Feature: A 2023 Recap and Predictions for 2024

FlatLiving Magazine

Information, advice & guidance
for RMCs and Property Managers

December 2023

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Welcome

Welcome to our December issue of Flat Living Magazine!

As we round off the year, our contributors provide a summary of 2023 and share their insights into what we might anticipate in the coming year.

In light of recent FCA regulations and new rules - please see **page 18**, **page 19**, **page 24** and **page 26** for more information.

In news - we have notable comments from ARMA and ALEP on the Leasehold and Freehold Reform Bill. You can also sign up to an upcoming webinar held by Bishop & Sewell 'what proposed leasehold reforms mean for leaseholders'.

As always, we have included training opportunities from ARMA and **job vacancies** from Block Recruit to help you upskill or move on to new pastures.

If you have any questions you would like us to organise an article on, or if you have any interesting articles to add – please send them directly to the team via **info@flat-living.co.uk**.

We hope you have a wonderful holiday and a fantastic New Year!

Happy reading!

Belinda Bagnall and The Flat Living Team

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Feature: A 2023 Recap and Predictions for 2024

The Annual Round Up

www.jbleitch.co.uk

The building safety experts at JB Leitch solicitors provide a summary of the key events impacting the sector in 2023, and provide a look ahead to what to expect in 2024...

Few would argue that 2023 has been another significant year across the property management sector. From the introduction of secondary legislation and guidance in building safety, up to the introduction of the Leasehold and Freehold Reform Bill in recent weeks, the implications and impacts on Landlords and Managing Agents are far reaching. In this short article we provide a brief overview of the most notable events relating to building safety and signpost key updates to be aware of in 2024.

The Spring

The Higher-Risk Buildings Regulations

Following appointment of the HSE as the Building Safety Regulator, the Higher-Risk Buildings (Key Building Information etc.) (England) Regulations 2023 came into force on 6th April 2023. We define these buildings as having a minimum of two residential units and meeting either of the following criteria: a height of at least 18 meters or a minimum of seven storeys.

- The regulations require the principal accountable person (the person responsible for the repair of the structure and exterior of the building) to provide key building information to the Building Safety Regulator.
- The key building information includes details about the use, materials, structure, energy, and emergency planning of the building. The principal accountable person must also notify the regulator of any changes to the key building information and comply with any directions from the regulator.
- The regulations also set out how to determine which parts of a higher-risk building an accountable person (the person responsible for the day-to-day management of the building) is responsible for under Part 4 of the Building Safety Act 2022.This depends on whether the building has one or more accountable persons and whether they have legal or contractual rights over the building or its parts.

The Summer

The Building Safety (Leaseholder Protections etc.) (England) (Amendment) Regulations 2023 (the Amendment Regulations) were introduced on the 5th August.

Specifically, amendments are made to secondary legislation under The Building Safety (Leaseholder Protections) (England) Regulations 2022 (SI 2022/711) and The Building Safety (Leaseholder Protections) (Information etc.) (England) Regulations 2022 (SI 2022/859). These changes primarily relate to landlord's certificates and clarification around the provision of information, detailed below:

Landlord Certificates

Essentially, the new regulations replace the existing landlord certificate with a simplified version and landlords must use the new landlord certificate form from the 5th of August 2023 and when required to provide a landlord certificate. With landlord certificates informing leaseholders in relevant buildings whether they are liable for any costs relating to remediation costs, landlords must now provide a landlord certificate to all leaseholders in a relevant building, regardless of qualifying lease status. Where a certificate has already been issued, the amending regulations do not require a fresh certificate to be issued.

Evidence Requirements

Under the new amendments, the current landlord does not need to provide certain evidence where they accept liability for a relevant defect. This is intended to reduce the information sharing requirement to that which is essential for the leaseholder and landlords, Resident Management Company (RMC), Right to Manage company (RTM) or named manager to determine liability. Each section of the certificate only needs to be completed where it is actually relevant to the leaseholder's potential liability for remediation costs.

Recovery of Costs from Landlords

Previously, only leaseholders (individually or collectively), enforcement bodies (e.g. the relevant local authority or fire and rescue authority) or other specified interested persons were able to recover remediation amounts from the landlord or developer via a remediation contribution order. Government guidance highlights that the amending regulations refer to the collective 'L', as the body responsible for managing and repairing the building, (be that the landlord, RMC, RTM, or named manager) who must issue a notice to a landlord in order to be able to recover the remediation amount. The regulations set out the information that must be included in the notice, which is the amount to be recovered and information on the appeals process.

In July 2023, regulations to establish a Responsible Actors Scheme (RAS) for residential developers under sections 126-129 of the Building Safety Act 2022 were signed into law. On the 21st of July 2023, government launched the Responsible Actors Scheme.

The scheme recognises action taken by responsible developers to identify and remediate or pay to remediate life-critical fire safety defects in residential buildings 11 metres or over in height which they developed or refurbished in England over the 30 years to 4 April 2022.

Any eligible developer who is invited to join but does not sign up to the Scheme or joins but has their membership revoked because they do not comply with the membership conditions, will be added to the Responsible Actors Scheme prohibitions list and will be prohibited from carrying out major development and from securing building control approval subject to limited exceptions.

A subsequent subject of debate, these amendments set out new timelines for landlords to provide certificates:

• The new regulations require the current landlord to provide the RMC, RTM or named manager with a copy of the landlord certificate and leaseholder deed of certificate within one week of completion or receipt.

• Where the current landlord fails to comply, the regulations provide that costs cannot be passed on to leaseholders.

• Where the landlord becomes aware of a new leaseholder deed of certificate, the landlord must provide an updated landlord certificate within four weeks.

• With regard to the extension of appeal deadlines, regulations now provide that a landlord may apply for an extension to the appeal time limit by 30 days with the permission of the First-tier Tribunal, to enable out-of-court engagement.

The Autumn

As well as becoming the new building control authority for High-rise Residential Buildings, the Building Safety Regulator's first charging scheme came into effect on 1 October. The scheme, which has been created under the Building Safety (Regulator's Charges) Regulations 2023, will enable cost recovery. The latter is a key element of the Building Safety Regulator's funding. The official HSE page outlines that the scheme covers:

- the chargeable functions

- the trigger for each chargeable activity

- who is required to pay for the chargeable activity

- what the amount payable will be made up of

- the relevant legislation for that activity

It says building owners will be charged £251 for the registration of a high-rise building, with £288charged for an application for a building assessment certificate. When a building safety case is called in for review, which will begin to take place from 5 April 2024, the regulator will charge £144 per hour, which is its flat fee for most of its work.

The Winter

Waking Watch Replacement Fund 2023

In late November, the deadline for applications to the Waking Watch Replacement Fund was extended to midnight 31 March 2024. This follows the government announcement in May this year of a further £18.6 million to fund the installation of a common alarm system replacing waking watch measures in all residential buildings where a waking watch is currently in place in England, regardless of where the costs of the waking watch fall.

Looking Ahead - 2024

As alluded to above, one of the key considerations for early 2024 will be the development and submission of building safety cases.

With the building registration process closing in October 2023, many readers will be aware that Building Safety Regulator will start to call in buildings for assessment and issue Building Assessment Certificates from April next year.

A Building Safety Case Report is the document that summarises the safety case for a high-rise residential building. It identifies the building's safety risks and explains how the risks are being managed. Building safety risks are the risk of the spread of fire or structural failure. The principal accountable person must use the safety case to prepare a safety case report. The report must contain details of the accountable persons, responsible persons, who prepared the report, building description, risk assessments summary, and managing risks summary.

Additionally, the government's published guidance states that the report should provide evidence of the assessment of all building safety risks, including fire and structural risks, and all reasonable steps that have or will be taken to control these risks. Guidance also highlights that it's important to keep this information up to date and in an easily accessible, digital format. the principal accountable person must then use the safety case to prepare the safety case report, and it should be submitted to the Building Safety Regulator when applying for the building assessment certificate.

Should you wish to discuss any of the topics discussed in this article, please contact us: BuildingSafety@jbleitch.co.uk

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Feature: A 2023 Recap and Predictions for 2024

2023 Recaps and 2024 Predictions

Fraser Allen
Estate Management
www.fraserallenem.co.uk

The new year is a natural time to reflect on the previous 12 months and look towards the year ahead. As January emerges and I look back, I see a year of growth, challenges, and meaningful contributions; and I'm drawn to thinking about what 2024 is likely to bring.

2023: Recaps

Building Safety

The Building Safety Act that was granted Royal Assent at the end of 2022 came into force this autumn. All ethical management companies have building safety and the safety of the people who live in their buildings in their line of sight on an ongoing basis anyway, but the increased responsibilities for managing agents and accountable persons (AP) has meant a much bigger administrative workload than was previously the case and more complex and process-driven procedures. This has meant some operational updating has been required in many firms such as ours but, at the end of the day, the driving force behind everything I do is wanting to ensure the safety and wellbeing of the people around me, including the residents of our buildings, and so any support and additional business infrastructure that has been required is all for the good.

Beyond Four Walls

Launching my own podcast, Beyond Four Walls, has been really exciting as well as lots of fun. It's been a wonderful opportunity to explore the stories and experiences of those living in the developments we manage and those working within the industry. As anyone who works in our industry knows, it's a real community, and hearing some of the stories has already been an incredibly insightful journey. I can't wait to carry on with this next year.

The Hollie Gazzard Trust

I've continued to work with The Hollie Gazzard Trust as Corporate Ambassador and am thrilled to support such a worthwhile charity doing so much to make a difference and contribute meaningful change. Collaborating with them is incredibly rewarding and it allows me to help create safer environments and support those most in need.

The Trust developed Hollie Guard, an advanced personal safety app that helps keep you safe and collects evidence if your safety is compromised. I take the responsibility I have for my employees and the people who live in my buildings very seriously and so all of our staff have Hollie Guard Extra on their smartphones. We also provide it for our clients who are most in need. My commitment to fostering safety, wellbeing, and professional growth in our field is an ongoing mission and I would love to see Hollie Guard rolled out across the entire industry.

I am filled with gratitude for the impact I've been able to help make by getting involved in The Hollie Gazzard Trust and, when I look back and reflect, proud of the progress the Trust has made. It's a wonderful organisation to be involved with.

Resilience

This year has presented a number of challenges for most business owners and I am aware that many in the property and building management sector have especially felt it. There have been extra pressures because of economic uncertainty and the cost of living crisis; and this has come on top of having spent so long dealing with the pandemic and its aftermath. It's been tough for everyone.

For me, part of being resilient as a business is paying extra attention to the people who work in it and looking out for anything that might signal extra pressure on them. The same goes for the people who live in the buildings we manage. It's vital to us that they are safe and feel that way; and that their environment can be regarded as "home." We're all a team and working together in this way to steer through is what I believe makes us strong.

Company Growth

No one is immune to the challenges I've described above but our ability to be resilient and dynamic has meant we've been able to fulfil our ambitions for growth over the last 12 months, which has been incredibly satisfying. The growing company means that I've been able to focus a lot more on business development than I've been able to in the past because the team is big enough and established enough now to be managed without me most of the time!

2024: Predictions

More Sustainability

There is an increasing drive towards sustainable housing and ways of living and it seems clear to me that the demand for this will only increase across next year. During 2023, sales of sustainable products have grown 2.7% faster than any other and 78% of consumers feel that sustainability is important. If we put this together with the effects we're still feeling from Redrow's 2016 survey that found sustainability in pursuing a new home is critical to most homebuyers, we can see this as an increasingly important concern for those who rent, too, and a greater emphasis on it being an expectation in the rental market.

Leasehold Reform

The changes that have come into force this year as part of the Building Safety Act (2022) are bound to make themselves more felt across 2024. The changes are designed to eliminate bad practices and unscrupulous players, are immediately understood to be a "good thing," and businesses such as ours have had time to put any additional required support in place. But now the legislation has actually come into force there will inevitably be an increased focus on how each part of the Act is enforced and emphasis on leasehold reform more generally.

Rising Rents

Due to the continued issue of demand outstripping supply, along with evolving client expectations and the lack of available new rental stock, I would expect to see rents continue to rise next year. The fact that there are fewer home completions of course contributes to this situation too.

Collaboration

Working together really is the way forward, not just in this field, but in so many sectors where it's important to put people at the heart of company approach. I often collaborate on projects and believe it's a great way to build business relationships. For example, it was such a joy to be invited onto Janet Shreeve's podcast, You Care, I Care, earlier this year, to talk about the care system. I have experience of dementia from looking after my grandmother and I felt pleased to be talking about what many think of as very sensitive issues in the compassionate space of Janet's podcast.

In a way, of course, Janet's business, Shreeve Care Services, is completely different from Fraser Allen. We specialise in block management; she specialises in business consultancy for the care sector. However, what our businesses and the way we run them have in common is a drive to make the spaces that people occupy and the relationships they encounter in their day-to-day lives as compassionate, nurturing and safe as they can be. There is an understanding that has come about in the last few years that people and businesses are stronger, more positive and healthier when they get to know each other and celebrate the ways in which they complement each other, rather than seeing each business as competition. I think this is why business owners are collaborating a lot more than they used to and it can only be a good thing. Everybody wins.

Health and Wellbeing

Just over a year ago I was hospitalised with a very serious episode of sepsis and had to take an extended period off work. My health is now doing very well but I did have a recurrence of the illness at the beginning of this year and it really floored me to be dealing with it for a second time. Thankfully my team were amazing and immediately stepped up on both occasions to run the business in my absence and keep things running smoothly for our clients and residents.

This period of ill health has really brought into sharp focus the importance of taking time to rest and how integral doing so is to good health. As an ambitious business owner is can be so easy to overwork. There is always more to do and achieve and I am conscious of how much I want to continue making environments where people can be healthy and feel safe. I realise too though that I am not indestructible and that, if I'm unwell, I can't be there to help create spaces that promote good health and wellbeing for so many others, which is after all what I really want to do. I don't think I'm alone in this and I predict that in 2024 we'll see more work environments feel more responsibility for the health and wellbeing of their employees. I certainly hope so.

As we move towards the end of the year, I look at the lessons learned, the challenges faced, and the victories achieved in 2023 that have set the stage for greater aspirations. I am fuelled by a renewed sense of purpose and am looking forward to 2024 enormously. Let's see if these predictions come true!

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: A 2023 Recap and Predictions for 2024

Ardent's Review of 2023 and Forecast for 2024

Written by Dan Cheeseman
www.ardentlc.co.uk

With Christmas soon upon us and 2023 rapidly disappearing, we have been asked for our predictions for 2024 for this month's article in Flat Living magazine. However, before we do so, it is useful to reflect on 2023 and the challenges/successes faced by the lift industry.

As always at Ardent Lift Consultancy, we have had a mixed bag of lift equipment to review, from equipment installed in 2015 that has already expired and required wholesale renewal, to lifts installed in the 1930's that remain "untouched" and still going strong. Our surveys have taken us the length and breadth of the country this year with 100's of lifts surveyed for clients.

