Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

April 2022

Feature: Choosing the Right Service Provider

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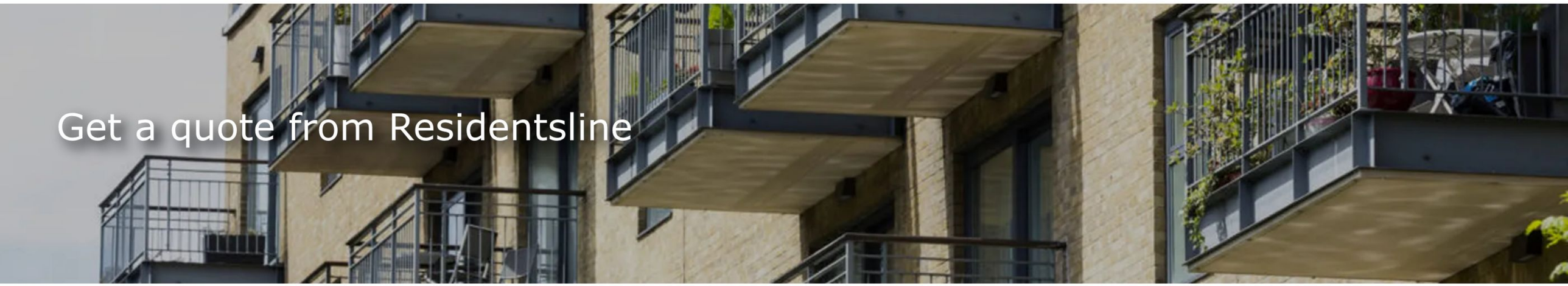

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Welcome

Welcome to the April 2022 issue of Flat Living Magazine

With Spring in the air and with fresh starts in mind, this month's feature focusses on choosing the right service providers for your block; from cleaners to solicitors, from lift engineers to gardeners.

You'll hear from multiple industry members who'll be providing their advice on how to sift through the multitude of options in front of you; discerning the best contractors, engineers, surveyors and agents for your block's specific needs.

Packed full of advice plus the latest property news and all the updates you'd expect, we hope you find this month's edition informative and you enjoy the read.

Rebecca Kelly
Head of Partnerships, Flat Living

Start Reading

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News

All the latest property management news:

ARMA & IRPM Merge to Form The Property Institute

ALEP Awards New Honorary Membership to Three Barristers

Finance Team at Principle Appoints New Apprentice as Business Continues Growth

FirstPort to Join Residential Real Estate Services Group Emeria as Equistone Sells Majority Stake

ARMA & IRPM Merge to Form The Property Institute

- Following a member vote in favour of the merger proposal last year, ARMA and IRPM and their memberships have been brought together, under 'The Property Institute' (TPI)
- Andrew Bulmer will lead The Property Institute as its CEO, supported by a new Board, headed up by Nigel Glen as Executive Chair
- The Property Institute will represent and uphold the 'gold standard' for professionals and firms within the industry

After carefully reviewing their respective roles and positions at the heart of the rapidly evolving property management sector, the Boards of The Association of Residential Managing Agents (ARMA) and The Institute of Residential Property Management (IRPM) proposed a merger of the two organisations last summer. Following a member vote overwhelmingly in favour of the merger proposal, the two bodies and their memberships have now been brought together, under 'The Property Institute' (as of 9th March 2022).

The two organisations, with a combined history of over 50 years, have been working extremely closely in recent years on a wide range of topics including the building safety crisis, sector mental health and wellbeing, and regulatory reform. Under the direction of a newly appointed Board, The Property Institute (TPI), will represent and uphold the 'gold standard' for professional practitioners and firms within the industry, providing enhanced support for its combined membership and creating a stronger, unified voice for the property management sector, as it takes centre stage at a time of unprecedented change in public policy.

Combining forces under The Property Institute, with the aim of increased co-ordination and alignment, rather than consolidation, means that all existing and new professional members and member firms can enjoy the benefits, advantages, expertise, training, guidance, and support they have come to trust from both ARMA and IRPM. Crucially, this also allows TPI, representing a significant proportion of the sector, to maintain its vital work and engagement with Government and industry stakeholders, and ensure that the proposed legislative changes ahead are workable and implemented for the benefit of all stakeholders and residents.

The Property Institute welcomes Andrew Bulmer, former Chief Executive Officer of the IRPM, as its Chief Executive Officer. Former Chief Executive Officer of ARMA, Dr Nigel Glen, has been appointed Executive Chair. A Board of 12 professionals, selected from the former ARMA and IRPM Boards, has also been appointed.

Andrew Bulmer, CEO of The Property Institute, commented:

"Our successful merger journey to incorporate ARMA and IRPM under The Property Institute reflects the strength and alignment of the longstanding relationship of the two organisations for the past few decades – a relationship that has already created value for our respective membership networks and the wider industry, helping to deliver better outcomes during a time of seismic challenges and changes.

"Joining forces in this way is a logical, timely, and exciting step. The Property Institute is well-placed to deliver game-changing support for the residential property management sector, continue to drive up industry standards and to be a strong, ethical, and influential voice for good."

Dr Nigel Glen, Executive Chair of The Property Institute, added:

"For our sector, it has been an extraordinary five years - we have had to face up to the harsh realities of the Grenfell tragedy, our long and drawn-out campaign for leaseholder funding, leasehold and commonhold reform, industry-wide regulation, and guiding and supporting our members through the COVID-19 pandemic.

"Despite the challenges, both ARMA and IRPM ended 2021 fit-for purpose, bigger than ever, and enjoying the highest public, media and Government profile in recent times. Building on this momentum, the potential effectiveness and influence of a fully merged business is now significantly greater than running the organisations separately.

"With a major step change in policy affecting all tenures of the residential property market, in terms of design, construction, health & safety, and management, as well as a significant overlap of ARMA and IRPM's membership, mission and values, this is the right time to establish a united and stronger voice for our industry."

ALEP Awards New Honorary Membership to Three Barristers

The Association of Leasehold Enfranchisement Practitioners (ALEP) has awarded three new Honorary Memberships in recognition of contributions to the debate around leasehold enfranchisement and reform.

Barristers Tamsin Cox (pictured) and Anthony Radevsky of Falcon Chambers and Justin Bates of Landmark Chambers have become the Association's first ever Honorary Members

Mark Chick, ALEP Director, said: *"As an organisation founded to spread best practice and foster discourse and debate, ALEP routinely invites expert speakers to our events, to provide our members with fresh insights and perspectives from outside the enfranchisement world.*

"Following our hugely successful Conference last year, the Executive Committee took the decision to introduce a new Honorary Membership category, which has been created to give official recognition to individuals who have made a significant contribution to ALEP events, with the aim that they will continue to attend and play a part in the Association in the future. We are privileged to welcome Tamsin, Anthony and Justin to ALEP."

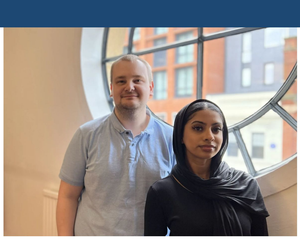
For more information about ALEP please visit https://www.alep.org.uk/

Finance Team at Principle Appoints New Apprentice as Business Continues Growth

A new apprentice has joined Principle Estate Management's finance department, taking that specialist team's staff numbers up to 10.

Aneesa Ali (pictured: right) joins the company as an accounts apprentice after previous roles waiting at large events, working as a cash and carry shop assistant and volunteering as a nursery nurse.

She started her role earlier this month after being recruited via Protocol Consultancy Services, which specialises in training and apprenticeships, and her main role will be processing payments on the purchase ledger.



Daniel Lannon, a finance administrator at Principle, said: *"We are pleased to have appointed Aneesa, who stood out at interview with her keenness to learn new skills and her previous experience in customer service roles. Her appointment takes our finance team up to 10 people which is fitting, as we like round numbers! Once up to speed, Aneesa will really help as the business continues to grow and we have more supply partner invoices to pay. Our suppliers really appreciate our weekly payment runs and mention that a lot of other agents don't do this. Having Aneesa on the team will allow me to spend more time on improving our Qube setup to make our people's work easier and enhance services to our customers."*

Ms Ali, who went to school in Harborne and lives in Smethwick, said: *"I was interested to work with Principle after Protocol advised me on how well they have looked after other apprentices. I know one of the current apprentices who is about to complete her training and now wants to remain in the business to continue to develop her knowledge and skills."*

Ms Ali, whose interests outside of work include politics, keeping fit and spending time with family and friends, added: "I am really looking forward to learning the purchase ledger role and other finance skills whilst I complete my Level 3 Business Administration Apprenticeship."

Principle now has more than 40 staff and looks after nearly 8,000 property units in more than 220 developments across England & Wales.

FirstPort to Join Residential Real Estate Services Group Emeria as Equistone Sells Majority Stake

FirstPort, the UK residential property services company, today announces that it is being acquired by Emeria, the European leader in residential real estate services, from the company's previous majority shareholder, the mid-market private equity investor Equistone Partners Europe Limited ("Equistone"). FirstPort will operate as a subsidiary of Emeria, with its existing management team remaining in place and reinvesting in the group. The financial terms of the deal are undisclosed and completion of the transaction remains subject to approval by the Financial Conduct Authority.

FirstPort works with developers, investors, freeholders and over 1,300 Resident Management Companies (RMCs) to provide services to leaseholders. Equistone invested in the business in 2019 and since then has helped drive its significant growth, both organically and through a series of strategic transactions. This included substantial investment into a best-in-class digital platform called the FirstPort Way, underpinning FirstPort's transition towards a digitally led business model, and the expansion of its service offering into new areas such as lettings and investor services. The active buy-and-build programme supported by Equistone included FirstPort's combination with property and asset manager Mainstay Group and the acquisitions of Chamonix Estates, Arcturus Corporation and Freemont Property Managers. Today FirstPort manages 313,000 residential properties across 5,600 developments, up from 196,000 homes across 3,900 developments in 2019. In that same period the company has grown its headcount from c.3,000 employees to 3,800.

Through its sale to Emeria, which is owned (on behalf of its clients) by Partners Group, a leading global private markets firm, and TA Associates, a leading global growth private equity firm, FirstPort is joining the European leader in the residential real estate services market. Emeria operates across 500 branches in France under the Foncia brand and through a network of over 200 branches under various brands in the Benelux region, Germany, Portugal and Switzerland. Following the completion of the acquisition, FirstPort will remain operationally independent, with no impact on the company's customers, clients, employees or suppliers. The existing management team remains focused on continuing to deliver exceptional customer service and further progressing the expansion of FirstPort's service offering.

Nigel Howell, CEO of FirstPort, commented: *"Our partnership with Equistone has been hugely beneficial for FirstPort and crucial to the major strides we've made in the scale, service offering and digitalisation of our business in recent years. We're now extremely excited to be joining Emeria, the European leader in residential real estate services. We will continue to run the business according to the same key principles as before, focusing on delivering for our customers and clients while evolving our technical capabilities to ensure we remain at the forefront of the market."*

Tim Swales, Partner at Equistone, said: *"It has been a pleasure working with Nigel and the entire FirstPort team through an extremely exciting phase of the company's growth. In supporting a series of buy-and-build acquisitions and organic growth initiatives, including a transformational investment in FirstPort's digital capabilities, we've been able to help the company substantially grow its footprint, further strengthen its service offering to all stakeholders and transition towards becoming a digitally led organisation with a series of exciting future initiatives. The business is extremely well positioned to continue its excellent performance under Emeria's ownership and we wish them the very best."*

Philippe Salle, President and Chief Executive Officer of Emeria, said: *"The acquisition of FirstPort, the leading property management company in the UK, enables French group Emeria to enter this market with immediate scale, turning the European leader in residential real estate services into the world #1 property management group. It is with great pride that we become established in a new country and welcome FirstPort's experienced and successful teams. This acquisition allows Emeria to strengthen its requirements for customer service quality and to reinforce the Group's positions through the acceleration of its digital transformation."*

Kim Nguyen, Partner, Co-Head Private Equity Services, Partners Group; Board member of Emeria, said: *"The acquisition of FirstPort is an important milestone of Emeria's value creation journey. Our vision was to enter the UK at scale and become the number one player in the top three markets in Europe: UK, France and Germany. There are tangible synergies between Emeria's existing brands, such as Foncia, and FirstPort. We plan to build on these to capture new revenue streams and add ancillary services. Additionally, Emeria's digital expertise and strong integration track record in other countries can be leveraged to further expand FirstPort's footprint."*

Patrick Sader, Managing Director, Co-Head EMEA Services Group, TA Associates, said: *"The acquisition of FirstPort supports Emeria's strategy to further its international expansion and lead the consolidation of Europe's highly fragmented residential real estate services market. FirstPort shares many similarities with Emeria, notably the quality of its business model and market leadership position, and will be able to leverage Emeria's best-in-class technology and acquisition know-how to continue its development throughout the UK."*

Equistone was advised on the transaction by Deloitte (M&A, financial due diligence and tax due diligence) and Travers Smith (legal).

Latest Building Safety Amendments Welcomed by TPI

THE PROPERTY INSTITUTE
- INCORPORATING -
ARMA + irpm

Following recent debates in Committee Stage, the Government has announced several new amendments to its building safety crisis strategy and the Building Safety Bill

Further protections for leaseholders against remediation costs, and tough sanctions announced for developers and product manufacturers

Resident Directors given powers to appoint professional directors

Since laying out its approach to tackling the country's building safety crisis in January, the Government has introduced a number of new amendments to further strengthen the robust package of measures already introduced.

Having extensively engaged with Government and other stakeholders for several years, including the recent Building Safety Bill debates in Parliament at Committee stages, ARMA and IRPM – now merged as The Property Institute (TPI) - have welcomed the new approach, particularly the additional protections for leaseholders from the egregious costs, the removal of the duty to appoint a building safety manager, and the additional powers passed to resident directors to appoint third-party professional directors.

The latest announcements have been introduced to help make the remediation programme and new building safety regime fairer and more workable and are guided by the three key principles which underpin the Government's approach to tackling the building safety crisis, which are:

- We must protect leaseholders
- We must make industry pay to fix the problems for which it is responsible
- We must restore common sense to the assessment of building safety risks, speeding up fixing the highest risk buildings and stopping buildings being declared unsafe unnecessarily.

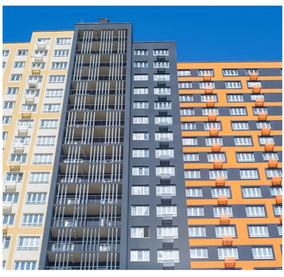
Protecting Leaseholders

The latest amendments will exempt more leaseholders from any associated costs of remediation. In addition to exempting all leaseholders in buildings over 11 metres from cladding costs, qualifying leaseholders with properties valued at less than £175,000 (or £325,000 in Greater London) will now be protected entirely from other costs relating to historic fire safety defects. There will also be protection for leaseholders who own a small number of properties, providing that those owning up to three properties qualify for all leaseholder protections in the Bill (up from two properties previously).

The latest changes also make it easier for leaseholders to pay their capped contribution towards non-cladding remediation, where the building's developer, freeholder or landlord cannot be traced or cannot afford to pay the full costs, allowing leaseholders to spread their contribution payment over ten, rather than five years.

In addition, *Remediation Orders* will be introduced to ensure that any required remediation work is conducted and completed quickly, preventing leaseholders being trapped for years in unfinished, unsafe buildings. The new *Remediation Orders* will set out the work required, and the time period in which it must be completed by the landlord of a building.

Taken together, these changes mean that many leaseholders across England will now pay nothing for any remediation work; and of those remaining, no-one will be liable to pay more than £10,000 (£15,000 in London) for remediation works across their lifetime. This is certainly a welcome improvement, but **it is the firm belief of ARMA and IRPM that no leaseholder should be liable for any costs and would like to see the Government's approach go even further to protect all leaseholders from cladding and non-cladding historic fire safety defects.**



Making Industry Pay

The 'Polluter Pays' principle, something welcomed and championed by ARMA and IRPM since last year, has been adopted by Government in its approach, making it clear that those who developed defective buildings or produced and sold dangerous cladding and insulation products and materials must pay to fix the problems they created.

The Secretary of State, Rt. Hon. Michael Gove is expected to make further announcements on the progress of his discussions with industry to ensure they self-remediate their buildings. In the meantime, the Government has announced new measures aimed at developers and product manufacturers, if they do not agree voluntarily to pay for required remediation work.

These include powers to block developers from starting work on new developments, even where they have approved planning permission, and to stop new buildings being signed off as fit for use. Whilst the Government stresses that they do want to have to resort to exercising these powers, the industry should be in no doubt that the Government will not hesitate to use them, should it become necessary.

In addition, the Government is strengthening the tools available to compel developers and construction products manufacturers to pay their share of remediation costs. New *Remediation Contribution Orders* will be available to encourage developers, partnerships and limited liability partnerships, and landlords to pay for remediation, preventing them from hiding their liability behind complex company structures.

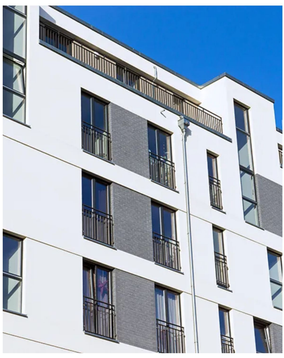
Crucially, these Orders will also require developers of defective buildings to reimburse their leaseholders for any costs they have already paid for remediation. Alongside this, new causes of action will be introduced to compel construction product and material manufacturers to pay to put right buildings where safety has been compromised by their products, further reducing the costs for which leaseholders might become liable.

This is a strong stance, and as a supporter of the 'Polluter Pays' approach, in principle, these measures are welcomed by ARMA and IRPM. However, the lack of detail at this stage is concerning. Clarity on how these sanctions and powers will work in practice would be welcome – there is a significant risk of numerous cases of litigation to determine who is responsible, which could cause delays and high legal costs for leaseholders, running contrary to the Government's approach principles.

ARMA and IRPM would like to see the Government engage relevant stakeholders and convene a Fire Safety Delivery Group, to minimise the risk of extensive litigation and ensure high-risk buildings are prioritised. As things stand, there is a shortage of contractors, scaffolding and other resources needed for remediation and prioritisation is therefore essential.

For 'orphan buildings', where the developer is no longer in business or there is ambiguity about who is responsible, we strongly favour the 'front-funding' option and are calling on Government to fund first to fix the problems (with cost control measures in place to protect the taxpayer), and then seek to recover the costs from the responsible parties second, thereby leading the effort to recover the costs from those who should pay. Without this, some unsafe buildings will remain unactioned for years to come. An urgent assessment of the true cost of up-front funding this way is needed - much of the outlay would come back to Treasury in VAT, corporation tax, income tax, stamp duty and the economic stimulus of contracted work and thousands of homes returning to the market.

The Future Building Safety Regime



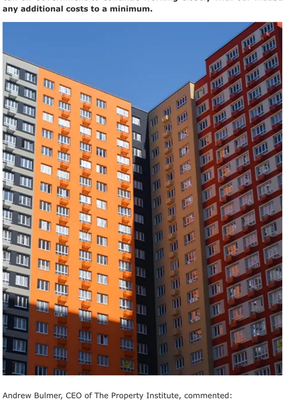
Since the first draft of the Building Safety Bill, concerns have been raised about the structure of the future safety regime, particularly where additional costs and responsibilities were being placed on leaseholders and resident directors. Further to amendments proposed at the last Select Committee stage (including those suggested by ARMA and IRPM), four notable amends have been made to the latest draft of the Bill, including:

- Removing the duty to appoint a Building Safety Manager, ensuring there is flexibility in the regime to enable 'Accountable Persons' to set the most appropriate arrangements for their buildings and residents, and removing the unnecessary cost this role could impose on leaseholders in high-rise buildings
- Removing the separate Building Safety Charge, recognising the need to protect leaseholders from the cost of creating an additional charging infrastructure
- Requiring the Building Safety Regulator to invite disabled representatives onto its residents' panel; ensuring they have a strong voice in the regime as those among the most vulnerable in the event of a building fire
- Enabling resident-managed buildings to appoint an external professional director to support them in meeting their building safety duties

ARMA and IRPM broadly support these amendments as a first step to making the new building safety regime sensible, deliverable, and affordable. As with the previous announcements, the detail is fairly light and there are some areas where these amendments could go much further to provide a more robust solution.

