Feature: Using the Most Suitable Service Provider

Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

January 2023

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Welcome

Welcome to the first Flat Living Magazine issue of 2023!

As we begin the new year, we think it's best to set the tone for the rest of the year by using the most suitable service provider!

In this issue, our contributors have focused their features on helping you find the right service provider in relation to their specialised service.

In news - we have an update from Future Group regarding fire safety conditions, and how to help someone who is suffering from domestic abuse in your block.

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

Visit page 7 for a discount code from Ardent Lift Consultancy exclusive to Flat Living readers!

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

The Flat Living Team would like to wish you all a very Happy New Year! And we hope you had a lovely Christmas.

Happy reading!

Belinda Bagnall and The Flat Living Team

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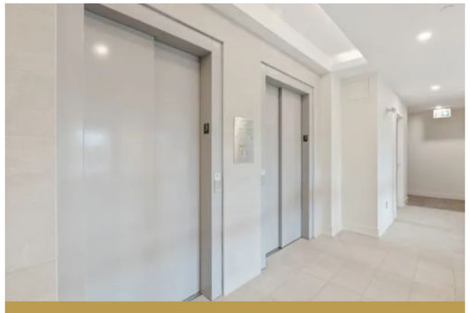

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News

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The Fire Safety Regulations 2023 - Wayfinding Signage

The Grenfell Tower Inquiry Phase 1 report noted that in the building, stairwell landings were not clearly marked with the relevant floor number and so fire-fighters were unable to easily identify floors when carrying out their duties.

The Inquiry recommended that in all high-rise buildings "floor numbers be clearly marked on each landing within the stairways and in a prominent place in all lobbies in such a way as to be visible both in normal conditions and in low lighting or smoky conditions. Kerry London has supported ALEP as the Association has grown to become the leading voice of leasehold best practice and advice, which now brings together more than 260 professional staff, freeholders and Residents' Management Companies.

The Fire Safety (England) Regulations 2022 will make it a legal requirement from 23 January 2023 for all high-rise residential buildings in England to install Wayfinding Signage in their buildings. This includes clear markings identifying floor and individual flat numbers.

Installing signage in existing high-rise residential buildings can, in the event of a fire, assist the Fire and Rescue Service in navigating their way round a building; even when visibility is low.

Signage should conform to the specifications and location set out in paragraph 15.14 to 15.16 of Approved Document B Volume 1 2019 edition incorporating 2020 amendments.

Our team are always readily available for any questions you may have...

Get in touch today! T: 020 3826 9999 E: info@future-group.uk W: https://future-group.uk/services/fire-safety

Are you a Property Managing Agent who is either an Appointed Representative (AR) or an Introducer Appointed Representative (IAR)?

The changes to the Financial Conduct Authority (FCA) Appointed Representatives (AR) regime, set out in their policy statement (PS22/11), came into force on 8th December 2022.

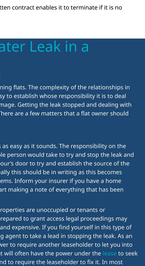
These changes impact all firms that currently have ARs or intend to appoint ARs in the future, and will also impact ARs and IAR's themselves.

A summary of these changes is detailed below.

The AR regime enables unauthorised firms to engage in regulated activity on behalf of, and under the responsibility of, a 'Principal' firm which is authorised by the FCA. This means it provides companies with an alternative to being authorised in their own right, saving the need for complex reporting to the FCA and associated authorisation costs.

Principals stand in place of their AR in the eyes of the FCA by accepting responsibility for their AR's acts and omissions when carrying out the regulated activities agreed between the principle and the Appointed Representative, in writing – usually included in their Agency Agreement.

Recently there has been concern that businesses have been applying to be Appointed Representatives to avoid FCA scrutiny, and that this has been to the detriment of consumers,, like leaseholders and Residents' Management Companies.
The FCA has identified that this consumer harm has stemmed from Principals not completing adequate due diligence and having a lack of oversight and control over their ARs. The new rules effective from 8th December 2022 seek to address these concerns.



What's new?

The FCA have confirmed a number of changes to the obligations and expectation of Principals and ARs in the final rules.

Additional Information and Notification Requirements for Principals

- Principals will be required to notify the FCA of new AR appointments at least 30 calendar days before the appointment is due to take effect. Alongside this notification, Principals will need to provide information about the rationale behind the appointment, the financial and non-financial arrangements entered into with the AR, and details of the AR's business.
- Principals with existing ARs will need to provide additional information about their AR's as now required with new appointments above.
- Principals will need to notify the FCA of any changes to their ARs details or the regulated activities that the AR engages in.
- Principals will need to verify the details of their AR on an annual basis.
- Principals will have 60 business days from their accounting reference date to annually report AR complaints and revenue data. A Principal will be required to provide data on all of their ARs revenue from regulated and non-regulated financial services, as well as from non-financial, non-regulated activities.

ARs should

- Provide their Principals with the information that they will require to comply with the s165 data request.
- Establish systems and processes to enable them to provide their Principal with all the information that it requires to fulfil its reporting notification obligations, including that it receives any complaints about ARs non-regulated business e.g. changes in business model or senior management.
- Permit increased oversight from their Principal e.g. permit their Principal to scrutinise management information, analyse data, review call scripts and other materials, understand issue escalation and engage regularly (via calls, meetings, email).

Be aware that if their Principal is unable to adequately oversee them in accordance with its regulatory obligations, the Principal will be able to terminate its AR contract. In practice this could mean that the AR must cease transacting insurance business. The AR should therefore consider (i) how it can best help the Principal oversee activities, and (ii) the precise language of the termination clause that is now required by the FCA.

What will the Principal be responsible for?

- Overseeing their ARs effectively. Principals should enhance oversight of their ARs by ensuring the adequacy of their systems and controls, and the proficiency of their resources to continually and accurately monitor their ARs.
- Take more responsibility for their AR. In effect, this would entail enhanced assessment and monitoring of ARs to ensure that their activities do not, or would not, result in undue harm to consumers or market integrity. The FCA have stated that a Principal's oversight of ARs activities should be "of a comparable standard as if they were an individual directly employed by the Principal."
- Annually review their ARs. Any significant issues identified in the review in relation to specific ARs must be escalated to the Principal's governing body.
- Review their ARs on an ad hoc basis.
- Annually assess the information held on their ARs.
- Have clarity on the circumstances in which they should terminate an AR relationship and ensure that its written contract enables it to terminate if it is no longer able to adequately oversee the activities of its AR.

How to Deal With a Water Leak in a Leasehold Flat

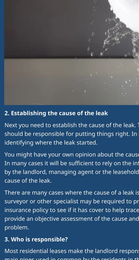
Written by Nadeem Hussain, Legal Advisor at LEASE

Water leaks are a common problem in buildings containing flats. The complexity of the relationships in leasehold arrangements means that it not always easy to establish whose responsibility it is to deal with the problem or cover the costs of the resulting damage. Getting the leak stopped and dealing with the damage can be a lengthy, exhausting experience. There are a few matters that a flat owner should focus on.

1. Stopping the leak

First, give priority to stopping the leak. This isn't always as easy as it sounds. The responsibility on the leaseholder is simply to take all the steps any reasonable person would take to try and stop the leak and prevent or limit further damage. Knock on your neighbour's door to try and establish the source of the problem and alert the landlord or managing agent. Ideally this should be in writing as this becomes more important the longer it takes to resolve the problems. Inform your insurer if you have a home contents or landlord's Insurance Policy. Importantly, start making a note of everything that has been damaged or lost.

Getting access to flats to trace leaks can be difficult if properties are unoccupied or tenants or leaseholders are uncooperative. If an occupant is not prepared to grant access legal proceedings may become necessary which can be both time consuming and expensive. If you find yourself in this type of situation put the emphasis on the landlord or managing agent to take a lead in stopping the leak. As an individual leaseholder you will rarely have the legal power to require another leaseholder to let you into their flat if they refuse. The landlord or managing agent will often have the power under the lease to seek access to a flat to determine the source of a problem and to require the leaseholder to fix it. In most cases timely intervention by the landlord or managing agent is often the quickest way of getting the problem resolved. If the landlord or managing agent has been keeping their paperwork updated they should know if the flat is sublet and have the contact details for the occupant and the owner.

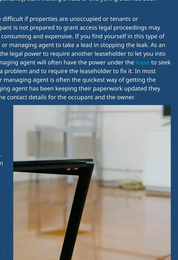


2. Establishing the cause of the leak

Next you need to establish the cause of the leak. This is important as it will help determine who should be responsible for putting things right. In most cases the critical piece of information is identifying where the leak started.

You might have your own opinion about the cause but it is important to have some form of proof. In many cases it will be sufficient to rely on the information given by a builder or plumber called in by the landlord, managing agent or the leaseholder provided it expresses an opinion about the cause of the leak.

There are many cases where the cause of a leak is unclear or disputed. In these situations, a surveyor or other specialist may be required to provide an assessment. Check the building insurance policy to see if it has cover to help trace the cause of a water leak. The report should provide an objective assessment of the cause and what action should be taken to resolve the problem.



3. Who is responsible?

Most residential leases make the landlord responsible for maintaining the structure, exterior and main pipes used in common by the residents in the building. The repairing obligations relating to the inside of the flat are commonly the responsibility of the leaseholder and extend to the pipes that exclusively service the flat. There is no set format or model for leaseholds so rights and obligations often vary. As a consequence, it is always important for the individual leaseholder to understand what their specific lease says about the repairing obligations.

If the leak arises from an area within the control of the landlord, the potential costs of the work resulting from the leak may be recoverable through the service charge or covered by the buildings insurance policy. Any excess payable will normally be shared by all of the leaseholders through the service charge.

If the leak arises from an area with the control of another leaseholder then it is more likely that the leaseholder will be responsible for the damage caused to your flat. If the building is covered by a comprehensive insurance policy that covers damage between flats the landlord or managing agent might allow a claim in some circumstances.

Where the damage is more extensive and involves areas within the landlord's responsibility the landlord may take a lead on the work or oversee the work carried out by the flat owner.

4. What if the landlord won't carry out the repairs?

The ultimate remedy for a leaseholder who has a landlord who fails to carry out repairs and maintenance is to seek an 'Order for Specific Performance' from the County Court obliging the landlord to perform the obligation within a set timeframe. Such actions can be expensive and it is recommended you seek the assistance of a lawyer to help you with the process. In many cases, the threat of such action is sufficient to motivate the landlord to carry out the works.

The Housing Disrepair Protocol describes the steps the parties should take before taking any legal action. It is intended to encourage the exchange of information at an early stage and to provide a clear framework within which the parties can attempt to achieve an early resolution of the issues. A failure by either side to follow the requirements under the Protocol can result in the Court ordering the party to pay costs.