The lift industry remains buoyant despite the doom-laden headlines on the economy. This is in part due to the residential market needing to undertake lift works, (to prevent residents being without lift service), and also a push towards commercial buildings being converted to residential, with the move from "normal" office working which started during the pandemic.

Ardent Lift Consultancy has had its busiest year on record, with our steadfast reputation gaining us traction in the marketplace, and with 11 years of successful projects to demonstrate our stability and trusted approach… really living up to the Ardent name and principals.

To that end, we also made a new appointment in November 2023, bringing Derek Finch, (a former independent test engineer and trouble-shooter for the lift industry), into the team. We are delighted to have someone of Derek's standing in the industry and welcome his wealth of experience to bolster our established team of professionals. The move is intended to further support our client's, (existing and new), with expert advice, our professional approach, and honest appraisals.

Derek brings the engineering team to 4, with Gareth Lomax , Chris Eaton, and Dan Cheesman. We also have Leah Jennings in the administrative support role within the business, which really keeps the team ticking over. 2024 promises great things for the business and subsequently, our clients too!

2024 appears to hold further challenges to the UK with high interest rates looking like they will remain for a while yet, and the spectre of a general election on the horizon in Q1/Q2. The markets, and by consequence the economy, is likely to be in a state of flux for much of the year, as various external influences continue in the background.

This is felt most during the manufacturing/procurement of new materials, when looking at it from a lift perspective, the continued high costs of materials, (copper, stainless steel, etc), will keep prices at a premium; whilst it is likely wages will need to rise with inflation to keep people from going backwards in terms of their "real world" finances. Subsequently, it remains vitally important to keep a proactive approach to spending and budgeting for Capital Expenditure projects. Our lift condition surveys are the perfect tools for this, giving client's clear guidance on where to best spend their funds to keep lifts reliable.

The below table is a snapshot of how our reports clearly identify components and offer guidance on anticipated lifecycle and budget costs:

Component	Life Expectancy	Performance Benefit	Budget Cost
Controller	1-3 years	Preventative maintenance and reduced power consumption	£16,000
Shaft wiring/limits	1-3 years	Improved reliability and safety	£6,000
Landing controls	1-3 years	Accessibility improvement and aesthetic appeal	£7,500
Car operating panel	1-3 years	Disabled access improvement and aesthetic appeal	£4,500
Car doors	6-8 years	Provide a level of improved door service for passengers	£5,500
Landing door equipment	1-3 years	Replace landing door equipment to ensure reliable service	£15,000
Main machine	1-3 years	Replace main hoisting machine (or as a minimum thoroughly examine and overhaul)	£9,500
Car interior	6-8 years	Aesthetic appeal for passengers	£5,500
H&S items*	0-12 months *	Reduce potential for accidents and ensure compliance with appropriate standards	£10,500
* Note that H&S items should be addressed when any future works to the lift are undertaken			

We are happy to offer quotes for these, and can survey single lifts up to entire portfolios, subject to a client's requirements.

All in all, whilst the year ahead appears to offer some challenges, I believe we, (as the UK property industry), are entering into 2024 in a more stable and healthier position than we were in 2022/3, and subsequently, there are many reasons for an optimistic outlook.

And with that in mind, myself and all the team at Ardent Lift Consultancy would like to wish you all a happy festive period and best wishes for 2024.

We are always on hand for a friendly chat if you have any queries, concerns, or questions.

ardentlc.co.uk

info@ardentlc.co.uk

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Feature: A 2023 Recap and Predictions for 2024

A 2023 Recap

Bishop & Sewell
Monro Wright & Wasbrough

www.bishopandsewell.co.uk

This month I have been asked to recap the changes to leasehold law during 2023. There have been numerous reforms, and a great deal of talk about future changes, in the years since the Government announced that it was going to tackle the thorny and complex question of reforming leasehold ownership.

Building Safety Act

The Building Safety Act (BSA) received Royal Assent on 28 April 2022, ushering in ground-breaking reforms to give residents and homeowners more rights, powers, and protections. The Act came into force on 1 April 2023, and should be fully enforceable by October 2024, when the Levelling-up and Regeneration Act 2023 also becomes law.

The protections in the BSA are welcome news for leaseholders who feared they could be liable for covering the high costs of remedial safety works, such as replacing faulty cladding. The BSA aims to provide qualifying leaseholders with protection against service charge costs relating to remedial work concerning building safety for relevant buildings (those over 11m high or with five or more storeys).

King's Speech

Following the extensive work carried out by the Law Commission in 2020, and after ongoing pressure for reform of the leasehold sector, the Government announced the next phase of its reform programme in relation to residential leasehold during the King's Speech on 7th November 2023.

The briefing document which accompanied the King's Speech provides an outline of the Government's intentions. The stated aim remains to "make it cheaper and easier" for existing leaseholders in houses and flats to extend their lease or buy their freehold, echoing the terms of reference given to the Law Commission to inform the work for their 2020 report.

Leasehold and Freehold Reform Bill

The King's Speech was quickly followed by the introduction of The Leasehold and Freehold Reform Bill to Parliament on 27 November 2023 which will set the tone and context for much of the reforms to leasehold law over the coming year. The Bill is currently progressing through Parliament, and had its second reading on 11th December 2023, and the Government says it represents "the most significant reforms of the leasehold system for a generation."

The Bill aims to reform the leasehold sector and make good on the Government's commitment to make it 'easier, faster, fairer and cheaper' for leaseholders to extend their lease or purchase the freehold to their property. The Bill is the second phase of the Government's plans, following on from the Leasehold Reform (Ground Rent) Act 2022, which outlawed ground rents for new, qualifying residential leasehold properties in England and Wales.

The Government says the Bill will "make the long-term and necessary changes to improve homeownership for millions of leaseholders in England and Wales" with Levelling Up Secretary, Michael Gove, stating he is confident that legislation will be passed before the next General Election. This landmark Bill proposes a series of changes that could have far-reaching implications for leaseholders, freeholders, and the wider property and financial markets.

Perhaps the most significant change is the proposed reform to valuation to eliminate 'marriage value' from lease extension and enfranchisement premium calculations. This is significant, as it would considerably reduce the cost of extending a lease with fewer than 80 years remaining, effectively providing the owners of short lease properties with a one-off windfall when they come to next extend the lease.

Other proposals include:

- Increasing the standard lease extension term for both flats and houses to 990 years, up from 90 years for flats and 50 years in houses.
- Reducing ground rent to a peppercorn (i.e. £0) upon payment of a premium
- banning the sale of new leasehold houses in all but exceptional circumstances, making good on a manifesto commitment.
- increasing the 'non-residential' limit from 25% to 50%, thereby enabling leaseholders in buildings with up to 50% non-residential floorspace, such as retail and offices, to buy their freehold or take over its management.

The Government has not gone as far as to abolish new leaseholds on flats. Despite referring to leasehold as an outdated and feudal system that needs to be abolished, the Government appears content for new flats to be bought and sold as leasehold for the time being.

Consultation on capping ground rents

The Government is further consulting on whether to introduce a cap on ground rents for all existing leases through primary legislation. The Government has outlined five proposals to reduce ground rents for existing leaseholders as part of a consultation launched in November.

These are:

- Setting ground rents at a peppercorn;
- Putting in place a maximum financial value which ground rents could never exceed;
- Capping ground rents at a percentage of the property value;
- Limiting ground rent in existing leases to the original amount when the lease was granted; and
- Freezing ground rent at current levels.

This consultation on capping ground rents has been extended to 17 January 2024.

Leasehold professionals, as well as freeholders, their managing agents and leaseholders themselves, have been eagerly awaiting clarity from the Government on what the next tranche of reform legislation will look like. Now we know.

Having waited years for clarity on the substance of reforms to the leasehold sector, it is helpful that the draft Leasehold and Freehold Reform Bill has been introduced so quickly following the announcements in the King's Speech. We look forward with interest to following the Bill's progression through Parliament, and seeing what amendments, debates and challenges may be brought forward over the coming months.

If anyone wishes to discuss any aspect of the above, please do not hesitate to contact us by emailing leasehold@bishopandsewell.co.uk or by contacting me on 020 7079 2415.

The above is accurate as at 12 December 2023. The information above may be subject to change.

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

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Feature: A 2023 Recap and Predictions for 2024

2023 Recap and Predictions for 2024

Written by Julian Davies

www.earlkendrick.com

2023 was a busy year for EK Group, reflecting the dynamism of our sector at a time of rising standards and expectations.
Perhaps the biggest issue in the property industry has been the Building Safety Act, as its full implications have come become clearer over the past year. With developers and building owners now accountable to new regulatory bodies, building surveyors have also been challenged to up our game. We've been developing protocols designed to lead the way in embedding state-of-the-art safety standards, especially in the maintenance of residential blocks.

Increasingly, we have found our clients value a holistic offering from us, which is why have pivoted to more of a consultancy model. Managing agents in particular prefer a 'one-stop shop' for the full range of surveying services, consultancy and general expertise. We are proud to be the trusted partners of a number of long-term clients. They find contracting multiple services from us is more cost and time effective, so I suspect this is a trend that will continue across the industry into the future.

On a similar note, we know clients place a high value of consistency of service, and of personnel.

Firms whose people are stretched too thin, and forced to 'pass the parcel' when it comes to clients, are unlikely to earn the kind of trust that makes for a successful working relationship. That's why we've invested in a number of new additions to our team over the past year, giving us room to grow without dropping the ball for our clients. Meanwhile, our new London base, the Building Centre, puts our team at the heart of a community of like-minded professionals. It's a pleasure to work in such a vibrant hub of activity, where new contacts and connections are constantly being made.

We are particularly thrilled to have launched two brand new services in the past year. EK Specialist Surveys is a next-generation, integrated survey service offering led by drone pioneer Adam Bailey. Offering everything from rope-access surveys to drone surveys, we now have an appropriate solution for just about everything. After all, clients don't necessarily come to us for this or that particular service: they have a particular requirement, and it's up to us to find the right solution for them – whether that's high-tech or much more basic.

Our other new initiative is the Surveyor's Collection, a brand new creative consultancy providing interior design and project management services.

We've identified a particular gap in the market for the design and refurbishment of communal areas. Well-designed interiors give residents a much greater sense of belonging, and a greater stake in maintaining the building as a whole. This is not just about aesthetic considerations, though. We use all our technical expertise to ensure new designs meet the specific needs of each building, and to develop a brief that suits the budget of each client. Given that many buildings are home to hundreds of residents with different tastes and priorities, diplomatic skills are another important part of the mix!

In 2023, EK Group also began operating in new sectors, serving London boroughs and housing authorities, for example. In addition, we are now signed up to no fewer than 15 professional frameworks that institutionalise our commitment to best practice standards. These range from Historic England's public value framework for heritage buildings to the Pretium Rooftop Development Framework, and include a variety of Dynamic Purchasing Systems designed to connect buyers to a pool of pre-qualified suppliers. Frameworks like these are only likely to become more important in helping the industry as a whole to raise and maintain standards.

In reviewing the past year, though, it would be remiss of me not to mention that my colleagues won not one but three awards, all of which reflect the changing priorities of our industry.

In June, EK Group were named 'Partner of the Year' at the Association of Residential Managing Agents' ACE Awards in June. I really believe that partnership, rather than simply one-off service provision, is the future of our sector.

Then in November at the News on the Block Property Managers Awards, we picked up both the Net Zero Award – an obvious priority that will only become more important in the years to come – and the Major Works Project of the Year Award. The latter was particularly significant because it was for a fire remedial project on a number of blocks with more than 300 leaseholders. Again, there will be many more projects like this in 2024 and beyond.

Coming to my forecast for the year ahead then, I'd like to offer three specific predictions and two more general suggestions.

1. Building Safety Act

As we continue to produce Building Safety Case reports for occupied buildings over 18 metres high (or seven storeys or more) ready for submission by 1st April 2024, we expect the Building Safety Regulator to start issuing Building Assessment Certificates throughout 2024 and beyond. We also expect 'medium rise' buildings of 11-18m to be brought into scope in the near future. Property managers should ensure their buildings are as compliant as is reasonably practicable to make that process as straightforward as possible.

2. More compliance demands on managing agents

Managing agents are being asked to take on a more encompassing role, with new responsibilities like quarterly inspections for fire doors. This means some companies are considering getting in-house compliance teams. Alternatively, of course, a specialist partner like us can relieve the burden.

3. Increasing standards for communal areas

In keeping with the trend across the board, I expect to see tougher safety standards for communal areas, primarily driven by fire regulations. Forward-looking building owners and managing agents should see this as an opportunity to improve the look of these areas too, and to engage residents. Related prediction: the Surveyor's Collection to go from strength to strength!

4. Sustainability to go beyond Net Zero

The industry is working hard to reduce carbon emissions in every way possible. In recent years, though, the issue has reached a tipping point, with the public expecting sustainable solutions all the way down supply chains. It's not just about targets, but also about keeping costs down and preferring local to global suppliers. This is only likely to continue.

5. Continuing demand for holistic services

Building owners, developers and managing agents are all working hard to juggle a range of priorities while keeping budgets under control. The resulting demand for partners who can provide a wide range of services, as well as providing consultancy and advice on looking after their assets, has driven the evolution of EK Group in recent years. I expect this to continue into 2024 and beyond, as the sector evolves and innovators reap the rewards.

For more from Earl Kendrick, click here.

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Feature: A 2023 Recap and Predictions for 2024

2024 Review

B-hive Block Management Partners

www.b-hivepartners.com

We are at the end of 2023 and over 80 Partners have already joined the B-hive network, including sales and letting agents, experienced property managers and surveying firms. They share a common vision of delivering excellent local customer service, backed by a trusted, capable, and credible partner.

We believe that this collaborative approach is the way forward for the industry and we envision more and more agents and property managers expanding into block management or starting their own businesses, ultimately creating a good work-life balance, while maintaining high standards of service and being the local and personable experienced operator.

This is the only offering of its type in the market today and provides our Partners with software, a leaseholder portal and service charge accounting services for a fixed fee. In addition, it provides all the legislative and compliance services that are needed to manage in this sector AND provides comprehensive training. Through our extensive training, Partners can stay ahead of the competition and provide unparalleled service to their clients. Our in-house specialists, experts in their respective fields, deliver content-specific training that offers practical insights, guidance, and advice. In addition, we provide our Partners with access to our Business Growth Managers, who provide toolkits and strategies supporting our Partners unit growth.

Our Business Growth Managers collaboratively work closely with each partner, from formulating growth strategies, to helping with tenders and help Partners structure client pitches. We are in this together and understand that if our Partners don't win new business and grow, then neither do we!

In the wake of the King's Speech, where the government unveiled its commitment to reshape the leasehold sector through the Leasehold and Freehold Reform Bill, we find ourselves not just optimistic and very much aligned to the advice coming out of government. Our business model and processes within our specialist teams, and commitment to compliance is already line up with the messages coming out of the Kings speech. Empowering leaseholders, transparency in service charges and the services delivered are key reforms the bill introduces, this impacts our Partners and their clients. As joint agents, the clients we support our Partners with are deeply rooted in the RMC market, with emphasis placed on leaseholders' engagement in managing their developments. Transparency over service charges is a shared goal. Tools such as Dwellant, the system we provide our Partners withy, boosts accessibility and in turn transparency for leaseholders, which is more than can be said for most other operators in the industry.