ARMA and IRPM first raised concerns about having a separate Building Safety Manager in 2019 and have been calling for the role to be scrapped since the publication of the draft Bill. We therefore welcome the Government's decision to remove the duty to appoint a Building Safety Manager, which would have caused unnecessary costs for leaseholders. Property management professionals already work hard to look after the safety of their buildings and where expert advice is needed to fulfil the new responsibilities in the Bill, this should be brought in from an external third-party in the same way that property managers draw on other types of expert advice in the running of a building.

In removing the role of the BSM, which was originally designed to be undertaken by individuals with specialist qualifications, it is important that the functions assigned to them are proportionate, so they can be carried out effectively by property managers in a similar manner to the work they already do now. If the functions of a BSM are markedly different to current safety management functions, then there will be a need for further investment in time and skills that will result in costs to leaseholders. ARMA and IRPM call on Government to continue working closely with our industry to ensure property managers can fulfil the new duties and keep any additional costs to a minimum.



The same principle of proportionality applies to other aspects, such as the information required to safely manage a building. For too long, property managers often have had difficulty sourcing even basic information about the buildings they manage, and warmly welcome the principle of the Golden Thread. However, while the Golden Thread should be readily available in new buildings going forward, we are concerned that the cost of retrospectively assembling the 'golden thread' for older buildings could be expensive for leaseholders.

ARMA and IRPM have been making the case to Government since the first draft of the Bill that the separate Building Safety Charge should be scrapped, and we welcome the Government's decision to do this. A separate charge would have added unnecessary charges to leaseholders due to the extra financial administration involved and collecting sums through the service charge will work better in practice.

Enabling resident-managed buildings to appoint their own professional director to support them in meeting their specific building safety duties is important, as there could be situations where no residents are prepared to take on the director role. In some instances, this could mean the freehold of flats revert to the Crown and become unsellable and expensive to buy back the freehold. However, appointing a professional director should be seen as a last resort as it will lead to additional costs to leaseholders. Instead, we urge the Government to ensure that residents are able and willing to take on the direct role in resident-managed buildings, for example by ensuring there is high quality training to equip residents with the knowledge, understanding and confidence to fulfil this role.

Andrew Bulmer, CEO of The Property Institute, commented:

"It is clear that policymakers have been listening carefully to the evidence put forward by leaseholders and property managers affected by the building safety crisis. We welcome these latest amends to improve the remediation process and are pleased that some of our key concerns have been directly addressed.

"Despite the progress being made, there is still a mountain to climb, and we are several years away from resolving the cladding crisis. Property managers see its impact on the ground every day, and the strain on leaseholders, resident directors and property managers is extremely concerning.

"Nearly five years after Grenfell, there are still many unsafe buildings that have not been put right. Residents should not have to wait any longer while people haggle over who pays and the Government must introduce a Fire Safety Delivery Group urgently so the most serious cases can be actioned."

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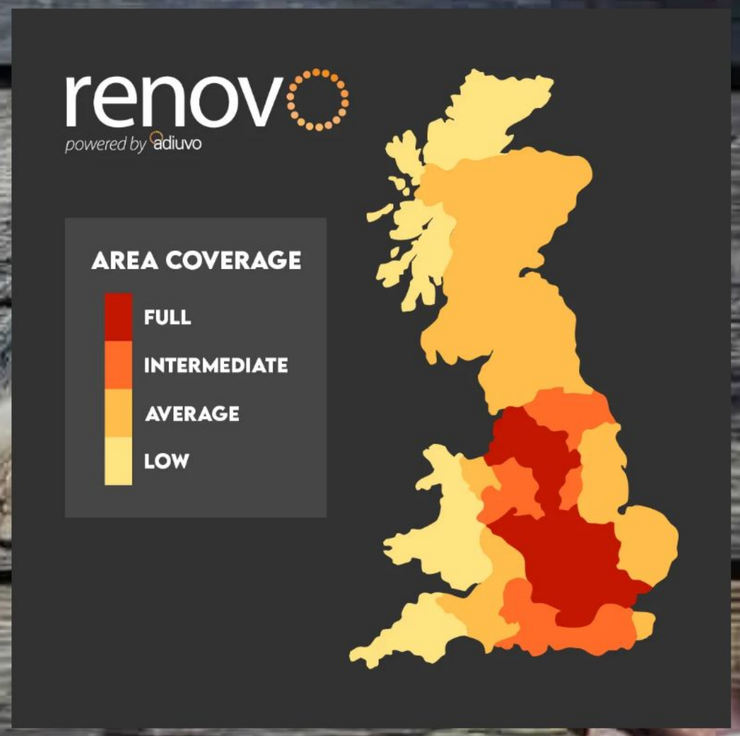
Renovo will take the initial instruction placing with the most suitable and available contractor from over 30 options (meaning your instruction is likely to be fulfilled quickly).

We will then liaise with site and engineer to completion ensuring a full report is received before handing back to the Property Manager; all at competitive rates.

Colin adds *"we hope this will cut down on time and workload for Property Managers when it comes to one of their most time consuming but important duties by utilising our knowledge and expertise gained over the past 13 years where last year alone we dealt with over 60,000 maintenance issues."*



To instruct or find out more, get in touch:

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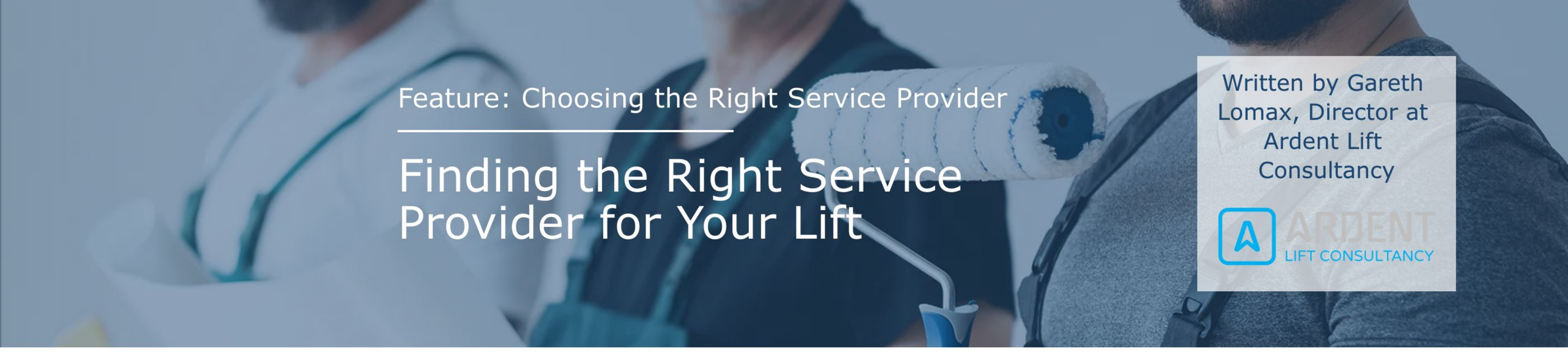
- **renovo@adiuvo.org.uk**
- **0203 953 9999**



Feature: Choosing the Right Service Provider

Finding the Right Service Provider for Your Lift

Written by Gareth Lomax, Director at Ardent Lift Consultancy

ARDENT LIFT CONSULTANCY

The UK lift industry is made up of many companies, ranging from multinational powerhouses to sole traders and elements such as a nice-looking website or busy social media feed are not necessarily indicative of the size nor capabilities of a business in the modern world.

There are a number of global players who design, manufacture and install their own lift systems (Otis, Schindler and Kone being three almost household names in this field). These are huge businesses with vast levels of skill and experience within them and they deliver a substantial number of new lift installations across the UK on an annual basis. In fact, since the advent of the MRL (machine room less lift), these businesses have tended to dominate the construction element of the lift industry, providing lifts in greater quantities than the rest of the industry combined. If you live in or manage a block constructed after 2000, chances are it will have one (or more) of these lifts installed within it.

However, despite the expertise in their own product ranges, there are also scores of independent businesses in the UK lift industry that provide different services to the major manufacturers.

The term independent often comes with thoughts of smaller companies. However, some of the independent lift contractors turn over tens of millions of pounds per annum, with large workforces running into the hundreds. Some of these independent businesses have been trading for decades, with huge amounts of experience formed over this time.

The lift industry has just as many suppliers of equipment, with control systems, machines, door equipment and various sundry items coming from all around the world, to potentially be installed within a building you live in.

Subsequently, the lift contractor you choose to maintain your lift could be based on the expertise of the company as a whole, or just a single individual who is very familiar with the products installed within your property.

See Flat Living E65 for maintenance advice.

The same is true when you select a contractor to undertake capital works on a lift installation, whether refurbishment or replacement. Whilst the lift industry has dozens of businesses you can work with, it is always best to pick a company who will be well suited to the individual demands of a scheme.

See Flat Living E63 for project advice.

This is where your chosen independent consultant should offer their expert opinion and advice to guide you through the process, leading to simple, value-for-money decision-making.

ARDENT Lift Consultancy can assist by undertaking our independent lift survey reports, looking at the current condition of lift equipment and highlighting operational issues, typical energy consumption values, predicted lifespan and recommendations with associated budget costing.

As independent lift consultants, ARDENT Lift Consultancy recognise the importance of offering unbiased and accurate advice to our clients. This has developed mutual respect between our team of lift consultants and those we work with. Whether working with architects looking to build practicality into their vision, or a property manager with time constraints seeking immediate solutions, we totally understand individual client requirements and provide timely, well considered and accurate advice.

Ardentlc.co.uk | info@ardentlc.co.uk | 01394 200328

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Feature: Choosing the Right Service Provider

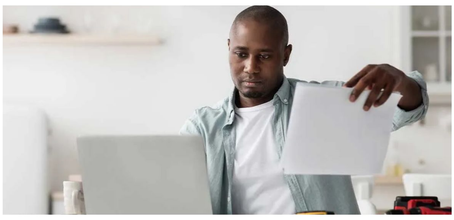
FirstPort's top five tips to choosing the right service provider

Written by the FirstPort team

It’s likely at some point you will need to find a supplier or service provider to help meet the needs of your business.

That’s why the procurement experts within FirstPort have outlined their top tips for choosing the right service provider – and explained why it’s important to get it right.

1. Clearly identify the requirement



When you're looking to fulfil a need, you will have a requirement. This could be a works package for a contractor or a supplier of goods and services. Your first step in the path to choosing the right service provider is to clearly define the specification. This is the most important document – it provides suppliers with a description of the works, services and goods required, to allow them to propose the most appropriate solution at the best price.

2. Do your market research

Once you have a detailed specification that clearly defines your requirement, you can start to consider potential sources.

The market assessment for procurement is essential. This is the stage in which you will undertake market research to find the most suitable service providers that are considered fit for purpose, not only for the immediate future (satisfying immediate need), but for whole life and costs associated with this. At this stage, it is helpful to refer to the ‘Five Rights of Procurement’. These are:

- The right quality
- The right quantity
- The right price
- The right place
- The right timeframe

The supplier(s) you select should be able to meet the five rights criteria.

What the supply market does is perform their due diligence. You should consider; is this project right for them? Do they have the capacity and expertise? Is their backlog too large to take on the new contract? These are the questions that should be answered by potential bidders before deciding to bid on any given project.

3. Consider reputation and run your checks and balances

Reputation is a key consideration when selecting a service provider. What are other business owners saying about this supplier? Is it a reputable supplier? One way to ascertain this is to interview at least three references – depending on the value of the contract – and engage them in conversation. Seek to verify the information you have gathered thus far regarding the supplier(s) in question, then establish the scope of the project and find out what the contract duration was.

You should then conduct relevant due diligence checks. This involves knowing who you are dealing with. Generally, it means considering the business’ appropriate accreditations, environmental policy, health and safety policy, risk assessments, capacity and capability, appropriately qualified or trained operatives, financial status, insurances, and employee attrition, which is also known as staff turnover.

Supplier due diligence is important because it increases the probability of engaging a high-performing and reliable supplier that will provide value for money. Maximising value for money is one of the basic principles of good procurement practice.

A key part of choosing the right service provider is managing risk. You should look to prevent, pre-empt, and mitigate. If you don't control the risks, you could lose significant amounts of money or waste resources.

4. Assess ability to meet business needs

Once you have a detailed specification that clearly defines your requirement, you can start to consider potential sources.

Finally, you should make an additional assessment to make sure the service provider meets the needs of your business and fulfil the five rights. Once you have whittled down the selection of suppliers, you will have to consider extra requirements, such as geographical location, delivery costs, and any out of hours support. It’s also important at this stage to consider how the service provider aligns with your business ethos and goals. If it doesn’t then it may not be the right service provider for you.

5. Manage your service provider relationship

The relationship management process is an approach to managing and capturing the post contract value from key business relationships.

Managing the relationship plays an integral part of the role by ensuring the smooth running of operations, protecting the purchaser from risks, and shaping the buyer-supplier relationships.

Performance Managing the supplier is a key activity in ensuring that the actual service provided by the supplier is in accordance with the agreed specification of requirements, standards and agreed prices. The ability to measure the performance of the supplier and to provide feedback is critical to successful supplier management and development. This is where your Service Levels and Key Performance Indicators are utilised.

Why are these tips important?

Yvonne Kemsley, Senior Procurement Manager at FirstPort, said: *“At FirstPort we work with hundreds of contractors across our 5,600 developments. We work hard to make sure all staff understand our procurement processes so that they can make informed decisions that are in the best interests of our customers, ensuring good value for money and the highest standards for every service we provide.”*

FirstPort is the UK’s leading residential property services provider. With more than 40 years’ experience, we work with over 1,000 resident managed developments, helping RTM and RMC Directors meet their management and legal obligations, all while delivering a great service for residents too.

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Feature: Choosing the Right Service Provider

Benefits of Using an Agent

Written by Jodie Fraser, Managing Director at Fraser Allen Estate Management

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Owning a leasehold property can be great in terms of investment, yet it can quickly become a nightmare when it comes to dealing with fellow leaseholders if the block of flats is self-managed (i.e., without a managing agent)

Due to busy lifestyles or lack of understanding, many things will likely be missed. Changing communal light bulbs, meter readings and general maintenance is one thing, but when it comes to legal requirements, health and safety, debt collection and major works, this becomes another matter entirely.

Managing a long leasehold residential property (also referred to as Block Management) is complex. It will involve collecting service charge, ground rent, dealing with complaints, organising and overseeing repairs and inspecting the communal areas on a regular basis.

A management team like ours at Fraser Allen Estate Management will take away the worry and angst from all leaseholders.

The most beneficial aspect being, your management agent will deal directly with leaseholders, and their tenants if required on any aspect relating to the development.

Benefits of Using an Agent vs Self-Management

Planning and collection of service charge and major works.
A professional Managing Agent will bring an organised approach to the planning and collection of service charges and reserve funds, the timetables for redecoration and repairs and inspection and supervision of works. A managing agents' assessment of what must be done, and when, will be independent of private interests and preferences and based solely upon their duty to keep the premises in good repair.

The process of collecting funds and the responsibility for taking steps to recover unpaid charges will be removed from the individual directors/leaseholders of the Resident Management Company.

Administration
A managing agent will be geared up to handle the mundane and time-consuming administration, and may handle it more efficiently through better facilities for storage and retrieval of records and documentation essential for accounting purposes.

Disputes
Issues and disputes can be dealt with impartially by an arm's length agent in order to limit the animosity and division which could arise where personal issues become the business of neighbours and colleagues.

Lease and company responsibilities
The agent distinguishes between the needs and duties of the company under the Companies Acts and the needs and duties of the company in its separate role as landlord under the leases and the relevant landlord and tenant legislation.

Professional Indemnity Insurance
Agents should hold professional indemnity cover as a further protection against negligent acts or incompetence. Using an agent passes some of the responsibility for compliance with leases, laws and codes of practice to the agent. BUT the directors of a Resident Management Company are responsible for setting policy and monitoring the work of the agent.

Fewer legal problems
A good managing agent is up to date with the latest laws. Therefore, if a problem arises, the agent can deal with the legal issues professionally and as quickly as the law allows.

Dangers of Self-Management

Managing your block of flats is a good idea, isn't it? How hard can it be? Maybe not as easy as you think!

Problems with the law
Managing the block can be a minefield if you're not legally minded. The legislations, rules and regulations change, and to keep abreast of these, and do everything else, is incredibly stressful.
If you come unstuck with legalities, the consequences can be very serious for you. A good managing agent will protect you and keep you fully up to date with all changes in property law.

Section 20 Consultations
Sometimes, like when there's an emergency, it isn't practical to undertake a Section 20 consultation before carrying out major works. In these cases, you can apply for 'dispensation' from consultation. In the majority of cases however, you need to go through the Section 20 process before you can start incurring major works costs. Without the consultation you may find that you can recover no more than £250 per leaseholder. Without the relevant knowledge of this procedure, the legal complications can be disastrous.

Ignoring the lease
An essential part of self-management is reading and understanding the lease and your obligations within it. Failure to meet the requirements of the lease can lead to leaseholder disputes and dents in vital cashflow.

Spending on 'unauthorised extras'
Again, thinking about the lease, you can get into hot water if you spend the service charge monies on items not permitted in the lease. This could lead to being unable to reclaim these costs ending up with big financial and legal problems.

Incorrect insurance cover
Saving money on insurance may seem appealing, but self-management can lead to the appropriate level of cover not being placed. Worse still, the policy underwriter may not understand the complexities of block management. For example, will tenants be covered for alternative accommodation or just loss of rent? What happens if leaseholders rent to students or via AirBnB? A managing agent would ensure your insurance is adequately placed as well as placing Directors and Officers Insurance for relevant parties.

So, why having an agent is a good investment? As you can see from the points above, working with a Managing Agent, frees up your time so you can concentrate on the things you enjoy.

How to Choose Your Property Management Company

- Ask friends, colleagues and other sources that you trust for referrals. Then check information about that referred company.
- Research Property Managers Online. Look for companies that are members of the IRPM (Institute of Residential Property Management Ltd.)
- Read online reviews from legitimate customers across a variety of different platforms. If there are recurring themes of poor practice it is worth investigating if it's true.
- Type of property in their portfolios – do they match yours?
- Company location – make sure they are based near the property, not miles away.
- Visit properties managed by the company. How well kept are the gardens? Visit more than once.
- Talk to some of the residents about how well the property is managed.
- Always meet in person rather than select a company online or over the phone.

Fraser Allen Estate Management specialise in Residential Block Management and are committed to ensuring your needs are put first.
We bring an innovative, organised and reputable approach to the industry with a friendly team who are on hand to assist you.