In situations where a leaseholder is forced to make an application for 'specific performance' they may also take the opportunity to ask the court to award damages to cover any consequential loss caused by the failure to carry out the work within a reasonable period of time. The right to damages is not a right outlined in the lease but stems from the breach of contract to cover the loss caused.

5. What if the person refunding to carry out the repair is another leaseholder?

Most leases don't create directly enforceable contractual relationships between the leaseholders making it difficult to take action against another flat owner.

To deal with this problem most leases usually have provisions enabling a leaseholder to ask the landlord to enforce covenants broken by other leaseholders. If the leaseholder fails to carry out the repairs the landlord will have the ability to take legal action to force compliance.

The drawback with this type of provision is that the leaseholder seeking the enforcement will have to cover the landlord's costs of any legal action required to remedy the situation.

Once the leak has been stopped if there is damage to your flat you should ask the neighbour responsible to cover the cost of the repairs. If negotiating with your neighbour does not resolve the problem you could consider mediation as a means of trying to resolve the matters amicably. As a last resort may have no option but to commence a claim in the Small Claims Court for damages. Specialist legal advice should be sought before an action is commenced in court.

What Can I Do to Help Someone Suffering from Domestic Abuse In My Block?

Clementine Traynard, PRS Lead, Standing Together

Jessica Tier, Regional Lead, DAHA

Domestic abuse is a widespread crime that mostly takes place in people's homes, behind closed doors. Traditionally its hidden nature caused domestic abuse to be deemed a private matter, and for others not to interfere. In recent years, awareness of domestic abuse has risen, in particular since the COVID-19 pandemic when multiple lockdowns led to worrying spikes of domestic abuse levels.

In England and Wales, the passing of the Domestic Abuse Act 2021 has been instrumental in raising awareness of domestic abuse as a public issue that requires everyone working together to tackle and prevent it. This is particularly relevant for professionals in the residential property sector as they might come into direct contact with victims and survivors at home, where they are most at risk of harm. The Femicide census 2020 found that 70% of women are killed within their homes. Whilst home should be a place of safety, this is the opposite for those experiencing domestic abuse.

What is domestic abuse?

Domestic abuse is abusive behaviour that is perpetrated between people who are personally interconnected through intimate or family relationships. It can happen between partners or ex-partners, family members for example siblings or extended family, in-laws, or also between adult children and their parents. Domestic abuse can include physical violence, but in most cases, it is a lot more complex than this and might include emotional and/or psychological abuse, sexual abuse, financial or economic abuse, harassment or stalking. Coercive control, a behaviour where the perpetrator uses threats or intimidation and fear to control what their victim does, is often a key element of the abuse. A high level of coercive control is a risk indicator of domestic homicide, making it very difficult and dangerous for victims to leave their abuser.

> "If you believe someone is experiencing domestic abuse, you should ask them about the situation in a safe environment, making sure they are alone and explaining that you are here to help."

Who is most at risk?

Domestic abuse is a form of Violence Against Women and Girls (VAWG) that is disproportionately experienced by women and disproportionately perpetrated by men. It is important to note that men can also suffer from domestic abuse, and women can be perpetrators, although on average women are more likely to experience the most severe forms of domestic abuse with one in four women in the UK experiencing domestic abuse in their lifetimes. On average in England and Wales, the police take 100 calls per hour related to domestic abuse, and two women a week are killed by their partner or ex-partner.

It is also important to note that anyone can experience domestic abuse, regardless of sexual orientation, ethnicity, class, age or other characteristics. However not everyone has the same resources and support networks, and this will greatly impact individuals' help-seeking behaviour. It is therefore crucial to keep a non-judgemental and believing approach when speaking to anyone experiencing domestic abuse.

Why is it relevant to property management professionals?

Considering the widespread prevalence of domestic abuse, anyone with responsibilities for residential buildings and properties might come across a resident suffering from domestic abuse. This might not come from the victim themselves, as they might feel scared or ashamed to talk about the situation, but neighbours in the building might overhear or witness arguments, or you might notice signs of abuse during a site visit, such as a forced door or a broken window. As an external person, it can be difficult to know what to do. Each situation is different and complex, and you might be worried about doing the wrong thing, or to make matters worse for the victim. However, the consequences of doing nothing can be dangerous, and no one wants to sit with knowing they could have done something to help prevent the abuse which might escalate to domestic homicide. As part of the Domestic Abuse Housing Alliance (DAHA), the domestic abuse charity Standing Together Against Domestic Abuse (Standing Together) has produced numerous guidance documents to support professionals to better understand domestic abuse, and equip them to offer a safe and efficient response. The most relevant guidance for the property management sector is the Domestic abuse guidance for standards and an accreditation process.

How can I help?

We do not expect you to be an expert on domestic abuse or to support victims directly, but we consider that anyone with responsibility in a residential building is in a unique position to recognise the signs of domestic abuse and provide a helpful response that can save lives. Signs o

- Residents reporting noise nuisance or anti-social behaviour including issues of substance misuse
- Damage to the property, particularly doors or windows
- Requests for lock changes or enhanced security for doors and external gates
- Police callouts
- Arrears in payments of rent or service charge, often linked with economic abuse
- Residents reporting concerns about a neighbour
- A resident with unexplained injuries
- A sense that something isn't quite right, such as a resident who is not allowed to leave their property, or who looks frightened by someone in their household.

If you identify some of these signs, do not ignore them! Be aware that a lot of these signs are the same as anti-social behaviour (ASB), and domestic abuse is often mistaken for anti-social behaviour. If you approach a victim of domestic abuse from an ASB enforcement perspective, they might be scared to speak to you about what is really happening.

If you believe someone is experiencing domestic abuse, you should ask them about the situation in a safe environment, making sure they are alone and explaining that you are here to help. Our guidance for Block Managers includes more details and practical tips on how to safely ask someone about domestic abuse, and how to respond safely if they disclose abuse.

Always believe and listen to someone disclosing abuse without judgement, and tell them that support is available. It is also important not to confront the perpetrator directly or tell them that you know about the situation. This could put the victim at greater risk.

Signposting to specialist services

Managing risk around domestic abuse is complex. The most effective help you can provide to someone experiencing domestic abuse is to give them the contact number of a domestic abuse helpline, or the contact number for their local domestic abuse service.

The National Domestic Abuse Helpline run by the charity Refuge is a free and confidential service open 24-hours. The number is 0808 2000 247. Helpline workers are trained to respond to victims and any professional or thirdparty seeking advice about domestic abuse.

What more can I do?

You can implement prevention measures such as displaying posters or leaflets of domestic abuse services on noticeboards in communal areas, and by sharing information via resident newsletters or other communications channels. Refuge provides posters with the National Helpline number to download from their website free of charge. With regard to block management, you should also ensure the building entry systems are always safe, with light and, where possible, a video intercom to see who is accessing the building. This will help victims and survivors who have separated but where their ex-partners continue to stalk and harass them.

Read more here.

Feature: Using the Right Service Provider

Finding the Right Service Provider

Written by Gareth Lomax, Managing Director of Ardent Lift Consultancy

ARDENT LIFT CONSULTANCY

www.ardentlc.co.uk

The news in 2022 was dominated by the rising energy prices and cost of living crisis, sharpening everyone's focus on how money is being spent. This, in some cases, sees a 'race to the bottom' with people looking at the cheapest options for their various service providers.

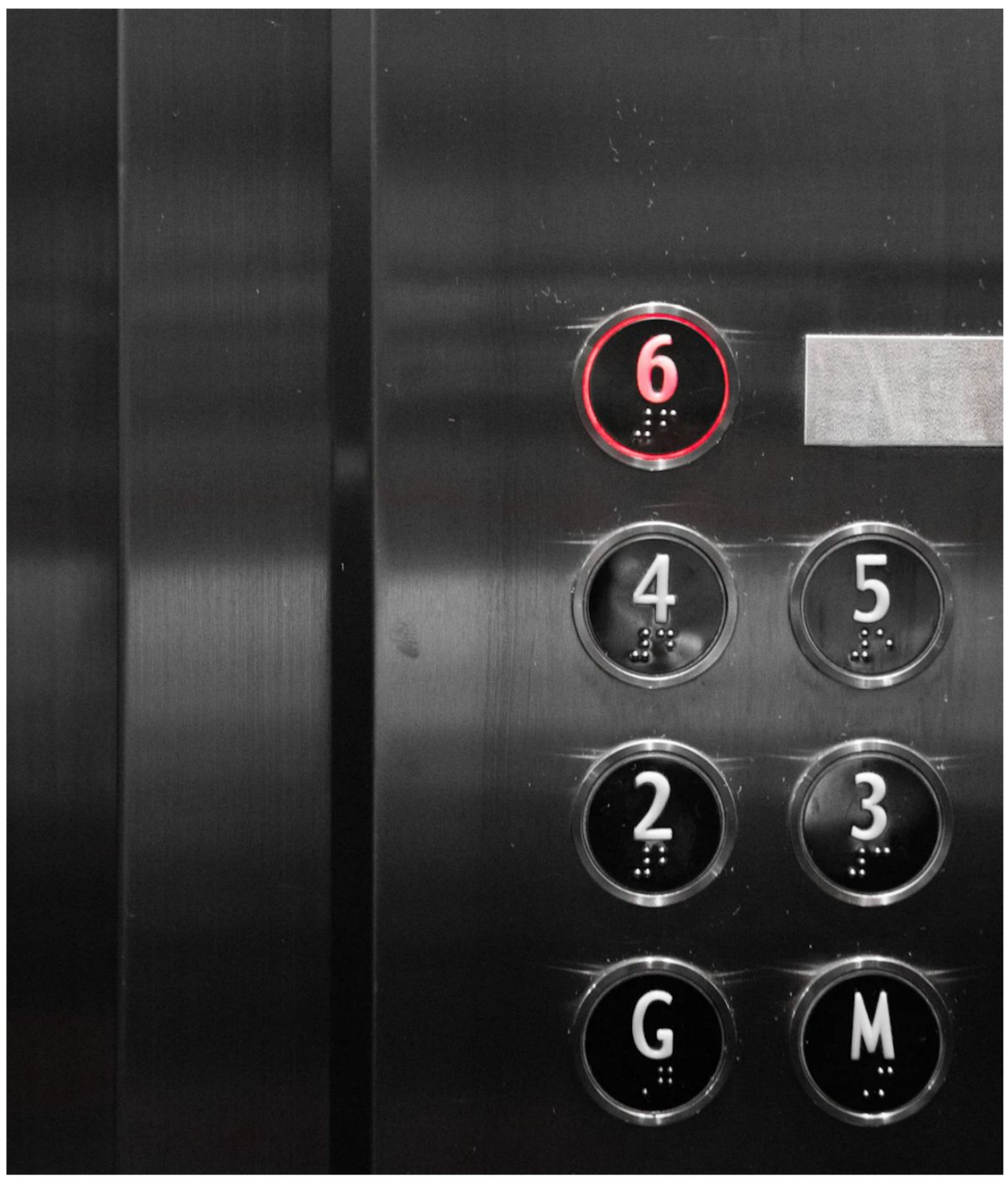
However, at Ardent Lift Consultancy we are advocates of seeking best value, as cheapest doesn't often result in the best value, as corners need to be cut by the supplier to ensure they remain profitable (this is in all industries, not just the Lift Industry). At time of financial difficulty, it is easy to look at the bottom line and forget about the bigger picture until such time as monies are more readily available.