The proposed reforms represent a significant milestone for the leasehold industry, while addressing longstanding issues. Our model is to support and empower our Partners, offering them back-office support in managing their developments. The proposed reforms emphasize transparency and fairness, two principles that are deeply ingrained in our operations.

As we look ahead to the future and the impending reforms in the leasehold sector, we see nothing but positive news for the industry and in turn our Partners. We are well-prepared to support our Partners through these transitions, with fully compliant systems and business processes that are constantly being updated as we navigate through the legislation that is coming down the tracks, thus reinforcing our role as a trusted and credible partner to our network handling complexities behind the scenes. This combination enables partners to focus on nurturing client relationships, growing their business and delivering exceptional customer service.

We believe in continuous learning and will keep all of our Partners up to date on legislative changes, enhanced proposition offerings and additional services necessary in the life cycle of managing a block. We are committed to continuously refining our back-office solutions and embracing technology to enhance our offerings. We plan to provide excellent and compliant services to the next generation of Block Managers, so that together we can claim to be providing a different solution and have excellent customer satisfaction, by each party playing to their respective strengths.

Regardless of location or complexity, B-hive's Partners are well-equipped to provide the best of both worlds: a top-notch customer experience and a compliant, future-proof service.

Contact us now to find out more:

0333 032 5920

info@b-hivepartners.com

www.b-hivepartners.com

B-hive Block Management Partners is a specialist division that offers solutions for existing property professionals and is a trading name of HML PM Ltd. HML's extensive experience is derived from being specialists in the estate and block management sector for more than 50 years and managing circa 100,000+ units.

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Feature: A 2023 Recap and Predictions for 2024

As We Look Back On 2023

Written by Scott Masters

www.4siteconsulting.co.uk

Dominated by regulation changes, 2023 proved to be a pivotal year for property management. Looking back on the various impacts, we take a sneak peek at what 2024 may have in store for the industry.

The Prioritisation of Fire Safety

With a shift in attitudes on the importance of the safety of our managed blocks shifting dramatically year on year, the Building Safety Act 2022 came into force in April 2023, and with it, the significant changes, duties and responsibilities that we had been anticipating since its inception. Certainly for 4site, and seemingly the rest of the industry, the Act and subsequent updates have been the hot topic of the year. Whilst the heightened level of responsibility for property managers applies to all buildings, those with responsibility of High-Rise Blocks must be especially mindful, with considerable work to do next year as the first High-Rise Blocks are called up by the regulator on April 1st 2024.

Innovative Solutions

The same major industry changes have also called for industry ready solutions. In the case of High-Rise Blocks requiring Safety Case Reports, we've noticed that doing this work manually, though achievable, would require a lengthy structured process with lots of potential external nuances which could delay the resulting report and case management. Our own Safety Case service and software solution has adapted to assist with the entire compilation of these Safety Case Reports. We've also noticed a heightened number of requests for further updates in our free bespoke software to assist with compliance documentation tracking and user activity tracking. We believe others in the industry are seeing this too, as the proptech/propsoftware industry starts to focus more and more on Block Management and subsequent Compliance Management, whilst the regulators focus on accountability and traceability of action.

Mental Health Awareness

The growing number of software tools that allow us to manage our workloads effectively are always welcomed in this growing industry, which has its own nuanced stressors and challenges. With a new heightened awareness of risk, growing realisation of responsibility and further demanding schedules, we can observe that the role of the property manager and various accompanying roles across the industry will become, and has become, more demanding.

Sponsoring and partnering at key events throughout the year, we observed various speaker sessions being held within the events which focused on improving mental health within the workplace. Indeed, many in the industry are recognising the growing importance of the topic by way of these events, which we have been privileged to be a part of.

Technical Competency Standards

Also attending these events were relevant CPD based sessions containing information from various expert speakers in the industry. Technical Competency across the industry has always been important, but with the aforementioned impacts and updates throughout the year, we've noticed an increasing and direct expectation for a higher standard of technical competency for both contractors and property managers alike.

In proactive anticipation, we foresaw this as a potential stressor for our clients some years ago. Since 2019 we have been speaking about this specifically at the key events in the calendar, and having successfully taken steps to solidify our own inhouse teams' competency in advance, we've been able to continually provide our quality of service among the recent noticeable increase in expectation for competent contractors and providers.

Closing thoughts & 2024 thoughts...

With the updates to regulation taking up lots of our focus in 2023, we can predict that this focus continues into early 2024. Assuming there are no plans of lowering the 18m threshold any time soon, managers of High-Rise Blocks will submit their safety cases throughout the year and the maintenance and review cycle of the cases will become a regular process for property managers with responsibility of high-rise blocks. We could therefore see the focus shift from a risk management point of view, from fire safety to asbestos.

Alluding to this, are the concerns that have emerged regarding the coexistence of Asbestos and Reinforced Autoclaved Aerated Concrete (RAAC). With approximately 3.5 million buildings across the country containing asbestos, the management of our blocks could now fall under the limelight for asbestos alongside the recently classified 'unsafe' RAAC. This combination of unsafe materials could see a focus on the prioritisation of asbestos management.

Unfortunately, the cycle of realising risk post incident will continue until culture changes across the industry to a proactive approach to safety. For more information on this, or to ask us how we can help you with risk assessments, surveys, safety case compilations and management, or overall safety requirements; our team of safety professionals are on hand to offer personalized guidance which align with the specific needs of your portfolio. For more information, we are available via the contact below:

For more guidance, or to get a quote, call us at 4site Consulting Ltd 01376 572 936 where our team is more than happy to help.

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4site Consulting provide independent residential and commercial assessments and surveys for owners and managers of property.

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Feature: A 2023 Recap and Predictions for 2024

Looking Back, Looking Forwards

Written by Colin Stokes

MD of Adiuvo

adiuvo

www.adiuvo.org.uk

Colin Stokes, the MD of adiuvo, the UK's leading call handling service (who so far this year have dealt with over 60,000 maintenance issues and emergencies) looks back at 2023 and gazes into the future world of Property Management in 2024,

It's never boring in Property Management and 2023 was no different with several major legislative changes, the world of tech taking ever increasing leaps forward all in the context of changing working preferences and pressures for employers.

The fallout from Grenfell continued, and rightly so as another deadline from the Building Safety Act came and went as by 30 September 2023 applications to register any qualifying "higher-risk buildings" that are used for any residential purposes, including as part of a mixed-use regime had to be complete alongside installing lock boxes and appointing Responsible Persons. The Fire Safety (England) Regulations 2022 also came into force with deadlines included such as all internal doors (both communal and individual demises). The FCA effectively removed insurance commissions from Managing Agents and just recently the Leasehold Reform Act was published.

2024 will see the ramifications from the Reform Act play out alongside more of a focus on sustainability with developers and Property Managers adopting eco-friendly practices, implementing energy saving solutions as climate change concerns growing. Related to that, in our niche, we expect repair and maintenance demands to increase (average per household) again as they have, year on year from 2021 as different climate patterns have led to further more extreme events alongside what we see a state of disrepair of infrastructure over energy and water networks.

To somewhat counter that and end on a positive note there is light at the end of the tunnel via the exponential change in technology; from "simple" smart locks, IOT sensors and more available data for predictive maintenance to the almost daily advances in AI – from assistants that read Leases and take basic leaseholder and resident enquiries to AI assisted everyday working tasks making Property Managers more effective, something sorely needed as the demands on them increase. Technology is the one weapon managers and suppliers have to be able to streamline operations and continue to provide a service in an increasingly difficult landscape. Those that embrace it, will, in our opinion be the winners in 2024.

For more articles by Adiuvo, please click here.

Formed in 2007 by ex-London Property Managers, adiuvo (from the Latin to help or assist) to initially offer a service that had, in their opinion, been severely lacking; a professional and knowledgeable office based emergency out of hours' response for Property Managers.

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Remuneration Disclosure from 31st December 2023

Residentsline Flats Insurance

www.residentsline.co.uk

As the Financial Conduct Authorities new regulations with regards to multi-occupancy residential buildings insurance come into effect, leaseholders will be given new levels of clarity. The new rules kick in from 31st December 2023 and bring with them a few positive changes for UK leaseholders.

Here we'll be focussing on the new requirements for transparency and fair value when it comes to commission and renumeration in the insurance sector, and how the new rules will empower leaseholders and boost competition.

What Started All of This?

For years, leaseholders have been frustrated at their lack of control over their insurance. They foot the bill, but are not a part of the decision-making process and, until now, were not considered a 'stakeholder' in the eyes of the industry.

This is why, in January 2022, Michael Gove (the Secretary of State for Levelling Up, Housing and Communities) ordered an inquiry into the building's insurance market. In May 2022, the Financial Conduct Authority announced that they would be collecting data on 'fair value' for leaseholders.

In this review of the market, they found that almost a third of the cost of insurance premiums could be made up of commission and fees (inflated by unscrupulous freeholders agreeing to higher premiums in return for a share of the brokers' commissions) and that service charge demands were not transparent enough for this to be easily spotted and challenged by leaseholders.

In his letter to the FCA in response to the FCA's findings, Michael Gove said: **"I will take action to ban managing agents, landlords and freeholders from taking commissions and other payments when they take out buildings insurance, replacing such payments with more transparent fees. I will press insurance firms, managing agents, landlords and freeholders to change their practices as a matter of priority."**

Having laid out their proposed changes and received feedback from the industry, the FCA has now finalised the new rules which will be in place ready for 2024. They include naming leaseholders as 'stakeholders' so that fair value regulations now apply to them too, as well as a required disclosure document that must be supplied to leaseholders once a policy is put in place.

Full Disclosure

The rules state that, from 31st December 2023, firms must provide detailed information re the product and their services once a policy is purchased. It must be compiled and provided to the policy-buyer, with clear instructions that it must also be passed on to all leaseholders. If it's not passed along as instructed, leaseholders are able to contact the firm to request their assistance.

"We consider it important that firms disclose any remuneration they or others may receive in relation to the multi occupancy building insurance contract in question. This includes remuneration such as contingent commissions or profit-shares which may only be earned or paid after the contract is concluded. We are including additional guidance to clarify what is required to be disclosed (estimated if necessary).

Our proposed rules were intended to give leaseholders access to the right information to enable them to understand the arrangements and challenge insurance costs which have been incurred through poor practices, without creating significant additional costs that could be passed on to leaseholders"

The details must include:

- A summary of the features of the policy, including main benefits, coverage and exclusions of the policy, duration and insured sum.
- The policy premium- where the policy covers a portfolio of buildings, firms must disclose the premium at building or dwelling level.
- The remuneration which any authorised intermediaries received for arranging the insurance, as well as remuneration they pay to other parties (including unregulated Property Managing Agents and freeholders).
- Information about potential conflicts of interests, such as ownership links between the intermediary and the insurer, and about the insurers with whom the intermediary may place the policy.
- The number of alternative quotes they have obtained (with further details of these to be provided on request) and a brief explanation of why they have proposed or recommended that the policy is in the interests of both the freeholder and leaseholders.

Responsibility for producing the information will be split between the insurer and intermediary:

- The insurer would be responsible for providing the policy summary and pricing information.
- The intermediary would be responsible for producing remuneration, conflicts or interests and placing and history information.

The information must be disclosed "as soon as reasonably practicable after the conclusion of the contract" which some leaseholders may be frustrated by. In response to feedback received along these lines, the FCA states their reasoning for the rules around timing:

"Although we understand leaseholders want to have information as early as possible, we do not think providing information before conclusion would produce any benefits compared to providing it after. Leaseholders are generally only able to challenge insurance costs once they are charged to them by the freeholder. Providing information earlier could increase costs which would be likely to be passed on to leaseholders. We understand that the current market position means more complex insurance contracts are often only concluded shortly before they come into force. Adding work into that process before a contract is concluded would increase the risk of the building going uninsured."

Competition Boost

The disclosure document will certainly provide leaseholders with the opportunity to spot and challenge any problematic renumeration, but it will also enable them to compare their coverage and policy details with other products available on the market. This is expected to have a sizeable influence on the levels of competition in the sector, which may well drive prices down for leaseholders too.

"We consider our new rules are compatible with advancing the FCA's secondary international competitiveness and growth objective. By requiring firms to ensure their products are consistent with the needs of leaseholders and other policy stakeholders, and are priced and remunerated for, in a way that provides fair value, we hope to promote fairer and more effective competition in the UK insurance market."

Overall, the new regulations are set to have a positive impact on leaseholders and shake up the buildings insurance industry. With clearer guidance around who is considered the stakeholder and the need to disclose all the renumeration and commission involved, firms will have little choice but to clean up their act and ensure the needs of the leaseholder are considered as highly as those of the freeholder.

For more from Residentsline please click here.

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Residentsline Flats Insurance

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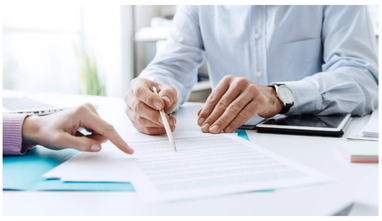
What is a "Distributor" in Relation to your Insurance and What Information Should Your Managing Agent be Providing?

London Flats Insurance
www.londonflatsinsurance.co.uk
020 7993 3034

For most leaseholders, frustration has been felt at the cost of insurance being added to service charge bills with little or no control over the choice of policy being afforded to the bill payer. From the 31st December 2023, this will no longer be the case.

The Financial Conduct Authority's new rules mean that leaseholders will now be considered a stakeholder, and certain information must be shared with them so that more informed choices can be made. As many policies renew in the new year, we thought we could provide a timely reminder of the importance of knowing exactly who you're dealing with and what you can now expect when arranging your new policy.



The Rule Changes in a Nutshell

Until now, leaseholders have been shut out of the insurance policy purchase completely, other than being asked to pay for the premiums. January 2022, Michael Gove (the Secretary of State for Levelling Up, Housing and Communities) ordered an inquiry into the building's insurance market due to multiple concerns including a lack of fair value being afforded to leaseholders.

May 2022, the Financial Conduct Authority announced that they would be collecting data on 'fair value' for leaseholders. In this review of the market, they found that almost a third of the cost of insurance premiums could be made up of commission and fees (inflated by unscrupulous freeholders agreeing to higher premiums in return for a share of the brokers' commissions) and that service charge demands were not transparent enough for this to be easily spotted by leaseholders.

In his letter to the FCA in response to the FCA's findings, Michael Gove said:

"I will take action to ban managing agents, landlords and freeholders from taking commissions and other payments when they take out buildings insurance, replacing such payments with more transparent fees. I will press insurance firms, managing agents, landlords and freeholders to change their practices as a matter of priority."

