Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

February 2022

Feature: Facilities

Start reading

01
Welcome

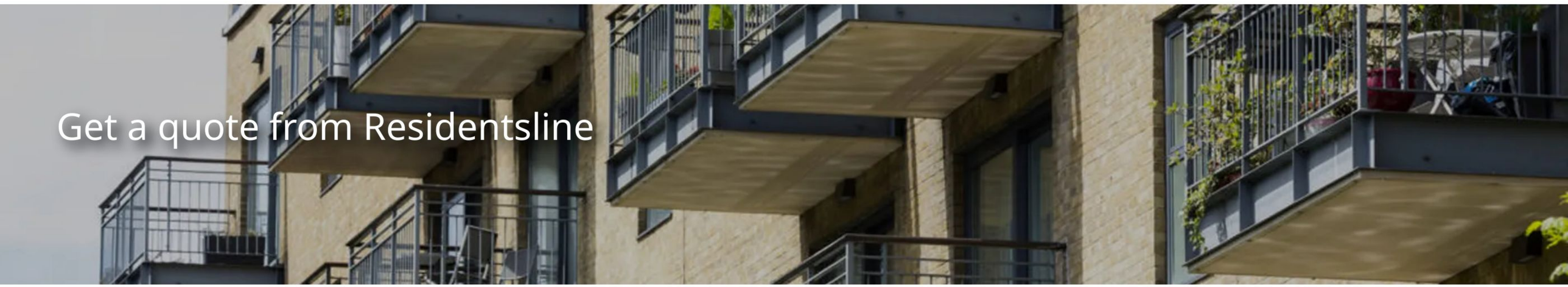
02
News

03
Events

Residentsline
Flats Insurance

Celebrating 25 years of providing insurance for flats and apartments

Call: 0800 281235



Flats
Insurance

Directors & Officers
Liability Insurance

Lift Inspection & Insurances

Roads & Private Estates

Authorised & Regulated by the Financial Conduct Authority FRN 305998
Residentsline is a trading name of Residentsline Limited
Registered Office: 29 Waterloo Road, Wolverhampton WV1 4DJ
Registered in England & Wales CRN 3874789

residentsline.co.uk
0800 281 235
info@residentsline.co.uk
@Residentsline

Welcome

Welcome to the February issue of Flat Living Magazine

As we enter the second month of 2022, we wanted to turn our attention to facilities within developments; their upkeep, the new role they may play in residents' lives and the importance of understanding how, and by who, they should be managed.

You'll find articles covering gated estates, Dementia-friendly designs, the legislation around Right to Manage and shared facilities, lift maintenance and software designed to make the lives of RMC Directors easier.

You'll also find the latest industry news, updates around the new Government approach to the fire safety crisis as well as our usual job vacancy and training highlights from Block Recruit and ARMA.

Happy reading!

Rebecca Kelly
Head of Partnerships, Flat Living

Start Reading

Flat Living Magazine is free of charge and emailed once a month - to make sure you receive it every month make sure you sign up. By signing up you could earn CPD points and we will respect your email privacy.

Sign up

News

All the latest property management news:

Government Launches Consultation on Fairer System for Leaseholders

FirstPort Named Among UK's Top Employers for Fourth Consecutive Year

FirstPort Receives Sixth Consecutive Five-Star Health & Safety Grading

The HML Group Acquire SDL Block Management & C.P. Bigwood Block Management

Rebecca Gibson Promoted to Head Principle's CS After Returning from Maternity

Grade II-Listed Building in Plush Birmingham Suburb to be Managed by MetroPM

Government Launches Consultation on Fairer System for Leaseholders

The Association of Leasehold Enfranchisement Practitioners (ALEP) is encouraging its members, homeowners and the housing industry to give their views on proposals from the Department for Levelling Up, Housing and Communities, to allow more leaseholders in mixed-use buildings to take control and ownership of their building.

The Government has launched a consultation today that seeks views on proposals to give more leaseholders the ability to fully manage or own their properties - in buildings where there is a mixture of homes and other non-residential facilities, such as shops and restaurants.

Mark Chick, ALEP Director, said: *"Any plans to make the leasehold system simpler are to be warmly welcomed and ALEP will be actively participating in the consultation. It is so important that industry experts help to shape future changes to the system, and our members will relish the opportunity to consult and input into the proposed changes."*

As part of the consultation, which runs for six weeks until 22 February, the Government is also calling for views on changes to support greater use of commonhold as an alternative form of homeownership to leasehold – including for those in Shared Ownership schemes in England.

Mark Chick continued: *"The Government has committed to making commonhold work and our members have been actively engaged in advising the steps needed to achieve this. Whilst the government has repeatedly stated its commitment to fundamental reform of the leasehold enfranchisement system, there is no definitive timescale as to when any of the measures may be implemented, which makes it hard for leaseholders and those advising them to be clear about when these reforms are likely to become law. This consultation on introducing changes to support greater use of commonhold could provide some clarity, which would be very welcome."*

FirstPort Named Among UK's Top Employers for Fourth Consecutive Year

FirstPort, the UK's largest residential property manager, has retained its status as a Top Employer in the UK, after being awarded the prestigious certification for the fourth consecutive year by the Top Employers Institute.

Being certified as a Top Employer showcases an organisation's dedication to a better world of work and exhibits this through excellent people policies and practices.

The Top Employers Institute programme certifies organisations based on the participation and results of their HR Best Practices Survey. This survey covers six HR domains consisting of 20 topics such as People Strategy, Work Environment, Talent Acquisition, Learning, Well-being, Diversity & Inclusion and more.

This accreditation, based on assessments carried out in 2021, reflects a successful year for FirstPort and its focus on its employees. In November, Glassdoor named FirstPort among the top 12 UK companies for work-life balance.

Michael Venus, Chief People Officer at FirstPort, said: *"We are delighted to be named among the UK's top employers for the fourth year in a row. This award is hugely important to us, because the accreditation process recognises our continual efforts to ensure that FirstPort is a great place to work.*

"Throughout 2021, it was important to continue supporting our colleagues through the continued implications of the pandemic, as well as the various challenges that our industry has faced, by focusing on their wellbeing, whilst also placing an emphasis on our communications with our colleagues throughout the year.

"At FirstPort, we are extremely proud of our team, who continue to deliver the best possible service for our customers and clients year-on-year, and it is a credit to our great teams that the Top Employers Institute has recognised us once again.
Top Employers Institute CEO David Plink says: "Reflecting on the demanding year that has, like the year before it, impacted organisations across the world, FirstPort has continued to show that it prioritises maintaining excellent people practices in the workplace. They continue to meet the challenges of the changing world of work while working tirelessly to make a positive impact on the lives of their workforce. We are pleased to celebrate and applaud the organisations that have been certified as Top Employers in their respective countries this year."

FirstPort Receives Sixth Consecutive Five-Star Health & Safety Grading

FirstPort has received a five-star grading from a recent Health and Safety Audit for the sixth consecutive year. Not stopping there, the organisation's Health and Safety focus continues with it adding ISO 45001 certification for occupational health and safety for the first time.

The Five-Star Audit measures performance against a number of key safety management indicators. The audit provides organisations with a benchmark of their safety culture and management systems against current worldwide best practice and enables continual improvement.

As part of the 2021 audit process, FirstPort was also assessed against the criteria of the ISO 45001 international standard for occupational health & safety.

The British Safety Council conducted the combined Five-Star and ISO audits during November 2021, which included a detailed, quantified and objective evaluation of FirstPort's occupational health and safety culture and management system.

The British Safety Council looked at the organisation's approach to occupational health, employee wellbeing, safety culture, allocation of resources to health and safety, and planning for change all of which are considered important best practice factors.

Nigel Howell, Chief Executive at FirstPort, commented:

"We are absolutely delighted to have achieved BSC Five-Star grading for the sixth year in succession, underlining our consistent and continued focus on safety. In addition, we also achieved ISO 45001 certification which further demonstrates how well we benchmark against the very best health and safety standards.

"Against the backdrop of COVID, considerable growth as a business, and significant changes to the building and fire safety agenda, we have continued to demonstrate our uncompromising commitment to the safety and wellbeing of our customers, colleagues and partners. Health and Safety continues to be a priority for FirstPort and this award is a testament to the continuing hard work and dedication of our colleagues."

The HML Group Acquire SDL Block Management & C.P. Bigwood Block Management

The HML Group are delighted to announce that during 2021, we acquired SDL EM Ltd & CP Bigwood LLP from the SDL Group, a business with circa 7,000 units under management.

In the latter part of 2021, we successfully rebranded and merged both entities into HML Property Management.

We have worked hard to retain as many staff as possible from SDL Property Management as we understand the important role they hold with regards to the delivery of customer care. This is an exciting opportunity, stemming mutual benefits for both HML and SDL customers, who have experienced a seamless transition across to the Group.

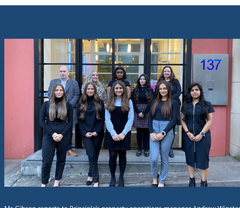
HML continue to be acquisitive and are ambitiously expanding. If you are thinking of selling your block management business, or considering ways to plan an exit strategy, why not talk to us?

We have a number of solutions including outright purchase, earn outs, outsourcing, partnering and joint ventures. We can acquire entire companies or acquire portfolios only.

We understand the need to conduct all conversations in total confidence, so much so that if you would prefer to discuss your options with an independent management consultant in complete confidence before becoming known to HML, we have arranged for Add Melon Consultants to work with you.

If you are considering selling your block management business or thinking of doing so over the next few years, please contact Mark Tejada; Director on mark.tejada@hmlgroup.com / 07821 473 694 or David Brown from Add Melon Consultants on david@addmelon.co.uk / 07968 932 626.

New Mum, Rebecca Gibson Promoted to Head Principle's Customer Service After Returning from Maternity



Principle Estate Management had a special welcome for an important member of staff who returned from maternity leave: they promoted her as part of the company's expansion.

Rebecca Gibson (pictured front and centre) joined Principle back in September 2019, working on compliance, client reporting and business integration. She has now become Client Services Manager, still focussing on compliance and client reporting but also overseeing what has become a nine-strong customer services team, responsible for their performance and strategic planning.

Ms Gibson reports to Principle's property operations manager Andrew Winstanley, which forms a strong link between the property manager and customer service teams.

Mr Winstanley said: *"We're thrilled to be adding Becky back into the business and are very happy to be a family focused employer that is flexible for staff who have young children. As Principle continues to grow, the customer services workload has expanded and we needed someone to take on the responsibility of managing the bigger team. This coincided with Becky's return to work and we felt she was ideally placed to do a great job for us in this crucial area. She will also oversee compliance within the property management team, tracking every asset in each building with either a statutory or best practice requirement for testing or maintenance. Becky will also oversee the final integration of this crucial process into Qube, our property management system, which will improve its operational property management efficiency."*

Ms Gibson said: *"It has been amazing to take a year out and watch my baby Rosie develop so much in that time. At the same time, I've been keeping in touch with Principle and am impressed by the firm's continued growth, and by the carefully planned structural and operational changes that have taken place. It's great to be able to come back and continue to play an important part as the business continues to develop and evolve. There are lots of news faces, but they all know what they're doing for our customers and clients."*

The new shape of customer services now has Michelle Cox (pictured back, far right) as team leader, using her extensive experience with overall day-to-day responsibility for training and procedures, plus looking after her own properties to support property managers. The structure then sees pairs of customer services team members working with two property managers.

Team members include Adam Kightley (pictured back, far left), a senior customer services executive, who oversees Principle's residential rented portfolio, maintenance matters, client liaison, compliance and appointing letting agents to oversee relets and void management. Mr Kightley also has some of the higher profile and detailed properties within his portfolio which require additional communications compared to some more routine developments, as they benefit from his experience in the sector.

Other customer services executives include Jay Chauhan, and the apprentices include Kiera Hall, Henna Nawaz, Alanis Griffin and Seran Fitzpatrick. Ms Fitzpatrick has been at Principle for some time and also oversees all resale enquiries: pre-sale enquiries from solicitors, Qube amends and issuing welcome letters to new customers. Emily Spencer joined in December to work closely with Ms Gibson and with the whole customer services team at times of peak work or to cover absences. Brittany Crump joined in January, and forms one of the customer services pairs.

Ms Gibson added: *"Our reason for reshaping the team and boosting numbers is to ensure we continue to provide the highest level of service to our customers and excellent support to the property managers."*

Principle employs 40 staff looking after approaching 8,000 units in around 300 developments across the UK, as well as rented commercial and residential properties.

Grade II-Listed Victorian Building in Plush Birmingham Suburb to be Managed by MetroPM

Property management company MetroPM has been appointed to look after a Grade II-listed residential building in a much sought-after suburb in Birmingham.

The firm, which has offices in Birmingham and Cheltenham, will be managing the Victorian building called The Institute, on Station Road, just off the bustling High Street in Harborne.

Erected in 1878 in a red-brick Gothic revival style, The Institute cost £4,500 to build and was paid for through public subscriptions as part of local efforts to promote the arts and education. It was opened by the renowned Victorian actor Sir Henry Irving and acting as a theatre, with reading rooms, meeting spaces and rehearsal rooms.

The Institute became a local landmark, and notable performers during its 25-year run as an arts establishment reportedly included the poet Hilaire Belloc. When it closed in 1910 it was taken over by the Masons and used as a Masonic Lodge, then as a base for the Chad Valley Toy Company before finally becoming an antiques centre.