To contextualise this from a lift perspective, if the cheapest maintenance quote leaves the contractor in a position where the contract is unprofitable, they will be forced to reduce the time allocated to a particular lift or portfolio. This will see the lift gradually degrade and it is likely to impact on reliability and longevity of equipment. Coupled to this, breakdowns will likely incur further costs to the client and become a false economy, as overall costs rise beyond the price of a robust maintenance contract.

With the cost of having a maintenance company change a lightbulb in a property coming in at something close to £50 now (factoring call out charges, parking, and VAT), it is unrealistic to expect a lift contractor to maintain a lift based on 12 visits per annum for a basic rate of £700. It's clear that something will give in these scenarios and thinking outside the box may be required. (i.e., fewer visits, but with more time on site an example of this).

Ensure you know your lift, what it requires and that will help find the right contractor for you!

If not – ask an expert, Ardent Lift Consultancy are always willing to assist.



Horses for Courses

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

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

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

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

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

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

SEE OUR FLAT LIVING ARTICLE ON MAINTENANCE ADVICE

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

SEE OUR FLAT LIVING ARTICLE ON MAJOR WORKS

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

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

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

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Feature: Using the Right Service Provider

Get Your Grounds Ready for 2023

Written by Flat Living Insurance

www.flatlivinginsurance.co.uk

With the new year comes the chance for a fresh start - and that includes making the most of your grounds or outside space.

Residents often choose their properties based on the outside space available and, quite rightly, expect their service charges to be used wisely to maintain those spaces.

Here we'll be giving you a quick rundown of ways to protect your grounds during the winter months, ideas to make the most of them during fairer weather and how to choose the best contractor to look after them for you.

Preparing for Winter and Storms

Roofs, Terraces and Balconies:

With winter comes rain and with rain comes water ingress- a property management nightmare. Often it only takes some simple preventative measures to avoid leaks and other issues. Here are some ideas to help ensure your roofs, terraces and balconies are wet-weather ready:

- Remove any build-up of leaves or debris that may clog drainage outlets
- If there are any exposed pipe runs, replace any missing insulation that might expose the pipes and lead to them freezing
- Repair any serious faults in the waterproofing such as cracks or lifting seams which might allow water in
- Make sure any rooftop plant rooms are watertight by dealing with ill-fitting doors etc.

It's worth mentioning that safety should be your top priority while carrying out these checks. They should only be carried out if the areas can be safely accessed and solid handrails are in place.

Paths, Steps and Railings:

Residents or staff slipping on ice can lead to serious injuries, and to legal claims for negligence. Don't let something as simple as a frozen puddle cause such anguish!

If you notice a stubborn puddle after summer showers, be sure to note it and get the path dealt with. That little puddle will be an icy hazard in the winter months. If the issue can't be rectified for any reason, either cordon off the area or ensure it's regularly salted. Steps should be well salted too, and railings should be secure enough to hold firm when they're needed most.

Trees and Leaves:

Take care to deal with any trees that look unstable or like they may be easily blown over in a storm. Remove any unsecure branches too. Leaves should be cleared away consistently to avoid a slippery layer of wet mulch on the ground that can also then freeze over, causing a further hazard.

Gutters:

Avoid the expense and inconvenience of having to replace uncared for gutters or deal with the water damage and mould caused by blockages. A professional clear out once every two years should be sufficient unless you have lots of trees nearby or a mossy roof, in which case an annual clean might be needed.

Fences:

Replace any loose or weather-worn panels and give each one a shake to make sure they're secure.

Garden Furniture, Pots and Ornaments:

Store these away wherever possible to prevent weather damage. They could even be picked up by strong winds, causing damage to anything they hit.

Making the Most of Outdoor Space

Balconies and Rooftops:

For those with rooftop access, a garden space could be easy to create. You can install raised flower beds and use trellis walls to divide the expanse into smaller areas.

Keep in mind that many plants will need shelter from the wind and sun- it may be best to seek professional advice when choosing plants and deciding what to put where. Installing netting material for vine plants to grow along can be a great solution; you can grow beans or peas while creating a natural shelter for the plants below.

The individual needs of the plants should always be considered. Don't spend hundreds on plants that will wither and die simply because they've been positioned incorrectly! Map out your plans based on their sun and shade requirements.

The same applies for balconies- flower pots and balcony planters that fit over railings are great but make sure you're using the best varieties for the conditions your space offers. If you're making a flower bed, choose plants that bloom in complimentary colours and consider the shapes of the foliage for full effect. Place the tallest plants in the back of the box, a few on the sides, and let your favourite trailing plants dangle over the front of the box.

Window Boxes:

No garden, no balcony? No worries- window boxes are a great solution. You can use them for growing flowers (nasturtiums, daisies or marigolds work well) or, for a useful addition to your kitchen, you can grow salad vegetables such as lettuce or radishes. You can also create your own herb garden with chives, thyme, parsley or sage. Mix up the more useful options with some flowers to enjoy the best of both worlds!

When designing a window box, select plants with a variety of growth habits; those that grow upright, those with bushy tendencies and those that vine or trail.

Hanging Baskets:

Hanging baskets are one of the easiest ways to fit in some greenery- and a perfect choice for the apartment gardener. Fuchsias and ivy will flower in fairly shady sites or try geraniums if your space gets full sun.

Choosing a Grounds Keeper

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

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

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

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

Knowing the Schedule

As a rule of thumb, the following basic tasks need to be carried out throughout the year, but obviously this will depend on the frequency of the schedule that has been agreed with your contractor:

Spring:

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

Summer:

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

Autumn:

- Cleaning up fallen leaves
- The last feed of the year
- Cutting back shrubs and hedges
- Cutting of grassed areas will be less frequent. If the warmer weather staying longer you will need to be cutting into mid-November
- Edge all borders and hoe the beds before the ground is too hard
- Think about planting any spring and summer bulbs at the beginning of October

Winter:

- Keep on top of any shrub/hedge pruning
- Some contracts may include that rock salting is to be done when needed
- Paths to be kept clear of snow and ice

Hopefully that's sparked some ideas for capitalising on the space you have for the sake of your residents. Including giving some guidance on what to expect of your groundskeeper if you have a spacious gardens around your block.

Garden maintenance can make such a difference to the experience your residents have of living in the block. It's certainly worth finding the budget if at all possible.

For more information from Flat Living Insurance, please click here. For more information from Flat Living, then alternatively click here.

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

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Feature: Using the Right Service Provider

A Secure Outlook for 2023

Written by Gareth Rowlands

IT Director at JB Leitch

www.jbleitch.co.uk

Ensuring that Your IT & Digital Security Providers Bring Resilience & Rigour to Protecting Your Business Systems

JB Leitch's IT Director Gareth Rowlands highlights the importance of ensuring that your digital partners are alive to the increasing threats to cyber security, signposting some useful resources to consider in procuring the right provider...

The creation of the National Cyber Force in 2021 and the introduction of the government's £2.6 billion National Cyber Strategy illustrate a stronger approach to getting at-risk businesses to improve their cyber resilience in a climate of ever-increasing online threats unhindered by international borders. The coronavirus (COVID-19) pandemic has undoubtedly accelerated the trend of global expansion of cyberspace with the ways we live, work and communicate ever more dependent on critical systems in finance, energy, shopping and effective business management. The speed of change has also introduced increasing complexity, instability and risk. The past year has seen cyber-attacks on banks, schools, supply chains and businesses, with some grinding to a halt by malicious ransomware, and commercial spyware.
Before we consider the types of support you can draw upon form specialist providers, perhaps it is prudent to firstly consider the tools, protocols and policies your organisation has in place – or can readily introduce – to improve your security with immediate effect.

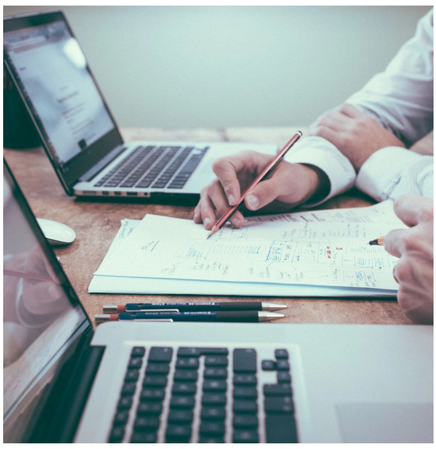
The National Cyber Security Centre (NCSC), launched by the Government in 2016, provides a single point of contact for SMEs, larger organisations, government agencies, the general public and government departments. The site offers a range of useful and practical resources that will increase your protection from the most common types of cyber-crime helping you to protect your organisation's data, assets, and reputation.

Getting the Basics Right

Some of the most practical resources the NCSC offers include:

- Cyber Aware offering simple advice to help small businesses and citizens stay safe online.
- Cyber Action Plan offering sole traders & small businesses a simple, personalised 'to do' list to help protect your business.
- The Small Business Guide shows how to improve cyber security within your organisation quickly, easily and at low cost.
- Small Business Guide to Response and Recovery helps small to medium sized organisations prepare their response to, and plan their recovery from, a cyber incident.
- Cyber Essentials shows you how to put technical measures in place to protect your business against the most common internet threats. You can also apply for a Cyber Essentials badge to demonstrate to customers your business takes this issue seriously. Cyber Essentials is recommended by the government for all organisations which rely on the internet.

The Centre also provides resources for larger organisations, and where there are complex organisational structures or varying levels of cyber awareness, The Board Toolkit can support a fluent conversation between Directors and Senior Managers and provide a toolkit for identifying risks, responsibilities and planning a consistent and universal approach to cyber security.



Choosing the Right Partner:

Some of the most practical resources the NCSC offers include:

If the resources available above identify a risk to your business that internal resources can not mitigate, it may be necessary to consider working with an external service provider who can work with you to develop and establish systems, software or solutions – either in your own IT infrastructure or hosted externally.