Having finalised their research and completed their new rules, the FCA have stated that, as of the 31st December 2023, leaseholders will be considered as stakeholders and must be treated as such during the planning of policy coverage as well as during the transaction itself.

Once the changes come into effect, distributors will also have to provide a detailed disclosure document for any and all stakeholders, including the leaseholders. It must contain the information needed for leaseholders to be given true transparency and the chance to challenge policy choices.

So, who is Your Distributor?

Put simply, a distributor is any firm that arranges an insurance product for you who is not the insurer themselves. This could be a broker or an intermediary (the difference being that and intermediary normally acts as an agent of a particular insurer or insurers while a broker normally acts as an agent of the insurance buyer), or your property managing agent.

London Flats Insurance are an intermediary and underwriter, if your building's insurance is arranged using our expertise and assistance, then we (and your property managing agent, if you use one) are your distributor(s).

To clarify, we've detailed the various chains of distribution that can occur below:

Insurer – intermediary – broker – agent – policyholder – leaseholder

Or

Insurer – intermediary- agent- policyholder- leaseholder

Or

Insurer – intermediary – policyholder – leaseholder

From the 31st of December 2023, if your Managing Agent or Resident Management Company director arranged your building's insurance through us, you as a leaseholder can expect to be considered in all our processes as an equal stakeholder.

You, as a leaseholder, should also receive the disclosure document mentioned above. We will provide this to whoever arranges the policy with us, and they are expected to pass it on to you. If they don't, you can contact us for a copy to be provided directly.

What Information Should be Included in the Disclosure?

The rules now state that firms must provide detailed information re the product and their services. It must be compiled and provided to the policy-buyer, with clear instructions that it must also be passed on to all leaseholders.

The details must include:

- A summary of the features of the policy, including main benefits, coverage and exclusions of the policy, duration and insured sum.
- The policy premium- where the policy covers a portfolio of buildings, firms must disclose the premium at building or dwelling level.
- The remuneration which any authorised intermediaries received for arranging the insurance, as well as remuneration they pay to other parties (including unregulated Property Managing Agents and freeholders).
- Information about potential conflicts of interests, such as ownership links between the intermediary and the insurer, and about the insurers with whom the intermediary may place the policy.
- The number of alternative quotes they have obtained (with further details of these to be provided on request) and a brief explanation of why they have proposed or recommended that the policy is in the interests of both the freeholder and leaseholders.

According to the new rules, responsibility for producing the information would be split between the insurer and intermediary:

- The insurer would be responsible for providing the policy summary and pricing information.
- The intermediary would be responsible for producing remuneration, conflicts or interests and placing and history information.

If leaseholders later make their intermediary aware that they have not received the document, the firm must then assist. In terms of timing, the information must be disclosed ***"as soon as reasonably practicable after the conclusion of the contract".*** The FCA defended the decision to provide the information after the point of sale, rather than before in their reasoning below

"Although we understand leaseholders want to have information as early as possible, we do not think providing information before conclusion would produce any benefits compared to providing it after. Leaseholders are generally only able to challenge insurance costs once they are charged to them by the freeholder. Providing information earlier could increase costs which would be likely to be passed on to leaseholders. We understand that the current market position means more complex insurance contracts are often only concluded shortly before they come into force. Adding work into that process before a contract is concluded would increase the risk of the building going uninsured."

So, if your building is insured via us, you can expect full compliance with the new rules and rest assured that we fully support the changes made in the interest of leaseholders. For any renewals or new policies taken out, you will be considered an equal stakeholder throughout, and the disclosure document will be produced as soon as possible once the policy is in place.

If you have any concerns or questions, please don't hesitate to contact our friendly team for further information.

To visit London Flats Insurances website, click here.

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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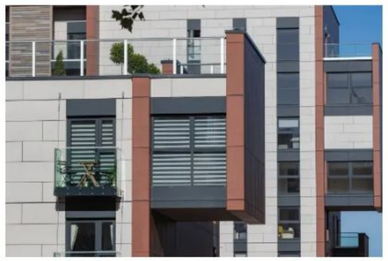

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Christmas Tree Safety

www.londonflatsinsurance.co.uk

Christmas is a wonderful time of year, but safety must stay front of mind when decorating your home. Christmas trees, lights and extensions leads can all pose serious risks if not handled correctly. Here we'll be outlining some of the dangers and reminding readers of the ways you can reduce risk to your residents and staff this year.

First Things First

Before we even go into the potential hazards Christmas decorations can pose, the first reminder is to check your fire alarms.

Residents should set themselves a reminder to change the batteries in the alarms in their units one a year. You should also check they're working every couple of months while giving them a quick dust to avoid the sensors becoming blocked.

Property Managers will of course be up to date with Fire Safety checks, but it's worth a double check of the alarm system at this time of year. With each unit most-likely playing host to a Christmas tree, lights and decorations, the risk is far higher during the holiday season.

Christmas Trees

Trees are the number one hazard at Christmas time; from fires, to falls, to the lights and decorations draped over them. If you need a reminder of the kind of danger they pose from a fire safety perspective, this famous video could serve as a stark reminder.

As a property manager, you can remind your residents of the key points:

Choosing a real tree

If you're going for a live tree, it's important to check it's well hydrated at purchase. Needles should be hard to pull back and full of colour. They shouldn't break off easily and the trunk should be damp and sticky to the touch. Give your tree of choice a thump against the ground- if many needles fall off it's unlikely to be freshly cut and has probably dried out, posing more of a fire risk.

Real trees must be watered

Keeping your tree well-hydrated makes for a longer-lasting tree that looks healthier and holds onto its needles for longer, while also reducing your fire risk. Dry wood burns faster.

Placement is important

Beautiful trees next to cosy, roaring fires may look picturesque, but this combo is not a wise choice. Trees (real or fake) should be placed at least 3 feet away from fireplaces, candles and heat sources such as radiators to avoid drying out and/or catching light.

Outside for outside, inside for inside

Outdoor lights are designed to handle the elements. Indoor lights are not. Make sure you follow the guidelines on the packaging. You should also avoid running wires or extension cords through doors/windows. This can damage the wires, stop fire doors from closing and create more air flow to fires should they occur.

Tree-Related Decorations

Of course with trees come tinsel, baubles and lights- complete with extension leads. You can also remind your residents of the following:

Electric lights and metal don't mix

For the sake of reducing your fire risk as well as the chance of any nasty electric shocks, don't combine electric lights with metal objects or decorations. If you have a metal tree or metal decorations, use ornaments, tinsel, garlands etc alongside them. Don't be tempted to use anything that plugs in! On this same point, avoid using staples, nails or pins to hang your lights- always stick to plastic hooks/fixings that won't pose a shock risk.

Turn lights off overnight/when you're away

I think most of us will be in this habit anyway due to the horror stories we hear every year about house fires, but also because it's an energy-saving tactic. Reduce your fire risk and save money by turning things off at the plug, even if they are LEDs that don't produce heat.

Check the ratings

We all love a bargain, but discount Christmas lights should be approached with caution. All lights should have a product safety testing logo on them, either from the Underwriter's Laboratory (UI) or Intertek (ETL Semko). So, check the packaging carefully.

Watch out for frayed wires

When the time comes to dig them out of storage, check your lights over very carefully. Age or mice may have got the better of them, and frayed wires can cause shocks or fires. It's worth giving them a good once-over to make sure they're still in great condition.

Extension lead safety

Extension leads may not seem too dangerous but they can be. If they're damaged, overloaded or create tripping hazards, they can cause big problems. Check them over before use and make sure you're not overloading them. Also be aware of the maximum current rating for your particular lead. You can also avoid a trip to A&E and a dramatic tree-felling by not placing them over walkways.

Resident safety reminders should be at the top of your list this December. Hopefully this handy list will prevent any avoidable accidents occurring in your building.

For more information from London Flats Insurance, please click here. Alternatively, you can also click here for more from Flat Living.

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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Keeping Your Home Safe While You're Away for Christmas

www.blockinabox.co.uk

As many of us make our way across the country to join family and friends this festive season, thousands of homes will be left unattended. While the risk remains low, this does leave them open to fires, burst pipes and burglary. Luckily there are many easy steps you can take before heading out the door that will reduce your risk and give you greater peace of mind; allowing you to focus on the task of celebrating and making happy memories.

Security

While some of the below may be seem obvious, going away from home for any length of time can send many of us into a tailspin. There are bags to pack (including for children and babies which can seem like a monumental task!) as well as presents to wrap and sneak into cars, dogs to pack off to pet-sitters, medicine to remember…enough to keep anyone's mind occupied!

So, here's a handy checklist to make sure your home security is as it should be before you hit the road:

Lock doors and windows

An obvious one but a good place to start! Check all windows and doors systematically before you leave. If any locks are faulty or hinges seem weak, it's best to upgrade these before the festive season if you can.

Don't forget the garage door- this is often an entry point for thieves, and it slips many people's minds. This is especially important if you hold valuable items there or if the garage affords access to the house.

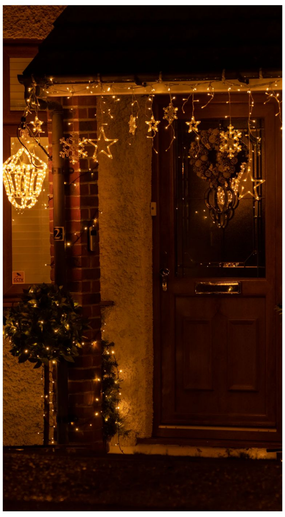
Lights

If you can, set your lights on a timer to come on and turn off at appropriate times. If you don't have a system that allows this, ask a trusted neighbour to pop in in the evenings to turn the front-facing lights on and to turn them off in the mornings.

Keep valuables out of sight and away from doors

It can be tempting to set the tree up in the bay window, surrounded by beautifully wrapped gifts, but this serves as an advertisement to thieves. Keep the tree away from windows and don't keep anything valuable close to exit/entry points. You don't want to make it easy for them.

When it comes to smaller, valuable items, hide these in separate, non-obvious hiding places. Avoid the sock drawer!



Remove packaging from outside

If you're going away after the big day, it can be easy to leave the packaging for valuable gifts visible outside as the recycling bin overflows. Make sure you move obvious packaging out of sight to avoid advertising your possessions.

Tools, ladders and garden equipment

Lock all of the above away in the shed. If your shed isn't secure, lock them in the house. Not only are the items valuable in their own right, they can also be used to gain access to the house.

Hide keys

Resist this temptation at all costs! Never leave a spare key behind the flower pot, under the mat or in a shoe in the porch. Burglars know all the tricks and will always search for a key before trying to break in.

Instead, leave a key with a trusted neighbour in case of emergency.

Christmas lights

Your house may be beautifully decorated, and you may want to keep the display lit at night to make it less obvious that you're gone. An excellent point, but make sure your lights are battery powered. Leads running through windows or doors afford a burglar the perfect opportunity to gain entry.

Alarms and video doorbells

If you have an alarm, make sure it's set! If you don't, consider getting one if you can. Even a dummy alarm can scare off potential thieves. Many of us now have video doorbells which alert us to visitors and can record video of events if we want them to- consider this option and use all available functionality while you're away, including speaking to anyone at the door. You can simply tell a stranger at the door that you're in the back garden or bathroom and can't get to the door.

Security lights

A well-lit driveway will deter most thieves. They don't want to be caught on your doorbell camera or anyone else's- and they don't want to be confronted by neighbours. Make sure the sensors and any solar panels are clean.

Keep it to yourself

Tempting as it is to post a status about your exciting holiday plans, or to check in at restaurants and events…don't. You never know who may see your posts and it could act as an announcement that your house is empty.

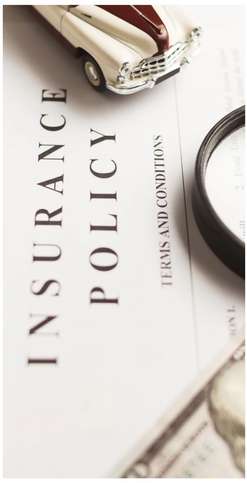
The same goes for posting photos of your adventures- save them for when you get home.

For lengthy holidays

Add these to your trusty neighbour's list if you're going away for an extended period of time: ask them to park on your driveway if they can, to pick up your post and to pop your wheely bins in and out at the right time, even if they're empty.

You should also cancel any regular deliveries such as milk or newspapers but allow any regular maintenance to continue (such as cleaners or gardeners). They can continue to let themselves in as usual and make the house seem lived in. Consider booking a gardener if you don't already have one. They can keep on top of any visible lawns while you're gone too.

If you don't have a neighbour who can pick up your post, the Royal Mail provide a 'Keepsafe' service whereby they hold onto your posts for up to 100 days and deliver it to you once you're home.



Insurance

Before you go away, take the time to check your current policies against the circumstances you're planning. You may need to pay a small amount for a slight upgrade to make sure you're covered- a small price to pay versus the cost of a rejected claim.

Check your level of cover for contents and possessions is accurate and up to date. Also check for any exclusions in the policy which could render a claim void if you're away for over a certain amount of days etc. Giving someone access to the house (pet sitters, that friendly neighbour we keep mentioning, or your cleaner etc), may also influence your policy.

Safety

The usual threats of winter temperatures continue while you're away- preparing your house for anything that could occur while you're gone could save you're a lots of time, money and heartache.

Plugs

This is a quick, easy preventative measure. Turn off all plugs apart from your fridge/freezer. Doing so reduces your fire risk and the risk to your appliances should your home experience any flooding.

Frozen pipe prevention

Temperatures may plummet in your absence. Reduce your risk of burst pipes and flooding by making sure pipes are well insulated and checked pipes for any obvious signs of damage before you leave. Ask whoever will be keeping an eye on things to let you know if they see any signs of damage while you're away. Make them aware of where the stop cock is too!

You should also replace any faulty washers (as dripping taps can freeze and block pipes) and set your boiler to keep a suitable temperature throughout your home while you're gone. This will keep water flowing freely and prevent any damp setting in.

Hopefully that's given you some food for thought. We also hope you have a fantastic holiday season whether you're at home or away.

For more information from Block in a Box, then please click here. For more from Flat Living, then alternatively click here.

Block in a Box has 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

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Asbestos Survey and Management

Broadband Services

Cladding Consultancy

Commercial Property Surveying

Contractor Accreditation

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Flat Living Magazine

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Fire Risk Appraisal of External Walls

Fire Safety Information Posters

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Quantity Surveying

Reinstatement Cost Assessments

Representative for Cladding Remediation Funding

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Right to Manage

Rights of Light

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Section 20 Major Works

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What is Fair Value and What Does it Mean for You From 31/12?

There's a new world on the horizon for the residential buildings insurance industry.

From 31st December 2023, the Financial Conduct Authority has updated its rules surrounding the treatment of leaseholders across the sector.

Their rules mean that leaseholders will now be treated as a 'stakeholder', and as such, insurers, intermediaries, and brokers will have to consider their needs from policy draft to the point of sale. Everyone involved in the sale of a policy will need to be able to demonstrate that they are providing fair value to all parties, including leaseholders.