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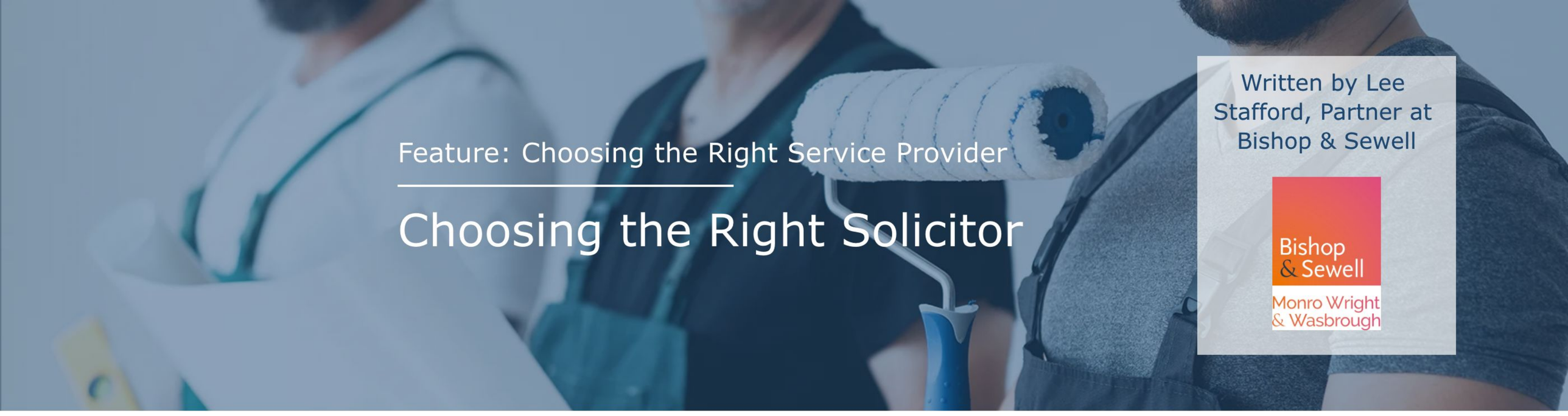


Feature: Choosing the Right Service Provider

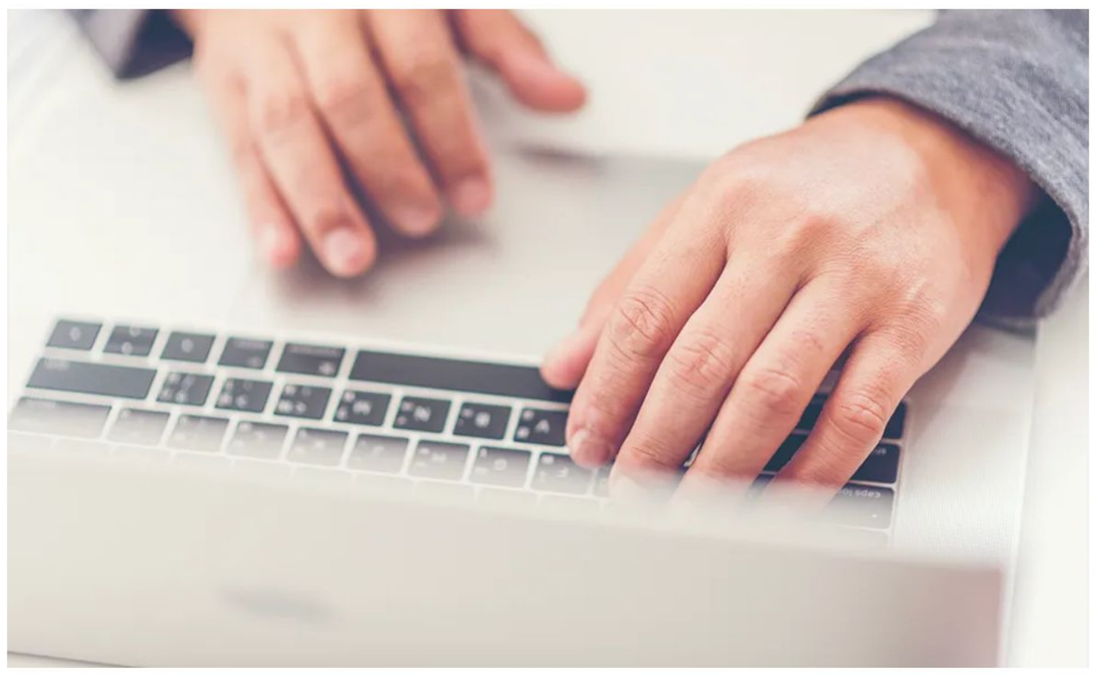
Choosing the Right Solicitor

Written by Lee Stafford, Partner at Bishop & Sewell

Choosing the right solicitor is not like buying a new dress or suit- there won't be an opportunity to try on as many as you like for size and comfort before taking the plunge on your final choice. So how do you find or choose the right solicitor when the time comes?

The first point to note is that you are no longer limited to choosing the only firm of solicitors on your local High Street or around the corner, and it is not uncommon to find a client in one part of the country happily instructing a solicitor hundreds of miles away, especially now in this challenging world. Email, Skype, conference, and video calling, such as Zoom or Teams, have become commonplace make it much easier to increase your reach when trying to find the right solicitor.

However, you have to start somewhere and seeking recommendations from friends or family can be a good starting point. However, no matter how much you trust some else's opinion, you should always undertake your own due diligence for further peace of mind, and we would always suggest that prospective clients undertake their own research and the resources available online are a good starting point.



Checking with the Law Society to make sure that any potential solicitor is duly registered with the Solicitors Regulation Authority ("the SRA") is a given. Equally, if the person you are looking to instruct is a Legal Executive or Licensed Conveyancer, you should check that they are duly registered with either the Chartered Institute of Legal Executives or the Council of Licensed Conveyancers.

Next, almost all law firms will have their own website, which you can look at to see in which areas of law they specialise, and which solicitors work there. Individual solicitors will likely have their own biographies also, indicating which areas they can assist with, articles they may have published and potentially some client testimonials; although do be aware, bad client feedback is unlikely to be advertised by anyone!

You might also be able to find independent online reviews for the particular solicitor or their firm, for example see review websites like www.reviewsolicitors.com or you can check for reviews on Google or Facebook.

As a final point and returning to the buying a new dress or suit analogy mentioned above, the likely fees you will be charged by your solicitor will be at the front of your mind.

If your matter relates to a low value dispute, there may be limited benefit in choosing an expensive firm of solicitors to act for you as it could be disproportionate.

Conversely, when purchasing your home (which some people may consider to be relatively un-complex and straightforward) the chances are this will be the biggest financial investment you ever make, so why take a gamble on simply selecting the cheapest option?

Since December 2018 the SRA has required all law firms to publish transparent pricing in certain areas of law in which they deliver legal services, making it much easier for prospective clients to obtain upfront fee information.

The key thing is to ensure you find someone you trust. The relationship between solicitor and client is one of mutual trust and respect, therefore it is worth taking your time to find the right match for you.

If you need Litigation or Dispute Resolution advice (Commercial or Personal), please contact Lee Stafford or another member of our expert team on litigation@bishopandsewell.co.uk or call 020 7631 4141.

The above is accurate as at 21 March 2022. The information above may be subject to change during these ever-changing times.

The content of this note should not be considered legal advice and each matter should be considered on a case-by-case basis.

Advising on property law is at the heart of Bishop & Sewell. Founded on property work, the issues matter to us as much as they do to our clients. We take pride in simplifying complex property issues, providing services covering every aspect – from purchase and sale, development and financing, to rental and enfranchisement.

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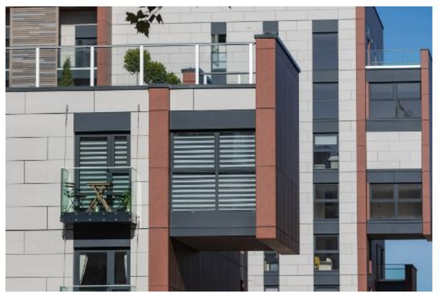

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Feature: Choosing the Right Service Provider

Appointing Key Contractors

Written by the team from Block in a Box

BLOCK in a BOX

Adequate maintenance of your block should be high on your list of priorities as an RMC and appointing the right people to put your plans into action is vital.

Choosing the wrong contractor can slow works down, cost you more in the long run or even end up dragging you and your team through legal disputes. Block in a Box can point you in the right direction for anything from lift services to legal support to water leak detection, but if you're out there searching for yourself, we've put some top tips together to make finding the right contractor a little easier, and a little safer.

The Importance of Maintenance

The reasons to keep maintenance and inspections at the top of your list (and for being proactive in your approach) are multiple:

- It's your duty in accordance with your lease
- It's your statutory duty in accordance with the law
- It saves money in the long run- skimping on repairs is a false economy
- It keeps your insurance premiums to a minimum
- It ensures your fellow leaseholders' investments
- It ensures your compliance with warranty restrictions for new or refurbished properties
- It ensures the safety and happiness of your fellow residents

You can also use this list to reason with any residents who believe funds should be spent elsewhere. Without sufficient inspections, repairs and general upkeep, the domino effect can be huge.

Key Contractors for Your Block

Many RMCs rely on a professional surveyor who can inspect the building in detail and provide a schedule of works (costed and in order of priority) to form their annual maintenance plan (known as a Planned Maintenance Programme, or PMP).

Your PMP should encompass everything from day-to-day cleaning to periodical repairs and redecoration as well as larger projects such as roof replacements and implementing new heating systems.

Other than a surveyor, some key contractors for your little black book should include (if applicable):

- General Cleaner
- General handyman
- Window Cleaner
- Lift Specialist
- Gardener
- Insurance Broker
- Accountant
- Lawyer

And some more niche contractors to consider for specialised facilities:

- Gym or pool maintenance specialist
- Gates specialist
- Electric vehicle charging specialist
- Car park attendant

Appointing the Right Contractors

As your contractors will be trusted to work on site to keep the building safe, compliant and your residents' investments in good shape, it's vital that you do your due diligence.

Make sure you're checking:

- Their insurance
- Their reviews
- Their accreditations, qualifications and certificates
- Their previous work on other buildings and the relationship they had with the RMC there
- Their approach to customer service for you and your residents
- Their general manner (you may be working closely together for some time!)

Always approach at least 3 different suppliers for quotes with accompanying dummy contracts and compare them with the results for the checks above in mind. Do not fall into the trap of simply choosing the cheapest option.

There's a lot to be said for gut instinct after a face-to-face meeting. If a contractor is open, clear and concise in their responses to your questions and seems willing to spend the time with you, you're likely off to a good start.

Take the stress out of finding the right contractor by using Block in a Box. We have a complete list of recommended contractors for you to choose from, all of whom are time-served specialists. You'll find everything from 3D Surveyors to Rooftop Extension experts, with informative videos about each supplier provided on their pages to give you that all-important first impression.

Block in a Box was been created to assist self-managed Residents' Management Companies, Right to Manage Companies and Residents' Associations, their blocks of flats and the leaseholders that live in them by providing a mix-and-match toolbox supplying all the services you need.

We designed it with a steering committee of directors and association members to provide something that would truly help.

Blockinabox.co.uk | info@blockinabox.co.uk | 0333 015 4145

BLOCK in a BOX

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Feature: Choosing the Right Service Provider

Finding a Managing Agent That Best 'Fits' Your Development

Written by Ian Hollins, Managing Director at Clear Building Management

Clear Building Management
QUALITY | VALUE | TRANSPARENCY

Managing a large block is no mean feat. From following complex legislation and handling major works projects to managing budgets and maintaining community harmony, it's no wonder RMC directors often come to the conclusion that professional support is required when it comes to tackling the complexities of managing a larger development.

It's essential that the managing agent you choose is the right fit for your development, both in terms of personality and practicality. Having a positive working relationship with the people looking after your block should of course be a high priority, but you must also be confident that they will bring a variety of skills to deliver an excellent property management service.

Here, Clear Building Management sets out some top tips for finding a managing agent that ticks all the boxes for larger developments.

1. Create a Detailed Brief

Discuss and set down exactly what services you require from the new managing agent in a detailed brief. These services will likely to fall into the following categories:

- Financial budgeting and management
- Service charge administration and collection
- Repair and maintenance management
- Leaseholder and tenant relations / communications
- Lease compliance
- Legal strategy and dispute resolution
- Staff management
- Landlord and tenant advice
- Support for the RMC Board

ARMA (the Association of Residential Managing Agents) has set out more detailed examples of the services you might want your managing agent to provide in this useful guide.

2. Consider Costs

Cost is of course an important factor, so ask each agent to set out their fee structure and approach to commissions from services such as insurance.

You will want financial transparency from your managing agent, but you must also be honest with them. Set out clearly any problems that they might be inheriting and ask them how they would resolve them. This will also give you a chance to understand both their knowledge and their customer service. We would also recommend you ask for written references from their existing customers.

3. Create a List of Potential Managing Agents & Send Them the Brief

One of the best ways of finding a 'good' managing agent is to seek personal recommendations from people you trust. Ask other residents in the block, particularly newer ones who may have had good experiences elsewhere, or take a quick tour of similar developments in your locality; talk to residents of well-managed developments and find out who they use.

You can also find directories, advice and recommendations on websites such as www.flat-living.co.uk, www.lease-advice.org and www.arma.org.uk.

We recommend sending your brief to five or six managing agents, with a view to shortlisting no more than three, and give them a reasonable timeline to respond with their proposals.

4. Assess the Proposals & Meet Your Shortlisted Agents

After you have received and assessed submissions from the agents interested in managing your development, and whittled down a shortlist, it's then time for the fun part; sitting down face to face with each of the prospective managing agents.

We would recommend allowing at least a couple of hours for each meeting, including a tour of the development, and working through a list of pre-prepared questions. As managing agents ourselves, we would expect to be asked the following questions by any RMC directors or leaseholders seeking to understand our property management capabilities and services:

- How do you charge for your property management services?
- Do you take commissions for insurance and other services?
- Where will service charge monies be held?
- How do you deal with unpaid service charges?
- What is your approach to reserve funds?
- How many blocks do you manage?
- How often will you visit the development?
- What communications channels do you offer (eg: emails, portals, newsletters)?
- How do you stay up to date with the legal and regulatory requirements?
- How do you select and monitor contractors?
- Do you have a contractors' charter?
- How will you deal with the outgoing managing agent?
- What is your complaints procedure?
- How do you deal with leaseholders in breach of their lease?
- How do you deal with out of hours emergencies?
- Which professional / trade bodies do you belong to?

Additionally, a face to face meeting it a good opportunity to ask about their approach to customer service and their values – for example, at Clear, we operate on the values of Quality, Value and Transparency.

5. Making a Decision

Selecting a managing agent that's the right fit for your development will take time and effort (check out our comprehensive RMC Director's guide to choosing a managing agent here!) but if your agent is committed to delivering an excellent service, both in the personal and practical sense, you should quickly see a return on your investment.

A fresh approach to your property management really can bring a new lease of life to both your development and the community within it.

Clear Building Management delivers professional residential development management in a better, more inclusive way, ensuring our customers and their needs are at the heart of our operations. If you would like more information, please get in touch.

Clear Building Management offers a fresh approach to residential property management.

Formed by qualified and experienced professionals from the UK residential block management agent industry who recognised that there is a better and more inclusive way to manage residential buildings and apartment blocks, a way that embodies our core values of quality, value and transparency.

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Returning after a two-year break, ARHM are delighted to announce that their annual conference will be back, in person, on the 26th May 2022. Key details are below and, for a limited time, ARHM members can book two tickets for the price of one!

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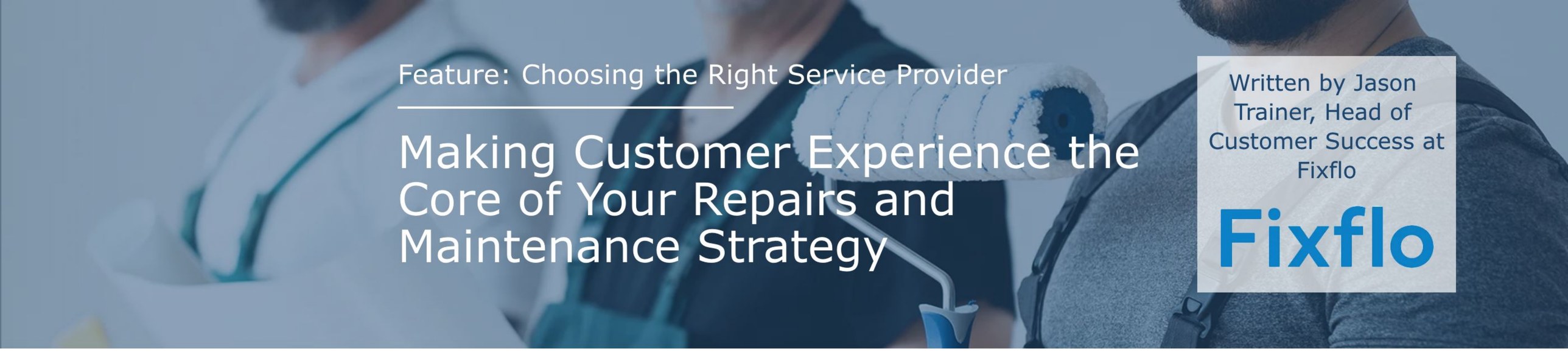


Feature: Choosing the Right Service Provider

Making Customer Experience the Core of Your Repairs and Maintenance Strategy

Written by Jason Trainer, Head of Customer Success at Fixflo

Fixflo

In the age of the Internet, information is more accessible than ever, providing consumers with increased expectations over the service they receive throughout every part of their lives, from ordering takeaway to reporting maintenance issues in their block of flats.

Through apps, they can order a taxi or track a delivery order in just a few clicks of a button. With companies like Amazon and Deliveroo embracing technology to provide high levels of customer service, the modern resident expects speed, transparency and flexibility.

At the same time, the COVID-19 pandemic has caused customers to rethink how they wish their lives to be. A report from the 2021 EY Future Consumer Index provides insight into these changes. Globally, 58% of consumers planned to be more aware and cautious of their spending in the longer term, and 63% said price will be the most important purchase criteria for them three years from now.

49% said they would prioritise the environment and climate change in how they live and the products they buy, and 26% thought sustainability would be their most important purchase criteria three years from now. Similarly, many are concerned about social impact. 56% were more likely to buy from companies that ensure what they do has a positive impact on society, and 38% would buy more from organisations that benefit society, even if their products or services were more expensive.

What does all this mean for the future of block management? Customers will carry their experiences with them, expecting to receive the same high levels of service from their management company as they do when using digital solutions. This means agents need to reprioritise what's most important.

Focus on Being Green

EY's research suggests that residents may be interested in the sustainability and impact of their building, and this is no surprise given the increased prevalence of climate change in the news. So don't be surprised if you are asked about your green practices.

Be transparent about energy usage and what you are doing to help save the environment. You could even make improvements to the building with the consent of leaseholders, such as replacing traditional light bulbs with low energy ones.

Look at Accuracy as Well as Speed

Those putting value at the forefront of their purchase decisions will want to see just where their service charge is going and whether repairs and maintenance requests are dealt with on time, or, perhaps more importantly, correctly.

Many agents will monitor call waiting times, incentivising completing the call as quickly as possible. But this can ignore the root cause of issues, causing them to stay open and frustrating the residents they affect.