Knowing where to start can be daunting, particularly given the considerable number of consultancies, agencies and IT specialists that seem to have grown exponentially in recent years.

Selecting and procuring a provider that offers the technical expertise to understand and work with your organisation effectively may require a detailed brief outlining your current IT landscape, the nature of online services provided and the identified threats that could compromise your data and financial security. You will need the assurance that they have the capacity, expertise and resources to win your confidence and trust.

Again, the NCSC provides useful pointers in terms of the key criteria you should look for. Certification, assessment and evaluation standards are provided for registered suppliers in the context of each technical group of products or services available or required. A searchable database of certified firms and professional can be found here: Verify suppliers – NCSC.GOV.UK

A Note on Procurement:

As per our previous procurement article published last year, which focused on best practice (Procurement, Tendering & Partnership: Finding the Perfect Fit – Flat Living (flat-living.co.uk)) there is then a question of selective you wish to be in the openness of your tender should you be able to develop a robust technical brief. It maybe that the "three-way quote" approach is best suited to your needs, urgency and available resource. For more involved requirements you may wish to open the bid process to five, six or more potential suppliers, and require a pre-qualifying questionnaire, a bid document, and even a pitch presentation to diver further into the technicalities of your IT environment and needs. The key is to manage expectations within the specification document. Tendering can be a costly and time-consuming exercise for you – and for the provider. It is fair to establish the extent of the competition process and assess your ability to evaluate each bid both rigorously and fairly against core criteria.

In conclusion, the cyber security environment is evolving, both in terms of threats and mitigation. Future proofing your partnership should be a key consideration and one of your core evaluation criteria. The risk profile of a supplier relationship can change, for example when the volume of data increases, new technology is implemented or if the organisation's wider threat profile alters with new or upgraded services. It will be important to note how reactive to change your partner will be, and in terms of genuine added value, what changes they anticipate that you need to prepare for – being forewarned is being forearmed....

Should you have any questions relating to this article, please contact:
G.Rowlands@jbleitch.co.uk

About the Author:

Gareth is an accomplished Technology Leader with over 25 years' experience of leading and managing a large service and product portfolio in complex, global environments, primarily within the Supply Chain sector and latterly the Social Housing sector.

Gareth is highly experienced in building and running global IT functions, selecting and managing offshore and onshore partners, delivering large-scale transformation programmes, managing all commercial aspects of IT functions and transforming infrastructure and operating IT environments. This has resulted in a long record of success in delivering best in class results for a large portfolio of global customers through combining a strategic, innovative and entrepreneurial approach and driving Customer First business solutions.

Should you wish to discuss service charge recovery and the impacts of the Building Safety Act, please contact us:

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Feature: Using the Right Service Provider

Fire Door Inspections: January 2023 Regulation Update

Written by the Block in a Box Team

www.blockinabox.co.uk

The Grenfell Tower Inquiry found that the fire doors in the building didn't work. This was due to disrepair or damage.

The Phase 1 report noted that "Fire doors play an essential role in preventing or inhibiting the spread of smoke and toxic gases and in preserving the effective compartmentation of buildings."

Because of this, the Government will be changing the legal requirements of property managers of multi-occupancy blocks in England. This is to inspect fire doors.

What Are the New Requirements?

From the 23rd January 2023, it will be a legal requirement for those responsible for multi-occupied residential buildings of over 11 metres in height to:

- undertake quarterly checks of all fire doors (including self-closing devices) in the common parts
- undertake – on a best endeavour basis – annual checks of all flat entrance doors (including self-closing devices) that lead onto a building's common parts.

The regulations will also require property managers to "provide to residents of all multi-occupied residential buildings with two or more sets of domestic premises (that have common parts) information on the importance of fire doors to a building's fire safety."

The first point is fairly straightforward; every 3 months, property managers will need to carry out an inspection of all the fire doors in the common parts of their buildings.

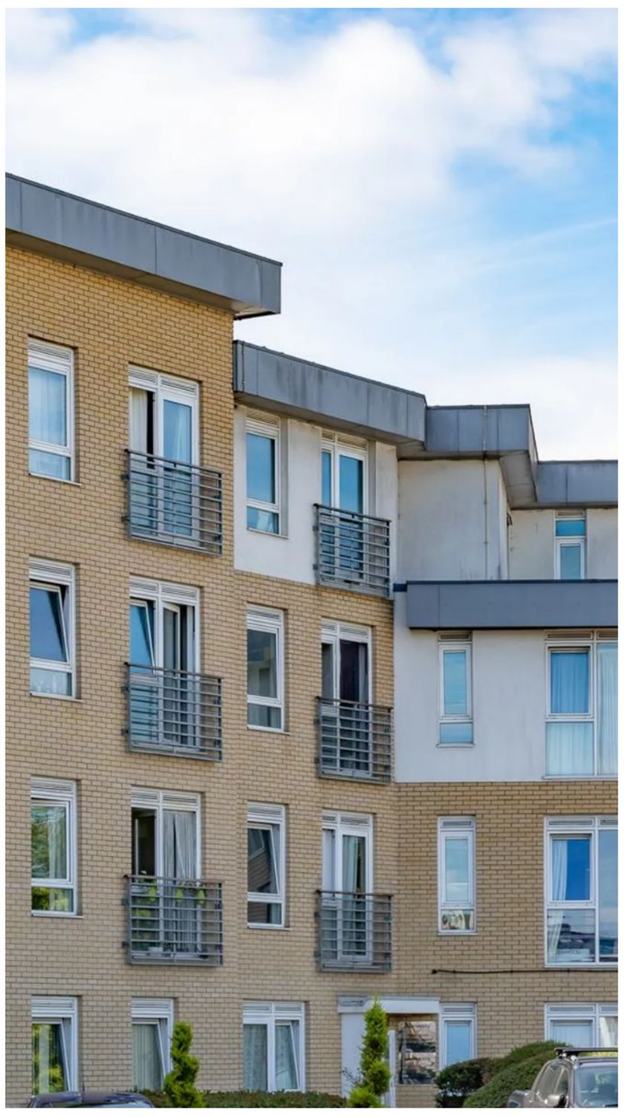
The second part requires checks on individual unit doors that lead to a common area. It refers to a 'best endeavour basis', so what does that really mean?

The Governments notes on this state that "it will be for responsible persons to determine the best approach to engage with residents in order to get access to undertake the annual checks of flat entrance doors. This could include the responsible person agreeing with residents a date, so access can be granted."

As for the additional third point, the information you need to provide to residents should cover:

- the importance of keeping doors closed
- that doors and self-closing devices are not to be tampered with
- that any faults or damage to doors should be raised immediately

Residents should receive this information when they move in and then on an annual basis.



Who Can Carry Out the Inspections?

The Government's notes on the new requirements state that 'responsible persons' should be able to carry out the new inspections themselves. Without any input from a specialist. They provide a checklist for the responsible person to use while carrying out the inspection.

The responsible person should consider:

- if there has been any alteration or damage to a door's glazing apertures or air transfer grille
- if there are any gaps around the door frame and that seals and hinges are fitted correctly
- that the door closer shuts the door
- that the door closes correctly around the whole frame
- that there is no visible damage (either deliberate or from wear and tear) to the door or door closer.

When Should a Specialist be Instructed?

The Government notes suggest that "if any issues are identified from these checks, it might be appropriate to undertake more detailed checks of doors (or the self-closing device)…This could include engaging a specialist."

At Block in a Box, we always recommend **4Site Consulting** for expert fire risk inspections. They are also fully equipped to handle your fire door inspections. They include fire door inspections as part of their standard fire risk assessments, but the new quarterly requirement can also be covered.

If you, as the responsible person, feel that an expert eye is needed to ensure your compliance and to uphold resident safety, then asking your fire risk inspector to complete the basic quarterly and annual checks alongside the usual assessments may be best. This can also help to ensure a trail of paperwork that will ensure you can evidence your compliance with the new regulations.

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

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

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

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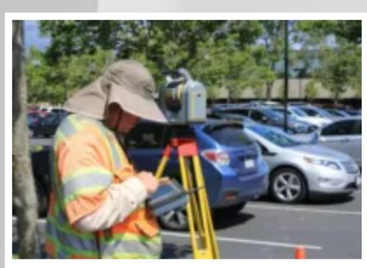
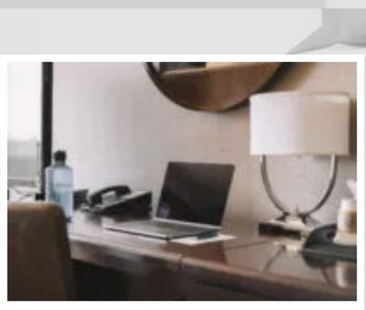
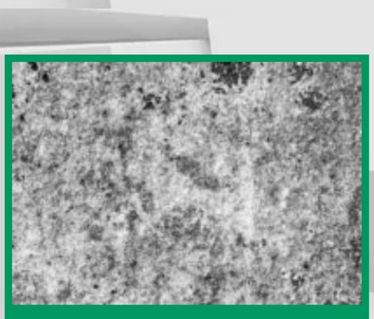