Here we'll be discussing what 'fair value' actually is, and what the changes mean for leaseholders as we move towards 2024.

What Does "Fair Value" Mean?

Fair value is a tricky phrase to define and a tough quality to quantify. The FCA's definition doesn't refer to specific pricing or a numerical approach at all. Within their rules, services are defined as providing 'fair value' where the amount paid in exchange is considered reasonable, relative to the benefits received by the customer.

During their 2022 review of the market (instigated by Michael Gove's inquiry into the buildings insurance market in January of that year), the FCA found that ***"Some remuneration practices within the market seem excessive and do not deliver fair value."***

What are the Current Rules and How are Things Changing?

Since 2021, there have been regulations in place that require firms to provide products that deliver 'fair value' to stakeholders in their target market.

In January 2022 (when Mr Gove kick-started the conversation with his inquiry) the FCA wrote to CEOs of insurers and intermediaries to remind them of their obligations. They pointed out in their reminder that, while freeholders may be the official 'customer', firms should also be considering the freeholder's duty to their leaseholders.

During their 2022 review into the market, the FCA found that almost a third of the cost of insurance premiums could be made up of commission and fees (inflated by unscrupulous freeholders agreeing to higher premiums in return for a share of the brokers' commissions). They also concluded that service charge demands were not transparent enough for this to be easily spotted by leaseholders.

In July 2023, the Financial Conduct Authority brought out their updated rules for Consumer Duty.

The new regulations comprised of:

- A new Consumer Principle that required firms to act to deliver good outcomes for retail customers
- Cross-cutting rules providing greater clarity on their expectations under the new Principle, and helping firms interpret the four outcomes (see below)
- Rules relating to the four outcomes they wanted to see under the Consumer Duty (these represent key elements of the firm-consumer relationship which are instrumental in helping to drive good outcomes for customers)

The four outcomes were:

- Products and Services
- Price and Value
- Consumer Understanding
- Consumer Support

The rules included products for the multi-occupancy buildings insurance market, but at this point leaseholders were not considered formally as 'stakeholders'.

It was clear from the FCA's review that their current rules didn't go far enough, and that their reminder to firms hadn't been truly heeded. The new rules aim to rectify this, building on the current requirements and extending the rights of being a 'stakeholder' to the leaseholders themselves.

Reduced Renumeration and a More Competitive Market

The new rules are expected to provide a boost to competition in the industry. Until now, leaseholders have been kept in the dark about the pricing behind their policies and the coverage they're receiving. Now that they will be receiving more information, leaseholders will be able to challenge policy choices.

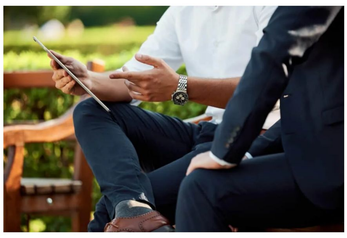
"We consider our new rules are compatible with advancing the FCA's secondary international competitiveness and growth objective. By requiring firms to ensure their products are consistent with the needs of leaseholders and other policy stakeholders, and are priced and remunerated for, in a way that provides fair value, we hope to promote fairer and more effective competition in the UK insurance market."

The regulations will also clamp down on commission and renumeration in the market:

"Intermediaries who receive percentage-based commissions that have increased in absolute amounts as risk premiums have risen would likely need to reduce the percentage they receive. Earnings that increase purely because of premium increases would be unlikely to reflect additional benefits provided to leaseholders, so would not meet our fair value requirements... Firms need to consider the amount of remuneration they share with other parties in the distribution chain, such as freeholders and PMAs. Our rules would not allow such payments unless firms can demonstrate they provide fair value to leaseholders."

And finally, the rules will reduce the practise of payments being made to property management firms and freeholders who arrange the insurance:

"The FCA expects brokers to immediately stop paying commissions to third parties (including property managing agents and freeholders) where they do not have appropriate justification and evidence for doing so in line with our rules on fair value."



How Will This Affect You as a Leaseholder?

The effect of the new rules will bring empowerment and control for leaseholders. When your buildings insurance is being arranged, you will now be considered a stakeholder in the eyes of the law, and so the FCA's regulations on Consumer Duty extend to you. You may not have a direct hand in the arrangements, but you will have to be considered equally alongside the needs of the freeholder.

Insurance companies and intermediaries will now need to:

• Consider leaseholders as a relevant part of the target market when designing, pricing and distributing their products.

• Demonstrate that products provide fair value to leaseholders as well as any other stakeholders. This means there must be a fair relationship between the total price and the overall benefits leaseholders receive.

Firms will need to be able to clearly demonstrate how their practises, products and services provide fair value to all parties, including leaseholders. In their publication of the new rules, the FCA states that one of the key outcomes they are seeking is:

"Requiring firms to ensure their products are consistent with the needs and interests of leaseholders and other policy stakeholders, are priced in a way that provides fair value and that remuneration practices do not lead to poor outcomes."

Essentially, you can expect to see better pricing and far more clarity around who is receiving what in terms of renumeration, thanks to the disclosure document you will now be provided with. This is a document that will be given to whoever arranges your insurance with the express requirement of passing the information on.

It will include:

- A summary of the features of the policy, including main benefits, coverage and exclusions of the policy, duration and insured sum.
- The policy premium- where the policy covers a portfolio of buildings, firms must disclose the premium at building or dwelling level.
- The remuneration which any authorised intermediaries received for arranging the insurance, as well as remuneration they pay to other parties (including unregulated Property Managing Agents and freeholders).
- Information about potential conflicts of interests, such as ownership links between the intermediary and the insurer, and about the insurers with whom the intermediary may place the policy.
- The number of alternative quotes they have obtained (with further details of these to be provided on request) and a brief explanation of why they have proposed or recommended that the policy is in the interests of both the freeholder and leaseholders.

If you don't receive this information following the arrangement of a policy, you can contact the intermediary or insurer for their assistance.

For more from Flat Living Insurance, click here.

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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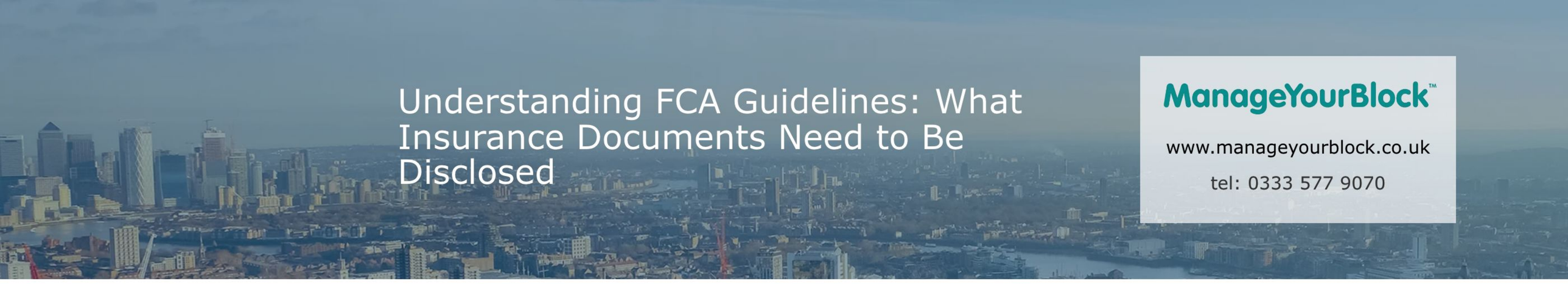


Understanding FCA Guidelines: What Insurance Documents Need to Be Disclosed

ManageYourBlock™

www.manageyourblock.co.uk

tel: 0333 577 9070

The Financial Conduct Authority (FCA) released the Policy Statement and Final Rules on the 29th of September 2023 following review of multi-occupancy insurance with changes made effective from the 31st of December 2023.

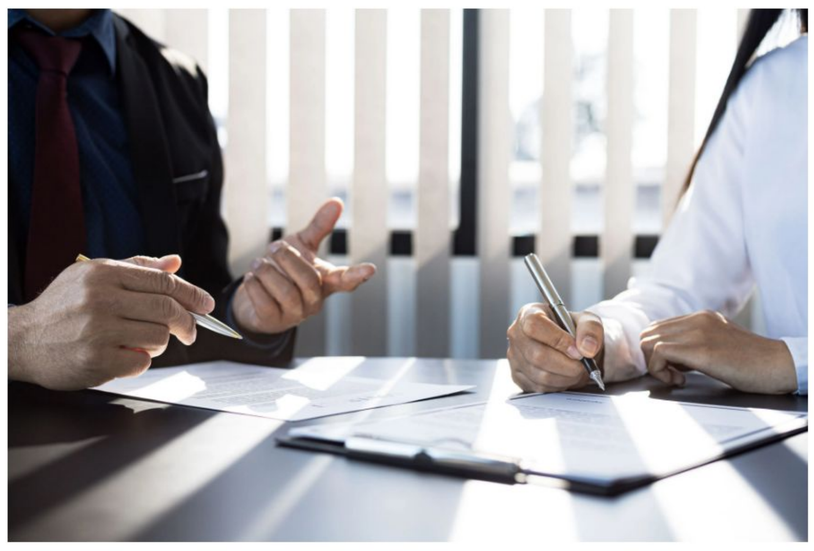
In the world of insurance, transparency and disclosure are key factors to make sure that everyone is fully informed about their policies. The FCA has introduced new guidelines on the disclosure of insurance documents. In this article, we aim to provide clarity on the new guidelines and what insurance documents need to be disclosed.

What Needs to be Disclosed

The new obligations covered by the Financial Conduct Authority will apply to contacts that are concluded once the rules have come into place on the 31st of December 2023. Therefore, where an insurance contract is finalised, it is imperative that disclosure documents are provided. The FCA guidelines included the following information to be disclosed:

In the consultation, we (the FCA) proposed that firms be required to disclose key information about the product and about their services. This disclosure would include:

- ***A summary of the features of the policy, including main benefits, coverage and exclusions of the policy, duration, and insured sum.***
- ***The policy premium. Where the policy covers a portfolio of buildings, firms must disclose the premium at building or dwelling level.***
- ***The remuneration (money paid for work or a service) which any authorised intermediaries received for arranging the insurance, as well as remuneration they pay to other parties including unregulated PMAs and freeholders.***
- ***Information about potential conflicts of interests, such as ownership links between the intermediary and the insurer, and about the insurers with whom the intermediary may place the policy.***
- ***The number of alternative quotes they have obtained (with further details of these to be provided on request) and a brief explanation of why they have proposed or recommended that the policy is in the interests of both the freeholder and leaseholders.***



The responsibility of gathering and distributing the above information lies with the insurer and the intermediary. The insurer would be responsible for providing the policy summary and pricing information whilst the intermediary would handle renumeration, conflicts of interest and historical information. The company directly interacting with the customer would bear the responsibility of providing this information to them.

The Importance of Disclosure

Disclosing the above information outlined by the FCA encourages a wider transparency of costs. This makes it more difficult for service providers to hide unreasonable and unfair costs. If individuals involved in this process are concerned about prices involved in obtaining insurance policies and cover, they are entitled to challenge disproportionate costs.

Providing advised documents not only complies with regulations set out by the FCA but also protects consumers whilst adhering to fair value. The transparency of policies and renumeration helps to prevent misunderstandings and ensures that freeholders and leaseholders (now described as ‘stakeholders’) have a clear understanding of what they are paying for.

By making the number of alternative quotes along with further details of these acts in the best interest of both the freeholder and leaseholder.

It encourages firms and intermediaries to prioritise the consumer and ensures that they are complying with fair value instead of providing policies whereby they might receive additional benefits such as increased commission paid to themselves.

Without proper disclosure, leaseholders may be unsure of hidden fees or additional costs that may be associated with insurance policies. This may include administration fees from intermediaries and policy cancellation fees etc. Not only this but disregarding proper disclosure can also mean that freeholders and leaseholders are not fully aware of the features included within their insurance policy wordings. Therefore, proper disclosure assists leaseholders to budget effectively whilst providing them with a breakdown of all costs involved and making sure that they understand their cover.

Conclusion

The guidelines from the FCA regarding disclosure of insurance documents highlight the significance of transparent communication between insurers and policyholders. It is essential for both entities to meet their obligations. Not only during the application process but also throughout the entire policy duration. Policyholders must provide accurate and complete information, while insurers must present policy details and key information outlined by the FCA clearly and understandably. By adhering to these guidelines, the insurance industry can cultivate trust. They can also guarantee that clients are well-informed on coverage, leading to a more secure insurance environment for all.

For more information, you can read the full FCA Policy Statement and Final Rules here.

Alternatively, the British Property Federation discussed FCA Reforms to Multi-Occupancy Buildings Insurance which you can access here.

For more from Manage Your Block, click here.

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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An **online portal** designed for RMC's, Directors and Owners of apartment blocks. With Manage Your Block, you can update, control and navigate your documents all in a user-friendly hub. This is accessible through any device at a touch of a button 24/7 personalised to suit your needs.

Who is Manage Your Block For?

Manage Your Block is a nifty online portal specifically designed for anybody managing a block of flats, including:

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

Do you want to make managing your block easier? Consider our trusted software solution used by thousands of professionals nationwide!

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OUR FEATURES

Diary

Set diary reminders to ensure you don't forget anything.

Documents

Securely hold all your block's documents in one place. Examples of what you may want to store include: copy leases, financial records, fire evacuation procedures, along with other day-to-day procedural documents.

Notes

Make sure you have an audit trail by adding notes for anything important.

Quotes

Request quotes from your preferred contractors or use one of our recommended specialists. You can also issue work orders to accept quotes.

Save

Our trustworthy online space lets you keep your most important documents safe, and you will have access day and night, wherever you are.

Contractors

Keep a list of your key contractors, for example, plumbers, decorators, gardeners, window cleaners in one place.

Contacts

All the owners and residents in your block can be added to your contact list, so you can keep track and update it. You'll always have all of this contact info at your fingertips.

Calendar

Record key dates and reminders, for example insurance renewal date, health & safety risk assessment due date, date to send out service charges.

Alerts

Broken down lift? Power shortage? Local crime issues? Provide instant alerts out to all residents with one simple alert.

The Importance of Directors and Officers Liability Insurance

Protect your Directors with Residentsline
www.protectyourdirectors.co.uk

Belinda Bagnall, Managing Director of Residentsline explores the significance of Directors' and Officers' Liability Insurance for your Residents' Management Company.

As a member of a Residents' Management Company, you have a range of responsibilities to ensure the smooth running of your block of flats.

This may include:

- Finance and accounting
- Service charges
- Insurance needs
- Maintenance
- Inspections
- Major works and reparations

This can sometimes be an exhaustive list; it requires a great deal of planning and experience to successfully manage a block of flats or apartments. As such, it can often be easy to make mistakes.

A vital thing to remember here is that, whilst mistakes often happen, any mistakes which cause an incident such as damage or personal injury can result in legal action being taken against the Residents' Management Company.

This is because the directors and officers of the Residents' Management Company are held liable for any decisions taken when acting in their position.

