.3	Removal of "Project work"
2.4	Addition of "subject to availability of development funds"
2.5	Removal of "whatever the value"
2.7	Removal of "multiple"
3.1	Removal of "In general, communal included all parts of the development under shared ownership"
3.2	Removal of "of the communal areas"
4.3.5	Replace "required within an area of the home, you may still use our emergency line" with "identified as"
4.4.5	Removal of subsection and added to 4.4.7
4.4.7	Addition of "In addition, we may apply a fee for our services. Any such fee will be notified to homeowners in advance"
4.5.2	Amend "In consultation with" to "If requested by"
5.6.7	New subsection added – "All contractors will be advised that invoices need to be received without delay however we would highlight that any invoices received after the final service charge invoice has been issued, for services incurred during our management, will be due and payable and will be invoiced accordingly to homeowners"
5.8.4	Removal of "Cash (only if visiting the office - please do not post cash)"
5.8.5	Replace "required" with "as per your agreed payment terms"
5.9.1	Amend "reminder" to plural
5.10.2	Replace "James Gibb retains any interest accrued on the Client Bank Accounts. It also pays all charges incurred on the account such as card machine charges, BACS transfers to contractors' accounts etc. For the avoidance of doubt, client account bank charges far exceed the value of interest gained" with "James Gibb will calculate and charge the net amount of client account costs by subtracting the interest gained from the charges made"

5.11.5	Replace "procedure" with "guide"
5.11.6	Replace "will" with "can" and remove "Homeowners' Association meeting or"
6.1.1	Removal of "Complaints should be directed to <a href="mailto:complaints@jamesgibb.co.uk">complaints@jamesgibb.co.uk</a> "
6.1.2	Minor text amendment with reference to location of the telephone number
7.3	Amendment to number of Stages from 5 to 2
7.4 – 7.12	Full review of Complaints Procedure
8.1	Replace "is" with "can be"
8.7	Replace "is happy to demonstrate its annual insurance renewal process on request" with "insurance renewal process is available on your client portal"
8.12	Addition of "or agreed custom & practice"
11.1	Replace "local" with "Regional"
11.7	New subsection added- "All contractors will be advised that invoices need to be received without delay however, we would highlight that any invoices received after the final service charge invoice has been issued, for services incurred during our management, will be due and payable and will be invoiced accordingly to homeowners"
12.3	Addition of "Issue 13 - Full review"
Back page	Removal of complaints@jamesgibb.co.uk