3D Surveys

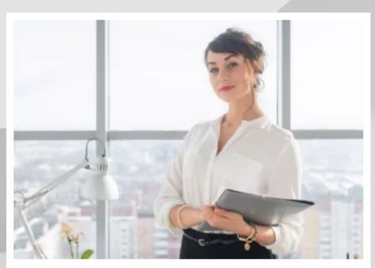
Accounting Solutions



Alternative Accommodation



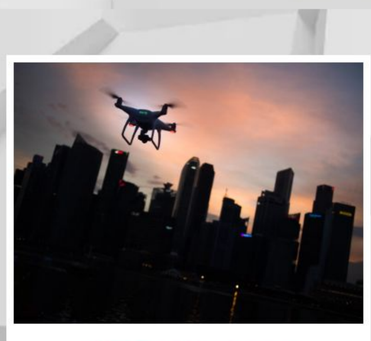
Asbestos Survey and Management



Company Secretarial

Contractor Accreditation

Cyber Security Training



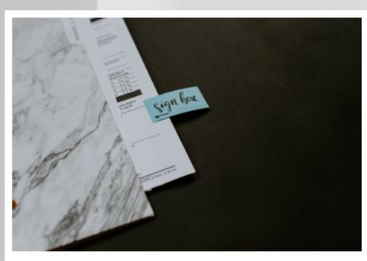
Drone Surveys

Directors and Officers Liability

Emergency Assistance

Electrical Charging Points

Enfranchisement



EWS1 Forms

Fire Risk Assessments

Fire Door Inspection

FPRA

FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

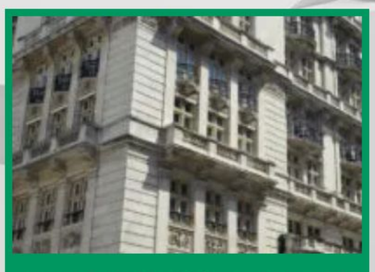
FPRA

Flat Living

Health and Safety

Health and Safety Risk Assessments

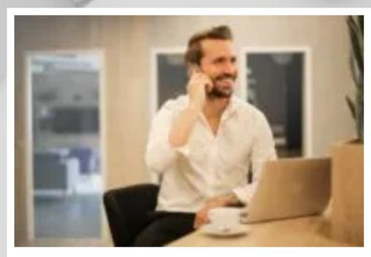
Health and Safety Awareness Training



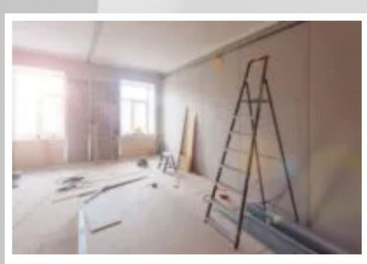
Historic Building Repair

Insurance Solutions

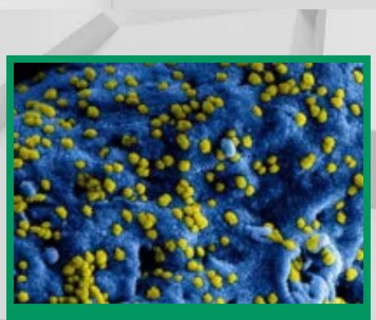
Lease Variation



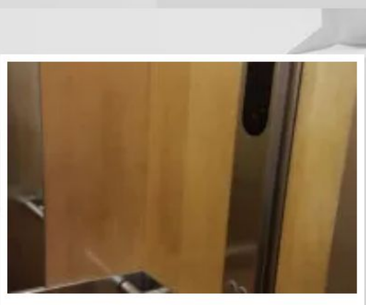
Lease Extensions



License to Alter



Legionella Risk Management



Lift Wrapping

Out of Hours Helpline

Planned Maintenance Program

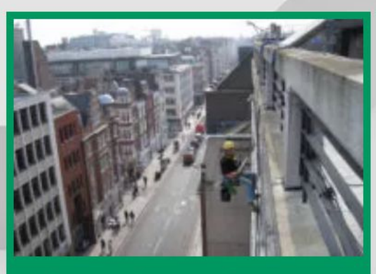
Party Walls

Reinstatement Cost Assessments

Right to Manage

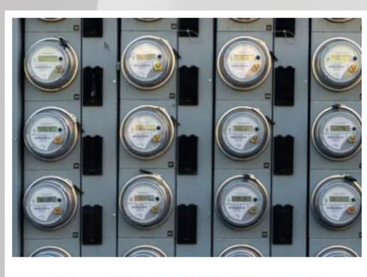
RMC Director Training

Rooftop Extensions



Rope Access Surveys

Service Charge Arrears



SmarkLink45 Prepay Meter

Service Charge Collections

Utilities

Water Leak Detection

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Feature: Using the Right Service Provider

How to Find a Contractor for Your Block

Written by the Block in a Box Team

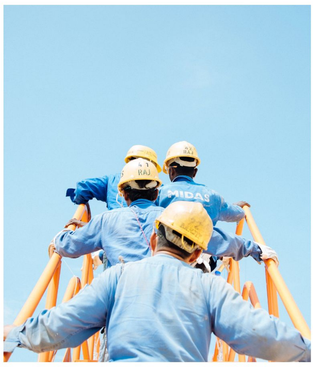
www.blockinabox.co.uk

The team from Block in a Box provides the perfect solution to finding a contractor for your block.

Managing a block of flats requires a little black book. For some, that may be a hand-me down notebook from previous directors, stuffed with hand-written names and phone numbers for trusted contractors they used over the years. For most though, the little black book can be found online.

We work with Flat Living to provide a directory of approved contractors in your area. Here we'll explain how to utilise the directory, how to add yourself to it if you're a contractor yourself, and how to avoid common pitfalls when it comes to employing external contractors to work in your block.

Tips for Finding the Right Contractor for You



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

Make sure you're checking:

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

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

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

Finding the Right Contractor Quick and Easily

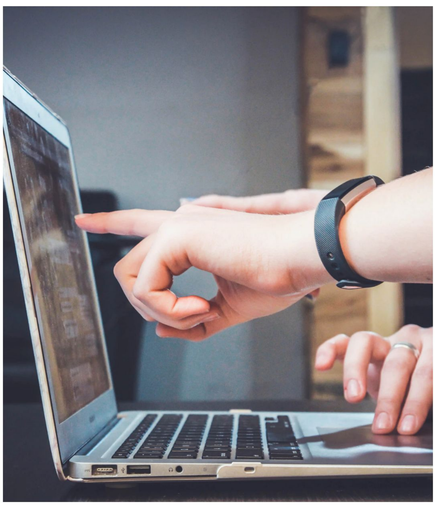
Head to the Flat Living website and hit 'Directory' or bookmark the direct link to the directory here. Once you're in the right place, you can browse by area, or by the services required.

The areas are broken down as follows:

- East Anglia
- East Midlands
- London
- National
- North East
- North West
- Northern Ireland
- Scotland
- South East
- South West
- Wales
- West Midlands
- Yorkshire

The services are broken down as follows:

- Accountants
- Alternative Accommodation
- Basements & Roof Tops
- Building Maintenance
- Cleaning Services
- Company Secretarial Services
- Flats Insurance
- Grounds Maintenance & Services
- Health and Safety Services
- Industry Associations
- Insurance Valuations
- Legal Services
- Letting Agents
- Lifts
- Prepay Meters
- Property Maintenance
- Property Managing Agents
- Recruitment
- Security Services
- Service Charge Recovery
- Software Solutions
- Storage
- Surveyors
- Water Leak Detection Services



As you can see, we have you covered!

If you filter by location, you can then select a service via the drop down at the top on the right-hand side. If you filter by service, then you can do the same and select a location. Either way, you'll find a map of suppliers and, once you've clicked through to a particular supplier's listing, you'll find contact details.

Listings with a blue tick by their name represent suppliers that have claimed their listing. Their pages will contain more detail as they have confirmed the listing and provided further details for the directory.

Once without a blue tick will contain only basic info- if you are a supplier yourself, feel free to check the directory for your own listing and read on to find out how to claim it.

Adding Your Business to the Directory

The Flat Living website (now new and improved for a better user experience) received thousands of unique visitors every month. Why not add your name to our directory and bump up your profile to a claimed listing for a better outcome?

To 'claim' an unclaimed listing, you'll need to follow the steps below:

1. Locate your listing either by browsing the categories or locations, or by typing your business name into the search field on the top left-hand corner of the home page
2. Once you have found your business listing, click the 'Claim Now' link on your listing page
3. Complete the pop-up form with the details requested

If you're a new user, you'll need to enter an email address which you will then use to access your dashboard. You'll receive an email with your user password, and you can then access your dashboard and update your personal details.

Once your listing claim is approved, you will receive an email confirmation. You will then find your listing available to you on your dashboard so you can go ahead and update your business details to complete your listing.

You can choose from a free plan, a silver plan at £120.00 a year or a gold plan (price on request)- the details for the different plans available are here. You can also head to this link if you're not yet listed on the directory at all and you'd like your business to be included.

If you need any assistance or have any queries about the Flat Living Directory, please feel free to contact our team or head to the Flat Living Directory contact page.

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

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Feature: Using the Right Service Provider

How to go About Providing an Out of Hours Service

Written by the Adiuvo team

adiuvo

www.adiuvo.org.uk

Colin Stokes, MD of Adiuvo talks about options available when providing an Out of Hours Service

Emergencies can happen at anytime. Statistically more occur outside of traditional working hours due to higher occupation of buildings at evenings and weekends so if you are responsible for repairs at your building or want to ensure any agent acting on your behalf has you covered what are the options for an Out of Hours response at your block?

These days there are a myriad of choices for an agent, so let's take a look at those options;

Internal Dedicated Team

Probably the best but least available option, only works for large operations with margins and resources to provide multiple staff members 24/7, 365 days a year. We expect to see an uplift in emergency calls as a result next year.

On-call Staff

A Managing Agent can utilise existing staff on a rota basis, the upside is specialist knowledge of buildings and people onsite and it is cost effective however in the age of work life balance and the possibility of one person being overwhelmed by large volume issues not always a suitable response especially for those covering large sites where multiple calls are likely.

Outsourced Specialist Service

A specialist company who can provide constant office based staffing and that is trained and experienced in property management will provide full triage of every incoming call along with reporting and an overall excellent response but there is the cost implication to consider.

General Messaging Service

This option is usually a lot more cost effective than the full outsourcing model. It acts as a barrier for on-call staff who are only contacted when absolutely required as they can often respond to the more straightforward issues.

General Contractor

Similar to the above and often most cost effective as contractor provides free answering service but relies on call outs to cover staffing; this can lead to needless call outs and the response is usually mobile phone based.

Whoever a building or agent utilises to manage their out of hours response there are a number of key things that can done to reduce the need for contractor call outs and, more importantly, mitigate possible damage and additional costs should an emergency happen.

From our experience of over 850,000 incidents, here is what we would suggest you should be aware of;

Stopcocks

These leaks make up around 50% of all emergency calls received by Adiuvo, so it is vital that residents know where their stopcock is (or in some cases what a stopcock is).

Out of hours the only concern is to prevent material damage so contractors are instructed to isolate the problem, which in 9 cases out of 10 can be done by shutting off the stopcock. Doing this immediately not only avoids costly call outs, but can also prevent further damage while the contractor is en-route. If stopcocks can't be turned off or accessed by the residents in your block, make sure whoever handles your calls knows where they are located and can direct contractors and residents accordingly.

Access

If contractors (or even residents) can't get into the building or access riser or meter cupboards/external stopcocks it may not be possible to deal with your problem. Whether it is via codes or keys or simply by installing a key safe, make sure there is a guaranteed way of entering the building and all service areas should a major problem arise.

Contracts and contact numbers for essential services

Whether it be lifts, alarms, communal boilers or vehicle access it should be checked for suitable coverage. As simple as this sounds approximately 15% of all companies we contact out of hours advise there do not attend outside of regular hours. As these are usually specialist installations general contractors often cannot attend to rectify problems meaning some issues cannot be addressed.

Contact numbers

Many companies have dedicated Out of Hours numbers that are not available via an internet search or even their own main number messages. Make sure these numbers (and any PIN or security codes) are available to those taking your calls.

Fire or Smoke Alarms

Make sure the contractors servicing the alarms supply site or call handlers have access to any codes or keys for the alarm as well as location of all panels.