This may seem unfair. After all, being a director or an officer of a Residents' Management Company is a voluntary role which requires a lot of time and effort on behalf of the residents in the block. As such, it can be difficult to understand how directors and officers can be penalised so heavily. Regardless, the fact remains that directors and officers require suitable protection in case of legal action being taken against them.

Directors' and Officers' Liability Insurance

This type of insurance cover provides protection towards members of Residents' Management Companies and their legal liability. Underwritten by AVIVA Insurance, our policy protects directors and officers against the cost of potential claims for alleged wrongful acts.

These may include:

- Breach of trust
- Breach of duty
- Neglect/error/omission
- Misstatement
- Libel and slander
- Breach of warranty of authority
- Wrongful trading

To get Directors and Officers Liability insurance cover today, please visit the Protect Your Directors with Residentsline website.

Did you know that by using our portal to get your quote and to place cover, you can save on admin fees?

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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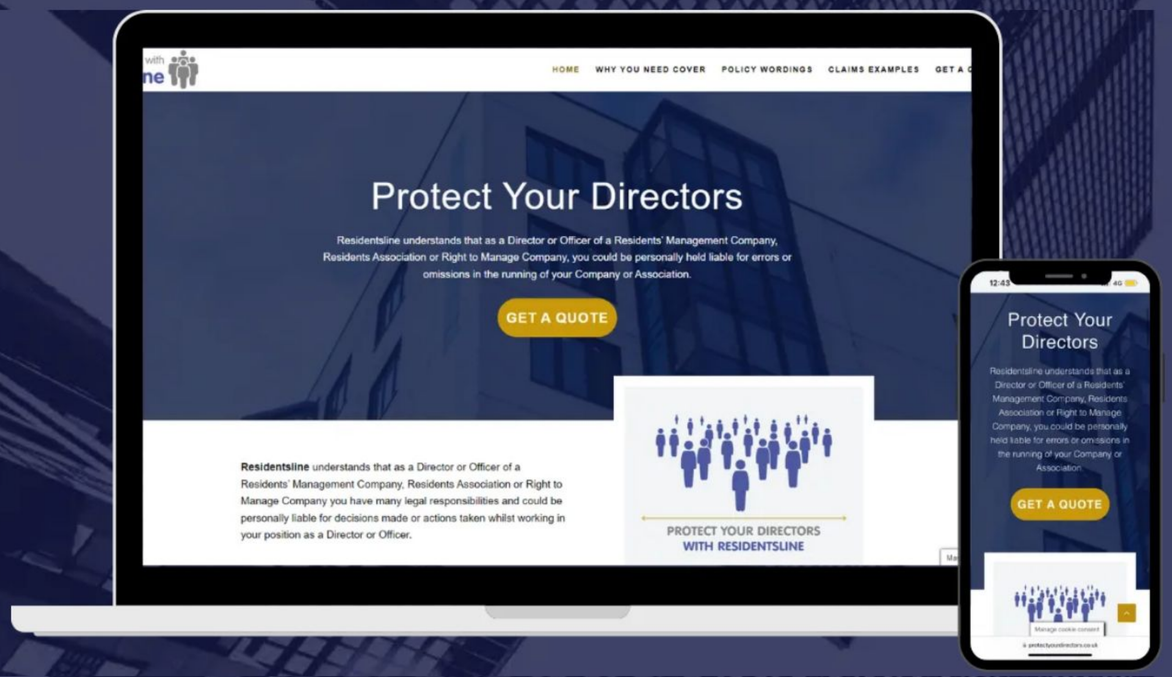

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BUILD YOUR FUTURE,

BLOCK BY BLOCK

"Stella was great throughout the whole process. She was very easy to speak to, always answered my calls and emails promptly. Excellent service!"

- 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

www.blockrecruit.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.

BLOCK RECRUIT

Property Manager - Lettings

Location: Liverpool

Salary: £27,000

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Block Property Manager

Location: West Sussex (Hybrid Working)

Salary: £35,000 - £42,000

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Senior Property Manager

Location: Central London (Home Based)

Salary: £40,000 - £50,000

Tell me more

Block Property Manager

Location: East Sussex

Salary: £35,000 - £42,000

Tell me more

Property Accounts Manager

Location: West Sussex

Salary: £20,000 - £35,000

Tell me more

Block Manager

Location: Cambridgeshire

Salary: £30,000 - £40,000

Tell me more

Senior Property Manager

Location: Central London (Home Based)

Salary: £40,000 - £50,000

Tell me more

Development Manager

Location: South West London

Salary: £60,000 - £65,000

Tell me more

Residential Care Home Manager

Location: Essex (Live-In)

Salary: £25,000 - £30,000

Tell me more

Block Recruit

Block Recruit specialise 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

Upcoming ARMA Training Courses ***2024 dates added***

TC108: Introduction to the Building Safety Act for Property Managers

Dates: 1st-2nd February 2024 9:30am to 12:30pm

Duration:

3 hours a day over 2 days

This course delivers guidance on managing buildings in scope under the Building Safety Act 2022. Through interactive and engaging contents participants will gain confidence in delivering positive building safety outcomes in their areas of responsibilities.

Who should attend?
Property Managers in the UK with responsibilities for managing buildings in scope under the Building Safety Act.

Aim:

To enable property managers to better understand their role in managing building safety under the Building Safety Act efficiently and effectively within their area of responsibility.

Book your place

TC1: Introduction to Residential Property Management

Dates: 4th-5th December and 16th-17th January 2024

A one-day interactive training course, run by ARMA's Technical Officer, for those new to residential leasehold property management. It will provide an overview of the essential knowledge and processes required to effectively manage a leasehold block.

This introductory course is ideal for those new to the sector with less than six month's experience in residential property management and those moving from letting to residential leasehold management.

Book your place

W12 – Flat Front Doors (Conducting Basic Fire Door Checks)

Dates: 24th January 2024

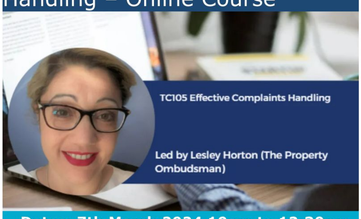
7th March 2024

This training course delivers instruction on how to conduct basic fire door checks under Regulation 10 of the Fire Safety (England) Regulations 2022.

It will aim to enable those with the responsibility for conducting routine fire door checks to appreciate the purpose and role of a fire door and how to identify common faults in fire doors for remediation.

Book your place

TC105: Effective Complaints Handling – Online Course



Dates: 7th March 2024 10am to 12:30pm

Duration: 2.5 hours over 1 day

The property business is a people business, and good business means you will deal with a range of people. Inevitably some of those people will be dissatisfied and will make complaints.

Dealing with complaints effectively is a key business skill that often gets overlooked. If complaints are poorly handled, complainants become more disgruntled – taking up valuable time and resources of organisation's. An effective complaints process aims to deal with complaints quickly and efficiently, identifying root causes and taking effective action to win back the confidence of the complainant.

The aim of this course is to help you and your team understand how best to deal with complaints to repair the relationship between your organisation and the complainant, so that great customer relations can be built and maintained.

Book your place

TC110: Leaseholder Predictions and Landlord's Certifications and Leaseholder Deeds of Certificate

Dates: 30th January 2024 1pm to 4pm

The course will cover

1. Relevant buildings and the exclusions
2. Qualifying leases at the qualifying time
3. Relevant defects and relevant works
4. Associated companies
5. The statutory waterfall under schedule 8
6. Landlord's certificates
7. Leaseholder deeds of certificate

We will also explore the changes to the certificates regime introduced under the Building Safety (Leaseholder Protections etc) (England) (Amendment) Regulations 2023

We'll work through some practical examples, and there will be ample time for questions with the course tutor

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Book your place

TC103: Property Transfers - Implications for Property Managers

Dates: 24th-25th January 2024

3 HOURS PER DAY OVER 2 DAYS

Leasehold properties change hands on a regular basis. During the life of a lease, the leasehold interest is likely to be sold, transferred or otherwise disposed of. And the lease will set out the requirements that outgoing (and incoming) lessees need to adhere to.

Book your place

ARMA Training Costs

ARMA's upcoming training covers a range of topics to help keep staff prepared for the modern world of property management. Courses and webinars will focus on fire safety for property managers, accounting, insurance and more.

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

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

Get in touch

Website: www.arma.org.uk
Phone: 0207 978 2607
Twitter: @ARMAleasehold

Upcoming Events

The Property Institute Annual Seminar 2024

Dates: Thursday 16 May 2024

Venue: Queen Elizabeth II Centre

The Property Institute Annual Seminar promises to deliver important industry updates directly to members whilst also serving up unbeatable networking opportunities with peers and top industry suppliers.

Early Bird Tickets on sale from 8 December until 14 February 2024

Book your place

Oxford Weekender 2024

Friday 22nd March to Sunday 24th March.

The conference will feature a variety of keynote and break-out sessions, specifically designed to inform, equip, and support property management professionals. These sessions will cover all the areas that currently impact our sector and help delegates expand their skills and knowledge.

Over the weekend, delegates will have the chance to hear from industry-leading speakers who will deliver more than 40 keynote addresses, workshops, and updates.

Further details coming soon!

Book your place

ACE Awards 2024

Date: Friday 21st June

Venue: Old Billingsgate, London EC3

ACE Awards 2024 will be heading back to the Roaring '20s with a Great Gatsby theme. Get creative and start planning your frocks & tuxedos for an evening of glitz and glamour!

The 2024 ACE 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 2024, attendees can look forward to new categories and a unique London venue on the bank of the Thames.

Stay tuned for the list of 2024 categories. And in the meantime, save the date!

View the 2023 finalists & winners by clicking the button below:

ACE awards 2023 winners

ARMA SAVE THE DATES - 2024

The Date for ARMA's Annual Conference will be Released soon!

- **Annual Seminar -** Thursday 16th May 2024
- **The Property Institute Regional -** Southampton - 5th September
- **The Property Institute Regional** - Newcastle - 12th September
- **The Property Institute Regional -** Birmingham - 7th November
- **The Property Institute Regional -** Manchester - 12th November
- **The Property Institute Regional -** Bristol - 26th November
- **The Property Institute Regional -** London - 5th December

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

Directories

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

01

Flat Living Directory

02

Recommended Suppliers

03

Find an ARMA Member

Find a Supplier

Featured suppliers from BLOCK in a BOX

Accounting Solutions

Flat Management Co. Accounts Limited

Find out more

Alternative Accommodation

ICAB Insurance Claims Accommodation Bureau

Find out more

Asbestos Surveying and Management, Fire Risk Assessments and many more

4site®

Find out more

Broadband Services

4thUtility

Find out more

Cladding Consultancy, Commercial Property Surveying

EarlKendrick Project & Building Consultancy

Find out more

Company Secretarial Solutions

Garratts Chartered Accountants

Find out more

Cyber Security Training

intelectGroup eLearning

Find out more

Neighbourly Advice: Daylight, Sunlight and Overshadowing

McQuade Neighbourly Matters

Find out more

Directors and Officers Liability

Find out more

Drone Surveys

MIRU

Find out more

Electric charging points

ESTT 1859 BRITISH ENGINEERING SERVICES

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Emergency Assistance

R&M Facilities Management

Find out more

Enfranchisement

BRADY SOLICITORS

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EV Connected

EV//CONNECTED

Find out more

Fire Risk Appraisal of External Walls, Higher-Risk Building Registration and Representative for Cladding Remediation Funding

FRC an RSK company

Find out more

FPRA

FPRA FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Find out more

Historic Building Repair, Housing Assoiations, Party Walls, Planned Maintenance Programs and License to Alter

EarlKendrick Building Surveyors

Find out more

Insurance

FlatLiving® Insurance

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline Flats Insurance

Find out more

Lease Extensions and Lease Variation

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OXY LIFT WRAPS

Find out more

Out of Hours Helpline

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Find out more

Party Walls

McQuade Party Wall Surveyors

Find out more

Quantity Surveying

EarlKendrick Cost Management

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Reinstatement Cost Assessments

BARRETT CORP HARRINGTON

Find out more

Retrofit and Green Updates

EarlKendrick Retrofit Consultancy

Find out more

Right of Light

McQuade Rights to Light Specialists

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Right to Manage

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LEASE The Leasehold Advisory Service

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Rooftop Extensions

Sussex Airspace Developments

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Smartlink45 Prepayment Meters

SmartLink45®

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Utilities

RMC utilities specialists in resident management energy

Find out more

Water leak detection and solutions

Waterguard

Find out more

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:

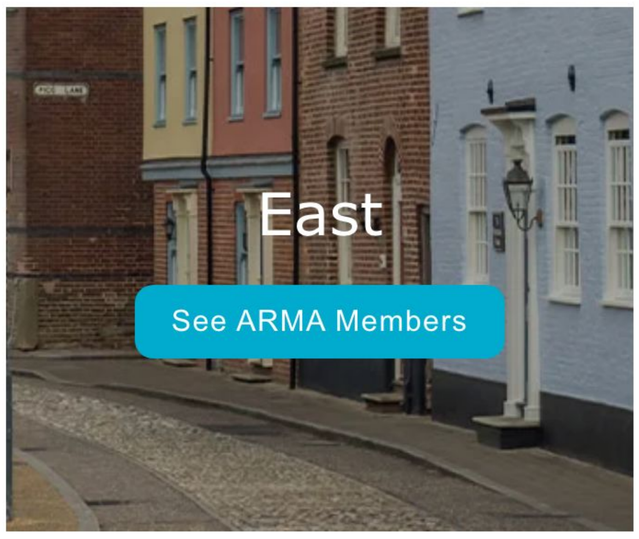
020 7978 2607 | www.arma.org.uk

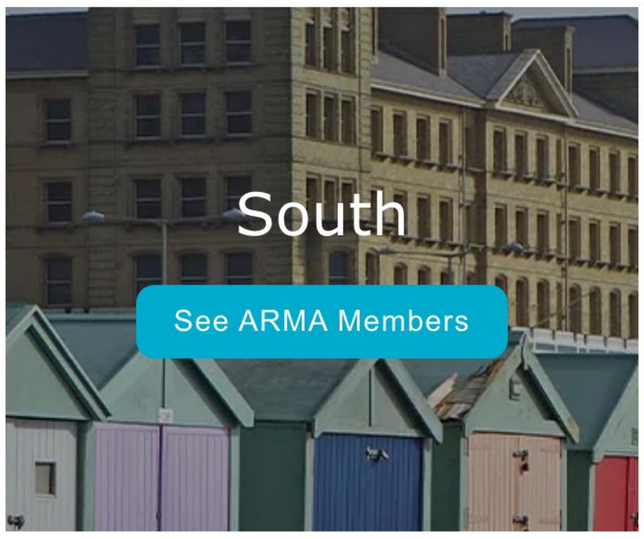
Find an ARMA Member

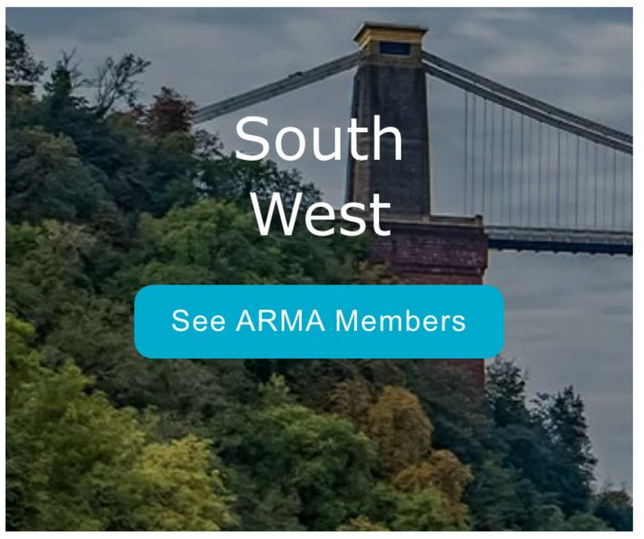
Are you considering a new managing agent?