Use Planned Maintenance to Prevent Breakdowns

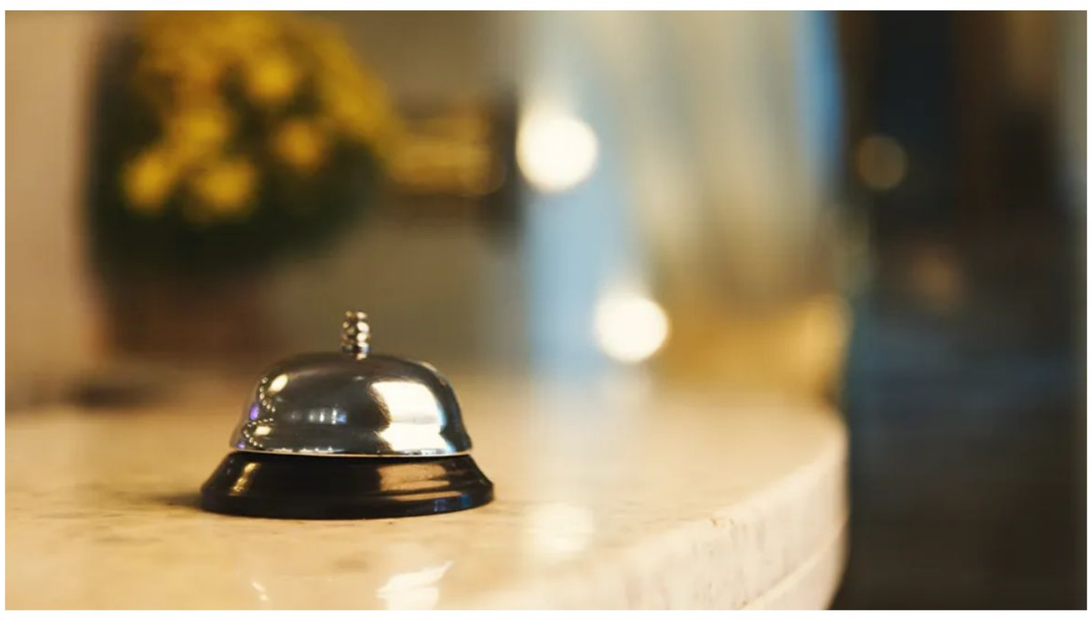
Great customer service should also extend to keeping the estate's facilities in good condition and working order. Fast repair times are one aim, but wouldn't it be even better if a lift was consistently reliable, with residents knowing that it wouldn't break down at inconvenient times?

This is where planned maintenance is key, scheduling the replacement of parts ahead of time before they wear out and cause problems.

Add Value Using Amenities

The build to rent sector is known to elicit high levels of customer satisfaction due to the extra services it provides. Not every block can have residential spaces like a swimming pool or a gym, but going the extra mile to make your residents' lives easier can make a real difference.

This could mean introducing a concierge service or a smart parcel box. Extras like this that your residents can't find anywhere else can increase their loyalty and trust.



Embrace Technology

The key to keeping up with the modern customer's demands is to invest in long-lasting digital solutions. Services such as a repairs and maintenance management solution with 24/7 repair reporting will help you go the extra mile for your customers, keeping them in the loop and ensuring they feel appreciated and cared for.

Managing residential blocks is a huge responsibility. You could be in charge of the health and safety of thousands of residents in one building alone. On top of that, you need to make sure that communal facilities are serviced regularly. Manage proactive and reactive maintenance tasks, communicate with stakeholders and stay compliant easily with Fixflo's leasehold and block management solution.

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Feature: Choosing the Right Service Provider

Employing a Grounds Maintenance Contractor

Written by Darren Bagnall of Flat Living Insurance

A great garden maintenance provider can take up a fair chunk of your service charge, but with good reason.

Garden maintenance is a highly skilled, physical job that ensures residents' enjoyment of your block's outside space and helps to maintain the safety and curb appeal of the building.

Finding the right contractor to take care of your outside space can be a daunting responsibility but here are some tips and tricks to keep you on track.

What Needs to be Done?

Ideally, the following tasks should be carried out throughout the year (this is not a full list but covers most basics):

Spring

- Define beds
- Weed and feed grass
- Some pruning of certain hedges/shrubs and starting to cut grassed areas
- Any spring bulbs should be allowed to die off naturally as cutting these back too soon will stop them from flowering next year.

Summer

- Weeding and cutting grass will still need to be done but by midsummer the grass will slow its growth and with the heat you should not cut the grass too short
- It is not advisable to prune back any hedges/shrubs that are flowering as this will stress the plant and may cause flowering the next season to be limited
- If you know that the weather is going to be hot and dry for a few weeks, it is not advisable to put down any feed to grass areas as the majority of these require watering in.

Autumn

- Sweeping up leaves will take up the majority of your gardener's time
- The last feed of the year should be done
- The majority of shrubs and hedges should be cut back
- Mowing will be less frequent but with the warmer weather staying longer, it will still need doing until mid November
- Edge all borders and hoe the beds before the winter sets in
- Spring/summer bulbs should be planted at the start of October

Winter

- Keep on top of any shrub/hedge pruning
- Rock salting and keeping paths clear of snow and ice
- Preparing the grounds for any bad weather

As you can see, there's a lot of knowledge and skill involved in maintaining a garden or outdoor space - this should not be undervalued.

Understanding Your Budget Constraints

We all love to get as much as we can for our money, but the reality is that your budget will influence the service your contractor can supply.

If your budget is very limited, you'll need to accept that your gardens may not be pristine all year round. Your contractor should be able to suggest a schedule of maintenance that will keep things ticking over, but you may not be able to satisfy your residents request for perfection, 365 days a year.

Questions You Should Be Asking

It can be tempting to go with a lower-cost option, but before you sign on the dotted line, make sure you ask your contractor the following questions:

- What experience do they have?
- Do they have any references?
- Do they have a local site you can look at?
- Do they have the correct insurance?
- Do they have a spraying licence (PA1 / PA6)?
- Do they have a complaints procedure?
- What is their customer service policy?

A great company will happily answer all of the above as well as being able to advise what maintenance they can provide on your budget to make sure you're doing as much as you can to maintain your outside space.

Always opt for a probationary period as part of any annual contract in case the relationship doesn't work out but bear in mind that the fruits of your contractor's labour may not been seen until the following season.

Flat Living Insurance only provides insurance for blocks of flats and apartments. Our flats insurance policies are designed to concentrate on understanding what protection your block of flats needs and delivering it.

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The ARMA ACE Awards Are Back For 2022!

Save the Date: Friday 17th June 2022, 18:30 – 12.30, Old Billingsgate, London EC3

New Categories, A New Venue & Now Open to IRPM Members

We're thrilled to be back in-person for our 2022 ACE Awards, and we can't wait to bring the industry together for another unforgettable night of celebration. The Awards will recognise excellence and exceptional achievements by UK managing agents, their suppliers and the work of their people in improving the lives of millions of leaseholders.

For 2022, attendees can look forward to new categories and a unique London venue on the bank of the Thames. We'll also be opening up our awards to IRPM members, meaning even more competition for each gong. All this will make our 2022 ACE Awards the biggest and best yet!

Sponsorship Opportunities

The ARMA ACE Awards will once again present an excellent marketing opportunity for ARMA Partners and external suppliers. For further information on sponsoring our 2022 awards please contact Yen Ly Nguyen on 020 7978 2607 or yen@arma.org.uk.

Thanking the Industry

With the tidal wave of a pandemic, a growing Building Safety Crisis and ever-increasing demands on workers, there's never been a better time to celebrate the efforts of the sector's professionals. As always, the awards are free to enter and are open to ARMA Members, Associates and Partners along with IRPM Associates and Members. We also have a category for external suppliers – firms who supply excellent products and services to both sets of Members.

Previous Winners

The Venue – Old Billingsgate

In the heart of the City on the North bank of the River Thames, stands a striking historic building that is a remarkable part of London's heritage. Old Billingsgate encompasses three versatile spaces and a beautiful terrace with unrivalled views of Tower Bridge, City Hall, The Shard and London Bridge.

Award Categories

With 15 awards to be handed out on the night, there is set to be even more to celebrate for 2022, with the addition of several exciting new categories dedicated to the services and people who have shone over the past couple of years.

The full list of awards is as follows:

Awards open to ARMA Members & Associates

Managing Agent of the Year (Under 1,000)
Managing Agent of the Year (1,000 - 5,000)
Managing Agent of the Year (5,001 – 15,000)
Managing Agent of the Year (15,001+ units)
On-Site Staff Member of the Year
(Award also open to IRPM Associates/Members)
Service Charge Accountant of the Year
(Award also open to IRPM Associates/Members)
Honorary Industry Award

Award open to ARMA Associates/Members and IRPM Associates/Members

NEW Rising Star Award

Awards open to ARMA Associates/Members, Partners & Network and IRPM Associates/Members

Outstanding Customer Service Award
Unsung Hero Award
NEW Pandemic Hero Award

Awards for ARMA Partners

Partner of the Year
Service Charge Accountancy Firm of the Year
NEW PropTech Solution of the Year
Legal Services Provider of the Year

Nominations Opening Soon

Look out for the announcement that 2022 nominations are open in the coming weeks. We have listened to attendee feedback and streamlined the nomination process significantly for our 2022 ACE Awards, so it's easier than ever to enter.

Media Partner

We are delighted to partner with Flat Living for our 2022 ACE Awards.

FlatLiving®

Feature: Choosing the Right Service Provider

Finding the Right Property Management Agent for Your Block

Written by Rich Smeeton from Manage Your Block

ManageYourBlock™

As a leaseholder you have a few choices when it comes to who should be managing your block.

You can take on the responsibility yourself as part of an RMC or by following the Right to Manage procedure- or you can hand the reins over to a Property Management Agent. If you choose to hand things over to the professionals, choosing the right company for you and your fellow residents can be a daunting task. Here we'll look at some points to consider.

What is a Property Management Agent?

A Property Management Agent is a company (sometimes an individual, but usually a firm) that is appointed by either the Freeholder, Head Lessee or Residents Management Company to manage the block on their behalf.

They will work in accordance with the terms of the lease as well as statutory requirements to maintain the building and collect applicable service charges from leaseholders. Their work will encompass up to date knowledge of landlord and tenant law, building construction, health and safety regulations, accounting and more.

It's important to note that, while the Managing Agent will undertake all the tasks associated with the building's upkeep in accordance with the Management Agreement, they are only ever viewed as the agent of whoever appointed them. In short, all legal responsibilities will land squarely with the appointee, so you'll still need to be aware of all requirements.

What Does Self-Management Involve?

Leaseholders can take control by purchasing the freehold, through Right to Manage or, by being given the responsibility by the Landlord. Whichever route is taken, management is usually undertaken via some form of Resident Management Company.

By forming an RMC, you'll take on responsibility for the upkeep and repair of the building, insurance and for compliance with the lease and with statutory requirements- meaning you'll need a significant depth of knowledge and the ability to keep up with changing legislation.

It's also sometimes assumed that leaseholders will have more freedom to make decisions about their block, but it's worth noting that you'll have to adhere to the same strict guidelines and restrictions that a Managing Agent would need to work within.

As an unpaid Director you'll need a committee of leaseholders who are equipped for and dedicated to their tasks within the RMC. You'll need people with the time and energy to keep on top of things, that are meticulous in nature and have a natural ability for the tasks they are assigned (such as accounting or administration).

Some of the tasks you'd be taking on include:

- Regular inspections for all aspects of health and safety
- Maintenance
- Re-decoration in line with the lease
- Budgeting
- Service charge collection (which can mean difficult conversations with or even legal action against fellow leaseholders)
- Accounting (including providing final accounts and the annual statutory summaries to all leaseholder)

As you can see, it's an extensive list requiring time, multiple skills and organisation. RMCs should only be created with a full understanding of the work involved and the responsibility you'll be taking on for the investment of your fellow leaseholders.

It may be an additional cost, but a Managing Agent will take care of all of it in a professional manner and, as a third party, will protect leaseholder to leaseholder relationships. They will also have their own insurance to cover them against negligence claims.

Appointing a Managing Agent

A quick online search will lead you to multiple Managing Agents in your area- we would advise you to check reviews and shortlist at least 3 to invite to tender.

Always arrange for an on-site visit before expecting a quote. They should want to see the building in-person, as well as meet the appointee and get a feel for the residents of the block. If possible, arrange this meeting with the Property Manager who would be taking on responsibility for your block as it's important to get on with them- you will be in close contact!

Some questions to ask would be:

- What arrangements do you have for general maintenance inspections?
- How are minor repairs responded to and in what timescale?
- How are service charge monies collected and what are your banking arrangements – what arrangements are made regarding interest?
- How are contractors chosen?
- What arrangements are to be provided for emergency, out-of-hours callouts?
- What commissions would you be entitled to receive from any contracts arising out of the services to us?

A good Managing Agent will be only too happy to respond to these questions with simplicity and clarity.

It's also a good idea for you to visit other properties managed by your shortlisted agents. Check the overall maintenance and state of decorative repair and, if possible, chat to a resident or two to get a feel for their experience.

Once you've chosen your Managing Agent, they may provide their own draft contract (usually via their own solicitor) or they may utilise one of the RICS standardised options available (one for purpose-built blocks and one for other properties). Once received, seek your own independent legal advice before accepting and signing.

Manage your Block has been created to assist Residents' Management Companies, Right to Manage Companies and Residents Associations to self-manage their block.

It's a secure, easy-to-use portal that offers access to your block's details at the touch of a button. Designed to make your life easier, it saves you time and offers a fast and efficient interface to connect you, your residents, and your block.

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Feature: Choosing the Right Service Provider

Procurement, Tendering & Partnership: Finding the Perfect Fit

Written by Gareth Rowlands, IT Director at JB Leitch Solicitors

Whether you are a landlord, managing agent, RMC or RTM company, the importance of securing services that offer value, capability and quality is paramount. From building contractors to safety consultants, accountancy to IT support, finding the right professional partners can often be challenging.

In this article, Gareth Rowlands, IT Director at JB Leitch discusses some of the fundamental elements of the procurement process that should be considered, and where applicable, adopted to ensure that the suppliers you choose offer the perfect fit.

Clear Objectives

Our suppliers and contractors are core links in our operational chains. We depend upon their reliability for our continuity. It may seem an obvious thing to say, but ensuring that you have a strategic and quantifiable understanding of your requirements is vital – its shapes the scope of services required, informs your brief or your tender and provides the metrics by which a preferred provider can be identified and provides the benchmarks against which success can be measured. Importantly, having clear objectives will unambiguously communicate your needs and mitigate potential misinterpretation - thus "separating the wheat from the chaffe" at the outset of the outsourcing process.

Identifying your supplier requirements may be relatively straightforward, or it may involve broader operational and strategic scoping across your business, GAP analysis or similar. Either way, the objective is the same – to provide as much structure, clarity, detail and context to your requirements specification as far as practically possible.

Finding Suppliers

Depending upon the scale and nature of the services to be contracted, the are multiple means by which your requirements can go to market. Just as the government provide a comprehensive range of approved and pre-qualified procurement frameworks for public bodies, various industry trade bodies will hold lists of approved and appropriately accredited or regulated suppliers. Direct advertising may not be necessary. With a little research, a pool of appropriate candidates may be identifiable relatively quickly.

There is then a question of selective you wish to be in the openness of your tender. It maybe that the "three-way quote" approach is best suited to your needs, urgency and available resource. For more involved requirements you may wish to open the bid process to five, six or more potential suppliers, and require a pre-qualifying questionnaire, a bid document, and even a pitch presentation. The key is to manage expectations within the specification document. Tendering can be a costly and time-consuming exercise for you - and for the provider. It is fair to establish the extent of the competition process and assess your ability to evaluate each bid both rigorously and fairly against core criteria.

Identify Added Value

In addition to the functional specification and technical response provided, it is always advisable to seek the areas in which the potential provider can provide added value and benefit to your partnership. Many tenders or proposals offer "a personal and bespoke" service to clients, but this should be properly qualified.

For some, comparable experience and resource may suffice, however some providers will take a close look to see how they can not only deliver, but exceed expectation. Whether it is complimentary reporting, cost free consultation / account management or discounted fees, through to offers of training, co-development, or co-creation of innovative new approaches to delivery, the providers offering added value often prove to be the most attentive and truly client-focused partners.

Common Standards, Shared Values

It is a given that your prospective supplier can meet your technical requirements. However, you may wish to have the assurance that they meet your standards and values. If they are reflecting your organisation in a public, b2b or market facing domain, they will effectively become ambassadors for your brand. A good contractor / supplier relationship should seek to transcend the merely transactional. Consider the standards and accreditations a provider holds, or is working toward. Some may be mandatory (health and safety, financial conduct or service specific quality standards for example), do they reflect your own level of professional standing - and do they demonstrate a commitment to quality, improvement and responsible business practice?

Proven Ability

A proven track record can be a huge benefit. A supplier who can effectively hit the ground running, be familiar with your operational landscape and adapt quickly will be an advantage in terms of cost effectiveness, efficiency and less of a drain on your time. Seek to explore the comparable work or clients the provider has worked with, particularly via client testimonials, case studies or references. You may also wish to research online reviews, although these can be unfairly biased or even misleading on many unmoderated platforms.

It will also be important for you to understand the recency of their comparable experience. Taking IT as a prime example, you will want a provider that is ahead of the curve (in rapidly evolving environments) in terms of knowledge of operating systems, software developments, industry standards, integrations and functionality. A partner that is only familiar with a legacy system will be redundant straight away.

Evaluation & Winning Supplier Criteria

Evaluating supplier bids can be a daunting process, however a structured approach to bid evaluation not only provides a sound basis for appointment but evidence of a clear, objective and focused approach to meeting your organisation's needs.

We often hear about appraising supplier proposals on the basis of cost and quality. It's important to note that best value doesn't always equate to the cheapest price. If one supplier is slightly more expensive, but the outputs are greater, or the turnaround times quicker, it may provide to be more cost effective in the long run. Cost should be evaluated along with an understanding of proposed service methodologies, processes and management of contract delivery.

As for quality, many of the elements touched upon throughout this article could be used as potential evaluation criteria. It will be up to each organisation to attach a level of priority to these (and other factors), which can then be weighted proportionately in terms of ranked or prioritised scoring.

The Format of Responses

When the evaluation methodology is set on this basis, it is important to try and share this with the tenderers within your requirements specification. In addition to providing your specific and detailed service requirements, indicative budget, timelines and expectations, you may explicitly ask for proposals to provide:

- A detailed methodology
- Cost schedule
- Referees
- Key policies and financial information
- Case studies
- Staff details reporting lines
- Added value
- Reporting, performance management & review

In Summary

Choosing the right supplier requires careful consideration, a structured approach and proportionate due diligence.

We hope this article provides some useful pointers and practical suggestions to help shape your thinking in the planning and award of contracts. Should you wish to discuss the article further please contact us: g.rowlands@jbleitch.co.uk.

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- Melissa Bagot

"With Alice's help and using the information she gave me I have secured a role with an amazing company and I couldn't be more grateful. If you're looking for someone with a wealth of knowledge and a real passion for what they do I couldn't recommend Alice enough"

- Max Braun

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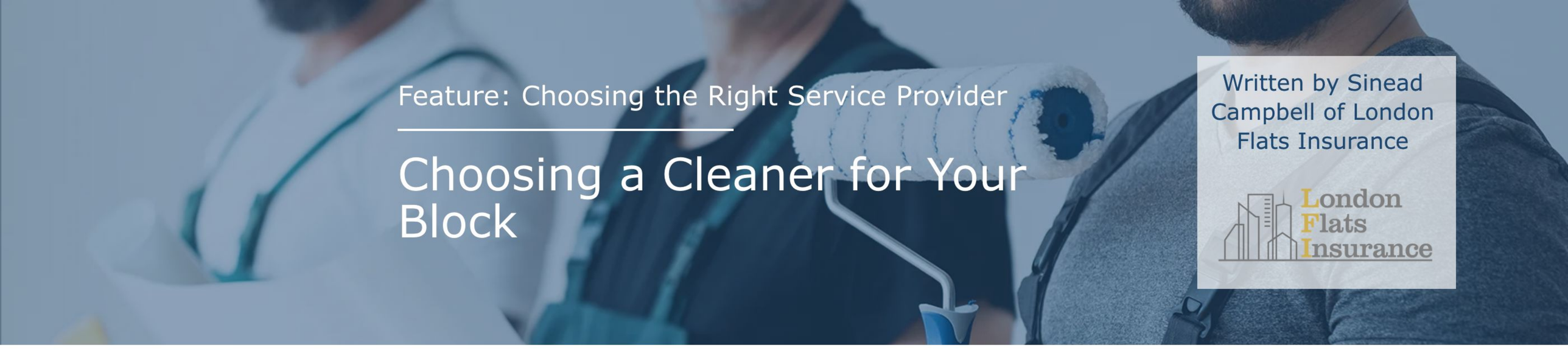


Feature: Choosing the Right Service Provider

Choosing a Cleaner for Your Block

Written by Sinead Campbell of London Flats Insurance

Cleaning is often thought of as a basic job and one that shouldn't take much thought, skill or indeed, pay. But effective cleaning takes time, attention to detail and a lot of elbow grease.