Vehicle or pedestrian access gates

If there is a code or manual override key or button make sure the directors or whoever fields out-of-hours calls, has those details for those inevitable occasions when mechanical installations fail.

Qualified Contractors

It is possibly more important than anything else to have access to qualified contractors that provide an out-of-hours response. There are plenty of companies out there but good ones are not easy to find. Especially when water is pouring from one flat to another at midnight and the stopcock has seized. If you are a small or single building talk to your current contractors or look to add a 24 hour contractor to your list of service providers. Give them some daytime work to test them out first and make sure they are aware of the layout of the building and the location of your services and utilities. Your out of hours list of trades should include a plumber, an electrician, a locksmith and a drainage company which can provide an emergency service should the worst happen in your building.

Adiuvo (adiuvo.org.uk) are specialist Call Handlers for the Property Sector, managing over 850,000 emergencies to date.

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

Adiuvo | 0203 370 9332 | info@adiuvo.org.uk

adiuvo

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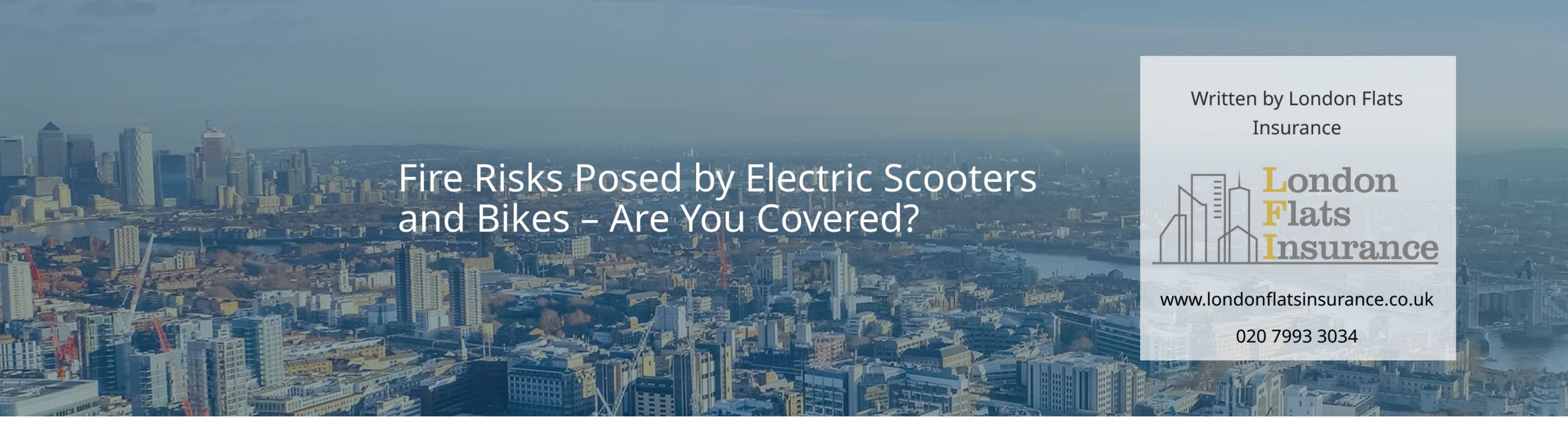


Fire Risks Posed by Electric Scooters and Bikes – Are You Covered?

Written by London Flats Insurance

www.londonflatsinsurance.co.uk

020 7993 3034

With the rising popularity of electric scooters and bikes, especially in urban settings, property managers need to make sure their insurance is sufficient to cover the fire risks that are becoming increasingly apparent.

The London Fire Brigade attended over 70 e-scooter and e-bike related incidents in 2021. That number reached to just over 130 by March 2022 and in June 2022 a high-rise fire was put down to the same culprit.

If your residents are charging their e-bikes or scooters in your block, have a read of the below so you're armed with the information you need to protect your residents and their homes.

What Insurance do E-Bike or E-Scooter Owners Need?

The building insurance in place for your block won't stretch to cover the e-bike or e-scooter itself, so owners should take out their own insurance to cover their vehicles.

Insurance isn't actually a legal requirement as e-bikes and scooters are classed as a "personal light electric vehicles", but due to their expense and the necessity for transport, we think it's pretty advisable!

Most policies on offer will protect you against damage and theft- check your policy wording carefully and always stick to the batteries and chargers supplied with your vehicle.

What Precautions Should be Taken?

The London Fire Brigade have released their own advice re the use of e-bikes and scooters due to the number of incidents they have been attending in recent years. A summary of their advice is below:

- Allow batteries to cool after use and before re-charging
- Charge batteries on a hard, flat surface that allows heat to dissipate
- Never leave your vehicle unattended while charging (including charging overnight while you sleep)
- Look after your batteries and check them for damage before your re-charge
- Buy replacement batteries from the manufacturer or a reputable seller
- Don't expose your batteries to either extreme heat or extreme cold
- Never charge or store your vehicle in an escape route/main exit or through route
- Always follow the manufacturer's instructions
- Unplug the charger when not in use

The take-home message is to be on the side of caution. Sticking to the equipment supplied with the vehicles, charging them carefully and under supervision, and storing them in a way that doesn't impede movement are vital.

What Causes the Fires?

The majority of fires are caused by the batteries and chargers used to power the e-bikes or scooters. If the batteries and chargers supplied with the vehicles are used and the manufacturer's guidance is followed, then few issues are reported.

If conversion kits, non-manufacturer supplied chargers, or batteries intended for different vehicles are used, issues often occur.

Fire route blockages are also an issue, with many residents charging or storing their vehicles in hallways and by doors- hindering their and their fellow resident's escape routes.

What Insurance do Block Managers Need?

Your standard buildings insurance should be sufficient to cover you should a fire occur as a result of e-bike or scooters being charged, but only if they were being charged as per the manufacturer's instructions and with the correct equipment. As always, it's worth double checking your policy wording or giving your provider a call to double check that this is the case.

If you know that some of your residents use e-bikes or scooters, it's well worth a reminder to them of the risks posed by less than ideal charging practises and the dangers posed by incorrect storage.

Hopefully this answers any questions you had about E-Scooters and E-Bikes and will prevent any avoidable accidents from occurring in your building.

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

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

londonflatsinsurance.co.uk | 020 7993 3034

Feature: Using the Right Service Provider

Future Proof Your Roof

Written by Chris Stansell MRICS MAPM, Managing Director, Earl Kendrick London

EarlKendrick
Project & Building Consultancy

www.earlkendrick.com

In our many roles as project and building consultants for residential property managers, one thing our surveyors have all noticed is a lack of focus on longer-term, proactive maintenance, particularly at height.

In the public sector and amongst housing associations in particular, insufficient forward-looking maintenance is having a dire impact on the number of complaints received. Housing Ombudsman Richard Blakeway told ITV News in December: "We have faced an unprecedented increase in complaints over the last year. Increased awareness of our role, media coverage on the quality of some social housing together with the challenges faced by social housing landlords with the cost of living crisis and ageing homes have all contributed to this. We expect complaint volumes to remain high and would reinforce the need for landlords to have effective leadership to drive a culture of learning and improvement."

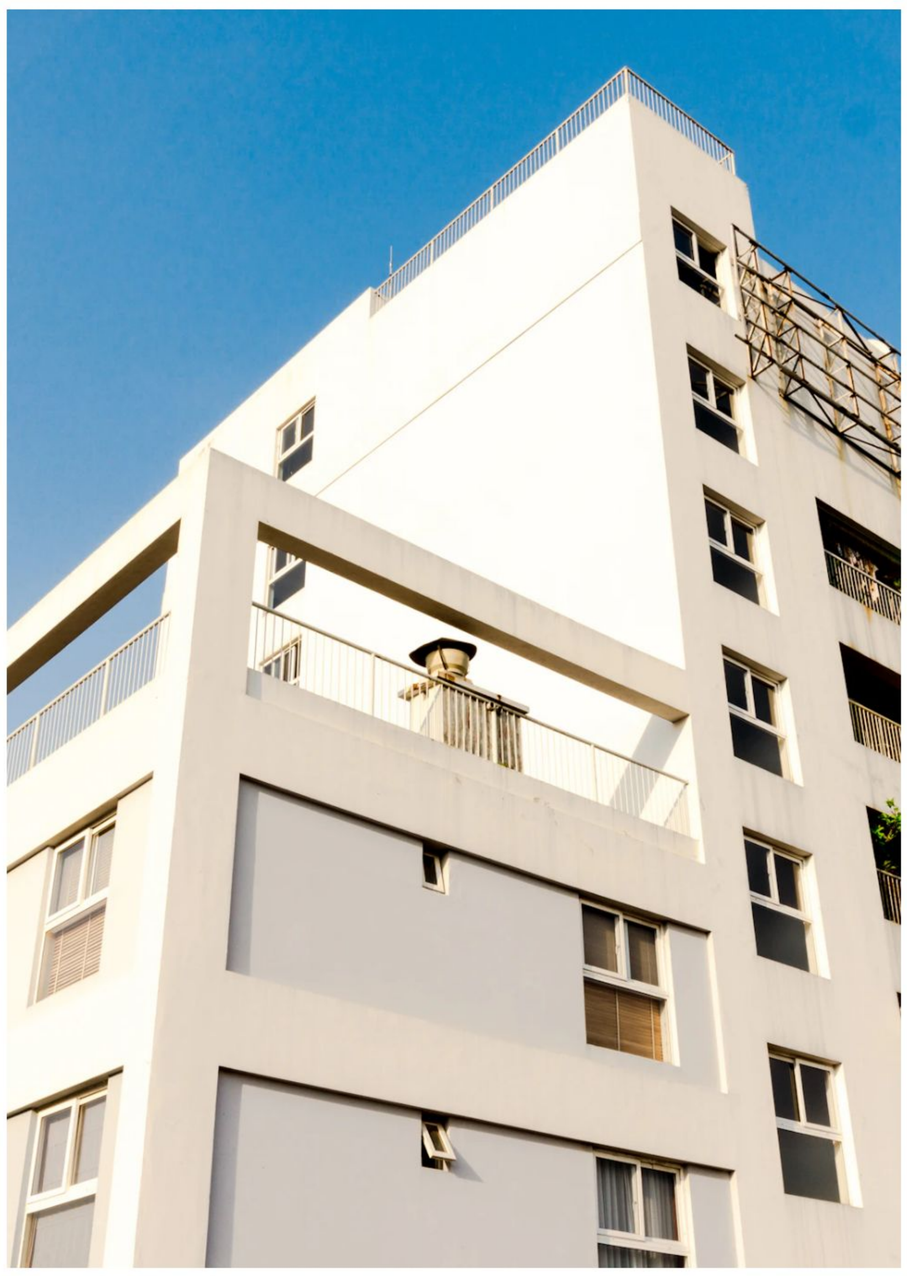
Conspicuous by its absence in Richard Blakeway's statement, is reference to a lack of proactive maintenance, which we estimate is driving a 63% increase in complaints to Mr Blakeway's office.

