

**MANAGEMENT SERVICE LEVELS**

Service	DIAMOND	PLATINUM	GOLD	SILVER	HOUSES ONLY
Budget Preparation	✓	✓	✓	✓	✓
Invoicing to Owners	✓	✓	✓	✓	✓
Collection of Service Charge into Separate Client Account	✓	✓	✓	✓	✓
Maintain Financial Records of Income & Expenditure	✓	✓	✓	✓	✓
Payment of Invoices due for Services received	✓	✓	✓	✓	✓
Insurance Administration	✓	✓	✓	✓	✓
Maintain Owners Details	✓	✓	✓	✓	✓
Monitoring of Contractors (as per inspections)	✓	✓	✓	✓	✓
Deal with Solicitors Enquiries for Sales (Chargeable to owner)	✓	✓	✓	✓	✓
Debt Collection (Chargeable to Owner)	✓	✓	✓	✓	✓
Arrange Estimates for Major Works	✓	✓	✓	✓	✓
Registered Office Facility	✓	✓	✓	✓	✓
Financial Reports to Directors (on request)	✓	✓	✓	✓	✓
Managing Agents End of Year Report	✓	✓	✓	✓	✓
24 Hour Emergency Help-Line	✓	✓	✓	✓	
Fixed, low fee for banking		✓	✓	✓	✓
Supervision of Any Major Works Undertaken (Chargeable)		✓	✓	✓	✓
Monthly Payment Plan - CHARGEABLE AT £1pcm		✓	✓	✓	✓
Company Secretarial Duties (Chargeable)		✓	✓	✓	✓
Dedicated Point of Contact	✓	✓	✓		
Annual Residents On-Site Meeting (AGM)	✓	✓	✓		
Direct Access to a Director of Pinnacle	✓	✓			
Financial Reports to Director Quarterly	✓	✓			
Bi-Monthly Inspections		✓			
Bi-Annual Directors On-Site Meetings		✓			
Quarterly Inspections (where required)			✓	✓	
Financial Reports to Director Bi-Annually			✓		
Annual Directors On-Site Meetings			✓		
Monthly Inspections	✓				
Fee free Banking (subject to conditions)	✓				
Supervision of Any Major Works Undertaken (No Charge)	✓				
Monthly Payment Plan - NO CHARGE	✓				
Company Secretarial Duties (No Charge)	✓				
Quarterly Directors On-site Meetings	✓				
Quarterly Newsletter	✓				
Half-yearly Inspections					✓