

**SQUARE
ROOTS**



Customer Community Committee

Inspired by the ethos of London's famous squares, and the legacy and sense of community they have created over the centuries, Square Roots is committed to shaping exceptional properties that reflect the aspirations of our residents, stimulate thriving communities, and set a new benchmark for modern living in the Capital.

Instilled in the core of the Community Committee, our mission is to make a difference to people's lives which continues once residents have moved in. The Community Committee provides a platform to influence and feedback on the management and maintenance of the communal and estate areas within your community, with an appointed managing agent to assist on its behalf.

Our commitment to you as a Square Roots customer, is to maintain the Square Roots development in which you live, so that you can take comfort in knowing it will be well looked after and you can trust that the development and you, as customers, will have a representation on the Community Committee.



WHAT IS A MANAGING AGENT?

The managing agent is a person or company appointed to manage the estate in accordance with the terms of the lease and statutory requirements. For an agreed fee, the managing agent will collect the service charges from the residents, set the annual maintenance budget, obtain quotes and best prices for maintenance works, instruct and manage cleaners, gardeners, maintenance workers and pay bills and insurances. As the Landlord Square Roots will appoint a managing agent.

WHAT IS A CUSTOMER COMMUNITY COMMITTEE?

The residents Community Committee provides a platform for engagement and consultation on the services across the development.

WHO RUNS THE CUSTOMER COMMUNITY COMMITTEE?

A senior team from Square Roots will manage and oversee the Customer Community Committee.

Resident representatives will be invited to quarterly meetings with the landlord. These representatives need to be elected or decided amongst the community and should be a representative selection across all residents.

WHAT ARE THE BENEFITS OF BEING ON THE CUSTOMER COMMUNITY COMMITTEE?

- Influence over the management of the development
- Opportunity to be the voice of the residents
- Platform to influence change across services or estate management

HOW TIME CONSUMING IS IT?

The resident representatives will be required to attend quarterly meetings with the landlord. Each one will be minuted for the wider community.

An annual meeting will be held for all residents with a report of the year presented by the landlord. This meeting will cover key items from the year, estate related issues, and service charge for the forthcoming year.