The Institute was reborn in 2003 as an exclusive gated development for nine deluxe homes with private landscaped grounds, secure parking and a gated entrance.

Henry Arnold, property manager at MetroPM, said: *"We are delighted and proud to have been appointed to this prestigious contract to manage The Institute. This unique building is located in the heart of Harborne village and is within walking distance of Harborne High Street. The Institute is a fabulous building that requires expert management to ensure its fabulous architecture is maintained as a special place to live for its residents."*

The contract came from the directors of The Harborne and Edgbaston Institute Management Company Ltd.

A spokesman for the company said: *"We wished to appoint a company that was reactive and understood the needs of managing a gated community. Personal service was key to appointing a new managing agent, with named point of contacts, and we are now looking forward to working closely with MetroPM."*

MetroPM operates nationally and is responsible for the management of apartment developments across England.

Government Overhauls Its Approach to Building Safety Crisis

By ARMA & IRPM

On Monday 10th January 2022, the Secretary of State for Levelling Up, Housing and Communities, Rt. Hon. Michael Gove gave a statement to the House of Commons, confirming an 'overhaul' of the Government's approach to the building safety crisis.

The statement marks a 'resetting' of government policy, with the relatively new Department for Levelling Up, Housing and Communities (DLUHC) team demonstrating a new commitment to fixing unsafe and dangerous buildings as soon as possible, while keeping costs to a minimum for leaseholders living in those buildings.

The details of the new approach came ahead of the Building Safety Bill returning to the House for Report Stage, and include:

- **Restoring risk proportionality to the remediation of unsafe buildings**, including withdrawing the controversial Consolidated Advice Note and replacing it with the PAS 9980 (expected to launch 19th January 2022), and plans for future engagement with the Royal Institution of Charted Surveyors (RICS) and key lenders to form a new reset approach to the building safety crisis in terms of risk assessment and suitability for lending
- **Scrapping the previously proposed loan scheme for affected 11m – 18m buildings, replacing it with a limited grant scheme for leaseholders**, up to a maximum of £4bn
- **Developers are expected to contribute to this £4bn package**, and if they fail then they can be threatened with approved "use of high-level 'threat' of tax or legal solutions"
- In addition to the £4bn grant funding, there is also going to be **£27m more available for fire alarms in buildings**, in addition to the existing 'waking watch relief fund' of £30m
- The Government will launch '**Operation Apex**' to navigate the intricate webs of SPVs set up by developers which can obscure liability – a move that will be particularly welcomed by leaseholders. Papers seen by The Times note that it will also identify *"egregious behaviour where freeholders have sought to aggressively pass on costs to innocent leaseholders"*.

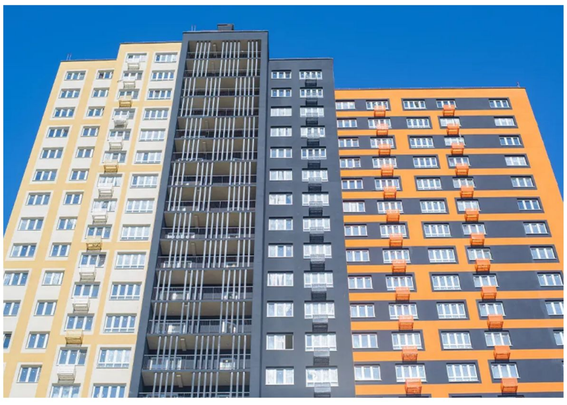
To watch a recording of Mr Gove's statement: CLICK HERE (please set the media player to 15:34)

11M-18M FUNDING SPECIFICATIONS

- Lenders and insurers must not be brought in to the 'polluter pays' piece – no contributions are to be sought from them.
- This grant funding covers cladding/external wall systems ONLY, no other fire or safety defects or problems. Mr Gove expect developers or other responsible parties to make good these defects. He reiterated the principle that leaseholders should not pay.
- The Building Safety Fund delivery for 18m+ buildings must be "accelerated".

DEVELOPER CONTRIBUTIONS

- Mr Gove has warned developers that if they don't agree to fund his new £4bn building safety plan by early March 2022, he may force them to act by using **different restrictions such as public contract bans, planning restrictions or pursuing them through the courts.**
- Gove now expects developers to fund and **undertake all necessary remediation on buildings developed over 11 metres** and provide comprehensive information on all buildings over 11 metres which have **historic fire safety defects spanning the past 30 years.**
- The Government has said that it will only decide on which companies are in scope of the tax following the discussions with industry but expects it to cover all firms with **annual profits exceeding £10million.**
- Over the coming weeks, the Government will host a series of roundtables with ministers, developers and leaseholders that will look to agree a settlement. This will open with the 20 biggest house builders in the sector being invited into Government to start discussions.



In his letter to developers on Monday 10th January, Gove set out three asks and expectations:

1. Agree to make financial contributions this year and in subsequent years to a dedicated fund to cover the full outstanding cost to remediate unsafe cladding on 11-18m buildings, estimated currently to be £4bn;
2. Fund and undertake all necessary remediation of buildings over 11m that you have played a role in developing (i.e., both 11-18m and 18m+). Any work undertaken by developers themselves on 11-18m buildings will reduce the total cost of cladding remediation that has be paid for through the proposed 11-18m fund; and
3. Provide comprehensive information on all buildings over 11m which have historic fire-safety defects and which you have played a part in constructing in the last 30 years.

COMMENTS FROM ARMA & IRPM

Nigel Glen, CEO of the Association of Residential Managing Agents, and Andrew Bulmer, CEO of the Institute of Residential Property Management, who have been at the helm of an industry building safety campaign to represent the concerns and views of members and their leaseholders, have welcomed today's announcement, commenting:

"As early supporters of the "Polluter Pays" principle, ARMA and IRPM congratulate the Government on its decision to scrap the proposed sub-18m loan scheme in favour of grants. This will remove the threat of potentially life-changing bills for leaseholders and allow them to get on with their lives, in a building that is safe.

"The Government's intention to bring a much-needed sense of risk proportionality back into the approach to the building safety crisis is also to be applauded, and something that our industry has been calling for. Of course, there are critical delivery details still to be worked out such as industry capacity to assist with the 'acceleration' of the remediation programme, and we look forward to understanding how other building defects, including compartmentation and any external wall system structural issues, will be dealt with.

"At present, it appears that the government is expecting the developer or other causal entity (the 'polluter') to pay. Extending the claim period for defective buildings to 30 years is helpful. However, if the responsible party does not volunteer to remedy, and if Mr Gove cannot persuade them to do so, it will remain a huge challenge for leaseholders to litigate against a resistant developer and construction sector."

Share this page on social media

HELPING YOU
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

Feature: Facilities

Facilities and Your Lease

Written by Karen Bright, Partner at Bishop & Sewell

Do I have to pay for something I do not use?

Landlords often receive requests from their leaseholders to vary the terms of the lease. Whilst such a request may not be phrased in such terms, a leaseholder who does not use communal facilities such as a lift, heating system, door entry system or similar, often says to their landlord that they wish to pay a lower service charge as they do not use or benefit from a particular item.

On the face of it, it may seem unfair that someone should have to contribute towards an item, which they appear to receive no benefit from.

However, the leases set out the services which the landlord is to provide and the mechanism for recovering the costs from the leaseholders through the service charge.

In an ideal world, it is hoped that the service charge percentages stated in all leases for a development, will add up to 100%; and there is no shortfall, which the landlord may have to cover.

A landlord risks under recovering sums if it allows a leaseholder not to pay for a certain element of the service charge because they have said that they do not use or benefit from a particular item. In some circumstances, the lease may permit the landlord varying the service charge percentages, sometimes this may be conditional or based on a particular measurement method. If a variation was challenged by a leaseholder, it would be for the landlord to show why the change complies with the terms of the lease.

Where there is no clause in the lease permitting a variation to the service charge, a landlord should think very carefully before permitting any variation. It is likely that such a variation would result in an under recovery or shortfall on the service charge, which the landlord would have to meet. The landlord is unlikely to be able to recover this element from the other leaseholders, in the absence of prior agreement and further lease variations.

It is dangerous to have leases on different terms and allowing variations which are not properly documented. It is likely that if a landlord agrees to a variation of the service charge contribution, it will need to vary all of the leases for the development in the same or a similar way.

In the absence of all leaseholders formally agreeing and executing the appropriate documents, a landlord would need to consider making an application to the First-tier Tribunal (Property Chamber – Residential Property) ("FTT").

Section 37 of the Landlord & Tenant Act 1987 states that where at least 75% of the total number of registered owners at the development have consented to the proposed lease variation, and its not opposed by more than 10%, the landlord may apply to the FTT for an order varying the leases. Any Order made by the FTT should be registered against all the legal titles at the development.

Should you require any assistance on the issues raised above, please do not hesitate to contact Karen Bright at Bishop & Sewell LLP.

The above is accurate as at 14 January 2022. The information above may be subject to change during these ever-changing times. The content of this note should not be considered legal advice and each matter should be considered on a case-by-case basis.

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

bishopandsewell.co.uk | litigation@bishopandswell.co.uk | 020 7631 4141

Share this page on social media

Written by the team at 4site Consulting

4site Consulting Ltd

Feature: Facilities

Health & Safety for Your Onsite Facilities

If you're responsible for managing a block of flats, one of the key aspects of your role is to manage and maintain the facilities within the block, for example: lifts, emergency lighting, and automated gates.

As such, you are responsible for ensuring that these facilities are compliant and safe for residents, employees and any visitors. In this article we will look a bit closer at some of these areas and discuss your responsibilities when it comes to safety, as well as discussing the requirements for risk assessments and surveys.

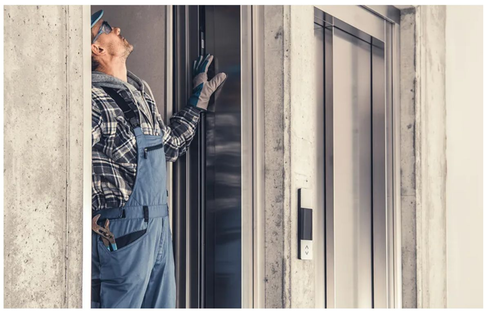
Risk Assessments & Asbestos Management

It goes without saying, that you will need to ensure the communal areas of the block have sufficient and up-to-date risk assessments; including health & safety and fire. However, it is important to note that this also includes external communal areas (such as gardens), lift motor rooms & plant rooms.

If the block has a communal water system, you will also need to manage the risk of Legionella with a Water Hygiene Risk Assessment and provision of a log book and schematic drawings.

Furthermore, if you manage a block that was built prior to the year 2000 then you will need to manage any potential Asbestos Containing Materials. The building should be presumed to contain asbestos unless otherwise confirmed by way of an Asbestos Management Survey which will identify any potential ACMs and provide a management plan to manage the possible risks.

Most of the time, it is not necessary to remove the Asbestos Containing Materials, and instead a management plan should be put in place; which will usually include yearly re-inspections. Managing Asbestos is particularly important when you have contractors working on the block, to protect both the contractors and the public. Contractors should be asking to see the building's asbestos register before commencing any works.



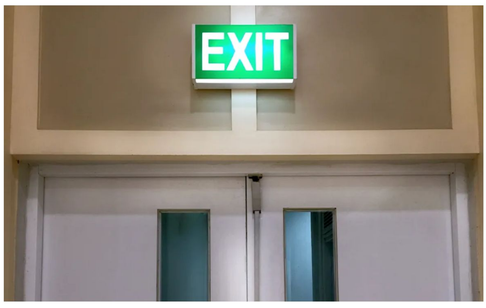
Lift Safety

In addition to all of this, you will also need to ensure that the facilities within the building are safe and maintained. As previously mentioned, this will include lifts if present. As you can imagine, lifts can be extremely dangerous if they're not maintained. In fact, there are many horror stories on just this!

This is why they require regular servicing, with lifts carrying people needing to be serviced every 6 months. The dutyholder for the block will need to instruct a competent person to service the lifts. The competent person here may be from an external organisation as companies may not have the competency in-house. Relevant documentation and records for servicing these lifts should be kept up to date and be readily available, preferably on site.

In many cases, if you are having an Asbestos Survey carried out in a block that has a lift, the Surveyor will need to assess the lift shaft for potential Asbestos Containing Materials. Access to the lift shaft should be provided by a competent person, without this it will often be marked as 'presumed' on the report due to having no access to these areas , which is something to be avoided where possible.

Emergency Lighting



When it comes to evacuating a building, such as in the case of a fire, lighting is extremely important for ensuring that people can make a safe exit. Natural or 'borrowed' lighting is not always sufficient, this is where Emergency Lighting comes in. For those who are unaware, Emergency Lighting is a battery-backed lighting system that automatically switches on in the event of a power outage that leaves the usual mains lighting compromised.

If Emergency Lighting is not present in your communal area, then your Risk Assessment will review this to see if the lack of Emergency Lighting creates a significant risk. If there is a need for it to be installed, then that same Risk Assessment should then make a recommendation accordingly.

You should note that it is not always required, and occasionally 'borrowed lighting' from outside street lamps may be deemed sufficient for consistently illuminating the areas, especially in city centre locations.

Of course, if your building does have emergency lighting it will need to be maintained. Those responsible should ensure that the activation test is completed monthly, visual tests are completed regularly, and that it is serviced annually by a competent contractor.

External Communal Areas

We have established that Health and Safety Risk Assessments are required within the communal areas of your block and that this also extends to any external communal areas that you are responsible for.