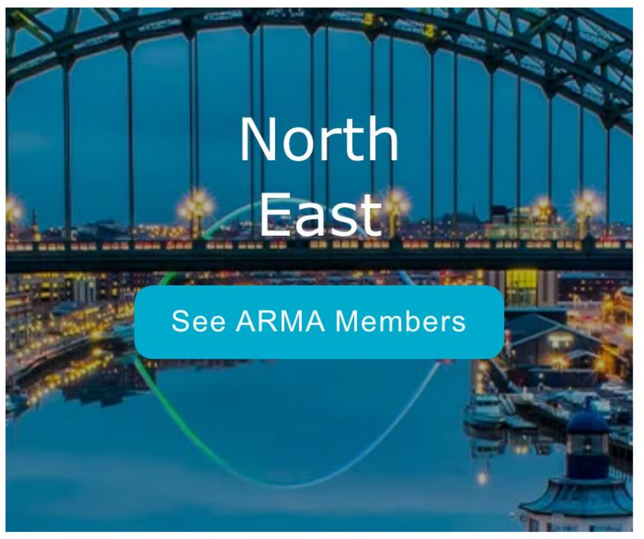
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

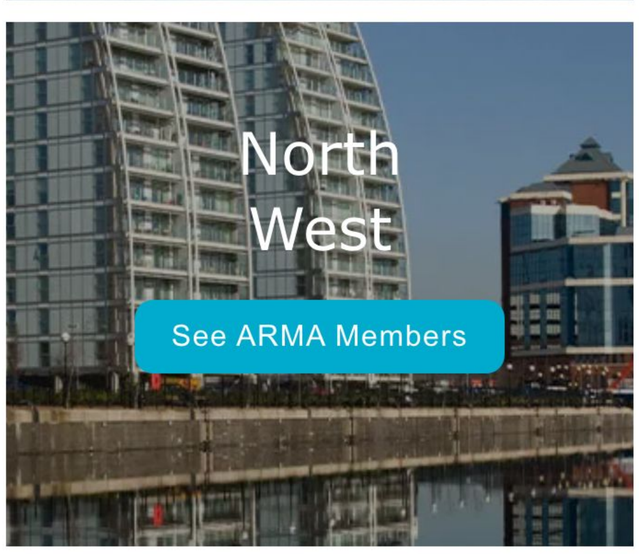
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

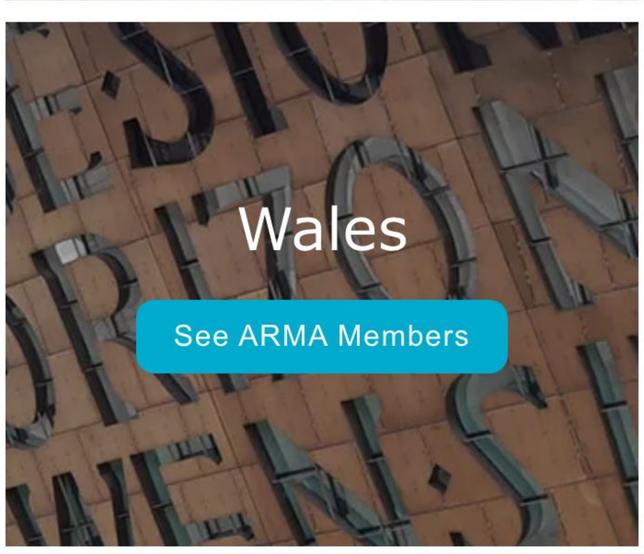


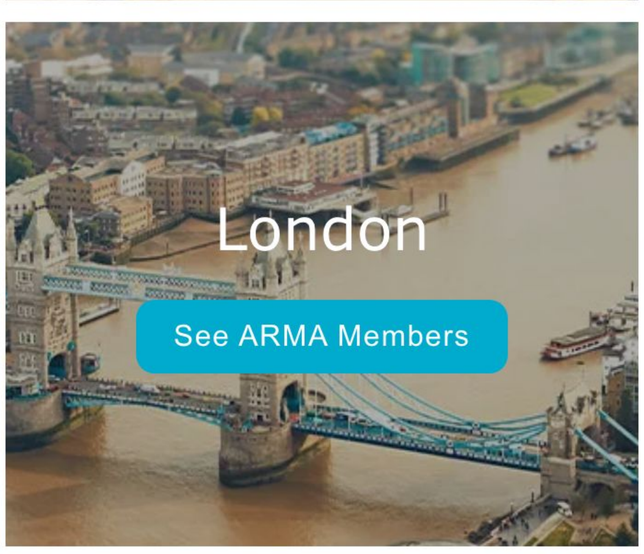


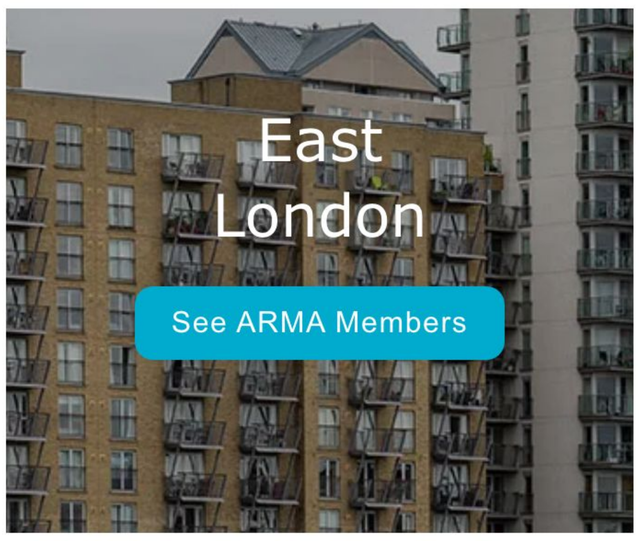












ALEP - the voice of the enfranchisement sector promoting best practice

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

Find an ALEP Member

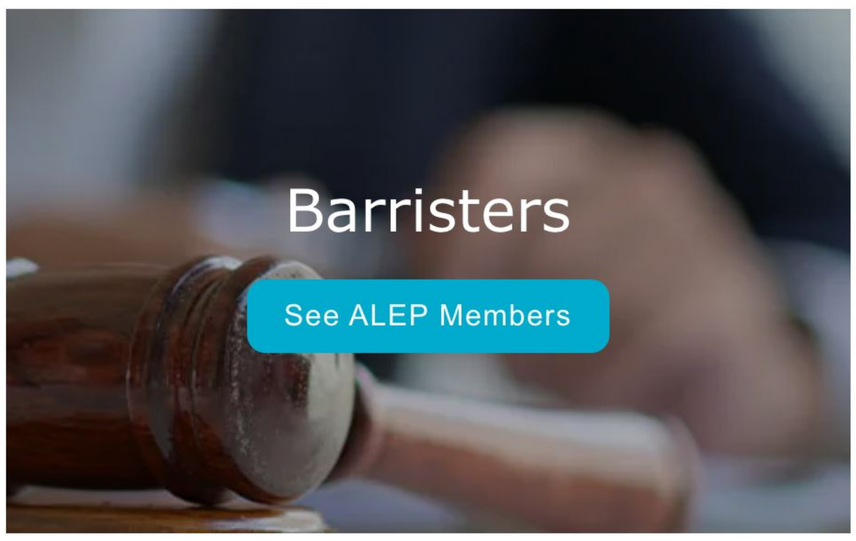
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

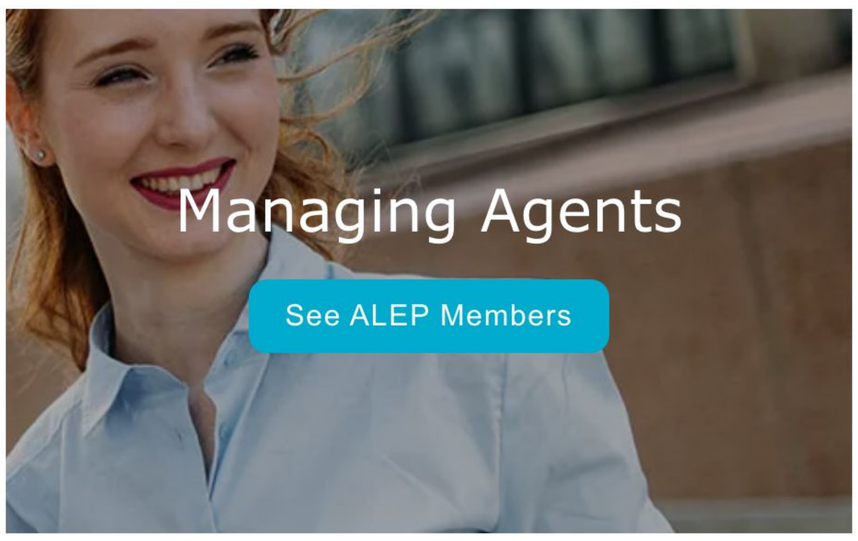
ALEP members can advise or assist with:

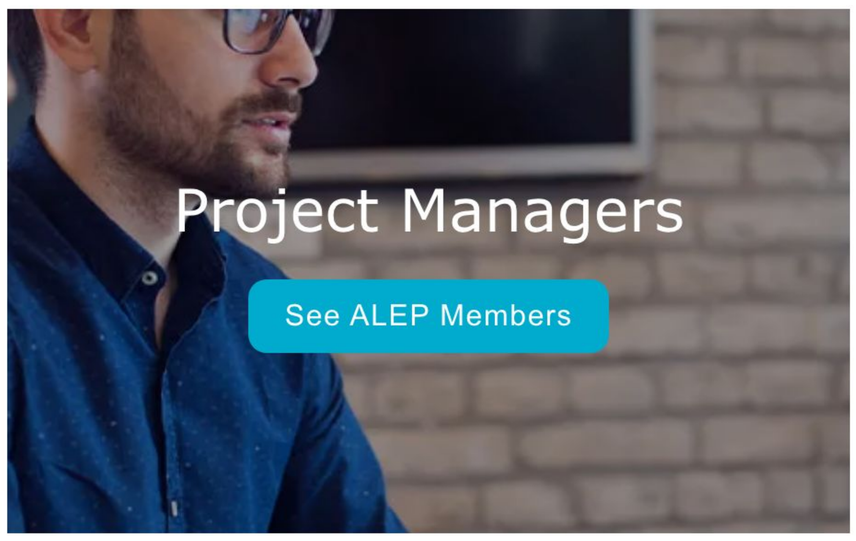
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

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 1,500 articles for Residents Management Companies, Directors and Managing Agents.

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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

Help, Information, Advice and Guidance for Those that Live in, Own or Manage Blocks of Flats.

FlatLiving®

First name

Last name

Email address

example@yourdomain.com

Send me the latest Flat Living Magazine issue each month!

Submit

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
• Lanigan Estates Ltd	London	020 7223 0851	Full Member
• Lee Baron	London	020 7758 5627	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
• Susan Metcalfe Residential Property Management Ltd	England	020 7591 0931	Full Member
• Tideway Property Managers	London	020 7409 0609	Full Member

ARMA Members
South West

• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	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
• Castleford Property Management	Poole	01202 757 050	Full Member
• DNA Property Management	Bristol	01934 863925	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
• Plymouth Block Management	Plymouth	01752 717311	Full Member
• Saturley Garner & Co Ltd	Churchill	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

ARMA Members
East Midlands

• Blue Property Management UK Limited	Nottingham	0330 053 8770	Full Member
• 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

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
Minster Property Management Limited	Wimborne	01202 883 360	Full Member
MSMS - 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)	Frimley	01252 356 000	Full Member
Stride & Son	Chichester	01243 813 760	Full Member
PS&B - Estate Management Limited	Portsmouth	07887 621 824	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
• J H Watson Property Management Ltd	Leeds	0113 273 8788	Full Member

ARMA Members
North East

• Clear Building Management Limited	Manchester	03333 444 996	Full Member
• Fraser Lake Ltd	Gateshead	01914 783 456	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 London

2 Manage Property Ltd	Egham	01932 765 493	Full Member
Acorn Estate Management	Bromley	02083 156 980	Full Member
Adelaide Jones & Co Ltd	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
ART-M Block Management Ltd	London	07984 587246	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 Limited	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
JCF Property Management Limited	London	02087 889 700	Full Member
JFM Block And Estate Management	Harrow	02038 657 789	Full Member
Kinleigh Folkard & Hayward	London	02045 792 931	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
Nicolas Van Patrick Ltd	London	020 7590 1200	Full Member
Pinnacle Housing Limited	London	02074 275 182	Full Member
Platinum Associates Ltd	London	020 7863 7555	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 903 1002	Full Member
Smith Waters LLP	Haymarket	020 7839 3950	Full Member
Urang Property Management Limited	London	02077 518 355	Full Member

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 486 784	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

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
Beckenham and Bromley Management Limited	Kent	0792 890 8108	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
Bury Hill Estate Management Ltd	Dorking	01306 881195	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 Commercial Ltd	Gravesend	01474 537733	Full Member
Charles Cox Property Management	Denton Island	01323 894 400	Full Member
Churchill Estates Management Limited	Ringwood	01425 888 912	Full Member
Cleaver Property Management Ltd	Wokingham	0118 9787182	Full Member
Collinson Hall	St Albans	01727843222	Full Member
Connect UK (Nationwide) Ltd	Richmond House	01293 665 642	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 Asset Management	Hove	01273 421 286	Full Member
Denfords Property Management	Southampton	023 8038 6970	Full Member
DFC Property Management Limited	Worthing	01903 874 108	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	07900 822309	Full Member
FirstPort Retirement Property Services	New Milton	07900 822309	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
Hazelvine Limited	Bourne End	01628 529 765	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 677968	Full Member
Housemartins Property Management	Seaford	01323 896418	Full Member
HPS	Wokingham	0118 962 7493	Full Member
Hurford Salvi Carr Property Management Ltd	Hertford	01992 500 040	Full Member
Hydehead Ltd	Peacehaven	01273 579796	Full Member
In Block Management Limited	Epsom	02030 111 777	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
Leete Estate Management	Windsor	01753 850071	Full Member
Let Solutions	Canterbury	01227 456466	Full Member
MCS	Hertford	01920 466500	Full Member
Metta Property Management	Westcliff-On-Sea	0330 133 0242	Full Member
Oakfield Estate Agents	St Leonards on Sea	01424 854 814	Full Member
PACE Property Lettings & Management Ltd	Southend on Sea	01702 445600	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	Verwood	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
Sennen Property Management	Camberley	01276 817893	Full Member
Sensible Property Management (Eastbourne) Ltd	Eastbourne	01323 738886	Full Member
Sheridan's (Block Management) Limited	Beds	01462 814087	Full Member
Sawyer & Co Sales & Lettings Limited	Portslade	01273 778 844	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	0345 345 1584	Full Member
Virtus Property Management	Bishops Stortford	01279 461281	Full Member
Warwick Estates Property Management Ltd	Harlow	01279 626 616	Full Member
Zone Property Management	Sawbridgeworth	02038 589 579	Full Member