A recent ITV News investigation into this surge in complaints and the reasons behind the surge inevitably comprised emotive interviews with tenants, examining despairingly at holes in their ceiling caused by water ingress. In one tenant's case, she and her family had suffered one leak through their ceiling per year, every year, over 13 years renting the same flat.

This 15 December broadcast continued an ongoing ITV News investigation which had found widespread issues of disrepair and poor complaints handling across the social housing sector. Their investigation, claims ITV, led to an independent review by the National Housing Federation (NHF) and the Chartered Institute of Housing (CIH) which calls for an audit of millions of homes in England including for damp and mould. The tragic death in 2020 of two-year old Awaab Ishak from prolonged exposure to mould will only encourage the independent review to accelerate its own investigations, reach conclusions and empower those who need to improve the standards of proactive building maintenance.

Most of our work is in the private sector, where leaseholders usually have more influence over the management of their block of flats. Where we are dealing with a competent managing agent or directly for the RMC, proactive maintenance is far more likely, meaning far fewer catastrophic incidents like those facing social housing tenants. But these events do happen in the private sector and many – if not most – managing agents up and down the country could be taking a much more on-the-front-foot approach to building maintenance.

We estimate around 650 managing agents manage blocks of flats containing circa £4 million leaseholders. A small minority of these 650, in our estimation, organise proactive surveys of the building fabric of their blocks of flats. Why? Downward pressure on service charges plays a part, exacerbated by the current cost of living crisis. And there is overreliance on contractors and a trial-and-error approach which is often a waste of money. Usually, it's simply down to property managers being under too much pressure putting out metaphorical fires, rather than planning ahead. Proactive maintenance reduces the number and severity of catastrophic events, and saves money, time and hassle in the process, yet the industry is overwhelmingly reactive.



My team at EK London and wider group thorough enjoy passing on wisdom about proactive building maintenance, especially through seminars and webinars. There's always plenty of head nodding and intelligent questions posed, so it's clear we're all on the same page. Those intelligent questions opened our eyes to the challenges property managers are facing when attempting to be more proactive, namely a lack of time, service charge funding, and awareness of the solutions available.

Over the last year or so, we have listened to you and we have been working towards a holistic, cost-effective approach to the most difficult of maintenance challenges: maintaining at height. Building on the successes of EK Digital and our industry-leading drone photography, we launched EK Rope Access Surveys, meaning we can access roofs, lightwells, rainwater goods, drainage channels and façades safely, by abseil, and even make the necessary repairs whilst attached to the ropes. Sometimes the problem is not obvious, and that is where state-of-the-art thermal imaging comes in, allowing us to see how water is moving and penetrating through roofs and façades and into people's homes.

We can also estimate U-Values, which assess the rate of heat loss through all the combined elements that make up the roof (or floor, or wall). The lower the U-value, the better insulated the roof is, and as a minimum, it needs to comply with the latest building regulations.

Building surveyors are enormously beneficial to property managers, yet underutilised. Contractors have their place as far as diagnosis is concerned and we work closely with contractors on your behalf to brainstorm water ingress problems and to get problem fixed.

Before your residents hit the roof, seek help from the experts to get the facts about your buildings through proactive surveys. But when the worse happens, note exactly where the water ingress issues are manifesting, ask for photos, and call out your building surveying partners to pinpoint the issues.

We are a multi-disciplinary firm of chartered surveyors, providing national surveying services from our offices in London, Manchester, Brighton, Bristol, Birmingham and Cotswolds.

EarlKendrick | 020 3667 1510 | enquiries@earlkendrick.com

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Feature: Using the Right Service Provider

EV Charging: A Rundown for Block Managers

Written by the Residentsline Team

Residentsline Flats Insurance

www.residentsline.co.uk

As electric vehicles become more common among residents and their guests, block managers who've yet to take the plunge may well be thinking of adding EV charging stations to their facilities.

Here we'll be explaining the financial support available, the many benefits of bringing your block up to modern specifications, and how we can help.

Financial Support

June 2022 saw the launch of a government scheme to help many building owners boost EV charging infrastructure across the UK. The Office for Zero Emission Vehicles (OZEV) offer grants to commercially let property owners, landlords and social housing providers as well as owners of apartment buildings.

There are two routes to choose from:

An EV Chargepoint Grant

"This gives you money off the cost of installing an electric vehicle chargepoint socket. You can get either £350 or 75% off the cost to buy and install a socket, whichever amount is lower. You can receive up to 200 grants a year for residential properties, and a further 100 for commercial properties."

An EV Infrastructure Grant

"This gives you money off the cost of wider building and installation work that's needed to install multiple chargepoint sockets. The work can be for sockets you want to install now and in the future. For example, an EV infrastructure grant can cover things like wiring and posts. You can get up to £30,000 or 75% off the cost of the work. The amount depends on how many parking spaces the work covers. You can receive up to 30 grants a year for installing infrastructure in residential carparks."

Additional Requirements for the EV Infrastructure Grant

In addition to the above, if you're applying for an EV infrastructure grant, you must:

- be using it for a property with multiple homes - for example an apartment block, or estate with buildings that share a car park
- be installing at least one chargepoint socket as part of the work
- carry out work on at least 5 parking spaces, so they either have chargepoint sockets or are ready to have them installed in the future

Why Take the Plunge?

Besides the obvious need to do what we can to protect the environment, there are many reasons to bring your block up to spec for EV drivers.

Around 40% of UK households lack access to a garage or driveway. Leaseholders will form a large part of this percentage and so the EV drivers among them will be largely reliant on public chargepoints. This is inconvenient for them and the coverage, while improving all the time, is not great in all areas. Public charge points are also more expensive to use.

As part of the Government's commitment to climate change action, all new builds now have to include charge points (or the infrastructure needed for future charge points) by law. This means that leaseholders who drive electric vehicles will have more and more choice, and your block could fall behind.

Installing charge points at your block ensures that you're keeping up with the times and remain an attractive option for EV drivers.

Eligibility

You can apply for either grant if you're a:

- landlord with property to let
- RTM company
- RMC
- company or person owning the freehold of a property that is let or leased
- company owning a building's common areas, including shareholders who are the leaseholders
- property factor in Scotland
- private registered provider of social housing (PRP)
- public sector organisation - for example government departments, local councils, the armed forces or the NHS and emergency services
- charity that manages or owns residential property

You must be a business registered at Companies House. If not, you must be VAT registered with Her Majesty's Revenue and Customs (HMRC).

Your property must be in the UK (not the Channel Islands or Isle of Man) and you can apply for flats, houses, apartment blocks and commercial properties.

If you're letting out a commercial property, the chargepoint can only be used by the building's staff and vehicles, not by members of the public.

Each parking space must be off-street, private and clearly defined. It doesn't have to be part of the property but it must be accessible to residents and owned by you, or be one you have the legal right to.

How We Can Help

Part of the OZEV grant legislation states that only OZEV-approved contractors can be used throughout the installation of charge points. Residentsline are now able to project-manage an OZEV-accredited service across the UK via the British Engineering Services Group.

The BESG can help with everything from your initial survey to making your new charge points live and ready for use. They will work closely with you to design a quality solution that meets your specific needs whil considering:

- Aesthetics: installations can be discreet and compact or bold and robust, whatever works for you
- Charging speed: slow, fast and rapid charging solutions are available to meet your needs

To get started, all we need is:

- Your full site address
- Pictures of the mains electrical incomer and most localised distribution board feeding the chargers
- Pictures of the charger location and any cable/civils route

This information can be sent directly to info@residentsline.co.uk and we will discuss your requirements with the BESG before coming back to you with a quote and to discuss next steps.

Head to the Residentsline website for information on all of our products and services or, if you'd like to speak to one of our fantastic, specialist team, give us a call on 0800 281 235.

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

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Residentsline Flats Insurance

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Feature: Using the Right Service Provider

Effective Management of Service Charge Arrears

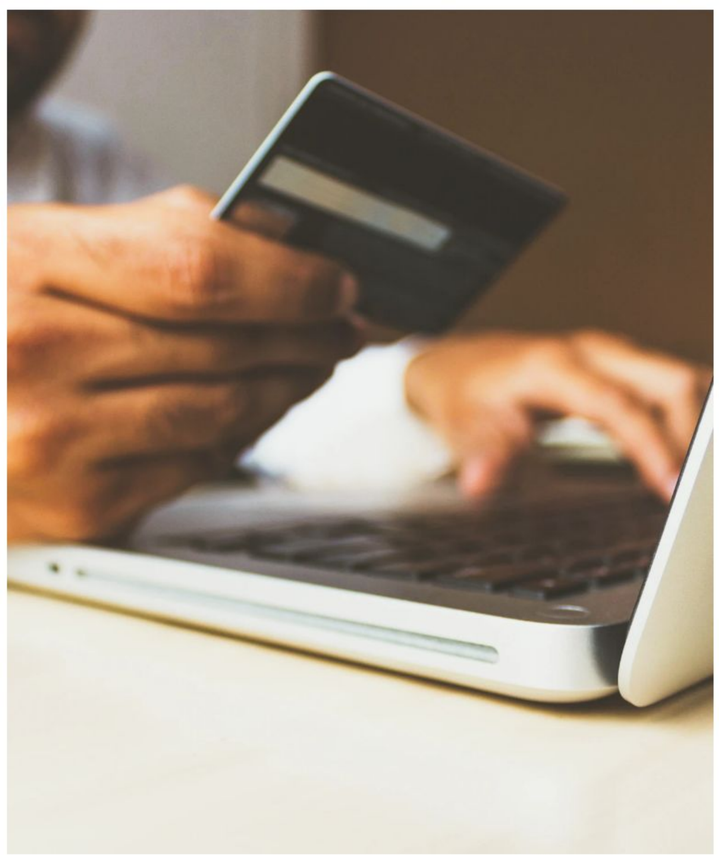
Written by the team at Manage Your Block

ManageYourBlock™

www.manageyourblock.co.uk

Effective service charge collection is crucial to the running of a block. Arrears are quickly felt by property managers and residents alike; through reduced levels of maintenance and a scale back on larger projects. This leads to disgruntled leaseholders, stressed property managers and, potentially, a drop in property value if the situation is crippling.

Here we'll explain how to approach arrears with your leaseholders to keep cash flow moving and to ensure your carefully constructed budget and maintenance plan can be relied upon for the year ahead.