Some of these areas may include:

- Communal gardens
- Car parks
- Bin stores

In some cases, an Asbestos Survey may be required externally, for instance within a communal carpark or garages built pre-2000, where Asbestos Containing Materials may be present.

It is important that you do not overlook these areas as they can pose risks just as your internal communal areas can and if a health and safety incident were to occur, you may be held just as responsible.

If you would like any further advice or guidance on anything discussed here, please don't hesitate to contact the team.

4site Consulting provide independent residential and commercial assessments and surveys for owners and managers of property. A family run company at its core, 4site Consulting completes in excess of 9,000 property visits each year for property professionals across the UK. They employ all advisors directly, never sub-contracting, to control and maintain consistency and quality of reporting, providing the best service and keeping prices realistic and stable.

4siteconsulting.co.uk | office@4siteconsulting.co.uk | 01376 572 936

4site Consulting Ltd

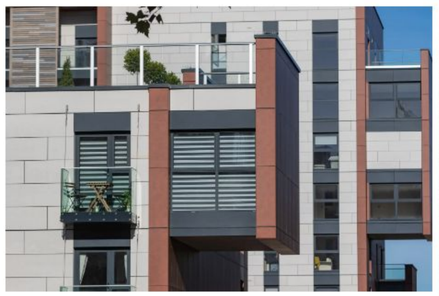
Share this page on social media

London Flats Insurance

Insurance specialists for blocks of flats & apartments within London

Find out more at **londonflatsinsurance.co.uk** or call **0207 993 3034**

Get a quote now



Buildings Insurance

Learn more

Directors & Officers Insurance

Learn more

Terrorism Insurance

Learn more

Lift Insurance & Inspection

Learn more

Onsite Facilities

Trinity has gained considerable experience over the last 23 years managing a vast array of assets, ranging from swimming pools to vehicle lifts, but all share compliance and maintenance requirements.

Trinity recognises the importance of maintaining onsite assets efficiently and effectively, and employs Facilities, Compliance and Audit Managers to ensure facilities can be utilised by our resident clients.

Choosing the correct maintenance contracts to provide appropriate service levels is essential. A well-maintained asset is likely to have an extended lifespan. This is something we consider carefully when preparing an initial management proposal to make sure Service Charges are as accurate as possible from the first day of management.

Over the coming months, we will be providing details on how Trinity manage onsite facilities to ensure compliance, contract procurement management, longevity/planned maintenance and how we are prepared for the Golden Thread and Building Safety Bill.

For more information, contact Trinity Property Group

Feature: Facilities

Bringing Health & Fitness Facilities to the Doorstep

Written by Mike Dowland, Operations Director at FirstPort

January is typically a month of good intentions for health, fitness and wellbeing goals for the 12 months ahead, with many embarking upon new regimes to kickstart the new year.

While public facility usage has resumed following lockdowns, many are continuing to stick with their home exercise equipment and online classes.

Could developments with on-site facilities provide a happy medium between home comforts and the effectiveness of equipped, managed facilities?

Mike Dowland, Operations Director at FirstPort (which manages close to 40 communal gyms and pools across its portfolio), discusses how the property management company approaches the provision of facilities that have become increasingly popular among residents.

Fitness During Lockdown

Many of our residents love to have local opportunities to engage in their favourite physical activity, whether that's local gyms, swimming pools, or open spaces. As we know, lockdown changed the way most people exercised, as many headed to YouTube for their morning workout, while home exercise equipment was on everyone's shopping list.

However, as time wore on, our online fitness stars moved onto post-pandemic projects, and those sets of resistance bands were only ever going to cut it for so long. As the nation emerged from lockdown, many returned to gyms and other activities they enjoyed pre-pandemic.

For others, the initially forced home workouts introduced them to a different feeling of comfort and safety – as well as a more cost-effective way of keeping fit and healthy.

However, for a rising number of residential developments, having on-site facilities can offer an appealing middle ground.

The Rise of Onsite Facilities

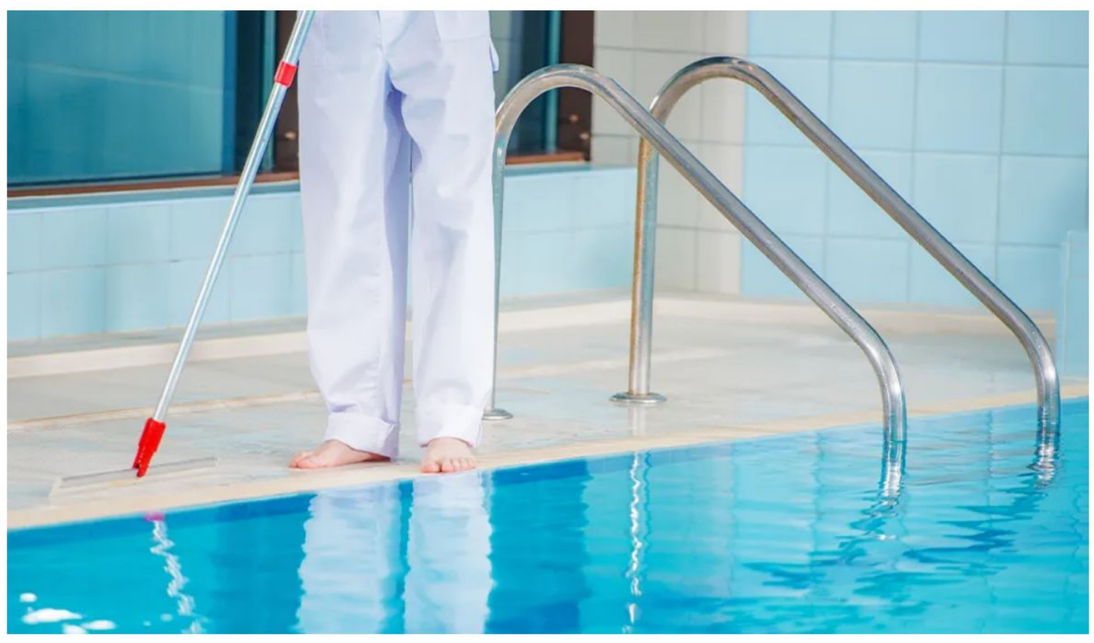
With much of the population now commuting less frequently (if at all), regular gym sessions en route to or from the office are now less viable, making direct debit memberships seem all the more difficult to justify. Having equipped, maintained facilities literally on the doorstep, would appear the perfect solution.

On-site facilities offer a cost-effective solution for the residents that have them at their disposal. As with any communal facilities and services, the cost of maintaining these are covered by the service charge.

On-site gyms and pools tend to be more common among larger developments, therefore the cost per resident is minimal – significantly so in comparison to the cost of a commercial membership.

The size of such facilities tends to be to scale compared to a commercial centre, which can have member bases into the thousands, but on-site gyms and pools provide equipped and maintained facilities, almost literally, on the doorstep.

As with any communal amenities, these features also offer a community benefit, as facilities neighbours can enjoy together. In 2021, one resident at a retirement development on the Isle of Wight took this a step further, by using the on-site swimming pool, to benefit a much wider community, marking his 100th birthday by completing a swimming challenge to raise £2,000 for NHS charities.



The Importance of Maintenance

At FirstPort, our development teams manage the maintenance of gyms and pools, including day-to-day cleaning, regular pH tests of pool water, and co-ordinating other regularly-scheduled works carried out by specialist contractors, such as water treatment and equipment repairs, to keep pools and gyms safe and functional.

In-house development staff have also been on hand to ensure facilities were kept hygienic and compliant with COVID protocols, reconfiguring spaces to ensure social distancing where necessary, and enhanced cleaning of equipment and spaces.

Even beyond the implications of pandemic, on-site fitness facilities offer a great alternative to commercial premises and home workouts. By having such amenities available on sites supported by property managers, these facilities can enhance the community feel of a development, where residents can enjoy the convenience of an equipped and maintained health and fitness offering, whilst barely venturing from their front door.

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

firstport.co.uk | rmc@firstport.co.uk | 01582 393756

Share this page on social media

Feature: Facilities

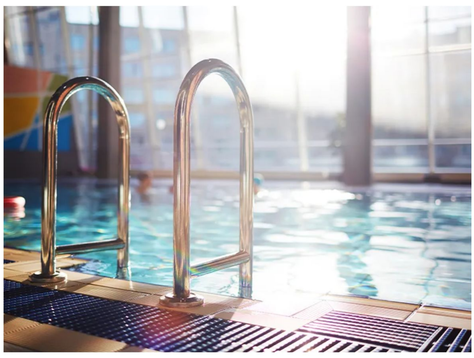
What to Consider if You Have Leisure Facilities in Your Development

Written by the team at Clear Building Management

Clear Building Management
QUALITY | VALUE | TRANSPARENCY

Large blocks and developments come with their own set of challenges, particularly when it comes to more complex building management requirements such as leisure facilities and their maintenance. Here, Clear Building Management sets out some key safety areas to consider if you have leisure facilities in your development.

Swimming Pools



Water Treatment

Though often greatly enjoyed by residents, swimming pools can quickly become a management headache if they aren't adequately maintained. For instance, though not always visible to the naked eye, nasty germs and bacteria thrive in a swimming pool environment. Pool water therefore needs regular testing and treatment to ensure it is safe to use and free from harmful microbes such as legionella, the cause of Legionnaires' disease.

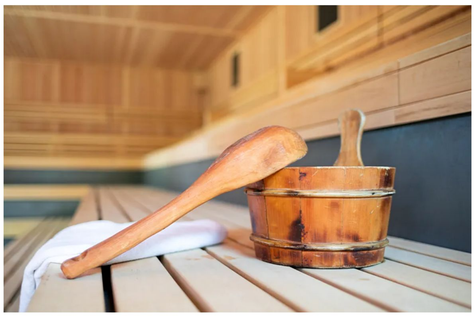
Specific precautions should be taken with swimming pool chemicals. They should be kept upright in a well ventilated and locked store, kept well clear from direct sunlight and must be correctly and clearly labelled. Pool staff must be suitably trained to carry out tests and know what action is required if chemicals do not meet recommended levels.

Supervision

Around the clock supervision will always be the best assurance of pool users' safety. However, if you have conducted a risk assessment and are confident that constant poolside supervision is not necessary, then a clear written safety plan must be displayed in changing rooms, pool entrances and poolside. This plan should make it clear that the pool is not supervised and provide rules of use for residents.

Pools should also have signs clearly showing the depth of water (especially at the deep and shallow ends), a poolside alarm that is regularly checked, plus easily accessible rescue equipment that is suitable for the size and type of pool – such as poles, throwing ropes and buoyancy aids – with instructions for use.

For pools that do need constant poolside supervision, a sufficient number of certified lifeguards should be provided. But even if the pool does not need continuous supervision, a member of staff trained in pool rescue, resuscitation techniques and first aid must be designated as on call at all times when the pool is available for use.



Saunas and Steam Rooms

Health and Safety Risks

Increasingly popular in residential developments, saunas and steam rooms also run the risk of causing injury if not properly used or maintained.

To help mitigate against potential risks, sauna and steam room floors should be constructed of a non-slip material, a thermometer gauge must be present and visible, and sauna doors must have an internal handle to allow users to exit the room when required. A clock should also be visible so users can monitor time elapsed in the sauna, and there must be a non-verbal alarm system linked to a manned reception area for summoning help when users are left unattended.

Fire Risks

Saunas and steam rooms can pose a relatively high fire risk because of the presence of timber construction, combined with high operating temperatures that are typically achieved by electric heaters. Sauna heaters must therefore be maintained regularly in accordance with the manufacturer's recommendations by a competent contractor, and should be included in planned maintenance schedules.

Gyms

With gyms in residential blocks, there is often an issue of ensuring the onus for safe usage is passed to the user. All equipment must also be properly maintained and inspected.

You must do what is "reasonably practicable" to reduce risk. This can be having measures like ensuring there are adequate instructions and advice about using equipment, sanitising products available, or using non-slip yoga mats.

Some other questions you might want to consider if you have a gym at your development include:

- Would you allow personal trainers to work with their clients at the gym?
- How do you ensure fair use of the facilities?
- How much cleaning is required to keep them at an acceptable standard throughout the day?
- How do you manage safety during the early morning and after work usage peaks?

The pandemic, of course, has added in an additional host of factors to consider when managing leisure facilities. For example, you might need to think about implementing a rota or booking system to manage social distancing requirements – not just at gyms, but at all leisure facilities on the block.

Expert Staff, Good Maintenance

To ensure each of your leisure facilities are running smoothly, it is always essential to have specialist expertise, knowledgeable staff, excellent contractor and supplier relationships, and a good maintenance programme.

Managing agents should maintain an effective rolling programme of repair and maintenance works. This keeps the development in good condition and can identify and prevent potentially expensive issues before they occur.

Clear has a tonne of expertise and experience in managing big developments with extensive and complex leisure facilities. If you would like more information, please get in touch.

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

clearbuildingmanagement.com | info@clearbm.com | 0333 344 4996

Clear Building Management
QUALITY | VALUE | TRANSPARENCY

Share this page on social media

ManageYourBlock™

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

Call for a free demo on 0333 577 9070

Who can use Manage Your Block?

We've designed Manage Your Block portal for:

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

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

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

What can I do on the Manage Your Block portal?