The effects of below-par cleaning will be seen and felt almost immediately by your residents, and the regularity of the work means that good cleaner-resident relationships are a must. So, you need to find a cleaner that can take on the job, that's good at what they do and provides great customer service… all with your budget in mind and with your fellow residents watching. If you're part of an RMC and have been tasked with this important choice, read on.

Scope of Work

Most cleaners will take on only the regular cleaning of the communal areas within your block. As part of a general communal area clean, you can expect the following:

- Dusting and removal of sticky or dirty marks from of skirtings, architraves, window frames, window sills, radiators, light fittings, wall fittings, balustrades and gloss-painted surfaces
- Removal of marks from internal and external communal doors including any glass or metal finger plates
- Hoovering including under rugs/mats, the darkest of corners and in the stubborn grooves of the stairs
- Mopping any hard floors
- Removal of cobwebs
- General cleaning of security lights and wall-mounted entry systems
- Alerts to you about any maintenance issues they've spotted such as cracked paving slabs or broken lights etc.

Some may also offer window cleaning, light maintenance (such as replacing lightbulbs and removing wall scuffs) and gardening services including bin store and car park cleaning.

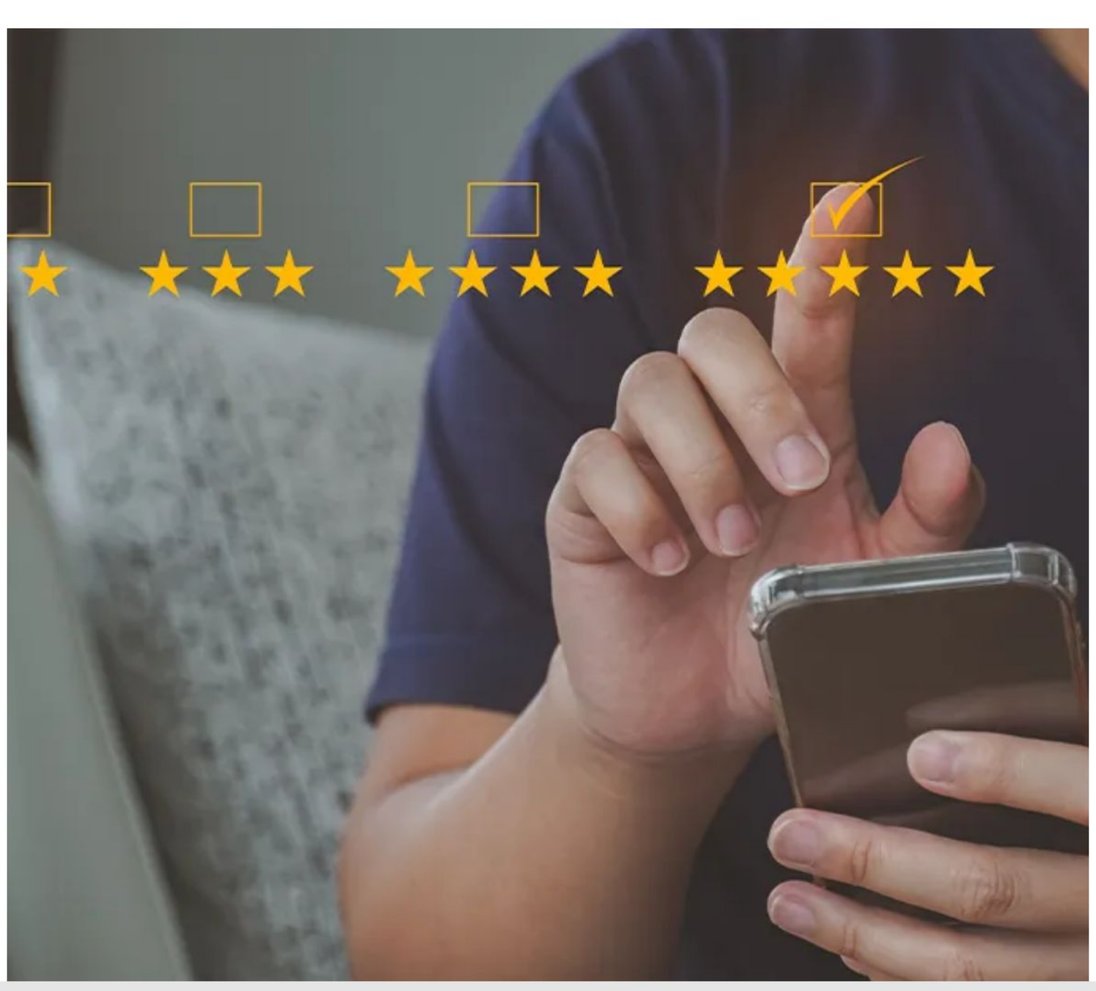
Choosing the Right Cleaner

A quick search online will provide you with multiple options which can be overwhelming and confusing. Take your time and narrow them down- starting with those closest to you can be a good start.

Ideally you want to shortlist at least 3 options based on their online reviews, the services they offer and the general feeling you get from the information available.

You can then go on to contact your shortlist of 3, asking for information about their availability, pricing and insurance. Once you've made contact and are happy with the responses received, you can go ahead and invite them to visit the site for an initial survey.

Once they have visited, they should provide you with an accurate quotation based on your stated requirements; what you'd like done, how often and for what budget. As an FYI, communal areas are usually cleaned every fortnight while window cleaning is usually carried out monthly or quarterly.



Making the Decision

Once you've received your quotes, you can narrow down your shortlist- there may be a standout contender based on price and the manner of your interactions so far- if so, great.

If not, you can narrow things down further by requesting details of current clients you can contact for a testimonial re their work and their manner. You can also ask them to outline their customer service policy in terms of you as the client and in terms of your fellow residents.

Once you have decided to enter into a contract, you should always request a probationary period to make sure the relationship works nicely and that the results are up to scratch. You should also iron out any additional tasks your cleaners will undertake such as changing lightbulbs etc and add these to the contract for clarity.

From then on, it should be plain sailing and happy residents all-round- fingers crossed!

At London Flats Insurance, we only provide policies for blocks of flats and apartments, which means that we are specialists in this field. We know that each block of flats is different, which is why every flats insurance policy we offer is tailor-made to suit you, your block and its residents. Plus, we always work with A-rated insurance companies, so you can be sure that our insurance policies are a great solution when insuring your block of flats.

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London Flats Insurance

Feature: Choosing the Right Service Provider

Choosing the Right Insurance Broker

Written by Belinda Bagnall, Managing Director of Residentsline Flats Insurance

The right insurance broker will take the stress and difficulty out of finding the right policy for your needs and at the right price. But how do you know you're working with the right one? If finding the right broker for you is causing you a headache, read on for our advice to make things easier.

Why do I need an intermediary or broker?

Property insurance is complicated. Different buildings have different requirements and the options out there can be baffling. Choosing insurance for your car or your phone can be complicated enough. With so many options and different levels of cover with hidden elements lurking in the small print, choosing your own policy is risky at best. You could end up paying more than you need to or, worse, paying what suits your budget, but for a policy that leaves you unknowingly underinsured.

It can be tempting to 'cut out the middle man' and go directly to an insurer but, as they're legally tied to advertising only their own products, you will get an extremely blinkered view of the market. An intermediary or a broker can offer specialist knowledge and a view of what's available on the market as a whole, all with your specific needs (and budget) in mind.

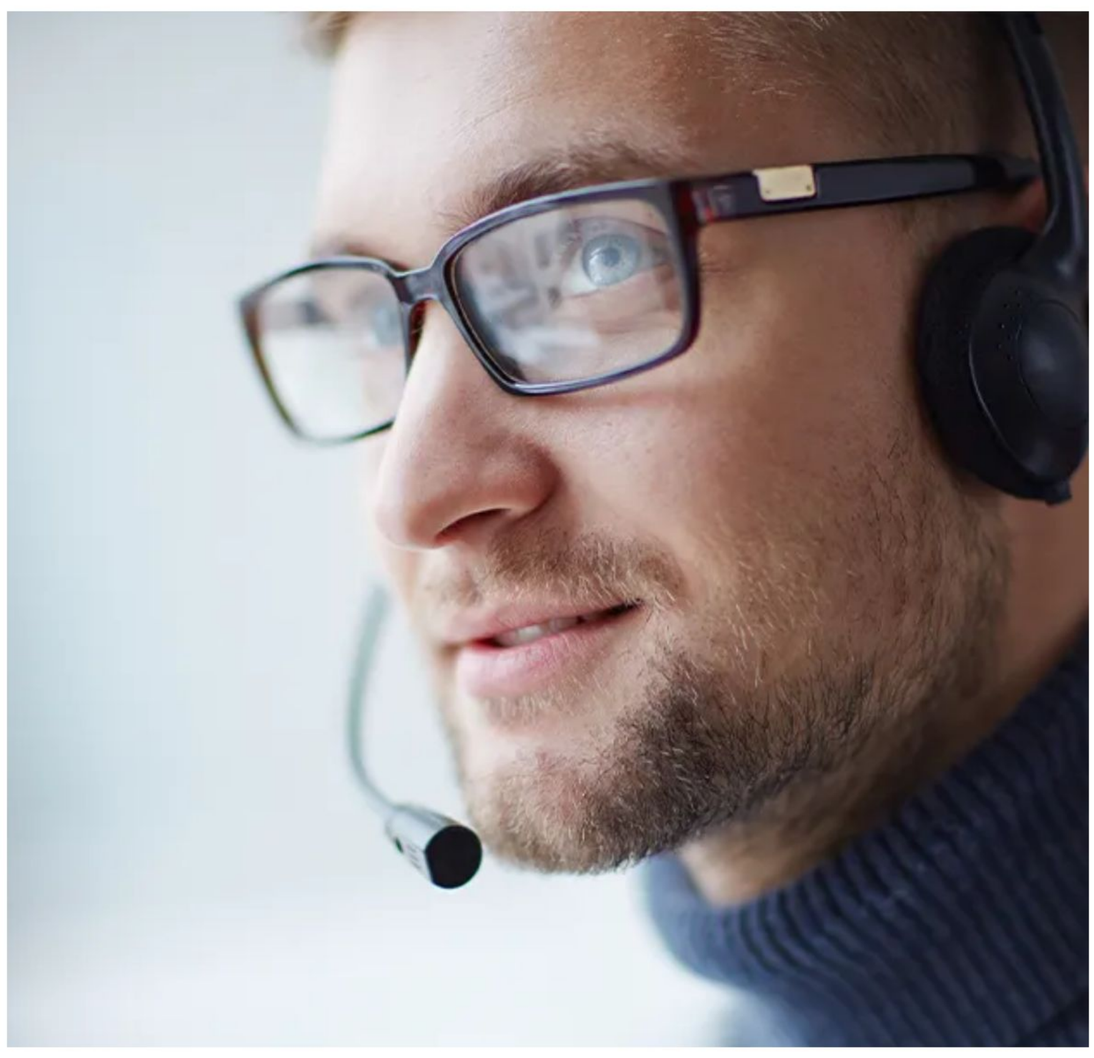
What will an intermediary or broker do for me?

With access to multiple products across the market, they will match you to the most suitable cover available to suit your needs. They have no obligations to any of the insurers as they work independently, meaning their duty of care is to you as their client (even if there's a conflict with their own interests, their duty of care to you comes first).

Besides finding you the best policy for the best price, they should be supporting you throughout the entire process as well as the duration of the policy and through to renewal.

A good broker will:

- Assess your property and identify what your policy needs to include
- Search the market for the most suitable cover
- Compare prices from a range of insurers
- Negotiate the best policy terms with insurers on your behalf
- Arrange, renew or change your policy with your insurers
- Collect premiums and process accounts
- Help you through the claims process



What makes an intermediary or broker stand out from the crowd?

You may think that all property insurance brokers are equal, but there are many factors to consider and making the right decision is vital when you're insuring something as valuable as property.

Firstly, your broker needs to work with your best interests at heart. They need to find you a policy that's specific to your property and your needs; searching the market for the lowest possible premium but ensuring you will have the right cover in place (and this may involve negotiating with the insurer on your behalf).

They need the experience and expertise to fully understand your requirements as well as the customer service reputation to assure you that they will go above and beyond (including 24-hour claims support for the duration of your policy, unbiased advice and the willingness to act as an intermediary for organising accounts).

The bottom line

Organising your own insurance is risky and laborious. People often waste their time going down this route, only to end up with cover that doesn't quite suit their needs or that costs them more than they budgeted for. Using an agent has it's own risks, as their alliance is with the insurance companies, not with you as their client.

Using an intermediary or broker gets you the best policy, plus the support of their unbiased advice, claims assistance and powers of negotiation. The bottom line is, you are their priority and they will find you the best policy available, for the best price.

Residentsline's sole focus has always been insurance for blocks of flats. Today, 25 years on, Residentsline is still the best choice for flats insurance.

At Residentsline, our flats insurance policies are tailored to your needs; created for all sizes and types of blocks of flats and apartments. Our insurance cover also includes the option to include directors and officer's liability insurance, terrorism insurance, lift cover or legal expenses protection as part of your policy or as a separate policy if desired.

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ManageYourBlock™

Manage Your Block is a property portal designed to help **you** manage your block of flats.

Call for a free demo on 0333 577 9070

Who can use Manage Your Block?

We've designed Manage Your Block portal for:

- Residents' Management Companies
- Right to Manage Companies
- Residents Associations

We know that handover periods between new directors can be a challenging time. Managing a block comes with an enormous amount of information, from insurance documents to residents' contact information as well as the entire documented history of the block.

With our Manage Your Block portal, you'll never have to worry about finding information again. We'll provide you with a safe, reliable place for you to store and amend your documentation, contact your residents and manage your service charges…plus much more!

What can I do on the Manage Your Block portal?

The Manage Your Block portal has a massive range of functions, all created to make your processes as streamlined and simple as possible.

Share account information with other directors

You'll be provided with a username and password for your account which you can share with other directors, so that you're all always on the same page. This is especially handy during handover periods, as new directors will have all the information they need available to them at the touch of a button.

Have access to a contact list

Store, view and easily change your contacts list, making sure your residents' information is always up to date

Use the calendar

Our easy-to-use calendar function will help you to keep your block as organised as possible.

Send alerts

If your block suffers a power shortage, a broken lift or even crime-related incidents in the local area, you'll be able to send an alert out to your residents through your Manage Your Block account. Not only does this make it simpler for you, it makes communication a lot quicker and easier between your residents

Keep contact info for your contractors

Maintain all your contractors' details in one place so you never lose a name or number. This is especially handy in case of an emergency.

Quotes

You'll be able to obtain quotes for maintenance around your block from your preferred contractors or one of ours. You'll be able to choose from a range of discounted specialist services such as legal assistance, accounts and buildings insurance valuations, and manage all quote requests from your Manage Your Block account.

Manage your documentation

On Manage Your Block, you'll be able to store all the documentation relating to your block in one easy-to-reach place. This may include copy leases, financial records, fire evacuation procedures, along with other day-to-day procedure documents. You will have instant access no matter where you are; it's everything you need at the click of a button.

Keep a diary

Receive diary reminders to ensure you don't forget anything, such as health and safety risk assessments, gate inspections, fire drills and much more.

Notes

To make sure you don't forget anything, you can now keep important notes which will be saved securely on your account.

And now also collect service charges

This year, we've upgraded our property portal to include a function which will help you manage your service charges. You'll now be able to prepare, process and print out service charge demands for your block, meaning your in-house processes can be far more streamlined and efficient. Likewise, all the documents you produce will be collated with the required Summary of Tenants' Rights and Obligations.

ManageYourBlock™

For more information, or for a free, no-obligation demonstration of the Manage Your Block Portal, please contact a member of the team on 0333 577 9070 or visit manageyourblock.co.uk

Featured Job Vacancies

Are you looking for a new role, maybe a step up the career ladder? Take a look at a range vacancies in the block management sector from Block Recruit.

Assistant Property Manager

Location: Central London

Salary: £30,000

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Accounts Manager

Location: Essex

Salary: £40,000 - £45,000

Tell me more

Client-Side Portfolio Manager

Location: Essex

Salary: £27,000 - £40,000

Tell me more

Property Manager (Part Home-Based)

Location: Dorset

Salary: £28,000 - £38,000

Tell me more

Block Manager (Office Based)

Location: Kent

Salary: £35,000 - £45,000

Tell me more

Senior Block Manager

Location: South West London

Salary: £40,000 - £45,000

Tell me more

Block Recruit

Block Recruit speicalise in providing property professionals to all areas of the block management industry in the UK.

Visit the Block Recruit website to find out about other vacancies they have and how they can support you in finding the perfect new role.

BLOCK RECRUIT

Property Management Events

All the latest conferences, seminars, webinars and events taking place in the industry.

1st - 3rd April 2022

IRPM & PM Legal: Oxford Weekender

The Oxford Weekender is back! A three day conference to be held at St Hugh's College, Oxford.

Book your place

12th May 2022

IRPM Annual Seminar

Thrilled to back in-person for 2022's IRPM Annual Seminar, delegates will be welcomed back to the QEII Centre, London on the 12th of May 2022.

Book your place

26th May 2022

ARHM

Raising standards in retirement housing

ARHM Annual Conference

After a two year break, the ARHM is delighted to return to an in-person Annual Conference at a new venue in Sheffield.

Leading sector experts will deliver a packed programme on all the key issues affecting the Retirement Leasehold Sector and, for a limited time, members can benefit from two places for the price of one!

Book your place

28th June 2022

Action for A-T Golf Day 2022

Join us at Moor Park, Rickmansworth for our 2022 Charity golf day. With numerous prizes to be won, start the day with breakfast, tee off for 18 holes of golf on the impressive high course before joining your celebrity host and fellow players for a sit down meal, entertainment and a prize giving ceremony.

Find out more

NOVEMBER 2022

NLG Strengthening Leasehold Management

NLG Annual Conference

Date and details to be released soon.

Find out more

Bishop & Sewell
Monro Wright & Wasbrough

LIFE'S CHALLENGES

We know the challenges life brings. We're here with you.

We're flexible. We can meet in any way you feel safe.

If we can't meet face-to-face, we can call, Zoom or Microsoft Teams.

Our teams:

Corporate and Commercial	Landlord & Tenant
Employment Advice	Litigation and Disputes
Family Law	Private Wealth
Immigration	Residential and Commercial Property

ALEP ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

Beautifully straightforward legal advice

Bishop & Sewell LLP Solicitors 59-60 Russell Square, London WC1B 4HP
+44(0)20 7631 4141 mail@bishopandsewell.co.uk @BishopandSewell

Authorised and regulated by the Solicitors Regulation Authority (443824)

bishopandsewell.co.uk

April ARMA Training Courses

ARMA's April training courses cover a range of topics which can help keep staff prepared for the modern world of property management.

Led by industry experts, our April courses will focus on residential service charges, managing your first portfolio and handling pools and gyms in residential blocks.

Online Training Course Costs

(Please note: IRPM members are eligible to receive our discounted member rate)

Full-day Course
Members: £100 + VAT
Non-Members: £175 + VAT

Half-day Course
Members: £60 + VAT
Non-Members: £100 + VAT

Information on Block Booking discounts can be found after the listings below.