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	07900 822309	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	Alcester	01789 713112	Full Member
• Specialist Property Asset Management Ltd	West Midlands	0121 725 3620	Full Member

ARMA Members East London

• 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
• Longbridge Estates	Barking	020 8591 4455	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
• Vision PEM & Vision RTM	London	08454 568 775	Full Member

ARMA Members
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• BRPA Ltd	Thornton-Cleveleys	07495 499 613	Full Member
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• 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 Block Management 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
• Select Retirement Service Ltd	Wilmslow	0161 656 5649	Full Member
• Stevenson Whyte	Manchester	0161 312 7171	Full Member
• Urbanbubble Limited	Manchester	01612 363 336	Full Member
• Zenith Management Limited	Manchester	01612 451 166	Full Member

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

ARMA Members East

• Alexander Faulkner Partnership	Fareham	01489 296 000	Full Member
• Appointmoor Estates	Westcliff on Sea	01702 719966	Full Member
• APT Property Management	Fenstanton	01480 192 065	Full Member
• Aspire Block & Estate Management Limited	Watford	01923 372169	Full Member
• Belgravia Block Management Ltd	Peterborough	01733 345 278	Full Member
• Broadoak Management Limited	Hocklife	01525 211548	Full Member
• Carringtons Residential Management Ltd	Harlow	01279 7011239	Full Member
• Encore Estate Management	Cambs	01223 866 980	Full Member
• Flaxfields Limited	Linton	01223 941380	Full Member
• Hegarty Property Management	Moulton Park	01604 953890	Full Member
• Hill & Clark Limited	Boston		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	01223 866980	Full Member
• Proactive Block Management Ltd	Letchworth Garden City	01462 376 015	Full Member
• Redwood Estate Management Ltd	London	0203 962 7222	Full Member
• Rounce & Evans Property Management Ltd	King's Lynn	01553 401580	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
• Watsons	Norwich	01603 226500	Full Member

ARMA Members
South London

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• Managed Partnerships Limited	London	0207 846 5443	Full Member
• M H Associates	London	020 7737 2552	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

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 871703
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850

ALEP Members
Solicitors/Legal

Linda Ball	Adcocks Solicitors	01543 442100
Tom Roberts	AK Law (London) Limited	020 3829 8832
Gabriel Alterman	Altermans Solicitors Ltd	020 8346 1777
Dona Awano	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	020 7940 4000
Marjorie Batten	Ashfords LLP	01392 333962
Tony Wilson	Ashley Wilson	0207 802 4807
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Christina Greer	Attwells Solicitors	0207 722 9898
Dee Puckering	Axiom DWFM incorporating Philip Ross	0208 090 9191
John D Chart	BACI	020 8349 7680
Ricky Coleman	Bate & Albon Solicitors	0127 3525766
Nick Tompkin	Bennett Griffin LLP	01903 229910
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Nicola Lebish	Birketts LLP	01473 921753
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4700
Jake Holmes	Bonallack & Bishop	01722 424414
Gracy Ashton Santana	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
David Haines	Charles Russell Speechlys LLP	
Claire Allan	Child and Child	020 7235 8000
Claire Wilson	Clarke Mairs Law Limited	0191 429 4014
Eleanor Murray	CMS Cameron McKenna Nabarro Olswang LLP	020 7367 2739
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Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons Solicitors LLP	020 7482 9513
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Thomas Lumsden	CooperBurnett LLP	01892 515022
Bonnie Twiggs	Crane & Staples LLP	01707 329333
Anna Favre	Cripps Pemberton Greenish LLP	020 7591 3318
Tim Selley	Crosse & Crosse Solicitors LLP	01392 258 451
Laura Poulloura	Davies and Partners Solicitors	0207 486 2908
Claire Whiteman	Dean Wilson LLP	01273 249229
Tina George	DMH Stallard	01293 605193
Michelle Goodrum	Druces LLP	020 3794 5972
Paul Sams	Dutton Gregory LLP	023 8022 1344
Katherine Simpson	Edwin Coe LLP	020 7691 4000
Kate Chatters	Farrer & Co	020 3375 7219
Pippa Garrod	Field Seymour Parkes	0118 951 6200
Primal Laxman	Fitz Solicitors Ltd	01753 592000
Natasha Rees	Forsters LLP	020 7863 8385
Niki Adkins	Frettens LLP	01202 920 237
Lisa Cornish	Gillhams Solicitors	0208 965 4266
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8305 3522
Chi Collins	Greenwoods Legal LLP	0203 691 2092
Graham Jaffe	Gregory Abrams Davidson	07502 295748
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
Lewis Myatt	Hart Brown solicitors	01483 887561
Daniel Winslow	Healys LLP	020 7822 4000
Jason Richardson	Henriques Griffiths	0117 909 4600
Joshua Watkins	Herrington Carmichael LLP	01276 854948
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co part of GT Stewart Ltd	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
Callie Tuplin	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
Amy Johnson-White	Jamieson Alexander Legal	0330 0881 521
Amelia Hayes	Jefferies Essex LLP	01702 332311
Daniel Swimer	Joelson JD LLP	020 7580 5721
Yashmin Mistry	JPC Law LLP	020 7644 7294
Daniel Tang	Judge and Priestley LLP	020 8290 7373
Julie West	Julie West Solicitors	01372 383273
Belinda Walkinshaw	Jury O'Shea LLP	020 3176 4255
Katie Cohen	Katie Cohen operating as Keystone Law	020 3319 3700
Liz Rowen	Keebles LLP	0114 276 5555
Harriet Thornton	LCF Law Limited	01274 386597
Daniel Tang	Lease Advice Bureau	020 3540 9996
Mark Coupe	Lease Extension Solicitors	07718 652 754
Jade Wilson	Lease Law Limited	0204 511 9100
Suki Samra	Lester Aldridge LLP	01202 786317
Polja Atkins	Longmores Solicitors	01992 300333
Richard Hornby	Lynch Hall & Hornby	020 8864 0722
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Andrew Edwards	Martin tolhurst Solicitors	014 7456 013
Joanna Ironside	Mayo Wynne Baxter LLP	01903 743201
William Essex	McGlennons Solicitors	020 8946 6015
Beth Rose	Meaby & Co Solicitors LLP	020 7703 5034
Tim Wild	Mills & Reeve LLP	020 7648 5289
Shazda Ahmed	Monarch Solicitors	020 8889 8888
Jolanda Peters	Moore Barlow LLP	020 8939 2731
Matthew Hearsum	Morr & Co LLP	020 8971 1085
Shelley Fitzpatrick	Mullis & Peake LLP	01708 784000
Adam Davis	Naylor Solicitors LLP	020 7963 8689
Nazmin Choudhury	NC Law	020 8879 9400
Lucy Riley	Nockolds Solicitors Limited	01279 712586
Chris Connor	Norton Connor Limited	0113 239 0088
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Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
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Nick Demos	P George & Co Solicitors	020 8341 9080
Laura Simpson	PainSmith Solicitors	01420 565310
Jennifer Sanders	Paris Smith LLP	02380 482125
Lorraine Lancaster	Paul Robinson Solicitors LLP	01702 338338
Reece Wheeldon	PDC Conveyancing Limited	01992 879020
Stephen Pomeranc	Pearlmans Solicitors	0208 201 6311
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Victoria Gower	Peter Brown & Co	020 8447 3277
Stephen Eccles	Pinney Talfourd LLP	01708 511000
Daniel Gardner	Daniel Gardner	01202 292424
John Sheldrick	Redferns	020 8424 7070
Stuart Jacobs	RIAA Barker Gillette incorporating Tibber Marks	020 8954 4705
Lee Harle	Ringley Law LLP	020 7428 1977
Caroline Knowles-Ley	Rix & Kay Solicitors LLP	01273 766917
David Moore	Rodgers & Burton	020 8939 6300
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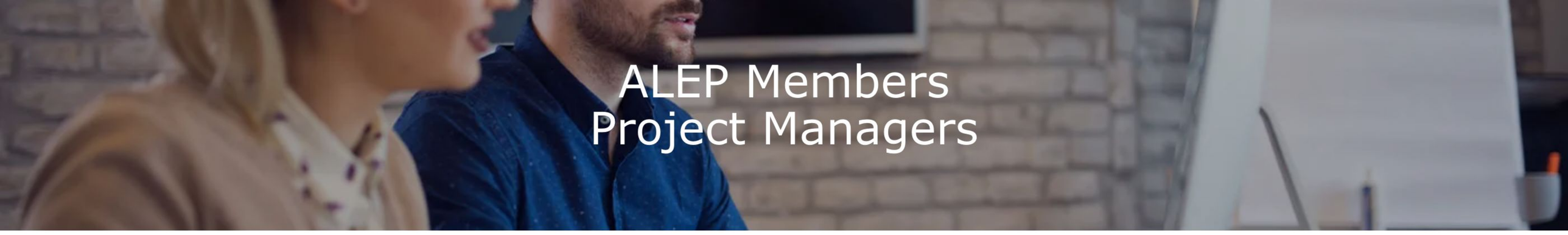
Shabnam Ali-Khan	Russell-Cooke LLP	020 3826 7306
Gary Dunger	SA Law	020 7183 5683
Saul Marine	Saul Marine and Company	020 8959 6090
John Midgley	Seddons	020 7725 8068
John Summers	Setfords Law Limited	020 3962 4031
Natalie Staniford	Solomon Taylor Shaw	0207 431 1912
Julian Spalter	Spalter Fisher LLP	020 3328 5822
Gary Scott	Spector Constant & Williams	07399 815337
Glenn Stevenson	Stevensons Solicitors	01362 860300
Elizabeth Cobb	Stone Rowe Brewer LLP	020 8891 6141
Jane Canham	Storrar Cowdry Solicitors	01244 400567
Yasmin Benlafki	Streathers Solicitors LLP	020 8347 2480
Iris-Ann Stapleton	Streathers Solicitors LLP	020 7034 4200
Tim Farrington	Streeter Marshall	01883 622433
Nilloosha Ponnuthurai	Taylor Rose MW	0203 004 5460
James Khakpour-Smith	Taylor Walton LLP	01727 818513
Jim McKeever	Teacher Stern LLP	020 7242 3191
Vikki Herbert	Thackray Williams LLP	020 8290 0440
John Crosbie	The Chambers Property Group T/a Brendons & Bunting Surveyors	0208 566 3323
Frances Watts	The Head Partnership Solicitors LLP	07789 764571
Jason Winton	Thirsk Winton LLP	020 8505 4777
Samantha Wicks	Tinklin Springall Solicitors	020 8402 7222
Robert Plant	Tolhurst Fisher LLP	01702 352 511
William Bethune	Trowers & Hamlins LLP	020 7423 8558
Peter Thibault	TV Edwards	0203 440 8323
Becky Budd	TWM Solicitors	01483 752700
Christina Le Riche	Veale Wasbrough Vizards LLP	020 7665 0929
Samantha Bone	Wallace LLP	020 7636 4422
Matthew Jones	Weightmans LLP	0113 213 4008
Sophie Jones	William Sturges LLP	0207 873 1000
Richard Barca	Wilson Barca LLP	020 7272 2072
Simon Livesley	Winckworth Sherwood LLP	0207 593 0387
Chris Ledgerwood	Womble Bond Dickinson (UK) LLP	0191 279 9808
Nick Kephalas	YVA Solicitors LLP	020 8445 9898
Mark Curtis	Z Group	020 8944 1180

ALEP Members
Barristers

• Paul Letman	Falcon Chambers	020 7353 2484
• Anthony Radevsky	Falcon Chambers	020 7353 2484
• Tamsin Cox	Falcon Chambers	020 7353 2484
• Tom Jefferies	Landmark Chambers	020 7430 1221
• Aaron Walder	Landmark Chambers	020 7430 1221
• Justin Bates	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
• Richard Alford	Tanfield Chambers	020 7421 5300
• Daniel Dovar	Tanfield Chambers	020 7421 5300



ALEP Members
Project Managers

• Linz Darlington	Homehold Services Limited	020 3997 8950
• Mike Somekh	The Freehold Collective	020 3488 3148
• Silvana Goddard	Start Lease Extensions	020 8315 6901

ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	07831 135203
• 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
• Grace Clarke	Arnold & Baldwin	020 8642 2999
• Patrick Oliver	Aston James Associates	0800 035 6473
• Stewart Gray	Austin Gray LLP	01273 201988
• Barry Passmore	Barry Passmore Limted	0203 151 8640
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Surveyors Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	07808 249262
• Wayne Norcliffe	Castle Surveyors Limited	0800 246 1002
• Christopher Spratt	C G Spratt & Son	01903 234343
• Paulina Reade	Carter Jonas	020 7581 3215
• Riccardo Carreli	Chestersons	078 1882 6198
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	07973 364162
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	07842 395767
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• Andrew Perrin	Fraser Wood (Midlands) Ltd	01922 627 686
• Jenni Freeborn	Graves Son and Pilcher	01273 321123
• David Toogood	Harding Chartered Surveyors	07808 161 463
• Harriet Fleming	Harriet Fleming Surveyors Ltd	01727 750045
• Colin Horton	Hortons Valuers Ltd	020 3058 3200
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Adrian Hau	John D Wood & Company	020 7802 3279
• Joe Fraser	Joe Fraser Chartered Surveyors	0330 1740 644
• 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	07764 577535
• Sarah Abel	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	07710 475 094
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Marc Granger	M Granger Consulting	0208 343 2200
• 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
• Mark Wilson	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
• Achilleas Pilides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Richard Murphy	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 (UK) Ltd	07812 965513
• Clive Scrivener	Scrivener Tibbatts Ltd	020 8971 2983
• Richard Galbraith	Sedgwick Turner Limited	01843 846888
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
• Matthew Gawne	Shaw & Company (Surveyors) Ltd	0208 394 5371
• Richard Bull	SHW	01273 876207
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	07703 131681
• David Sweeting	Sweetings Associates Limited	0208 941 7799
• Emma Echafi	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