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

Share account information with other directors

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

Have access to a contact list

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

Use the calendar

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

Send alerts

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

Keep contact info for your contractors

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

Quotes

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

Manage your documentation

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

Keep a diary

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

Notes

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

And now also collect service charges

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

ManageYourBlock™

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

Feature: Facilities

Onsite Facilities & Dementia

Written by the team at Fraser Allen

Fraser Allen
Estate Management
Professional | Sincere | Reliable

On site facilities within a block of flats can vary considerably. There may be a lift, a gym, maybe even a pool. For a block manager, management of on-site facilities and maintaining appropriate records is part of our job that we do every day.

However, as a dementia friendly business, we also consider those living in our managed properties who may be suffering with dementia. The communal area is an extension of your home, and it is even more important for those living with dementia that the communal areas are a welcoming and safe environment.

A few important things to consider...

Is the signage clear? Is the font simple to read with a good contrast of symbols and pictures? Signs for the exits are particularly important.

Are entrances well lit?

Are there any trip hazards or uneven surfaces that need to be improved?

In larger premises a seating area, in accordance with fire regulations, can be a big help. Research shows that people with dementia use 'landmarks' to navigate their way round. The more attractive and interesting the landmark (such as a painting) the easier it is to use for navigation.

Are the outside spaces, such as the communal gardens and car parks, properly maintained?

We work hard to maintain the developments we manage, and we are confident that we are using the right contractors, because how they deal with dementia care is just as important as the work they do.

The main things to impress upon anyone visiting the property would be to:

- Approach in a friendly manner
- Establish and make eye contact
- Talk clearly and give time for a response
- Be patient, gentle and kind
- Treat the person with Dementia as a member of your own family.

Designing with Dementia in Mind

When developers start to consider ways to design a communal area, that is inviting for all, there can be challenges along the way.

People with dementia have very different degrees of impairment. The only way of dealing with this is to get it right for the most impaired and it will be right for everyone. Thus, you put in lots of light, lots of contrast, try and ensure the areas is as quiet as possible and so on.

Designing more dementia-friendly housing or becoming a more dementia-friendly housing provider means being able to help people stay in the setting of their choice for as long as possible.

The Power of Mindful Design

The King's Fund (2013) found that for people with Dementia, improving an environment can:

- Reduce the incidence of agitation and behaviours that challenge
- Reduce the need for antipsychotic medication
- Reduce falls
- Promote independence
- Increase engagement in meaningful activities

With this in mind, the Building Regulations Approved Document Part M provides information on ramps and steps to ensure an accessible and safe passage around the building as well as ensuring wall mounted switches, socket outlets and other controls are accessible.

Parking Facilities

Finally, it is important to review parking facilities immediately outside the property for safety, particularly if there is a drop off area. It could also be appropriate to create larger parking spaces or offer family spaces (rather than just parent and child). This can make a huge difference if someone is not yet eligible for a blue badge but is experiencing cognitive difficulties.

It is also vital to check the route from the car park to the building, to ensure there are safe walkways and designated crossing paths.

All of the above can make a world of difference to someone living with dementia and may well keep them in their own home for so much longer.

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.

Fraserallenem.co.uk | info@fraserallenem.co.uk | 01242 399150

Fraser Allen
Estate Management
Professional | Sincere | Reliable

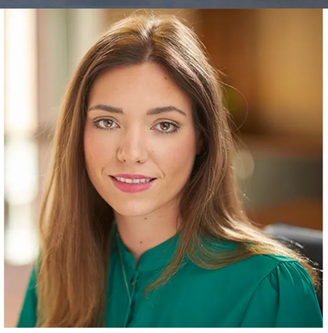
Share this page on social media

Feature: Facilities

Management Limitations

Written by Camilla Waszek, Associate at JB Leitch Solicitors

Right to Manage doesn't extent to shared estate services (*FirstPort Property Services Ltd v Settlers Court RTM Company and others; ARMA intervening*)



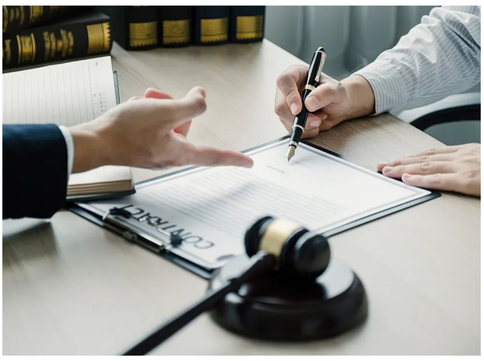
Associate Camilla Waszek (pictured) of specialist property solicitors JB Leitch, discusses the highly anticipated and highly significant decision on the extent and parameters of RTM estate management, which will provide clearer distinction in responsibility between RTM companies and existing managers...

The Supreme Court has, for the first time, considered the provisions under Chapter 1 of Part 2 of the Commonhold and Leasehold Reform Act 2002, relating to the right to manage. In doing so, it has held that the right to manage does not extend to management functions shared with a wider estate.

The Background

Settlers Court is a block of flats on the Virginia Quay Estate (the "Estate"), comprising of flats held by way of long leases. On 8 November 2014, Settlers Court RTM Company acquired the right to manage in respect of Settlers Court, allowing the leaseholders under the long leases to take over management of Settlers Court.

The Estate contains other blocks containing flats; these flats share services with Settlers Court. Prior to the RTM Company acquiring the right to manage, the management of the blocks and the estate services were provided by FirstPort, the named manager under the leases.



Following the acquisition of the right to manage, the RTM Company, relying on the Court of Appeal's decision in Gala Unity v Ariadne Road RTM Co Ltd [2012] EWCA Civ 1372, claimed that its management functions included management of the Estate, and FirstPort was no longer entitled to levy the estate charges from them.

FirstPort disputed this, maintaining that it remained exclusively responsible for providing the Estate Services to the entire Estate because the RTM does not extend beyond the block over which it is exercised (and facilities and amenities solely relating to it).

The parties were unable to reach agreement as to how the Estate Facilities should be managed and the Estate Charges levied. On 8 December 2017, the Appellant therefore applied to the First-tier Tribunal (the "F-tT") to determine whether it was entitled to levy Estate Charges from the lessees of the flats in Settlers Court.

The F-tT found against the Appellant, considering itself bound by Gala Unity. The Upper Tribunal (the "UT") also dismissed the Appellant's appeal on the basis that it was also bound by Gala Unity. The UT did however issue a leapfrog certificate for an appeal directly to the Supreme Court. This was the first time that the UT has issued such a certificate.

The Decision

The Supreme Court held that the decision in Gala Unity was wrong; the RTM company only acquires the right to manage the block and the appurtenant services which exclusively service the leaseholders of the block.

The Supreme Court determined that the purpose of the right to management it to confer exclusive management rights upon RTM companies in relation to single buildings or part of buildings, and not to confer a right to share the management of estate facilities used in common by the occupants of several buildings.

The Supreme Court considered that, if the RTM Company were to acquire the right to manage the entire estate, it would lead to outcomes which were both absurd and unworkable; it was therefore preferable to interpret the 2002 Act in a way which did not give rise to an unworkable situation.

In the circumstances, it was held that the right to manage did not extend to shared estate services. Therefore, the Supreme Court finding that "Estate services remain under the management of the previous manager, and the existing leaseholder structure makes continuing provision for that manager to recover the full cost from all relevant tenants".

Conclusions

The implications of the outcome will be significant - and it will be worthwhile noting how this new precedent will affect future cases in coming months and years. The case provides clarification that a right to manage claim extends only to the block and appurtenances that exclusively service the block (or part thereof) in question.

Where there are shared services with other blocks, then such services remain part of the functions and services of the party requires to provide them under the leases.

Moving forwards, upon receipt of a Claim Notice on an estate with shared services, it is useful for landlords and management companies to identify those services which pass to the RTM Company and those which remain with the landlord/management company.

In addition, landlords and management companies should consider existing sites whereby an RTM Company has acquired the right to manage; if the RTM Company is managing shared services, then the landlord and management companies will need to commence provision of those shared services.

If you would like to discuss this case further, or if we can help you in a similar matter, please contact Camilla.

JB Leitch are specialist solicitors for freehold investor and property management companies. Whatever the tenure and whether it's residential, mixed-use or commercial - if you manage it, we can help.

jbleitch.co.uk | mail@jbleitch.co.uk | 0151 708 2250

JB LEITCH SOLICITORS

Share this page on social media

Feature: Facilities

Private Roads & Gated Estates

Written by Belinda Thorpe, Managing Director at Residentsline

Residentsline Flats Insurance

Belinda Thorpe, Managing Director at Residentsline, explains our Roads and Private Estates cover for those in need of a bespoke quote for their gated block.

Gated estates provide a level of security that is largely unmatched. Popular with the elderly, single occupants and those who spend little time at home, they are utilised by people from all walks of society (despite sometimes being viewed as the reserve of the wealthy). They also sport some of the best facilities available when it comes to apartment living.

Managing a gated estate and any private roads requires a slightly different set of skills and tools when compared to a traditional block- including securing specific insurance to make sure the facilities and safety of the residents are maintained.

Specialist Insurance

While gated estates can experience fewer security issues than their street-side counterparts, they do come with their own set of risks that require a specialised insurance policy. For example, who is held responsible for communal areas within the estate?

As property insurance specialists, we're fully aware that one standardised policy does not fit all- that's why we have tailor-made our Roads and Private Estates offering to cover you against your responsibility of ownership for communal areas within the estate.

Our bespoke policy covers accidental damage to communally owned property, as well as Employers Liability and Property Owners Liability cover- details of which are below.

Material damage is included as standard, insuring your estate against damage to outbuildings and any other structures within the grounds such as:

- Car parks/car ports
- Lampposts and street furniture
- Roads, pavements, paths, gates and fences
- Bin stores
- Playground equipment
- Re-landscaping costs
- Fixed fuel oil and liquid petroleum tanks
- Underground services, septic tanks, cesspits and pumping stations

This cover is provided on a 'no sum insured' basis. The maximum payable under this policy for any one period of insurance is capped at £100,000.

Employers Liability cover (included) protects you against your legal liability when it comes to accidents or injuries. This extends to all employees, including maintenance staff, cleaners and gardeners.

Our policy also includes Property Owners Liability which covers you for unadopted roads, gyms, tennis courts or swimming pools- a highly beneficial addition to the policy for extra peace of mind.

The Limit of Indemnity for these covers is £10,000,000. We also recommend that you consider our optional extras: Legal Expenses Cover and Directors and Officers Liability Insurance.

Why Choose Residentsline?

Our policy is designed to protect you against a huge scope of unforeseeable and accidental incidents such as:

- Storm damage to your fences
- A delivery vehicle hitting your gates
- A fire destroying your bin store
- A visitor sustaining an injury after tripping on uneven paving

We know how important a comprehensive insurance policy is- no matter what type of property you have. Gated estates (and the shared property within them) aren't massively common, so it's not surprising that they require a bespoke policy to achieve full insurance coverage.

To begin your journey with us, give us a call on 0800 281 235 to speak to a member of our friendly team who will provide you with all the details you need. Alternatively, you can email us at info@residentsline.co.uk or request a quote online and we'll aim to get your quote back to you within two hours.

Residentsline's sole focus has always been insurance for blocks of flats. Today, 25 years on, Residentsline is still the best choice for flats insurance.
At Residentsline, our flats insurance policies are tailored to your needs; created for all sizes and types of blocks of flats and apartments. Our insurance cover also includes the option to include directors and officer's liability insurance, terrorism insurance, lift cover or legal expenses protection as part of your policy or as a separate policy if desired.

residentsline.co.uk | info@residentsline.co.uk | 0800 281 235

Residentsline Flats Insurance

Share this page on social media

Feature: Facilities

Lift Inspections & Insurance

Written by Sinead Campbell of London Flats Insurance

Looking after a property with a lift brings with it another layer of responsibility to your residents.

For some, the lift will be an expected convenience factored into their service charges and for others it will be much more than that- for some residents, it will be a lifeline and the only way they can get out into the world and back again.

Keeping your lift working day after day means looking after it. Part of that means fulfilling your legal requirement to have all lifts (including passenger lifts, window cleaning hoists and winches fixed to the roof of the property) inspected by a competent authority every 6 months as well as complying with any necessary maintenance recommended as a result of those inspections.

The Importance of Lift Maintenance

Not only is it your legal duty to ensure your lifts are inspected by a competent person every 6 months (see the Health & Safety Executive website for more information), but it's also vital for safety and happiness of your residents. It's also paramount in terms of your insurance.

Your general buildings policy will insure your lift in the event of damage caused through 'insured perils' such as fire, accidental damage or malicious damage, but this cover does not extend to general breakdowns or maintenance works.

Your twice-annual inspections and any maintenance works suggested by your competent person are the key to warding off any catastrophic breakdowns and therefore any unexpected costs.

How We Can Help

You can protect yourself from falling short of your requirements and from unexpected costs caused by sudden breakdowns by taking out our Lift Inspection and Insurance Cover; specially designed to plug the gap between your buildings insurance policy and necessary lift repairs.

We have negotiated some very competitive solutions with Allianz, Aviva and British Engineering and offer more than other lift insurance companies. When you work with us, you'll get a fantastic range of benefits, gold-standard customer service and a policy that you can truly rely on.

Lift Insurance vs Lift Inspection Cover

We offer our Lift Insurance and Lift Inspection cover separately, so you can choose to take out either or both, depending on the needs of your block. Both products are 12 months long and are provided at the most competitive prices we can find.