Upcoming Training Courses

TC69: POOLS AND GYMS IN RESIDENTIAL BLOCKS

Dates: 11.04.22

Times: 09:30 - 12:30

Tutor: Rob Clarke

A 3-hour webinar in best practice of the management and maintenance of leisure facilities in residential blocks which will give property managers and organisations an understanding of current best practice when managing blocks with gyms, swimming pools and other leisure facilities.

Book your place

TC59: MANAGING YOUR FIRST PORTFOLIO – LEGAL WORKSHOP

Dates: 11.04.22 - 13.04.22

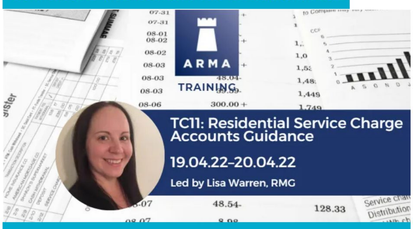
Times: 10:00 - 12:00

Tutor: Cassandra Zanelli

A 6-hour course being be run over 3 consecutive days (2-hours per day). Being a property manager is a demanding job; on any given day you can be required to demonstrate a variety of skills and knowledge. In this interactive legal workshop, we'll explore some of the common legal challenges that you might face and how to deal with them. This workshop will be based around a fictional block and a copy of its specimen lease and Articles of Association will be provided to all delegates for 'pre-reading'.

Book your place

TC11: RESIDENTIAL SERVICE CHARGE ACCOUNTS GUIDANCE



Dates: 19.04.22 - 20.04.22

Times: 09:30 - 12:30

A 6-hour interactive discussion forum being be run over 2 consecutive days (3-hours per day) addressing best practice for service charge accounting.

Book your place

To view ARMA's full list of training courses, **click here**.

Block Booking Discount Extended Until 2022!

ARMA members who invest in staff training in 2022 can now save money on block bookings of ARMA online training courses.

Simply pay for 10 or more full-day training course places (they can be different courses) in one booking and you'll save 20% ON THE USUAL MEMBER PRICE – a saving of £20 per place!

How to claim your discount:

Drop us an email on info@arma.org.uk to book your 10+ places and claim your 20% discount on the usual Members price of £100 + VAT per place. Please note this offer is only available to ARMA members & all course places must be booked by **31/03/2022.**

To book on to a training session via our online portal, click here.

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Setting Standards in Residential Property Management

The Institute of Residential Property Management (IRPM) is the professional body for residential property management specialists and provides nationally accredited qualifications, guidance on career pathways and resources, to assist property managers within their roles. IRPM is dedicated to supporting, building, and setting the standards of the profession.

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

To be the **trusted** source of **expertise**, **knowledge**, & **qualifications**

Providing individuals with an independent **professional accreditation**

Provide **knowledge**, **leadership**, and **proficiency** in the property management sector

Join the IRPM

BLOCK in a BOX

Block in a Box is a tool-kit of services and solutions to help you Manage Your Block

3D Surveys

Accounting Solutions

Company Secretarial

Contractor Accreditation

Cyber Security Training

Drone Surveys

Electrical Charging Points

Emergency Assistance

Flat Living

FPRA
FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Health & Safety

Insurance Solutions

Legal Support & Assistance

Out of Hours

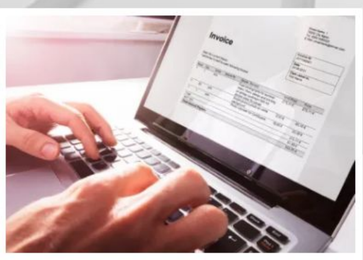
Reinstatement Cost Assessments

Repair & Maintenance

RMC Director Training

Rooftop Extensions

Service Charge Arrears



Service Charge Collections

SmarkLink45 Prepay Meter

Utilities

Water Leak Detection

Get in touch for a quote on anything you need for your block

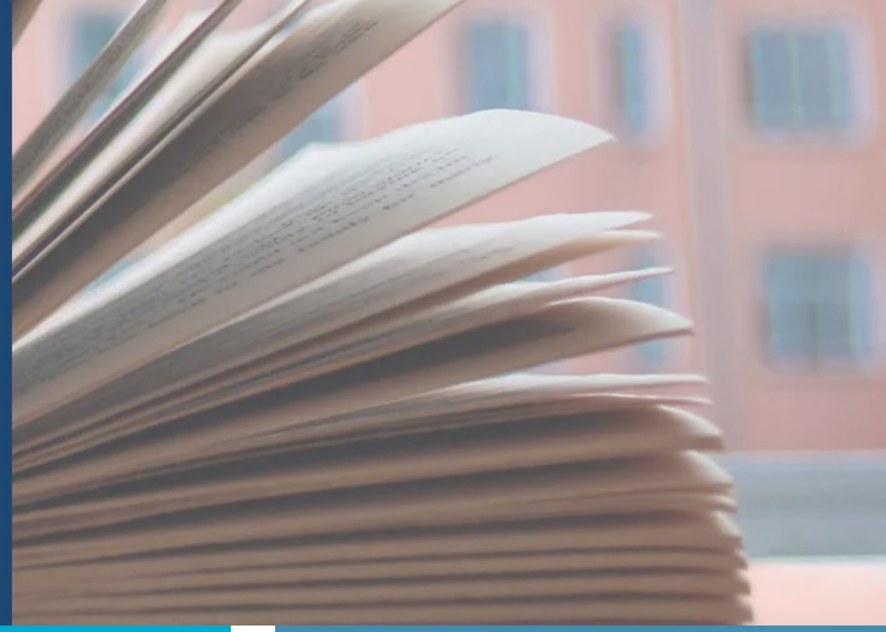
call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Directories

Find Managing Agents, Suppliers and ALEP Professionals who know and understand leasehold property.



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members

Find an Agent

Featured Managing Agents are listed alphabetically.

Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

Find out more

Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

Find out more

Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

Find out more

Homestead

Find out more

Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

Find out more

Find a Supplier

Featured suppliers are listed by category and then alphabetically.

Accountants

FORTUS
BUSINESS ADVISORS & ACCOUNTANTS

Find out more

Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
CHARTERED CERTIFIED ACCOUNTANTS

Find out more

Fire Protection

PLP
FIRE PROTECTION

Find out more

Health & Safety

4site®

Find out more

Insurance

FlatLiving
INSURANCE

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline
Flats Insurance

Find out more

Insurance Valuations

BARRETT CORP HARRINGTON

Find out more

Lifts

ARDENT
LIFT CONSULTANCY

Find out more

Lifts

Hemsworth
Lift Consultants

Find out more

Lifts

ilecs
LIFT CONSULTANTS

Find out more

Out of Hours Response

adiuvo

Find out more

Maintenance

tna building services
elite property maintenance

Find out more

Mailboxes

POST BOXES UK
VALUE ENGINEERED SOLUTIONS

Find out more

Parcel Delivery

Locker
simply smart

Find out more

Principal Contractor

STONE
CONTRACTS LIMITED

Find out more

Recruitment

BLOCK RECRUIT

Find out more

Software

Fixflo

Find out more

Software

ManageYourBlock™

Find out more

Solicitors

Bishop & Sewell
Monro Wright & Wasbrough

Find out more

Solicitors

JB LEITCH
SOLICITORS

Find out more

Solicitors

Keebles

Find out more

Surveyors

HAMILTON DARCEY LLP

Find out more

Surveyors

mcdowalls

Find out more

Training

LEARNING CURVE GROUP

Find out more

Training

PROPel
Learning & Development for the Property Industry

Find out more

ARHM

Raising standards in retirement housing

RAISING STANDARDS FOR OVER 25 YEARS

The ARHM are the largest trade association body for the retirement sector, with 55 members representing more than 100,000 homes across the UK.

Our mission is to continually raise standards within the sector by promoting best practice and ethics amongst those managing retirement housing.

About Us

Discover more about the ARHM and our mission

Code of Practice

Our Government approved Code goes above and beyond statutory legislation, providing good practice for managers of leasehold retirement developments.

Events & Training

Regional training, events and conferences

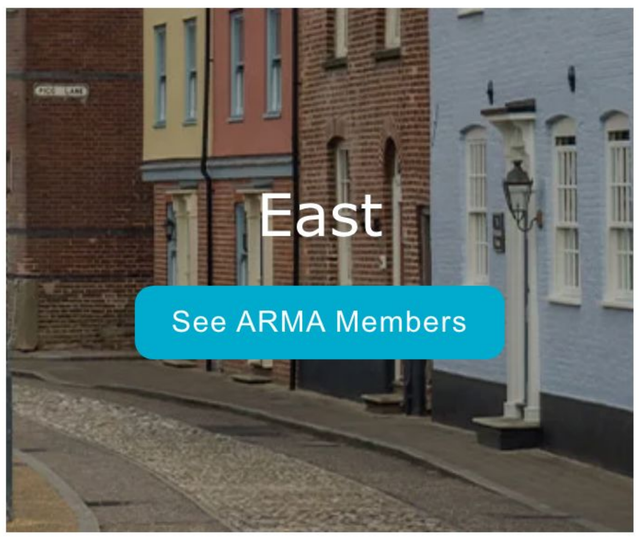
arhm.org | enquries@arhm.org | 07974 311 421

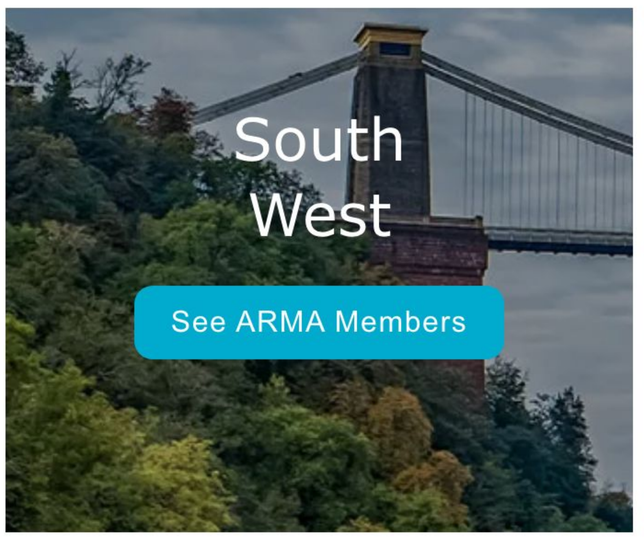
Find an ARMA Member

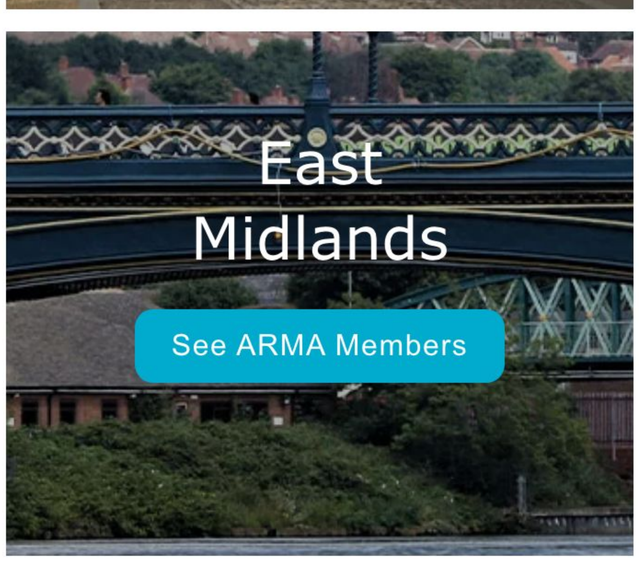
Are you considering a new managing agent?

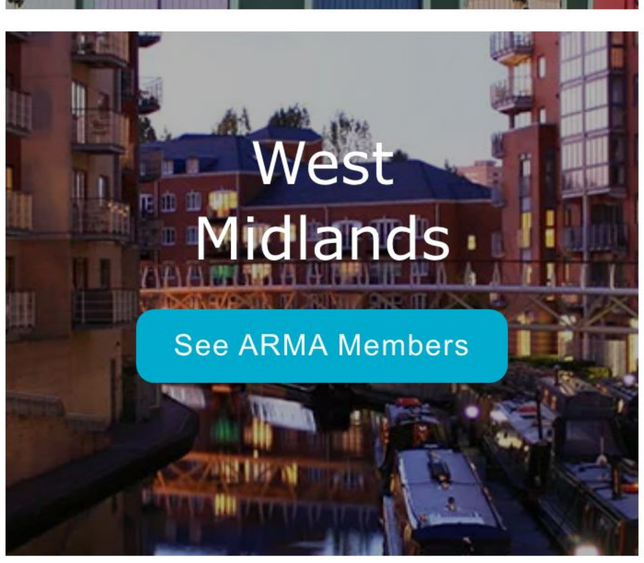
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

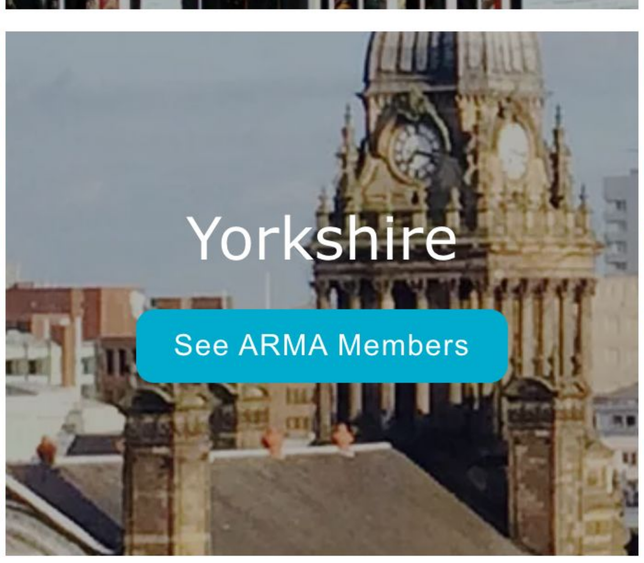
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

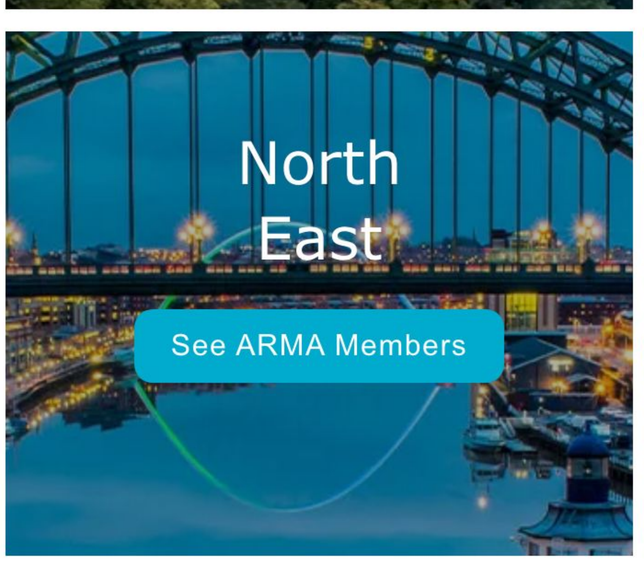


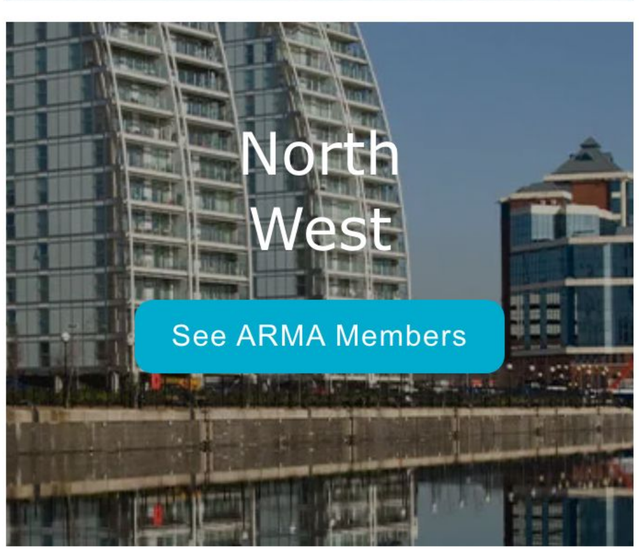


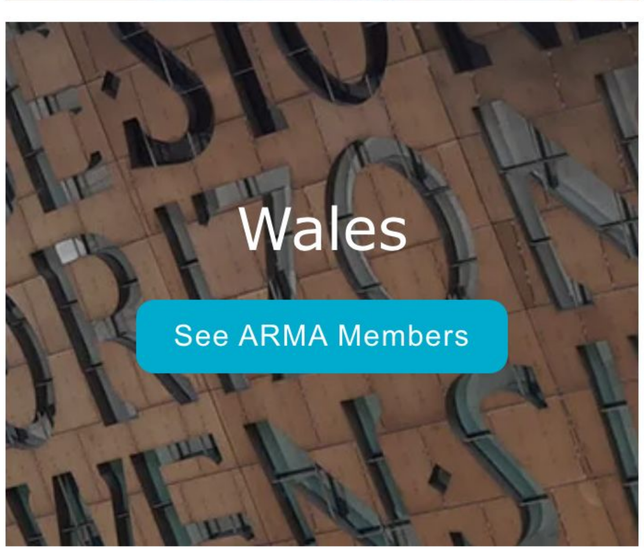


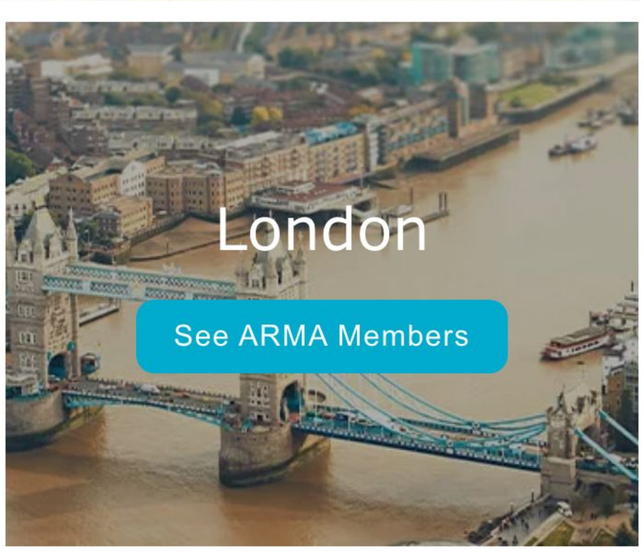


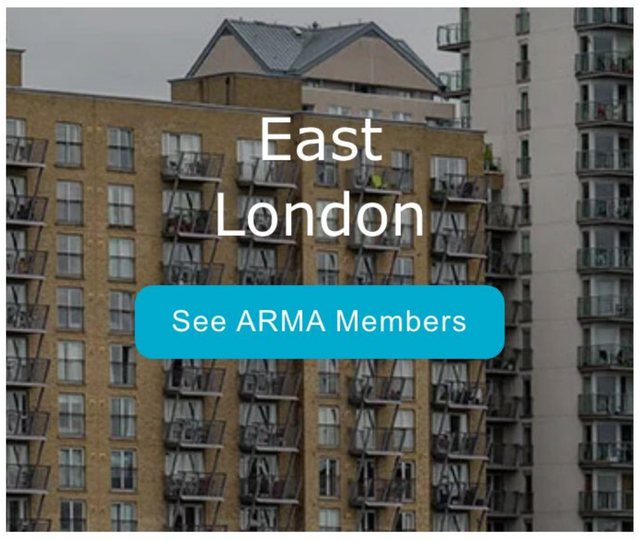












Setting the Standards in Property Management

TRANSPARENT
STANDARDS
AUDITED
SERVICE
REGULATED

Whether you are a leaseholder, residents' management company, developer, landlord or freeholder - you need a managing agent you can rely on to professionally manage your apartment block.

So look for the ARMA logo for accredited managing agents who are compliant, audited, independently regulated, transparent and will hold your service charge in TRUST.

