

Written Statement of Services (WSS)

Issue 15 – Amendments (May 2023)

This document details the amendments made to our WSS from our previous version, Issue 14.

Section (Issue 14)	Comments
Cover page	Issue No. changed from Issue 14, Sept 2022 to Issue 15, Feb 2023
2.5	Replace “James Gibb will authorise repairs” with “James Gibb may authorise repairs”.
2.7	Addition of “where possible”
2.9	Addition of “2.9 Media Services.”
3.5	Addition of Table of Fees
4.3.1	Addition of “security concerns”
4.4.2	Replace “some deeds stipulate every 3 or 5 years” with “some deeds will stipulate the period in which communal painting is due.”
4.4.3	Replaced “Project Manager” to “Project Manager/other professional services” Addition to include “project administration fee”
4.4.4	Replaced “relevant” with “Project Manager or other professional service” Removed “a meeting will be held”
4.4.7	Replaced “if there is a sinking fund” with “where there is an appropriate sinking fund” Removed “for the development”
4.4.9	Addition of “and/or Project Manager or other professional services” Addition of “project administration”
4.5.1	Addition to include good practice statement
4.5.2	Replaced “agree to” with “arrange to have suitable professionals”
4.6	Replaced “Additional Fees” with “Response Times”
4.7.1	Amended to “4.6.1”
4.7.2	Amended to “4.6.2”
4.7.3	Amended to “4.6.3”
4.7.4	Amended to “4.6.4”
4.8	Amended to “4.7” Addition of.” The frequency of visits may be impacted where it is not safe for us to enter the development or where access cannot be gained to the development.”
4.9	Amended to “4.8”
4.9.1	Amended to “4.8.1”

4.9.2	Amended to "4.8.2"
4.9.3	Amended to "4.8.3"
5.1.1	Addition of "normally"
5.1.2	Addition of "and resources required" Addition of "of any of these factors are" Removal of "(e.g. grounds only to full block management)."
5.1.3	Addition of "normally" Removal of "the month in which any fee changes will be implemented is illustrated in section 07 of your Development schedule."
5.1.5	Removal of example Addition of "as well as those factors detailed in 5.1.2"
5.1.6	Replace "acquired" with "awarded"
5.2.3	Addition of "The apportionment of your costs and management fee are detailed on your service charge invoice."
5.3.1	Replaced "Welcome Pack" with "float invoice" Removal of "Welcome Packs will be sent to all new homeowners"
5.3.2	Replaced "For cashflow purposes" with "As per the Deed of Conditions"
5.4.1	Replaced "a sinking or reserve fund" with "a sinking, reserve or contingency fund"
5.4.2	Replaced "Sinking fund" with "sinking, reserve or contingency fund"
5.4.3	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.4	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.5	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.6	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.7	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.8	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.9	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.4.10	Replaced "sinking fund" with "sinking, reserve or contingency fund"
5.5.2	Replaced "vat" with "VAT"
5.6.3	Amended to include new administrative charge and late notification penalty
5.6.8	Addition of "If your final invoice is not paid within the designated timeframe then your debt shall be split across the development and your personal details shared with the other homeowners to afford them the opportunity to pursue you personally."
5.8.1	Replaced "fourteen" with "14"
5.8.4	Amended to re-arrange order of payment methods
5.8.5	Replaced "terms" with "date" Amended to include details of amending a direct debit
5.8.6	Replaced "fourteen" with "14"
5.9.2	Amended to include new charge
5.11.5	Replaced "your local office" with "the Income Recovery Team at incomerecovery@jamesgibb.co.uk"
6.1.1	Replaced "wish to set up, or modify" with "have a query regarding"

6.1.2	Addition of "Multiple emails from the same client may not always be individually acknowledged. Extended response times may apply"
6.1.2	Amended to 6.1.3 Addition of "normal" Addition of "excluding public and local holidays"
6.1.3	Amended to 6.1.4
6.1.4	Amended to 6.1.5
7.1	Replaced "a quick call" with "contacting"
7.2	Replaced "calling" with "contacting"
7.4	Replaced "10" with "ten"
7.5	Replaced "10" with "ten"
7.9	Replaced "to allow us to demonstrate to contractors any shortfall in the service level agreed" with "of the alleged defect" Replaced "correct the problem" with "assess the situation and correct the problem if required"
7.10	Addition of "Please see our Unreasonable Behaviour Guide located within the documents and guides section of our website."
8.0	Replaced "Public Liability Insurance" with "Property Owners Liability Insurance"
8.1	Addition to advise homeowners of their statutory duty
8.1	Amended to 8.2 Addition of "relevant" Addition of "If a block policy is required to comply with the Deed of Conditions, we will normally organise accordingly."
8.3	Replaced with "In all cases where the Deed of Conditions specify an insured peril(s) we will provide a comprehensive policy."
8.4	Replaced with "Property Owners Liability cover is included within any block buildings insurance policy arranged by James Gibb. Where we do not place buildings cover on behalf of homeowners, we may arrange Property Owners Liability for the shared common parts as a requirement of our management of your property and do so to protect all homeowners under one policy in individual buildings or estates against liability claims."
8.2	Amended to 8.5
8.3	Amended to 8.6 Addition of "on your JG+ portal"
8.4	Amended to 8.7
8.5	Amended to 8.8
8.6	Amended to 8.9
8.7	Amended to 8.10
8.8	Amended to 8.11
8.9	Amended to 8.12
8.10	Amended to 8.13

8.11	Removed "The insurance premium payment schedule is detailed in Section 13 of your Development Schedule"
8.12	Amended to 8.14 Replaced "a communal buildings insurance policy/Property Owners' Liability Insurance with "the relevant covers"
8.13	Amended to 8.15 Replaced "3" with "4" Addition of "third party"
8.14	Amended to 8.17
8.15	Amended to 8.18
9.3	Replaced "6" with "5"
11.1	Addition of "/duty holders" Replaced "5" with "4"
11.2	Amended wording to include termination fee
11.3	Removed "assuming that all individual debts have been cleared, unless specified in the Deed of Conditions."
11.4	Replaced with When termination of the contract has been accepted, we reserve the right to apply a Notice of Potential Liability on all current owner debt where the balance outstanding exceeds the float held. Any monies held in sinking, reserve or contingency funds will be used to offset development debt where required. Any outstanding development debt will be distributed, as a cost, between the remaining homeowners in the development. This cost will appear on the final invoice and details of the debtors will be shared with the other homeowners to afford them the opportunity to pursue them personally."
12.5	Addition of "Issue 15 – Full review."