Our **Lift Insurance policy** (also known as Machinery Breakdown Insurance) provides cover for the failure of many building services including lifts, communal boilers and electronic machinery such as automatic doors. Cover starts from as little as £112.00 a year inc Insurance Premium Tax.

You must maintain, test and inspect items in accordance with statutory and manufacturers' requirements; any claims are subject to your policy excess.

Product details are below:

- Underwritten by Aviva Insurance Limited
- Limit of Indemnity: £250,000
- Subject to an excess of £100
- One or two lifts: £112.00 per year

According to government health and safety regulations, anybody who manages a block of flats or apartments has a legal liability to ensure their passenger lift undergoes a formal lift inspection by a competent authority every 6 months.

Our **Lift Inspection Cover** enables you to fulfil your legal obligations when it comes to lift inspections for your block. Inspections are available with a range of market-leading providers and the costs are detailed below:

- One lift: £330.00 per year
- Two lifts: £519.64 per year

Note: The figures quoted here are for lifts servicing a maximum of four floors- if you need a quote for more than four floors, please give us a call on the details below.

To obtain cover, please contact us with your postcode, the number of lifts and the number of floors your property has or head to our online quotation page.

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.

londonflatsinsurance.co.uk | 020 7993 3034

Share this page on social media

Feature: Facilities

Simple, Effective Software for RMCs

Written by Rich Smeeton from Manage Your Block

ManageYourBlock™

With this month's focus on facilities, we wanted to highlight our software as a communal facility for any residents involved in the management of their block.

Manage Your Block has been brilliantly designed by the team at Residentsline Insurance to act as a central hub of information for RMCs and Resident Associations. Free to Residentsline customers and only £99 per annum to non-customers, Manage Your Block is an incredibly affordable solution to some age-old issues.

What Can MYB Be Used For?

Manage Your Block is a central hub for storing all relevant information about your block including:

- Insurance claims history
- Maintenance history
- Inspections and reports
- Risks assessments and reports
- Preferred contractor information
- Contact details for all residents

It can also be used to contact residents, for residents to contact you and to invoice for service charges (the service charge function carries an additional charge of £49 per annum).

The system is cloud-based, meaning all the information and functionality can be used by anyone with a login, no matter where they are (as long as there's internet where they are… we're not magicians).

What Problems Does MYB Solve?

Essentially, Manage Your Block solves the issues of:

a) Where to store information safely and in line with GDPR
b) How to contact residents and contractors, keeping an audit trail
c) How to ensure that essential documents and records are always accessible
d) How to hand over the management of the building to a new Director when the time comes

Many Directors collate so much information during their time at the helm that it can be difficult to remember everything they need to hand over, or to know where to look for certain documents or contact details.

While some are very organised and hand over successfully, others are not so thorough…Manage Your Block makes the whole process simpler, easier and provides less room for error.

Residents can send you alerts if there is a problem that you need to be aware of. You can store, view and update a contact list for all of your residents. You can record all of your suppliers' details so they are there for the next person who takes over. Ultimately, you are collating a history; you never know when you will need the information.

I am sure we can all think of many situations where we've been forced to rifle through masses of paperwork or files on a computer to find what we're looking for. Much easier to keep it in one place and, when you chose to move on, simply pass the login details to the next person.

To find out more about Manage Your Block, head to our website, call us or send a message to info@manageyourblock.co.uk today. You can also find some tutorial videos for how to use the software 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.

manageyourblock.co.uk | info@manageyourblock.co.uk | 0333 577 9070

ManageYourBlock™

Share this page on social media

Feature: Facilities

Cyber Security & You

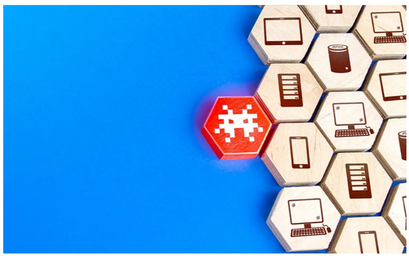
Written by Darren Bagnall of Flat Living Insurance

With all the upheaval of the pandemic diverting business owners' attention, it could be easy for cyber security to slip quietly off the radar.

Unfortunately, hackers haven't taken a break over the past couple of years- in fact, they've seized the opportunities presented: companies shifting to home working, handing out laptops, creating VPNs and having to make rapid software choices without their usual stringent vetting.

Employees are using their home Wi-Fi or even public connections in coffee shops and pubs (a hacker's dream!) and most workers are adjusting to a new way of life, both logistically and technologically, meaning may have taken their eye off the ball when it comes to online security.

The Statistics



According to Government statistics generated from their annual Cyber Security Breaches Survey, 39% of UK businesses experienced cyber security breaches or attacks in the 12 months from March 2020 to March 2021.

This is actually a reduction from the 46% reported in the previous year (which could be put down to the pandemic's reduction in trading activity) and is therefore expected to creep back up through 2022.

Of those businesses affected by cyber-attacks, 21% reported a loss of money, data or other assets while 35% report being otherwise negatively impacted. Can you afford to be taken back a step by a security threat?

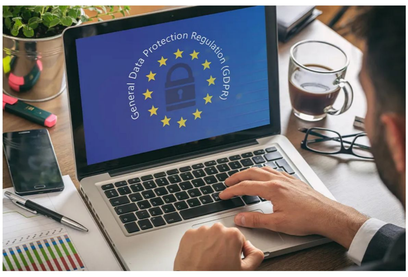
Cyber Security in Property Management

Property Managers, Residents' Management Companies and Right to Manage companies could be forgiven for believing that they are unlikely to be the targets of such incidents. However, a study by Hiscox in 2018 showed that UK small businesses (of up to 50 employees) suffered over 65,000 attempted cyber-attacks every day, with hackers' successfully penetrating IT networks every 19 seconds on average.

Small businesses and Residents' Management Companies are now widely viewed within the Cyber Security industry as the 'low hanging fruit' for cyber criminals- chiefly due to their traditionally moderate IT security budgets and reliance upon third-party providers.

The wide array of contacts, funds that are collected and held, and multitude of contractual obligations leaves RMCs particularly exposed to cyber criminals. With so many access points for hackers to enter and potentially cause disruption, identifying risk controls and risk transfer mechanisms should be key to the successful operation of every RMC across the UK.

The high volume of sensitive owner information usually stored and processed means that cyber insurance should be viewed as an essential tool in your day-to-day operations.



A Little On GDPR

These strict data protection regulations have placed a particular emphasis on any organisation that holds personal information to safeguard data or risk devastating financial repercussions.

Aside from the potential financial penalties for non-compliance (a maximum of the higher of 4% of turnover or EUR 20 million), GDPR places a number of other substantial responsibilities on organisations storing or processing the personal information of their customers and/or employees.

Companies are required to notify the UK Information Commissioners Office (ICO) and all affected individuals within 72 hours if personal information of employees, customers or third-party contractors is breached.

The nature of the data breach is of secondary importance, whether resulting from a cyber-attack, the malicious acts of an employee or something as simple as a member of staff leaving a laptop or memory stick containing client information on public transport; the clock to non-compliance starts ticking from the moment the loss of data has been identified.

Be it one record stored, or one hundred million, these strict regulations provide a clear incentive for every individual and business owner to consider the potential damage that the mishandling of data can cause.

Example Scenarios

With all the techno-jargon involved, it can be hard to comprehend the risks and potential fallout caused by a breach. Here are a few in-context examples to show how easily you could fall foul:

1. Phishing Emails

An RMC employee receives an email that appears to be from one of their regular suppliers, requesting that they ignore their previous email as the attached invoice contained old bank account details. A new invoice was attached with amended bank account details and the employee transferred their annual payment of approximately £29,000 to the new account.

The scam was only identified when the original supplier chased for payment, at which point the false email address and malicious invoice was identified. Given the time elapsed and the fact the RMC had explicitly requested the account number change to their bank, the payment was lost.

2. Ransomware

An error message appears on all company computer systems stating that access to their network was restricted unless they transferred the equivalent of £2,500 in bitcoin to an untraceable account. The firm was unable to pay suppliers, access client information or conduct normal day-to-day business for 8 hours before they called in outside IT specialist to restore their systems.

Thankfully, the business had backed up their server the previous day, meaning the IT specialists were able to restore the network, although this cost the Company another £4,200.

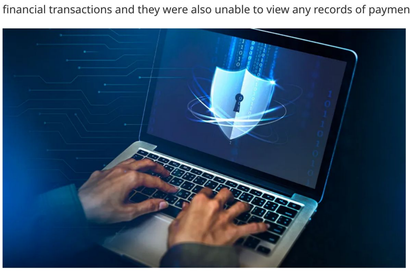
3. Malware

A new RMC Director or Company Secretary downloaded an attachment from a client's email, not realising it contained malware. The malware enabled hackers to access the RMC's IT. The cyber criminals were then able to steal all information relating to residents and third-party supplier contracts used by the RMC, before wiping any record of the data from their IT network.

Substantial costs were incurred while trying to restore the data and the RMC received claims for damages from a number of individuals for breach of privacy. Legal costs of over £50,000 were incurred in settling such claims and complying with their regulatory requirements.

4. System Failure

A Property Manager who stores their customer information 'on the Cloud' thought that this would absolve them from their responsibilities under the GDPR. The Cloud service provider suffered a system failure which meant all access to customer records went down. This meant that the firm was unable to pay or manage financial transactions and they were also unable to view any records of payments made during this period of downtime.



Cover Yourself with Flat Living Insurance

Traditionally, cyber policies were very expensive to buy, and it was even more difficult to understand what they covered. Our award-winning cyber insurance product will cover you against all the key digital and online risks your business could face, starting at just £10 a month.

We provide access to third-party experts with the knowledge and experience to get you up and running again if you do experience an incident, and you also gain access to the tools and training services required to minimise the potential loss of a cyber breach.

We provide cover for anyone who manages insurance for flats and apartments so, whether you're a Residents' Association, Residents' Management Company, Freeholder, or Managing Agent, we'd love to help your protect your business, customer and client information, as well as all of your online data, with a cyber insurance policy you can truly rely on.

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.

Flatlivinginsurance.co.uk | info@flatlivinginsurance.co.uk | 0333 577 2044

Share this page on social media

Feature: Facilities

A Go-To Facility for Block Managers

Written by the team at Block in a Box

Taking on the responsibility of managing a block of flats is daunting- especially if you're a resident stepping up to run an RMC.

The role requires many hats; accounting, health and safety, awareness of legalities, insurance, maintenance, customer service, mediation, debt collection, contractor appraisals, understanding leases and conducting new resident inductions... all of which require different skill sets and bring their own issues to the table.

Block in a Box has been designed as a 'mix and match toolbox' to help self-managed Residents' Management Companies, Right to Manage Companies and Residents' Associations handle this huge responsibility with ease and confidence.

It allows you to pick and choose which services you need, safe in the knowledge that no matter what comes your way, you can find professional support- all in one place.

Services Covered

We have gathered recommended specialists in all applicable fields to simplify life for block managers, as well as building our own user-friendly software to make managing your block simpler.

Our recommended services and contractors have been curated alongside a steering committee of directors and association members to provide real assistance. Our recommendations include professionals to help with:

3D Tours: Perfect for showcasing available units or your building as a whole.

Accounts and Budget Preparation: Hand over this vital task to the experts!

Alternative Accommodation: Our supplier can find hotel or rental accommodation, hire furniture and arrange storage, removals and packing.

Company Secretarial Solutions: Administrative tasks are time-consuming and full of room for error- hand it over and claim back your time.

Cyber Security Training: Our supplier can help you manage your cyber security, due diligence investigations, regulatory compliance, training & technology risk requirements.

Drone Surveys: Often quicker, cheaper and more reliable than traditional solutions such as using cherry pickers or erecting scaffolding.

Electric Charging Points: Our supplier delivers innovative, intelligent and inexpensive charging points for all brands of electric and hybrid cars.

Emergency Assistance: This service will take all incoming calls, triaging to determine whether any reported issue is deemed an emergency under our clients' responsibility whilst also protecting the property from material damage and staff, residents and visitors from any Health & Safety issues.

Health and Safety Risk Assessments and Surveys: Your block requires a range of legally necessary Risk Assessments- our supplier will make sure your building is legally up to date and safe for your residents.

Insurance: Our supplier can find adequate cover that won't cost the earth.

Legal Support: Lease extensions and variations, enfranchisement, licence for works, section 20 guidance , breach of lease, and nuisance- our supplier can assist with it all.

Manage Your Block Portal: Software designed for busy block managers; keeping all your block's important information in one place.

Out-of-Hours Helpline: Our supplier's Home Emergency policy provides you with a low-cost solution, ensuring help is always available when you need it most.

Prepay Meters: Our supplier's solution can measure up to 3 utilities per tenant hub- you decide which utility company you want to use and what you want to charge each tenant for each utility.

Reinstatement Cost Assessments: Our supplier offers discounted rates to our customers on a national basis.

Repairs and Maintenance Directory: Our trusted supplier will provide you with a nationwide network of reliable tradespeople from all corners of the UK.

RMC Director Training: With input from IRPM, FPRA and ARMA, LEASE has produced another tool to help leaseholders gain confidence in the complex subject of leasehold.

Rooftop Extensions: Every flat-roofed block of flats has the potential to have new accommodation added above it- our supplier specialises in working with RMCs to realise that potential.

Service Charge Arrears and Collections: Tricky areas requiring expertise and good grasp of the law- we can help with both.

Third-Party Contractor Accreditation: Poor contractor management can lead to injuries, ill health, additional costs and delays- avoid it all by seeking third-party accreditation.