For information on the advantages of appointing an ARMA member contact:

020 7978 2607 | www.arma.org.uk

Find an ALEP Member

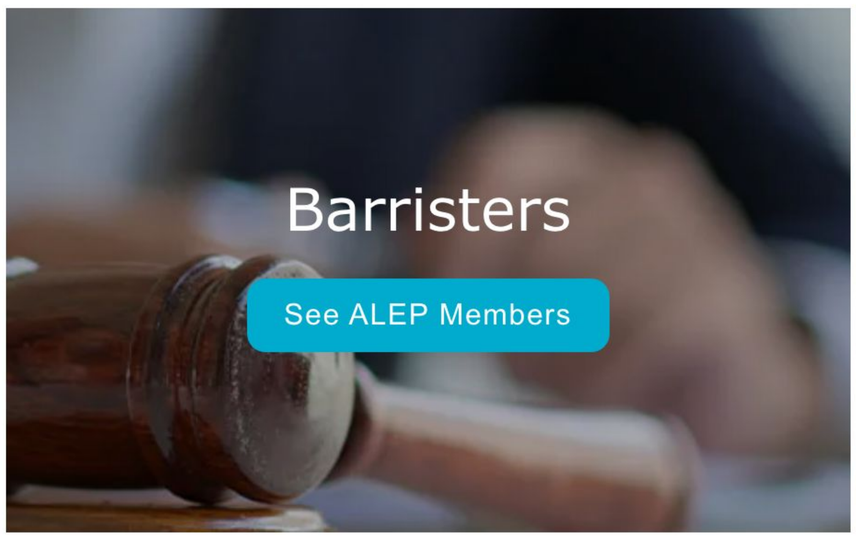
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

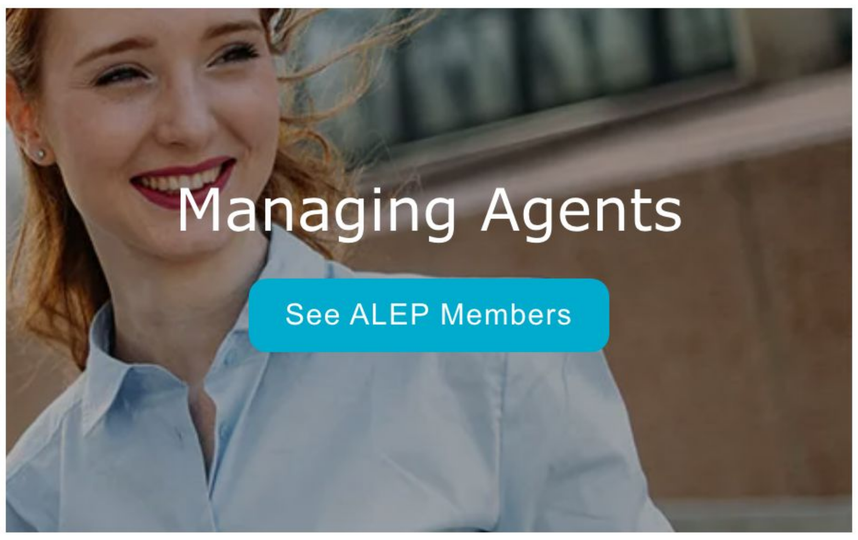
ALEP members can advise or assist with:

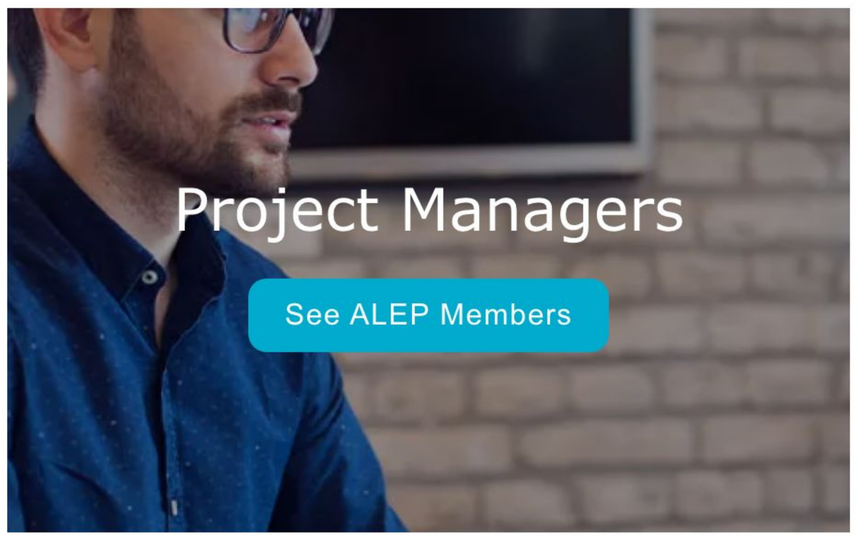
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

Below are details of ALEP Professionals (alphabetically) in the following areas:

- Barristers
- Managing Agents
- Project Managers
- Solicitors/Legal
- Surveyors/Valuers







ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

Leasehold enfranchisement includes the processes of lease extension, freehold acquisition and correction of management problems within leasehold properties.

The Association of Leasehold Enfranchisement Practitioners (ALEP) serves as the leading organisation representing professionals working in this sector.

Established in 2007, ALEP was formed to bring together firms working within leasehold enfranchisement under one, all-encompassing membership organisation. Barristers, managing agents, project managers, solicitors and valuers all form part of the ALEP community.

Our Work

One of ALEP's key aims is to work with member firms within this sector to raise and maintain standards across the board. The Association holds regular seminars and networking sessions, as well as its popular annual Conference and Lecture events, all with the objective of bringing the sector together to share ideas, discuss key issues and encourage best practice.

ALEP also acts as the 'voice of the sector' and represents its members' views to the wider industry, the media and to the general public. More recently, ALEP is proud to have been invited by the government to contribute to several consultations concerning the future of leasehold enfranchisement.

Our Members

ALEP has 260 highly respected member companies and individual barristers – this equates to just under a total of 1,000 professionals – all of whom operate within the enfranchisement sector and who regularly come together to network, compare notes and agree best practice.

ALEP accreditation acts as a badge of assurance for leaseholders and freeholders alike when looking for professionals to handle their enfranchisement transactions. All members are vetted to ensure they are experienced in dealing with the various and complicated issues surrounding leasehold enfranchisement.

Areas ALEP members can help with include:

- Extending a lease
- Leaseholder vs. freeholder disputes and resolutions
- Informal lease extension implications
- Marriage value
- Collective enfranchisement
- First-tier Tribunals
- Leasehold Valuation Tribunals
- Over-inflated ground rent, service charges and insurance

For more information and to find an ALEP member in your area please visit: www.alep.org.uk

LEASE

THE LEASEHOLD ADVISORY SERVICE

Government funded, independent advice for residential leaseholders and park home residents

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

You can read more on the Flat Living website which has over 1,000 articles for Residents Management Companies, Directors and Managing Agents.

Flat Living Website

Social Media
Keep up to date with all the latest by following us on social media.

LinkedIn

Sign Up
Make sure you receive a copy of Flat Living direct to your mailbox every month.

Sign Up

Contact Us
We would love to hear from you if you have a question or would like to find out about working with us.

Contact Us

ARMA Members
South West

• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	Full Member
• Apex Property Management	Plymouth	01752 210 970	Full Member
• Belmont Property Management	Truro	01872 260606	Full Member
• Blenheims Estate & Asset Management Limited	Paignton	01803 668 730	Full Member
• Bloq Management Services Limited	Bristol	0117 942 3112	Full Member
• BNS Management Services	Bristol	0117 9570 809	Full Member
• DNA Property Management	Bristol	0117 9200 141	Full Member
• Easton Bevins	Bristol	0117 944 3000	Full Member
• Freehold Management Services Ltd	Plymouth	01752 603 900	Full Member
• Hillcrest Estate Management Limited	Somerset	0117 973 0600	Full Member
• Hillsdon Management Ltd	Sidmouth	01395 517950	Full Member
• Koti Property Management Ltd	Bodmin	01208 510050	Full Member
• Peninsula Management SW Limited	Barnstaple	01271 386306	Full Member
• Plymouth Block Management	Plymouth	01752 717311	Full Member
• Saturley Garner & Co Ltd	Somerset	01934 628174	Full Member
• Stephen & Co Block Management Ltd	Weston super Mare	01934 621101	Full Member
• Tuffin & Co Property Management Ltd	Plymouth	01752 254 222	Full Member
• West of England Estate Mgmt Co Ltd	Bath	01225 485910	Full Member
• Bath Leasehold Management	Bath	07775 444432	Associate
• JW Block Management Limited	Compton Dundon	07762 857617	Associate
• Smeaton Block Ltd	Plymouth	01752 938208	Associate
• Southernhay Estates Limited	Exeter	07788 437522	Associate

ARMA Members North West

• Anthony James Consultancy Ltd	Merseyside	01704 545 800	Full Member
• Casserly Property Management	Manchester	01617 876 197	Full Member
• Haymarket Block Management	Salford	01615 490 909	Full Member
• Homestead Consultancy Services Ltd	Lytham St Annes	01253 640 040	Full Member
• Livingcity Asset Management Ltd	Manchester	01612 741 400	Full Member
• Manchester Residential Management Ltd	Manchester	01617 074 873	Full Member
• Matthew's Of Chester Limited	Chester	01244 346 226	Full Member
• Oakland Residential Management Limited	Hale	0161 929 6151	Full Member
• Premier Estates Limited	Cheshire	03454 918 899	Full Member
• Realty Management Limited	Stockport	01614 747 677	Full Member
• Red Rock Estate & Property Management Ltd	Beaumont	03331 235 670	Full Member
• Regency Estates	Bolton	01204 695 919	Full Member
• Revolution Property Management Ltd	Salford	01618 500 022	Full Member
• Scanlans Property Management LLP	Manchester	01612 368 888	Full Member
• Stevenson Whyte	Manchester	0161 832 5060	Full Member
• Urbanbubble Limited	Manchester	01612 363 336	Full Member
• Zenith Management Limited	Manchester	01612 451 166	Full Member
• Entire Spaces	Manchester	0161 826 6807	Associate

ARMA Members South

• Anstey Property Management	Southampton	02380 730 111	Full Member
• Asset Property Management	Bournemouth	01202 532 898	Full Member
• Burns Hamilton	Bournemouth	01202 391663	Full Member
• Freemont Property Managers Limited	Lymington	01590 610 555	Full Member
• GH Property Management Services Limited	Southampton	03453 080 988	Full Member
• Hobdens Property Management Ltd	Littlehampton	01903 724 040	Full Member
• Hunters Estate & Property Management Ltd	Burgess Hill	01444 254 400	Full Member
• Itsyourplace Limited	Fleet	0330 660 0699	Full Member
• Kites Property Services Limited	Camberley	01252 837514	Full Member
• KTS Estate Management Limited	Arundel	01903 889 799	Full Member
• MJ Staples t/a Deacon Crickmay Asset Mgmt	Horsham	01403 218 975	Full Member
• Millstream Management Services Limited	Ringwood	01425 888 912	Full Member
• Minster Property Management Limited	Wimborne	01202 883 360	Full Member
• McCarthy & Stone Management Services	Bournemouth	01202 508 190	Full Member
• Napier Management Services Limited	Fordingbridge	01425 650 656	Full Member
• Rebbeck Brothers Ltd	Bournemouth	01202 438 908	Full Member
• Retirement Lease Housing Association (RLHA)	Aldershot	01252 356 000	Full Member
• SPL Property Management LLP	Poole	01202 555 560	Full Member
• Stride & Son	Chichester	01243 813 760	Full Member
• Weldon & King Estate Agents	New Milton	01425 623 423	Full Member
• Cloud Student Homes	Salisbury	01722 580263	Associate
• HC Block & Estate Management Ltd	Camberley	0118 338 8794	Associate
• PS&B - Estate Management Limited	Portsmouth	01273 326 171	Associate

ARMA Members
East Midlands

• Butlin Property Services	Leicester	0116 2703705	Full Member
• Kingston Real Estate (Property Management) Ltd	Northampton	01604 631 551	Full Member
• Orchard Block Management Services Ltd	Northampton	01604 620 422	Full Member
• PMD Block Management Ltd	Kettering	01536 513 978	Full Member
• Blue Property Management UK Limited	Nottingham	0330 053 8770	Associate
• SDL Property Management	Nottingham	07920 542 665	Associate
• Stoneyard	Nottingham	01159 243 304	Associate

ARMA Members
West Midlands

• Blocsphere Property Management	Ludlow	03333 601 601	Full Member
• Centrick Limited	Birmingham	0333 012 4125	Full Member
• Compass Block Management	Birmingham	0121 236 5757	Full Member
• Cottons	Birmingham	0121 247 2030	Full Member
• Exclusive Property Management Ltd	Solihull	0121 707 7727	Full Member
• Hadrian Property Management Company Limited	Lichfield	01543 410922	Full Member
• KT Management Co (UK) Ltd	Merry Hill	01384 573 637	Full Member
• KWB Property Management Limited	Birmingham	0121 233 2330	Full Member
• Longlease Property Management	Stratford upon Avon	01789 333 464	Full Member
• Mainstay Residential Ltd	Worcester	01905 357777	Full Member
• Metro PM	Birmingham	0121 428 4747	Full Member
• Pennycuick Collins	Birmingham	01214 561 700	Full Member
• Philip Laney & Jolly	Great Malvern	01684 580974	Full Member
• Principle Estate Management	Birmingham	0121 289 4315	Full Member
• Proxim Property Management Ltd	Alcester	01789 713112	Full Member
• Regalty Estates	Congleton	0845 456 4980	Full Member
• Specialist Property Asset Management Ltd	West Midlands	0121 725 3620	Full Member

ARMA Members
Yorkshire

• Commerson Estate Management Ltd	Leeds	03301 112 610	Full Member
• Horizon Management	Sheffield	0300 030 1035	Full Member
• Hunters RBM	Elland	01422 893 726	Full Member
• Inspired Property Management Limited	Doncaster	01302 729 500	Full Member
• LIV Group Limited	Leeds	0113 244 2444	Full Member
• Mulberry PM	York	01904 655200	Full Member
• Omnia Estates Ltd	Sheffield	0114 2792840	Full Member
• Premier Property Management & Maintenance	Barnsley	01226 770088	Full Member
• Spencers Estate Agents	Sheffield	0114 268 3682	Full Member
• Venture Block Management Ltd	Leeds	01138 313 235	Full Member
• Watson Property Management	Leeds	0113 273 8788	Full Member
• Elmfield Real Estate	Bedale	01677 450300	Associate

ARMA Members
South London

• M H Associates	London	020 7737 2552	Full Member
• Moss And Co	London	020 8946 7661	Full Member
• Prior Estates Limited	Bromley	020 8460 9690	Full Member
• Rendall & Rittner Ltd	London	020 7702 0701	Full Member
• SL Property Consultants Ltd	London	020 7622 9259	Full Member
• VFM Property Management	Beckenham	020 8658 6824	Full Member
• Connect UK (Nationwide) Limited	London	01293 529 993	Associate
• Denar Property Management	Kingston upon Thames	020 8117 9930	Associate
• Mellio	London	Unknown	Associate

ARMA Members
North London

• Ariston Property	London	020 7272 9988	Full Member
• City Estates	London	02088 095 051	Full Member
• Colin Cohen Property Management	London	020 8959 6870	Full Member
• Cotleigh Property	London	02088 020 111	Full Member
• Defries & Associates Ltd	Edgware	02082 020 759	Full Member
• Dillons	London	02075 615 230	Full Member
• Drivers & Norris	London	02076 075 001	Full Member
• Hallmark Property Management Ltd	Enfield	01992 761 419	Full Member
• Islington Properties Limited	London	02078 120 480	Full Member
• James Andrew Residential Ltd	London	02083 497 171	Full Member
• K&M Property Management Limited	Barnet	02084 401 034	Full Member
• Lamberts Chartered Surveyors	London	02071 486 797	Full Member
• London Block Management Ltd	London	02078 704 000	Full Member
• Parkgate-Aspen Property Management	London	02087 328 888	Full Member
• Parkwood Management Company (London) Ltd	London	02083 688 111	Full Member
• Sterling Property Management (UK) Limited	London	02030 310 850	Full Member
• Trust Property Management Ltd	London	08452 601 515	Full Member
• Y & Y Management Ltd	London	02082 111 550	Full Member
• A Dandy Wren	London	0345 034 0683	Associate

ARMA Members
London

2 Manage Property Ltd	Sunbury on Thames	01932 765 493	Full Member
Acorn Estate Management	Bromley	02083 156 980	Full Member
Adelaide Jones	London	02077 255 800	Full Member
Alliance Managing Agents Ltd	London	02033 281 950	Full Member
Andrew Purnell & Co	London	02088 797 888	Full Member
Blenheims Estate and Asset Management Limited	London	02073 684 150	Full Member
Bowood (London) Limited	London	02072 236 940	Full Member
Brackenbury Property Management Ltd	London	02030 023 600	Full Member
Centro Plc	Sutton	02084 011 000	Full Member
Cluttons LLP	London	02074 081 010	Full Member
Colin Bibra Estate Agents Limited	London	02085 670 077	Full Member
Crabtree PM Limited	London	02083 717 070	Full Member
Craig Sheehan Chartered Surveyors	London	03452 077 400	Full Member
D&G Block Management	London	02079 328 500	Full Member
Dauntons Soar Management Limited	London	02078 341 032	Full Member
Esskay Management Services LLP	London	02073 318 888	Full Member
Fairoak Estate Management	London	02030 789 824	Full Member
Fifield Glyn	London	02076 296 457	Full Member
Fry & Company	London	02078 210 099	Full Member
Grace Miller & Co.	New Malden	02086 051 200	Full Member
Hammond Properties	Sidcup	02083 004 811	Full Member
HML	Croydon	02086 628 800	Full Member
Houston Lawrence Management Ltd	London	02078 013 201	Full Member
JCF Property Management Limited	London	02087 889 700	Full Member
JFM Block And Estate Management	Harrow	02038 657 789	Full Member
Kensington Flats	London	02075 896 699	Full Member
Kinleigh Folkard & Hayward	London	02035 420 147	Full Member
KMP Solutions Limited	London	02083 719 171	Full Member
London Wharf Property Management Co Ltd	Erith	07543 247 144	Full Member
May & Co Management Ltd	London	02073 763 726	Full Member
Michael Laurie Magar Ltd	Borehamwood	02084 929 850	Full Member
Moonstone Management	London	02083 009 281	Full Member
Pinnacle Housing Limited	London	02074 275 182	Full Member
Prime Management (PS) Limited	Bromley	02037 008 733	Full Member
Prime Portfolio Ltd	London	020 7409 0209	Full Member
Property Hub	Wembley	0208 459 3333	Full Member
Urang Property Management Limited	London	02077 518 355	Full Member
Aston Square Ltd	London	020 3982 8282	Associate
Barosa Property Limited	Stanmore	02030 867 130	Associate
Blue Crystal Residential Ltd	London	020 8994 7327	Associate
Charles David James Ltd	London	020 7704 0660	Associate
Davies Daniel Ltd	London	02034 170 425	Associate
Eight Asset Management	London	07951 622 643	Associate
JSG Block Management Ltd	Ruislip Manor	01895 604 446	Associate
Navana Asset Management Limited	London	0203 9979 918	Associate
Nicolas Van Patrick Ltd	London	02075 901 200	Associate