Utilities: Our supplier offers a full management service for those handling blocks of flats. They deal directly and professionally with any issues (such as billing queries) on your behalf.

Water Leak Detection: We recommend the leading supplier of affordable solutions to water leak detection and prevention for residential blocks of flats and apartments.

If you're new to managing your block or need some assistance in an area you've not encountered before, Block in a Box is definitely the place to start. Our team are always on hand if you have any queries or if you have any suggestions for services we can add to our listings- just drop us a line via info@blockinabox.co.uk or call 0333 015 4145.

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

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

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

Share this page on social media

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.

Client Side Block Manager

Location: Merseyside

Salary: £30,000 - £35,000

Tell me more

Block Manager (Part Home-Based)

Location: West London

Salary: £35,000 - £45,000

Tell me more

Regional Manager

Location: Essex

Salary: £55,000 - £65,000

Tell me more

Block Manager

Location: South West London

Salary: £40,000 - £45,000

Tell me more

Office-Based Property Manager

Location: North East London

Salary: £40,000 - £50,000

Tell me more

Block Manager

Location: Devon

Salary: £25,000 - £33,000

Tell me more

Block Manager (Part Home-Based)

Location: Cheshire

Salary: £30,000 - £35,000

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Bishop & Sewell
Monro Wright & Wasbrough

LIFE'S CHALLENGES

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

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

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

Our teams:

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

ALEP ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

Beautifully straightforward legal advice

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

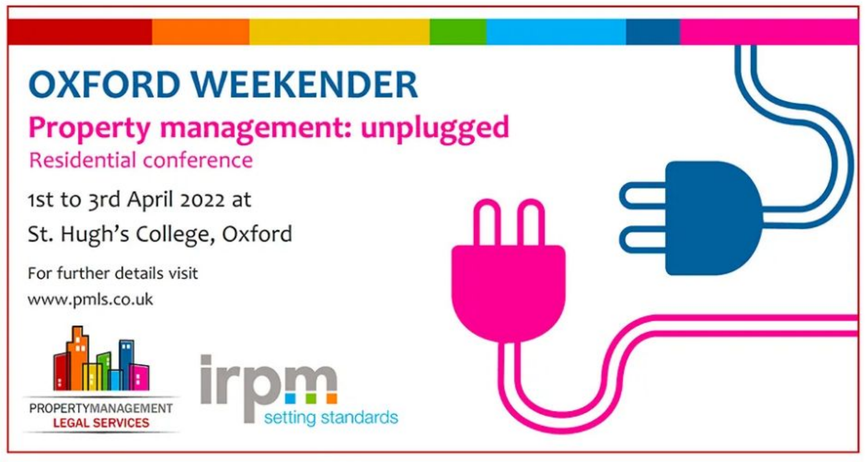
Authorised and regulated by the Solicitors Regulation Authority (443824)

bishopandsewell.co.uk

Property Management Events

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

1st - 3rd April 2022



IRPM & PM Legal: Oxford Weekender

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

Book your place

November 2022

NLG Annual Conference

Date and details to be released soon.

Find out more

ARMA 2022 Training Courses & Webinars

ARMA's February to March online training courses cover a range of topics which will help keep staff prepared for the modern world of property management. Topics covered in the courses and webinars include; residential service charges, fire safety, section 20B, property transfers and much more.

Online Training Course Costs

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

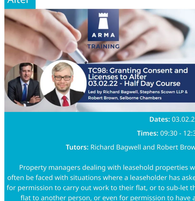
Full-day Course
Members: £100 + VAT
Non-Members: £175 + VAT

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

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

Upcoming Training Courses

TC98: Granting Consent and Licenses to Alter



Dates: 03.02.22

Times: 09:30 - 12:30

Tutors: Richard Bagwell and Robert Brown

Property managers dealing with leasehold properties will often be faced with situations where a leaseholder has asked for permission to carry out work to their flat, or to sub-let the flat to another person, or even for permission to have an animal in the property. They will also have to deal with cases where a leaseholder has not asked for permission but has just gone ahead and done something forbidden by their lease. Knowing when permission is required and the basis for giving or refusing consent is an important part of residential leasehold management.

Book your place

TC66: Introduction to Fire Safety for Property Managers

Dates: 09.02.22 – 10.02.22

Times: 09:30 - 12:30

Tutor: Shaun Lundy

A 6-hour course being run over 2 consecutive days (3 hours per day). This course is provided for block managers looking to learn the basics of fire safety for residential buildings. It gives basic information for managing the fire risks of common parts of blocks of flats and delves in to the essential grounding of the Regulatory Reform (Fire Safety) Order 2005. At the end of this course, you will understand who is responsible for what and why in terms of fire safety and will have a basic knowledge of the changes happening in this all-important area of block management.

Book your place

TC27 The Procedural and Technical Issues of Section 20

Dates: 16.02.22 – 18.02.22

Times: 10:00 - 12:00

Tutor: Jeff Platt

A 6-hour course being run over 3 consecutive days (2-hours per day) covering the requirements and procedures of Section 20 (qualifying works and qualifying long term agreements), exemptions, OJEU Public Notices and the growing body of Case Law.

The course is aimed at those who have some knowledge of the legal framework governing residential long leasehold management but who need to become more familiar with information needed to safely and efficiently assist or manage a portfolio.

Book your place

TC11: Residential Service Charge Accounts Guidance

Dates: 21.02.22 – 23.02.22

Times: 09:30 - 12:30

Tutor: Lisa Warren

A 2-day interactive webinar discussion addressing best practice for service charge accounting.

Book your place

TC88: Are You a Property Manager with Party Wall Headaches?

Dates: 24.02.22

Times: 09:30 - 12:30

Tutors: Cassandra Zanelli and Julian Davies

Since it came into force, the Party Wall Act has caused some headaches for property managers. Whether you're planning to undertake works or are on the receiving end of a Party Wall Notice, property managers need to understand the implications, timescales and obligations. This interactive half-day course is designed to equip property managers with the knowledge and confidence they need to deal with Party Wall matters.

Book your place

TC62: Fire Safety Management (Senior Level) for Residential Managing Agents

Dates: 01.03.22 – 03.03.22

Times: 10:00 - 12:00

Tutors: Mark Snelling and Cassandra Zanelli

This course is for directors and senior managers responsible for fire safety management in residential blocks of flats. The course explains the guidance given in ARMA's Fire Safety Management in Flats publication and provides leasehold and legal tools that can be used to enforce leaseholder fire safety compliance.

Book your place

TC44: Introduction to Accounting for Service Charges

Dates: 07.03.22 – 08.03.22

Times: 09:30 - 12:30

Tutor: Lisa Warren

A 6-hour course being run over 2 consecutive days (3-hours per day) walking through the financial year of a property. This course is aimed at individuals with less than 18 months experience in the industry

Book your place

Upcoming Webinars

W11: Dealing with Section 20B: The "18-month" Rule

Dates: 18.03.22

Times: 11:00 - 12:00

Tutor: Cassandra Zanelli

There are a raft of contractual and statutory restrictions on the recovery of service charges, and failures to comply can result in lessees withholding payment of service charges. In some cases, the effects are suspensory and failures can be corrected. In other cases, failures are fatal to the recovery of those service charges. Failing to comply with Section 20B (or the so-called 18-month rule) can result in stale (and unrecoverable) service charges; something all managing agents want to avoid.

Book your place

W2: Leasehold Assignment: Who's Liable for The Arrears

Dates: 22.04.22

Times: 10:00 - 11:00

Tutor: Cassandra Zanelli

Leasehold properties change hands on a regular basis. If there are service charges which haven't been settled, what happens to those arrears on any sale, transfer or disposition? Who should be pursued; the outgoing leaseholder or the incoming one? And what procedure can (and should) be followed? In this webinar, we'll explore the practicalities of dealing with arrears of service charges when leasehold properties are assigned.

Book your place

W9: Dealing with Property Transfers

Dates: 22.04.22

Times: 12:30 - 13:30

Tutor: Cassandra Zanelli

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. In this webinar we'll explore the typical requirements found in leases, and consider how managing agents should approach and enforce compliance with those requirements.

Book your place

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

Block Booking Discount Extended Until 2022!

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

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

How to claim your discount:

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

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

Get in touch

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

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

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

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

BLOCK in a BOX

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

3D Surveys

Accounting Solutions

Company Secretarial

Contractor Accreditation

Cyber Security Training

Drone Surveys

Electrical Charging Points

Emergency Assistance

Flat Living

FPRA
FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Health & Safety

Insurance Solutions

Legal Support & Assistance

Out of Hours

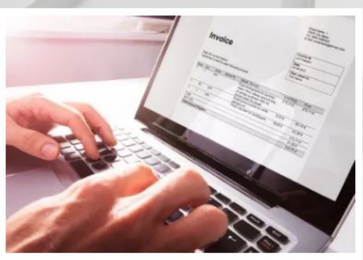
Reinstatement Cost Assessments

Repair & Maintenance

RMC Director Training

Rooftop Extensions

Service Charge Arrears



Service Charge Collections

SmarkLink45 Prepay Meter

Utilities

Water Leak Detection

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

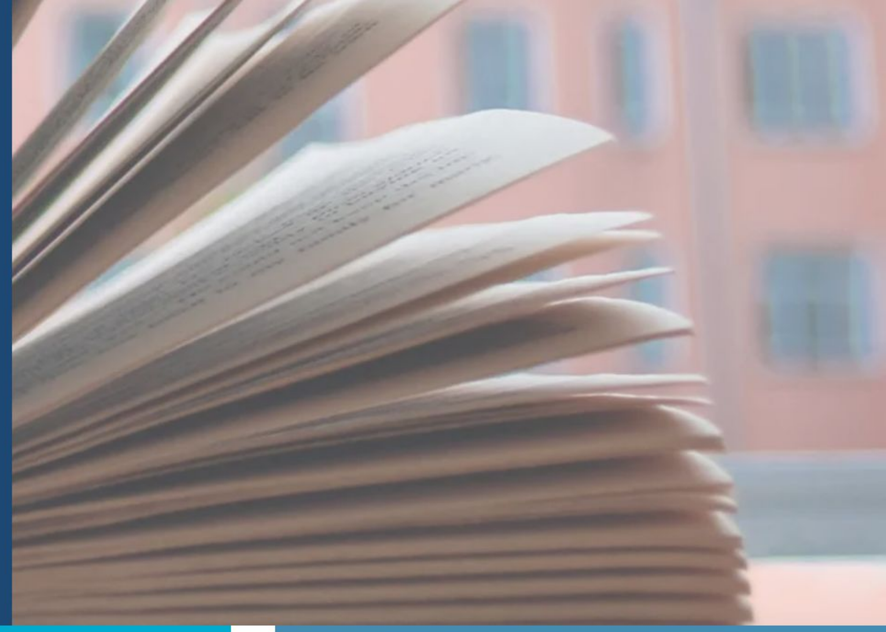
call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Directories

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



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members

Find an Agent

Featured Managing Agents are listed alphabetically.

Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

Find out more

Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

Find out more

Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

Find out more

Homestead

Find out more

Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

Find out more

Find a Supplier

Featured suppliers are listed by category and then alphabetically.

Accountants

FORTUS
BUSINESS ADVISORS & ACCOUNTANTS

Find out more

Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
CHARTERED CERTIFIED ACCOUNTANTS

Find out more

Fire Protection

PLP
FIRE PROTECTION

Find out more

Health & Safety

4site®

Find out more

Insurance

FlatLiving
INSURANCE

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline
Flats Insurance

Find out more

Insurance Valuations

BARRETT CORP HARRINGTON

Find out more

Lifts

ARDENT
LIFT CONSULTANCY

Find out more

Lifts

Hemsworth
Lift Consultants

Find out more

Lifts

ilecs
LIFT CONSULTANTS

Find out more

Out of Hours Response

adiuvo

Find out more

Maintenance

tna building services
elite property maintenance

Find out more

Mailboxes

POST BOXES UK
VALUE ENGINEERED SOLUTIONS

Find out more

Parcel Delivery

Locker
simply smart

Find out more

Principal Contractor

STONE
CONTRACTS LIMITED

Find out more

Recruitment

BLOCK RECRUIT

Find out more

Software

Fixflo

Find out more

Software

ManageYourBlock™

Find out more

Solicitors

Bishop & Sewell
Monro Wright & Wasbrough

Find out more

Solicitors

JB LEITCH
SOLICITORS

Find out more

Solicitors

Keebles

Find out more

Surveyors

HAMILTON DARCEY LLP

Find out more

Surveyors

mcdowalls

Find out more

Training

LEARNING CURVE GROUP

Find out more

Training

PROPel
Learning & Development for the Property Industry

Find out more

ARHM

Raising standards in retirement housing

RAISING STANDARDS FOR OVER 25 YEARS

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

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

About Us

Discover more about the ARHM and our mission

Code of Practice

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

Events & Training

Regional training, events and conferences

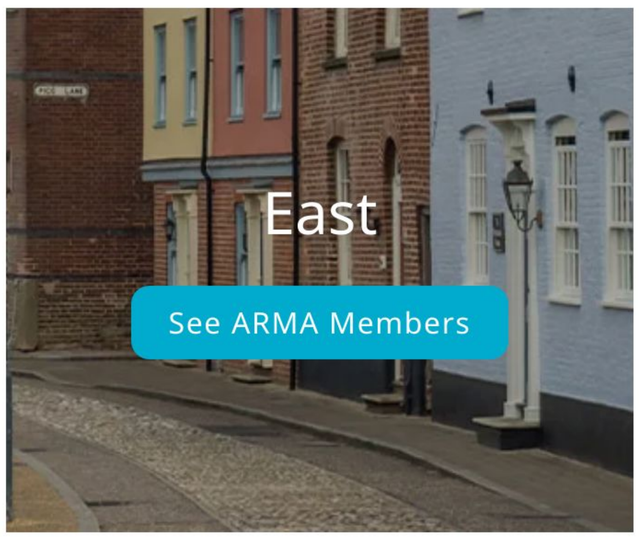
arhm.org | enquries@arhm.org | 07974 311 421

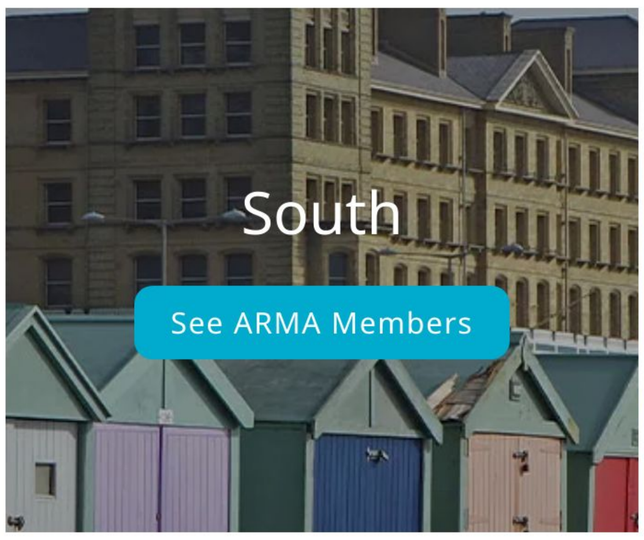
Find an ARMA Member

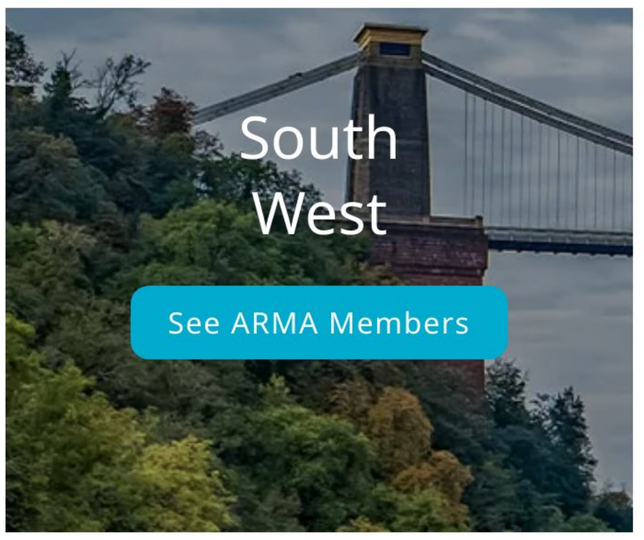
Are you considering a new managing agent?

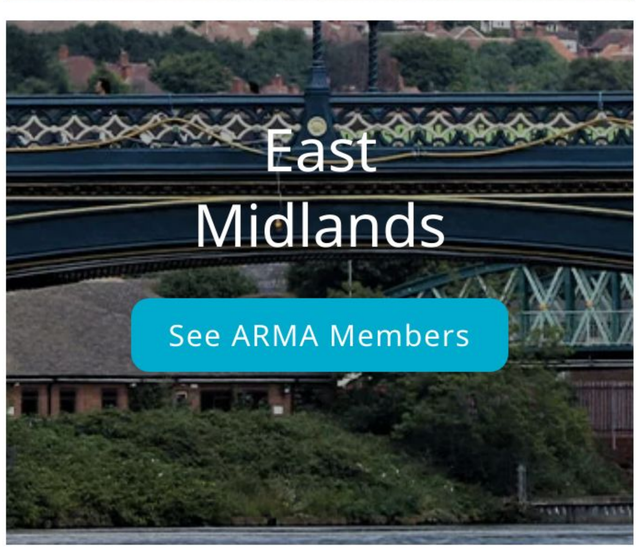
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

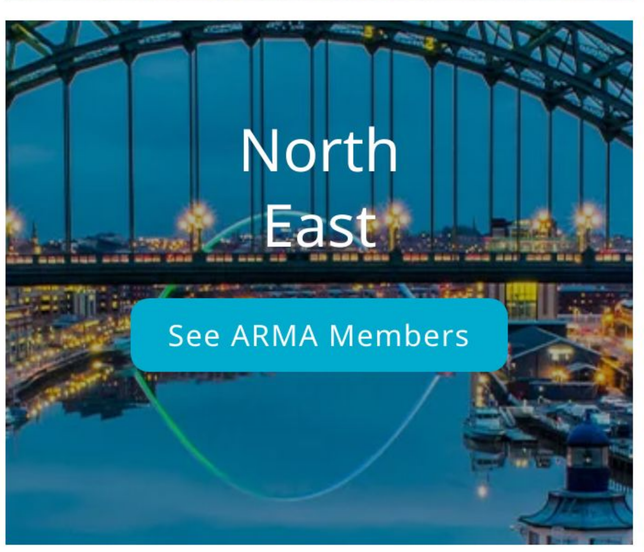
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.











Setting the Standards in Property Management

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

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

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

020 7978 2607 | www.arma.org.uk

Find an ALEP Member

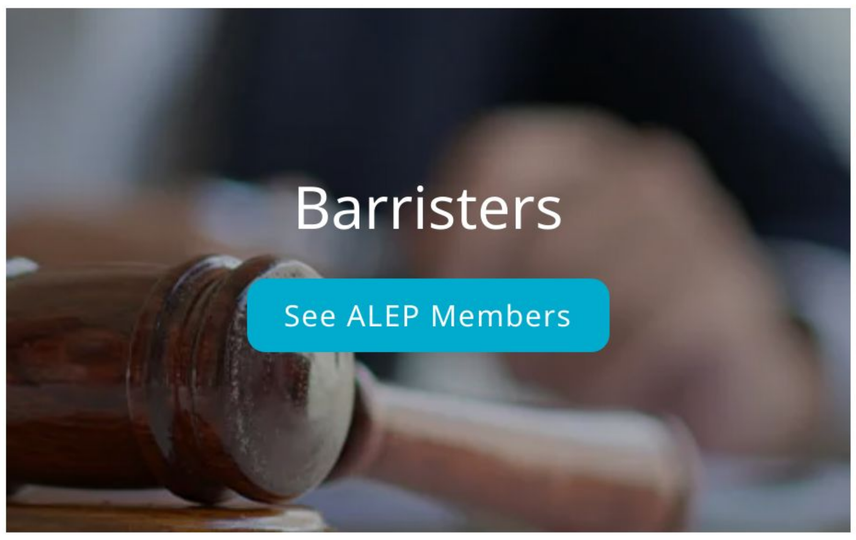
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

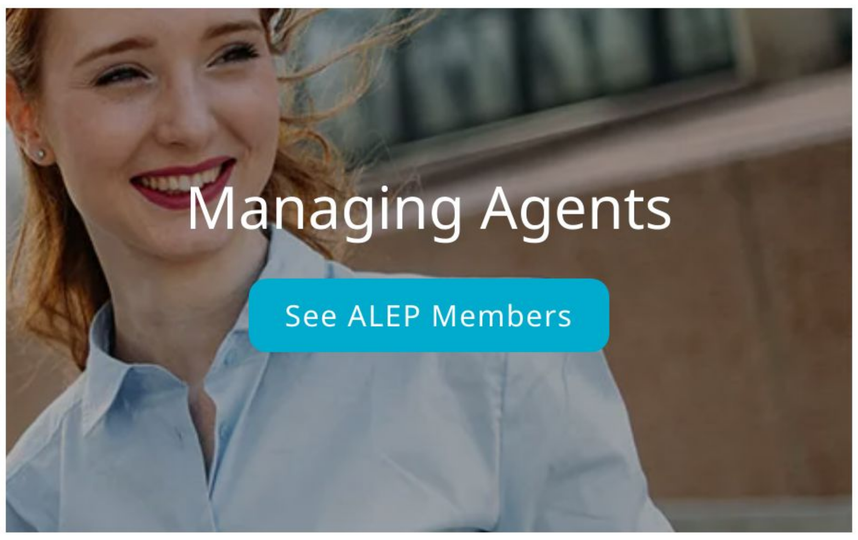
ALEP members can advise or assist with:

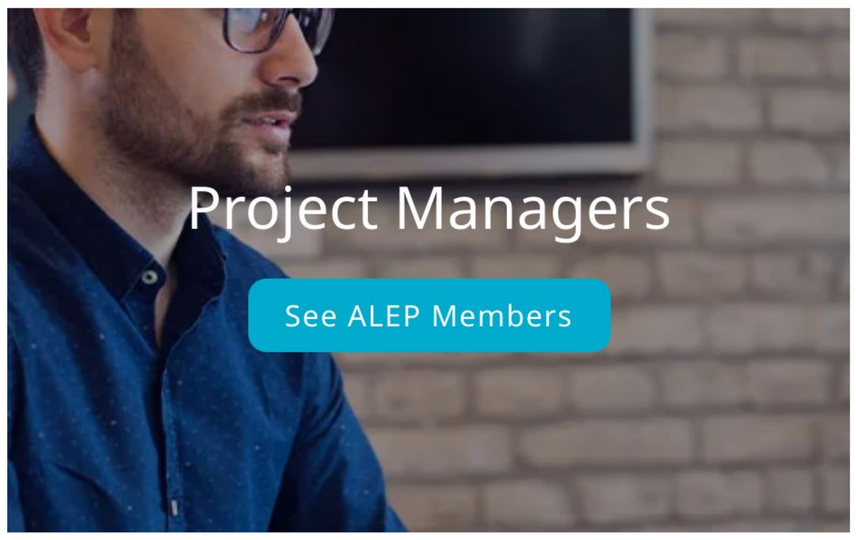
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

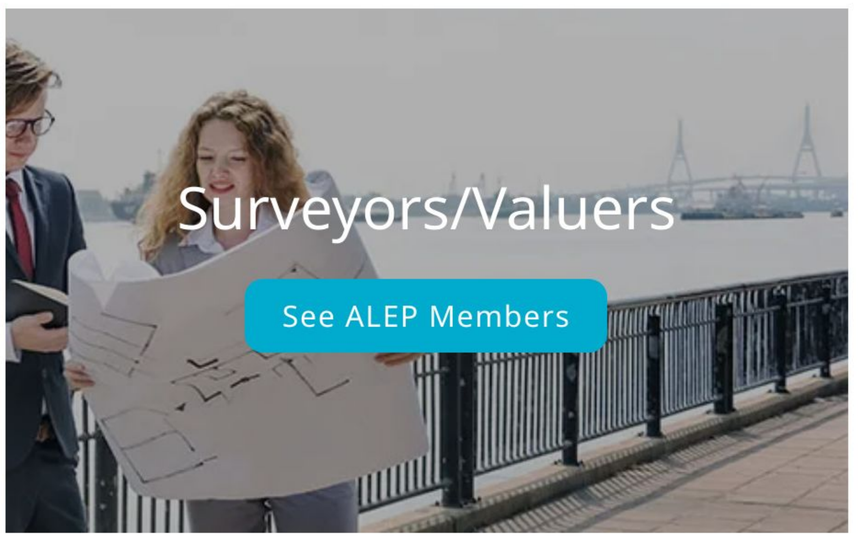
Below are details of ALEP Professionals (alphabetically) in the following areas:

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









ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

LEASE

THE LEASEHOLD ADVISORY SERVICE

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

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

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

Flat Living Website

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

LinkedIn

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

Sign Up

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

Contact Us

ARMA Members
South East

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

ARMA Members
Yorkshire

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

ARMA Members
South London

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

ARMA Members East London

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

ARMA Members East

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

ARMA Members
North East

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

ARMA Members
North London

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

ARMA Members
West Midlands

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

ARMA Members North West

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

ARMA Members
London

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

ARMA Members South

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

ARMA Members
West London

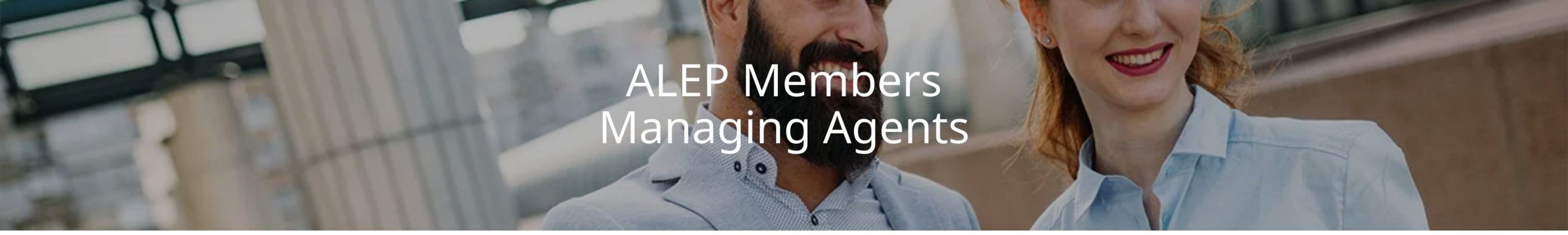
- Aspect Property Management Limited London 020 7828 1664 Full Member
- Berkshire Hathaway Home Services Kay & Co London 020 7467 2027 Full Member
- Bold and Reeves Limited London 020 7408 7590 Full Member
- Brunsfield Ltd London 020 3601 7676 Full Member
- Burlington Estates (London) Limited London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