ARMA Members
East London

• ERA Property Services Ltd	London	02078 376 186	Full Member
• Fortune Block Management Ltd	Potters Bar	02089 051 621	Full Member
• Galleons Point Management Ltd	London	02075 118 585	Full Member
• Ian Gibbs	Middlesex	02083 704 810	Full Member
• Maunder Taylor	Potters Bar	01707 665 666	Full Member
• Montalt Management Ltd	London	02082 239 820	Full Member
• Omnicroft Ltd	Rainham	01634 362 097	Full Member
• Parc Properties Management Ltd	London	02075 153 553	Full Member
• POD Management	London	03335 776 656	Full Member
• Stock Page Stock	London	020 7251 4171	Full Member
• Strangford Management Ltd	London	02039 462 650	Full Member
• Strettons Limited	London	02085 094 435	Full Member
• Vision PEM & Vision RTM	London	08454 568 775	Full Member
• Charlesons	Ilford	02085502221	Associate
• Hawk Block Management	London	02080 161 178	Associate
• Letting International Limited	Ilford	02085 549 999	Associate
• Managed Partnerships Limited	Romford	0203 475 9067	Associate

ARMA Members
North East

• Clear Building Management Limited	Manchester	03333 444 996	Full Member
• Kingston Property Services Limited	Newcastle upon Tyne	03301 231 133	Full Member
• Potts Gray Management Company Ltd	South Shields	03300 104 188	Full Member
• Town & City Management Limited	Darlington	01325 389 689	Full Member

ARMA Members
West London

• Aspect Property Management Limited	London	020 7828 1664	Full Member
• Berkshire Hathaway Home Services Kay & Co	London	020 7467 2027	Full Member
• Bold and Reeves Limited	London	020 7408 7590	Full Member
• Brunsfield Ltd	London	020 3601 7676	Full Member
• Burlington Estates (London) Limited	London	020 7499 3207	Full Member
• Castlereagh Management Limited	London	020 7258 9670	Full Member
• Homes Property Management Limited	London	020 8960 7730	Full Member
• KDG Property Ltd	London	020 7887 6413	Full Member
• Knight Frank LLP	London	020 7861 1242	Full Member
• Lanigan Estates Ltd	London	020 7223 0851	Full Member
• Lee Baron	London	020 7758 5600	Full Member
• Lewis & Tucker	London	020 7323 2321	Full Member
• London Residential Management Ltd	London	020 7438 1080	Full Member
• Lornham	London	020 7724 4777	Full Member
• Mayfair Property Management Limited	London	020 7576 9435	Full Member
• MIH Property Management Ltd	London	020 3637 7968	Full Member
• Principia Estate & Asset Management	London	020 7341 0220	Full Member
• Quadrant Property Management Limited	London	020 7386 8800	Full Member
• Raglan Limited	London	020 7937 5272	Full Member
• RMD Properties (London) LLP	London	020 7723 2111	Full Member
• SAFE Property Management	London	020 8762 0167	Full Member
• SBA Property Management	London	020 7629 4949	Full Member
• Sears Morgan Property Management Limited	London	0844 257 2222	Full Member
• SHW	London	020 7389 1500	Full Member
• Sloan Block Management	London	020 7221 4935	Full Member
• Smith Waters LLP	London	020 7839 3950	Full Member
• Susan Metcalfe Residential Property Management Ltd	England	020 7591 0931	Full Member
• Tideway Property Managers	London	020 7409 0609	Full Member
• Parallel Property Management	London	020 3828 0180	Associate

ARMA Members
Wales

• Absolute Property Management Solutions Ltd	Penarth	02920 707590	Full Member
• Birt & Co	Tenby	01834 842 204	Full Member
• Compton Property Management Ltd	Swansea	01792 315 488	Full Member
• RH Seel & Co Ltd	Cardiff	02920 370 100	Full Member
• Western Permanent Property	Cardiff	02920 235 151	Full Member
• Westquay Property Management Ltd	Barry	01446 506 079	Full Member
• Number One Property Management	Newport	01633 492777	Associate

ARMA Members East

Alexander Faulkner Partnership	Fareham	01489 296 000	Full Member
APT Property Management	Fenstanton	01480 192 065	Full Member
Belgravia Block Management Ltd	Peterborough	01733 345 278	Full Member
Block Management Uk Limited	Sudbury	01787 211 801	Full Member
Carringtons Residential Management Ltd	Harlow	01279 408 740	Full Member
Encore Estate Management	Cambs	01223 866 980	Full Member
Flaxfields Limited	Linton	01223 941380	Full Member
Hegarty Property Management	Market Harborough	07890 064 232	Associate
Hill & Clark	Boston	01205 352019	Full Member
Home From Home	Ipswitch	01473 858690	Full Member
Janeteva Estate Management	Melbourn	01223 655734	Full Member
Letters Block Management	Peterborough	01733 898 589	Full Member
Norwich Residential Management Ltd	Norwich	01603 670 050	Full Member
PREIM Ltd	Peterborough	01778 382 210	Full Member
Redwood Estate Management Ltd	London	02083 168 990	Full Member
Rounce & Evans Property Management Ltd	King's Lynn	01485 544 740	Full Member
St Andrews Bureau Ltd	Cambridge	01223 352 170	Full Member
TLC Estate Agents	London	0207 370 4000	Full Member
TW Property Block Management	Tunbridge Wells	01892 530 109	Full Member

ARMA Members
South East

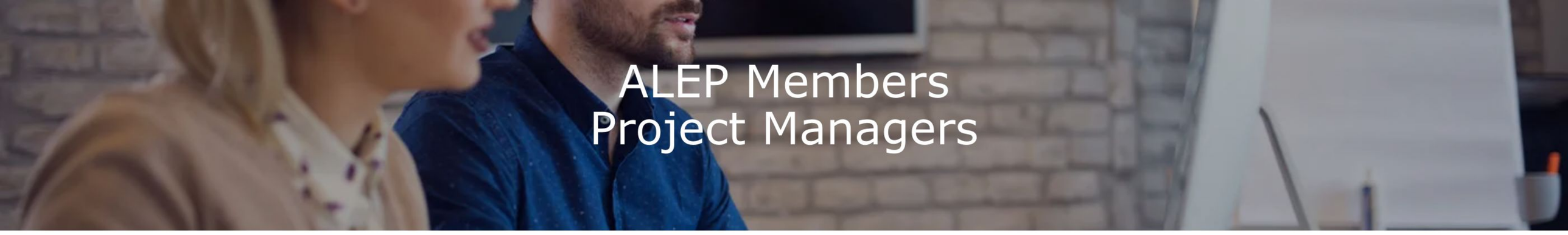
Adur Property Management	Shoreham By Sea	01273 252526	Full Member
Allsop Letting and Management Limited	Brighton	01273 322000	Full Member
AM Surveying & Block Management	Aylesford	01732 220 598	Full Member
Amber Management	Ware	0800 567 7567	Full Member
Appre Management Services Ltd	Leatherhead	01372 376 536	Full Member
Arko Property Management Limited	Hastings	01424 439786	Full Member
Atlantis Estates Ltd	Reading	0118 903 5902	Full Member
Austin Rees	Hove	01273 207 501	Full Member
Bamptons Sustainable Property Management Ltd	Broadstairs	01843 609 388	Full Member
Banner Property Services Limited	High Wycombe	01628 522888	Full Member
Bartley Management Limited	Winchester	0345 017 9969	Full Member
BBM - Burkinshaw Block Management	Tunbridge Wells	0207 978 2607	Full Member
Belgarum Property Management Ltd	Winchester	0800 298 0069	Full Member
Boydens Ltd	Colchester	01206 762244	Full Member
Bridgeford & Co	Lymington	01590 677725	Full Member
BW Residential Limited	Southampton	02380 847111	Full Member
Cable Rock Ltd	Eastbourne	01323 345045	Full Member
Canbury Management Ltd	Staines	01784 466501	Full Member
Caxtons	Gravesend	01474 537733	Full Member
Charles Cox Property Management	Denton Island	01323 894 400	Full Member
Cleaver Property Management Ltd	Wokingham	0844 499 3411	Full Member
Collinson Hall	St Albans	01727843222	Full Member
Cosgroves Block Management	Southsea	02392 827 827	Full Member
Courtney Green Ltd	Horsham	01403 246 170	Full Member
Covenant Management Limited	Witney	01993 899 840	Full Member
Deacon Crickmay Asset Management	Hove	01273 421 286	Full Member
Denfords Property Management	Southampton	023 8038 6970	Full Member
DJC Property Management Limited	Wickford	0345 459 2812	Full Member
DMG Property Management Limited	Marden	01622 831017	Full Member
Eastbourne Lettings Limited	Eastbourne	01323 430811	Full Member
Essex Properties Limited	Chelmsford	01245 329652	Full Member
Evolve Block & Estate Management	Ringwood	01425206595	Full Member
Fell Reynolds	Folkestone	01303 228688	Full Member
FirstPort Property Services Limited	Luton	01582 393700	Full Member
FirstPort Retirement Property Services	New Milton	020 3117 2612	Full Member
FPE Management	Hastings	01424 457750	Full Member
Fresh Property Management Ltd	Borehamwood	020 3651 6000	Full Member
Gem Estate Management Limited	Letchworth	01462 480 481	Full Member
Graves Son & Pilcher LLP	Brighton	01273 321123	Full Member
Hamways Ltd	Oxted	01883 730890	Full Member
Helen Breeze Block Management	Sevenoaks	01732 740789	Full Member
Hera Management Services	Billericay	0345 683 8812	Full Member
Heritage Management Limited	Kingswood	01737 850260	Full Member
HES Estate Management Ltd	Leatherhead	01372 450 655	Full Member
Housemartins Property Management	Seaford	01323 896418	Full Member
HPS	Wokingham	0118 962 7493	Full Member
Hunt Property Management	Eastbourne	01323 644288	Full Member
Hurford Salvi Carr Property Management Ltd	Hertford	01992 500 040	Full Member
Hydehead Ltd	Peacehaven	01273 579796	Full Member
Jacksons	Hove	01273 328 556	Full Member
Jennings & Barrett	Erith	0203 598 9665	Full Member
JH Property Management Limited	Sittingbourne	01795 476 249	Full Member
Jordan & Cook Ltd	Worthing	01903 820740	Full Member
Kent Gateway Block Management	Rochester	01634 814867	Full Member
Kent Property Management	Canterbury	01227 678016	Full Member
Let Solutions	Canterbury	01227 456466	Full Member
MCS	Hertford	01920 466500	Full Member
Metta Property Management Limited	Westcliff-On-Sea	0330 133 0242	Full Member
Oakfield PM Ltd	St Leonards on Sea	01424 854 814	Full Member
PACE Property Lettings & Management Ltd	Southend on Sea	07810 801485	Full Member
Park Lane Block Management Ltd	Southampton	02380 330706	Full Member
Peerless Properties (Oxford) Limited	Oxon	01869 331198	Full Member
Pembroke Property Management Ltd	Tumbridge Wells	0333 3442 100	Full Member
Pinnacle Property Management Ltd	Hurst	01189 320180	Full Member
PJJS Management Services Limited	Maidstone	01622 861 533	Full Member
PMS Managing Estates Limited	Essex	01206 835350	Full Member
Premier Block Management	Borehamwood	020 8236 1270	Full Member
Property Management Solutions	Bournemouth	01202 901 709	Full Member
Qube Property Management	Hertfordshire	0333 014 3330	Full Member
Rayners	Godstone	01883 742690	Full Member
Residential Management Group Ltd	Hoddesdon	0345 002 4444	Full Member
Roger McMillan Properties Ltd	Cobham	01932 576444	Full Member
Rushbrook & Rathbone Ltd	Hitchin	01462 420201	Full Member
Scott Estates Management Ltd	Hastings	01424 722 586	Full Member
Sebright Property Management Limited	Harrow	020 8863 2767	Full Member
Sensible Property Management (Eastbourne) Ltd	Eastbourne	01323 738886	Full Member
Sheridan's	Beds	01462 814087	Full Member
Sweetings Property Management Limited	Surrey	020 8941 7799	Full Member
Trent Park Properties LLP	Borehamwood	020 3384 0583	Full Member
Trinity Estates	Hemel Hempstead	01442 437 656	Full Member
Virtus Property Management	Bishops Stortford	01279 461281	Full Member
Warwick Estates Property Management Ltd	Harlow	01279 626 616	Full Member
Acquis Management Limited	Dorking	01306 881884	Associate
Eaves Property Management Services Limited	Maidenhead	01628 947908	Associate
LevelUP Property Management	Northfleet	07920 000144	Associate
Orchard PM Limited	Worthing	01273 030 271	Associate
Reed Block Management	Essex	01702 606888	Associate
Sennen Property Management Ltd	Camberley	01276 804 781	Associate
Vertical Village	Esher	020 8399 0170	Associate
Warmans 1859 Limited	Royston	08000 383858	Associate
Zone Property Management	Sawbridgeworth	07983 447522	Associate

ALEP Members
Managing Agents

• Colin Cohen	Colin Cohen Property Management	020 8959 6870
• Fiona Docherty	James Andrew Residential	020 8349 7171
• Michael Maunder Taylor	Maunder Taylor	01707 871711
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850

ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	0161 242 1334
• Alison Stone	Alison Stone Surveyors	07917 106437
• Andrew Lester	AML Surveys & Valuation Ltd	020 8960 7573
• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Patrick Oliver	Aston James Associates	020 8771 5035
• Stewart Gray	Austin Gray LLP	01273 201988
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Investment Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	01707 392080
• Christopher Spratt	C G Spratt & Son	01903 234343
• Paulina Reade	Carter Jonas	020 7581 3215
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Colin Rickard	Colin Rickard & Partners	020 8364 2609
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	0845 812 1954
• Adrian Hau	Douglas and Gordon	020 7591 8746
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	01737 237811
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• David Haines	Extend Your Lease	020 7586 0044
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• Andrew Perrin	Fraser Wood (Midlands) Ltd	01922 627 686
• David Toogood	Harding Chartered Surveyors	020 7736 2383
• Harriet Fleming	Harriet Fleming Surveyors Ltd	07855 454707
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Joe Fraser	Joe Fraser Chartered Surveyors	01642 262728
• Andrew Tucker	Johnson Tucker LLP	0191 269 7890
• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
• Jean Howe	Kirkby Diamond	01582 738866
• Jeremy Dharmasena	Knight Frank	020 7861 1587
• David Parkin	Lamberts Chartered Surveyors	020 7520 2317
• Keith Chew	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Robert Kaye	Leasehold Assist Ltd	07714 570858
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	01932 345698
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Tim Palmer	McNeill Lowe & Palmer	01582 469946
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Chris Glew	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
• Michael Aldous	Perry Hill Chartered Surveyors	01483 237333
• June Dunne	Prickett and Ellis Surveyors Ltd	020 8442 2491
• Paul Holder	PS&B	01273 274018
• Panicos Loizides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	0207 9711 240
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Angela Commons	Richard John Clarke Chartered Surveyors	020 7499 8043
• David Robson	Robsons	020 8402 6666
• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills Commercial Ltd	020 7016 3728
• Clive Scrivener	Scrivener Tibbatts Ltd - Chartered Surveyors	020 8947 7040
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
• Matthew Gawne	Shaw & Company (Surveyors) Ltd	020 8948 1122
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	01273 821969
• Andrew Symington	Symington Elvery Ltd	020 3324 0360
• Ray Smith	Watsons	01603 751577
• Richard Stacey	Websters Surveyors	020 3011 5310
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• Simon Hanton	Willmotts Chartered Surveyors	07734 022826
• Ian Young	YA Property	01635 262590



ALEP Members
Project Managers

• Linz Darlington	Homehold Services Limited	020 3997 8950
• Mike Somekh	The Freehold Collective	07775 531 321
• Jane Pilkington	Start Lease Extensions	020 8315 6901

ALEP Members
Barristers

• Paul Letman	Falcon Chambers	020 7353 2484
• Tom Jefferies	Landmark Chambers	020 7430 1221
• Aaron Walder	Landmark Chambers	020 7430 1221
• Ellodie Gibbons	Tanfield Chambers	020 7421 5300
• Philip Rainey	Tanfield Chambers	020 7421 5300
• Mark Loveday	Tanfield Chambers	020 7421 5300
• Christopher Heather QC	Tanfield Chambers	020 7421 5300
• Nicola Muir	Tanfield Chambers	020 7421 5300
• Jonathan Upton	Tanfield Chambers	020 7421 5300
• Piers Harrison	Tanfield Chambers	020 7421 5300
• Daniel Dovar	Tanfield Chambers	020 7421 5300

ALEP Members
Solicitors/Legal

Linda Ball	Adcocks Solicitors	01543 442100
Tom Roberts	AK Law (London) Limited	020 8280 0810
Daniel O'Doherty	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	07525 071699
Joe Arnold	Arnold & Baldwin	020 8642 2999
Marjorie Batten	Ashfords LLP	01392 333962
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Ricky Coleman	Bate & Albon Solicitors	01903 369959
Nick Tompkin	Bennett Griffin LLP	01903 229910
Simon Elliott	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 232300
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Caroline Wild	Blake Morgan LLP	020 7405 2000
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4775
Kim Higgs	Bonallack & Bishop	01722 422300
Simon Kerrigan	Boodle Hatfield LLP	020 7079 8112
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Dani Green	Brethertons LLP	01295 661 458
Shimmie Pariente	Bude Nathan Iwanier LLP	020 8209 2481
Roland Pingree	Carter Bells LLP	020 8939 4000
James Souter	Charles Russell Speechlys LLP	020 7427 6716
David Haines	Charles Russell Speechlys LLP	01483 252525
Claire Allan	Child and Child	020 7235 8000
Erin Iley	Clarke Mairs LLP	0191 245 4725
Eleanor Murray	CMS Cameron McKenna Nabarro Olswang LLP	020 7367 2739
Nick Leedham	Coles Miller LLP	01202 204 624
Mark Brassey	Collins Benson Goldhill LLP	020 7436 5151
Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons	020 7485 0888
Carla Figueira	Cook Taylor Woodhouse	01322 394164
Jonathan Everett	Coole Bevis LLP	01903 534505
Thomas Lumsden	CooperBurnett	01892 515022
Mike Brown	Couchman Hanson Solicitors	01428 722189
Bonnie Twiggs	Crane & Staples	01707 329333
Anna Favre	Cripps Pemberton Greenish LLP	020 7591 3318
Tim Selley	Crosse & Crosse Solicitors LLP	01392 258 451
Jason Richardson	Davies and Partners Solicitors	01454 619619
Claire Whiteman	Dean Wilson LLP	01273 249229
Tina George	DMH Stallard	01293 605193
Chris Sykes	Druces LLP	020 7638 9271
Paul Sams	Dutton Gregory LLP	023 8022 1344
Katherine Simpson	Edwin Coe LLP	020 7691 4000
Kate Chatters	Farrer & Co	020 3375 7219
Paul Dench	Field Seymour Parkes	0118 951 6253
Primal Laxman	Fitz Solicitors Ltd	01753 592000
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Niki Adkins	Frettens LLP	01202 920 237
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8858 6971
Graham Jaffe	Gregory Abrams Davidson	020 8209 2653
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
Andrew Pluck	Hart Reade	01323 727321
Daniel Winslow	Healys LLP	020 7822 4179
Samantha Laker	Herrington Carmichael LLP	01276 854661
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
Phil Davies	Holmes & Hills LLP	01206 593 933
Ash Oberoi	Housing and Property Law Partnership Solicitors	020 7553 9000
Amanda McNeil	Howard Kennedy LLP	020 3755 5598
Craig Rennie	HRJ Foreman Laws	01462 458711
Joanna Themistokli	Irwin Mitchell LLP	020 7650 3809
Marcelle Turner	Irwin Mitchell LLP	01243 813101
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Daniel Swimer	Joelson JD LLP	020 7580 5721
Yashmin Mistry	JPC LLP	020 7625 4424
Daniel Tang	Judge and Priestley LLP	020 8290 7373
Julie West	Julie West Solicitors	01372 383273
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