ARMA Members South West

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

ARMA Members
Wales

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



ALEP Members Managing Agents

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

ALEP Members
Barristers

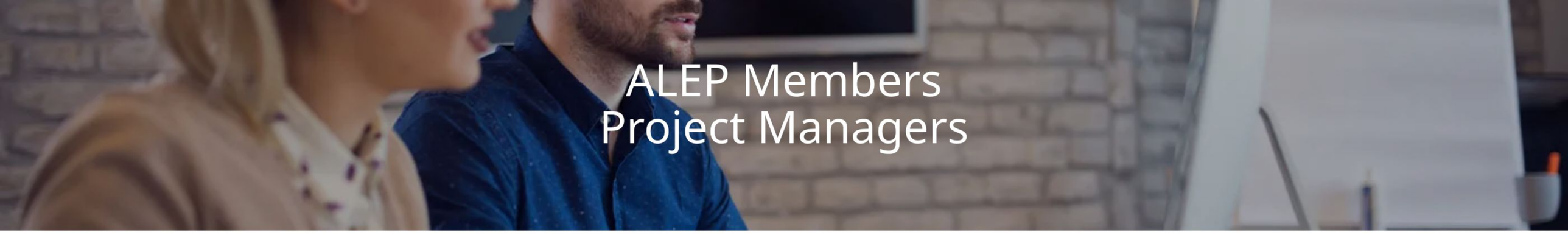
- Paul Letman Falcon Chambers 020 7353 2484
- Tom Jefferies Landmark Chambers 020 7430 1221
- Aaron Walder Landmark Chambers 020 7430 1221
- Ellodie Gibbons Tanfield Chambers 020 7421 5300
- Philip Rainey Tanfield Chambers 020 7421 5300
- Mark Loveday Tanfield Chambers 020 7421 5300
- Christopher Heather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

ALEP Members Solicitors/Legal

Linda Ball	Adcocks Solicitors	01543 442100
Thomas Roberts	AK Law (London) Limited	020 8280 0810
Daniel O'Doherty	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	07525 071699
Joe Arnold	Arnold & Baldwin	020 8642 2999
Marjorie Batten	Ashfords LLP	01392 333962
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Ricky Coleman	Bate & Albon Solicitors	01903 369959
Nick Tompkin	Bennett Griffin LLP	01903 229910
Simon Elliott	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 232300
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Caroline Wild	Blake Morgan LLP	020 7405 2000
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4775
Kim Higgs	Bonallack & Bishop	01722 422300
Simon Kerrigan	Boodle Hatfield LLP	020 7079 8112
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Dani Green	Brethertons LLP	01295 661 458
Shimmie Pariente	Bude Nathan Iwanier LLP	020 8209 2481
Roland Pingree	Carter Bells LLP	020 8939 4000
James Souter	Charles Russell Speechlys LLP	020 7427 6716
David Haines	Charles Russell Speechlys LLP	01483 252525
Claire Allan	Child and Child	020 7235 8000
Erin Iley	Clarke Mairs LLP	0191 245 4725
Eleanor Murray	CMS Cameron McKenna Nabarro Olswang LLP	020 7367 2739
Nick Leedham	Coles Miller LLP	01202 204 624
Mark Brassey	Collins Benson Goldhill LLP	020 7436 5151
Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons	020 7485 0888
Carla Figueira	Cook Taylor Woodhouse	01322 394164
Jonathan Everett	Coole Bevis LLP	01903 534505
Thomas Lumsden	CooperBurnett	01892 515022
Mike Brown	Couchman Hanson Solicitors	01428 722189
Bonnie Twiggs	Crane & Staples	01707 329333
Anna Favre	Cripps Pemberton Greenish LLP	020 7591 3318
Tim Selley	Crosse & Crosse Solicitors LLP	01392 258 451
Jason Richardson	Davies and Partners Solicitors	01454 619619
Claire Whiteman	Dean Wilson LLP	01273 249229
David Payton	Dentons UK & Middle East LLP	020 7320 6857
Tina George	DMH Stallard	01293 605193
Chris Sykes	Druces LLP	020 7638 9271
Louise Uphill	Dutton Gregory LLP	01962 624469
Katherine Simpson	Edwin Coe LLP	020 7691 4000
Kate Chatters	Farrer & Co	020 3375 7219
Paul Dench	Field Seymour Parkes	0118 951 6253
Primal Laxman	Fitz Solicitors Ltd	01753 592000
Natasha Rees	Forsters LLP	020 7863 8400
Niki Adkins	Frettens LLP	01202 920 237
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8858 6971
Graham Jaffe	Gregory Abrams Davidson	020 8209 2653
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
Andrew Pluck	Hart Reade	01323 727321
Daniel Winslow	Healys LLP	020 7822 4179
Joshua Watkins	Herrington Carmichael LLP	01276 854948
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
Phil Davies	Holmes & Hills LLP	01206 593 933
Ash Oberoi	Housing and Property Law Partnership Solicitors	020 7553 9000
Amanda McNeil	Howard Kennedy LLP	020 3755 5598
Craig Rennie	HRJ Foreman Laws	01462 458711
Joanna Themistokli	Irwin Mitchell LLP	020 7650 3809
Marcelle Turner	Irwin Mitchell LLP	01243 813101
Amelia Hayes	Jefferies Essex LLP	01702 332311
Daniel Swimer	Joelson JD LLP	020 7580 5721
Yashmin Mistry	JPC LLP	020 7625 4424
Daniel Tang	Judge and Priestley LLP	020 8290 7373
Julie West	Julie West Solicitors	01372 383273
Belinda Walkinshaw	Jury O'Shea LLP	020 3176 4255
Katie Cohen	Katie Cohen operating as Keystone Law	020 3319 3700
Patrick Kelly	Keebles LLP	0114 276 5555
Harriet Thornton	LCF Law	01274 386597
Jade Wilson	Lease Law Limited	01622 750851
Suki Samra	Lester Aldridge LLP	01202 786317
Polja Atkins	Longmores Solicitors	01992 305211
Richard Hornby	Lynch Hall & Hornby	020 8864 0722
Tamara Lester	Manuel Swaden Limited	020 7431 4999
Ricky Coleman	Mayo Wynne Baxter LLP	01273 407459
Ricky Coleman	Mayo Wynne Baxter LLP	01342 310600
Ricky Coleman	Mayo Wynne Baxter LLP	01323 730543
Ricky Coleman	Mayo Wynne Baxter LLP	01903 743201
William Essex	McGlennons Solicitors	020 8946 6015
Nicky Cleightonhills	Meaby & Co Solicitors LLP	020 7703 5034
Tim Wild	Mills & Reeve LLP	020 7648 5289
Shazda Ahmed	Monarch Solicitors	0161 820 8888
Shazda Ahmed	Monarch Solicitors	020 8889 8888
Louise Uphill	Moore Barlow LLP	023 8071 8885
Matthew Hearsum	Morrisons Solicitors LLP	020 8971 1085
Shelley Fitzpatrick	Mullis & Peake LLP	01708 784000
Adam Davis	Naylor Solicitors LLP	020 7963 8689
Lucy Riley	Nockolds Solicitors Limited	01279 712586
Chris Connor	Norton Connor Limited	0113 239 0088
Tim Morgan	ODT Solicitors	01273 710712
Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
Guy Osborn	Osbornes Solicitors LLP	020 7485 8811
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 Law	01992 668168
Martin Codd	Penningtons Manches Cooper LLP	020 7457 3000
Lease Extension Team	Peter Brown & Co	020 8447 3277
Dee Puckering	Philip Ross Solicitors	020 7636 6969
Stephen Eccles	Pinney Talfourd LLP	01708 463202
Stephen Soper	Powells Law	01934 623501
Rebecca Kefford	Preston Redman	01202 292424
Stephen Simmons	Redferns	020 8424 7070
Alan Tibber	RIAA Barker Gillette incorporating Tibber Marks	020 8954 4705
Stuart Jacobs	RIAA Barker Gillette incorporating Tibber Marks	020 7636 0555
Lee Harle	Ringley Law LLP	020 7428 1977
Caroline Knowles-Ley	Rix & Kay Solicitors LLP	01273 766929
David Moore	Rodgers & Burton	020 8939 6300
Elizabeth Clarkson	Rollits LLP	01482 337260
Jacqui Walton	Royds Withy King	01225 730154
Shabnam Ali-Khan	Russell-Cooke LLP	020 3826 7306
Gary Dunger	SA Law	020 7183 5683
Gary Dunger	SA Law	01727 798020
Stephen Kenmir	Sampson Coward LLP with Whitehead Vizard	01722 410664
Saul Marine	Saul Marine and Company	020 8959 6090
John Midgley	Seddons	020 7725 8068
John Summers	Setfords Law Limited	020 3962 4031
Sarah Goodall	Shoosmiths LLP	03700 86 8498
Julian Spalter	Spalter Fisher LLP	020 3328 5822
Gary Scott	Spector Constant & Williams	020 7269 5120
Glenn Stevenson	Stevensons Solicitors	01362 869100
Elizabeth Cobb	Stone Rowe Brewer LLP	020 8891 6141
Jane Canham	Storrar Cowdry Solicitors	01244 400567
Matthew Strain	Strain Keville LLP	020 7323 5000
Iris-Ann Stapleton	Streathers Solicitors LLP	020 7034 4200
Kathryn Millner	Streather Highgate LLP	020 8347 2480
Tim Farrington	Streeter Marshall	01883 622433
James Khakpour-Smith	Taylor Walton LLP	01727 818513
Jim McKeever	Teacher Stern LLP	020 7242 3191
Vikki Herbert	Thackray Williams LLP	020 8290 0440
Frances Watts	The Head Partnership Solicitors LLP	0118 920 9499
Jason Winton	Thirsk Winton LLP	020 8505 4777
Shmuel Portnoy	Thirsk Winton LLP	020 7043 1621
Laura-Pauline Adcock-Jones	Thompson Smith and Puxon	01206 574431
Gemma Featonby	Thrings LLP	01793 412107
Samantha Wicks	Tinklin Springall Solicitors	020 8402 7222
Robert Plant	Tolhurst Fisher LLP	01702 352 511
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
Richard Barca	Wilson Barca LLP	020 7272 2072
Alexandra Sollohub	Wilsons Solicitors LLP	01722 427741
Mark Vinall	Winckworth Sherwood LLP	020 7593 5163
Chris Ledgerwood	Womble Bond Dickinson (UK) LLP	0191 279 9000
Nick Kephalas	YVA Solicitors LLP	020 8445 9898
Nick Kephalas	YVA Solicitors LLP	020 7493 7888
Mark Curtis	Z Group	020 8944 1180

ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	0161 242 1334
• Bruce Collinson	Adair Paxton LTD	07740 321999
• Alison Stone	Alison Stone Surveyors	07917 106437
• Andrew Lester	AML Surveys & Valuation Ltd	020 8960 7573
• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Patrick Oliver	Aston James Associates	020 8771 5035
• Stewart Gray	Austin Gray LLP	01273 201988
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Investment Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	01707 392080
• Christopher Spratt	C G Spratt & Son	01903 234343
• Kevin Ryan	Carter Jonas	01233 346604
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Colin Rickard	Colin Rickard & Partners	020 8364 2609
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	0845 812 1954
• Adrian Hau	Douglas and Gordon	020 7591 8746
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	01737 237811
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• David Haines	Extend Your Lease	020 7586 0044
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• David Toogood	Harding Chartered Surveyors	020 7736 2383
• Harriet Fleming	Harriet Fleming Surveyors Ltd	07855 454707
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Joe Fraser	Joe Fraser Chartered Surveyors	01642 262728
• Andrew Tucker	Johnson Tucker LLP	0191 269 7890
• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
• Jean Howe	Kirkby Diamond	01582 738866
• Jeremy Dharmasena	Knight Frank	020 7861 1587
• David Parkin	Lamberts Chartered Surveyors	020 7520 2317
• Keith Chew	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Robert Kaye	Leasehold Assist Ltd	07714 570858
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	01932 345698
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Tim Palmer	McNeill Lowe & Palmer	01582 469946
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Chris Glew	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
• Michael Aldous	Perry Hill Chartered Surveyors	01483 237333
• June Dunne	Prickett and Ellis Surveyors Ltd	020 8442 2491
• Paul Holder	PS&B	01273 274018
• Panicos Loizides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	0207 9711 240
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Angela Commons	Richard John Clarke Chartered Surveyors	020 7499 8043
• David Robson	Robsons	020 8402 6666
• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills Commercial Ltd	020 7016 3728
• Clive Scrivener	Scrivener Tibbatts Ltd - Chartered Surveyors	020 8947 7040
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
• Matthew Gawne	Shaw & Company (Surveyors) Ltd	020 8948 1122
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	01273 821969
• Andrew Symington	Symington Elvery Ltd	020 3324 0360
• Ray Smith	Watsons	01603 751577
• Daniel Knowles	Websters Surveyors	020 8017 1943
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• Simon Hanton	Willmotts Chartered Surveyors	07734 022826
• James Bush	Woodward Chartered Surveyors	01923 920950
• Ian Young	YA Property	01635 262590



ALEP Members
Project Managers

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