Ensuring a Compliant Demand Process

It's in a Director's best interest to exercise a zero-tolerance approach to arrears, but that means ensuring that demands are compliant in the first place.

A simple, straightforward procedure is all that's needed to ensure you tick the required boxes:

1. Demands should be supplied in adherence to current standards which means including a summary of the leaseholder's rights and obligations as well as displaying the landlord's name and address. If these standards aren't met, the leaseholder is under no obligation to pay.

2. If payment is not received on time, a polite reminder should be sent to the leaseholder immediately.

3. If payment is still not received, the leaseholder should be warned of the possibility of legal proceedings and a solicitor should be instructed.

Late Payment Administration Charges and Interest

During the process of serving service charge demands and reminder letters, RMCs should ensure that non-payers are charged 'late payment administration charges' where appropriate.

Legislation merely states that such charges should be 'reasonable' but you can look to your lease for guidance. Most leases allow for interest to be charged at a rate of 4% above base rate.

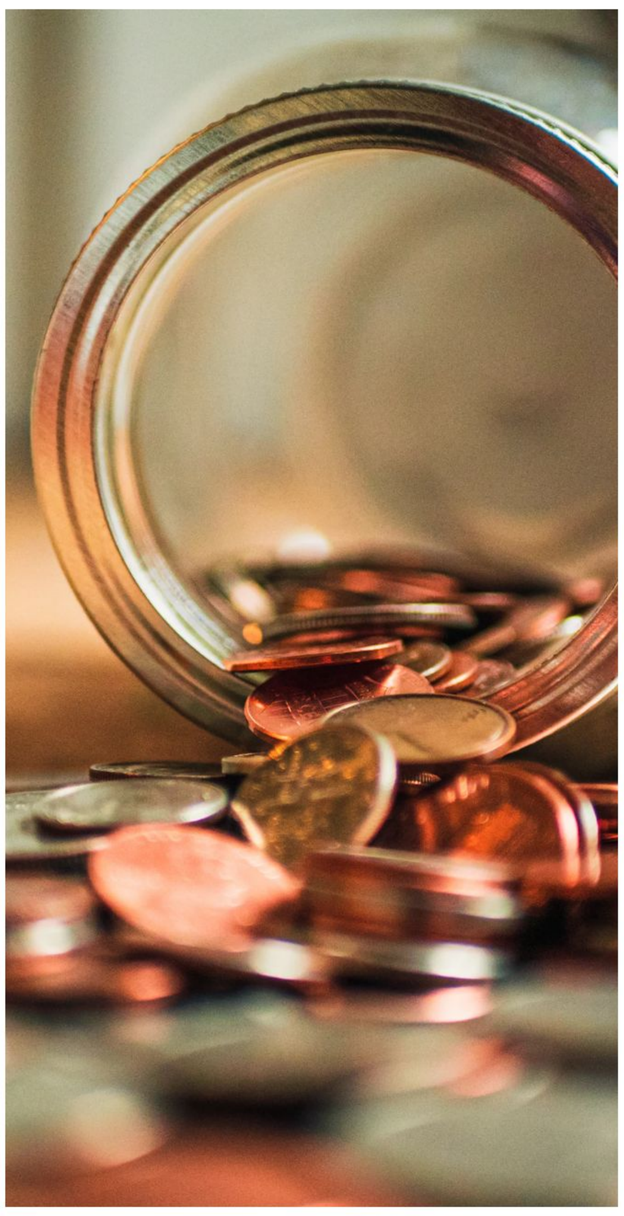
Leaseholder Challenges

It's important to note that the above advice is applicable to late payers only, not leaseholders who actually take issue with a demand and challenge them.

Leaseholders have the right to challenge any demand that they believe is unreasonable or non-compliant with the lease. If a complaint is received, the leaseholder is entitled to a written summary of costs incurred in the last accounting year (April to April) or, if there's not one, the last 12 months leading to the date of their request. This must be provided within 6 months of the end of the last accounting period, or within one month of the request (whichever is later).

Within 6 months of this being provided, the leaseholder can then go on to request that the accounts and receipts (and any other supporting documents) be sent to them for inspection.

You must comply with the above time frames to avoid landing yourself in hot water and, in most instances, the above is enough to satisfy the needs of the leaseholder so that payment can be made. If not, the matter may go to First-Tier Tribunal but, if all is in order, this should swiftly result in payment being demanded of the leaseholder.



Recovering Legal Costs from Leaseholders

Most modern leases also allow for the recovery of solicitors' costs from the leaseholder when instructing to chase arrears. With this in mind, RMC directors and managing agents can expect that all legal fees for undisputed cases are paid by the leaseholder – not the RMC. This makes sense as it ensures the legal costs are not absorbed into any subsequent service charge demand, therefore protecting the other leaseholders.

This means that that outsourcing arrears recovery to a solicitor may be preferable as a) they have the expertise, b) they have the time to dedicate to the matter and c) the costs are recoverable from the leaseholder at fault.

With this in mind, RMC directors and managing agents are able to adopt a zero-tolerance approach to the collection of arrears, safe in the knowledge that any disputes can be handled by a third party.

How Manage Your Block Can Help

The service charge function of Manage Your Block is just £49 per annum and allows you to send professional, compliant demands at the click of a button. It also enables you to track payments and keep a full service charge history for the block.

You can head to our simple instructional video to learn how to utilise the service charge function if preferred, but it's as easy as this:

- Log in, head to the Dashboard tab and click Edit Property
- Complete the Management Company and Service Charge details section
- Complete the bank details section with the account the charges should be paid into
- Upload a personalised email signature and/or letterhead image if you have one for your RMC
- Click Submit and head to the Service Charges tab
- Click Add New Service Charge and select the leaseholders this demand should be sent to
- Enter the term dates, amount and due date
- Preview the emails and the invoices to make sure you're happy and click Save to send
- The leaseholders will then be listed for you, and you can click 'Mark Paid' on each of them as their payments come in before Archiving them to remove them from the list

The system is cloud-based, meaning all the information and functionality can be utilised by anyone, anywhere with a secure login. It's specifically designed to be simple and user-friendly- we even collaborated with a group of directors and committee members during the design process to make sure it ticks the boxes you need without being overly complicated.

To find out more about Manage Your Block, head to the website, call us or send a message to info@manageyourblock.co.uk today.

For more information on Manage Your Block, click here. Fore more from Flat Living, then please click here.

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

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

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VISIT OUR WEBSITE

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

Who is Manage Your Block For?

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

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

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

Tel: 0335779070 Email: info@manageyourblock.co.uk

OUR FEATURES

Diary

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

Documents

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

Notes

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

Quotes

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

Save

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

Contractors

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

Contacts

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

Calendar

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

Alerts

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

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

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.

Health and Safety Manager

Location: Central London

Salary: £40,000 - £50,000

Tell me more

Property Manager (Hybrid Working)

Location: Hampshire

Salary: £25,000 - £35,000

Tell me more

Block Manager

Location: South West London

Salary: £30,000 - £48,000

Tell me more

Property Assistant / Admin Assistant

Location: West Midlands (County)

Salary: £18,000 - £24,000

Tell me more

Property Assistant / Admin Assistant

Location: Somerset

Salary: £18,000 - £24,000

Tell me more

Block Manager (Home Based)

Location: West Midlands (County)

Salary: £30,000 - £37,500

Tell me more

Head of Block and Estate Management

Location: Surrey

Salary: £40,000 - £55,000 (OTE)

Tell me more

Senior Property Manager (Office Based)

Location: North West London

Salary: £25,000 - £40,000

Tell me more

Accommodation Manager

Location: Kent

Salary: £30,000 - £32,000

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

A Guide to Wellbeing in Block Management

Fraser Allen
— Estate Management —

www.fraserallenem.co.uk

January can be difficult after the Christmas festivities, and it can often leave people feeling tired and sluggish.

It's normal to have some level of stress in your workplace. However, if going to work or just the thought of going to work makes you tired, depressed, or even physically ill – that's more than just general work stress. It is something that is becoming more obvious within the block management industry with high levels of absenteeism and high staff turnover.

Do remember that feeling strong emotions is healthy but knowing how to regulate these emotions is important. Sometimes you must choose to take a step back, and regulate your emotions when things get overwhelming. This can difficult and requires a lot of practice and self-forgiveness.

Emotional regulation is accepting and working with your emotions instead of avoiding, ignoring or repressing them. Repressing emotions results in more stress, overwhelm and pain.

By regulating yourself, you are creating space for your emotions and what makes you a human being.

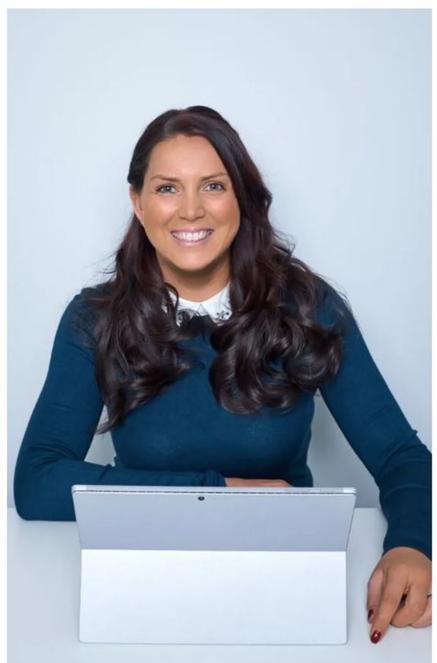
There are four important aspects of emotional regulation:

1. Self-awareness: being aware of your emotional experience, your reactions, and your triggers.
2. Self-management: the skills and abilities to regulate intense emotions and nervous system through behaviours.
3. Social-awareness: knowing how to connect with others (communication, tone, and body language), and how to respond appropriately.
4. Relationship Management: responding to other people's emotions.

These four aspects combined help us stay grounded when things get too intense. Emotional regulation is a skill, so I encourage you to look at it as building a muscle and making it stronger through practice.

Some tips that we are finding useful at Fraser Allen Estate Management include:

1. Identify what you're feeling: use emotional language to label your emotional experience (I am feeling _____)
2. Accept all your emotions, without judgement: give yourself validation (I feel this way because _____) and affirmation (It's ok to feel _____)
3. Make a choice about how to respond: practice 'the pause'. Take time from the person or situation to think about your next steps. No need to act immediately. Always ask for time.
4. Practice adaptability: Even if the situation is not ideal, ask yourself: what is possible in the moment that will help me feel better now?
5. Tune into physical symptoms: notice your body. Focus on relaxing your muscles and releasing the tension.
6. Adjust your physical state: change the temperature around you. E.g., Cold showers, icing your wrist, drinking warm tea, or moving your body.
7. Give yourself some space: physically get out of the place that is overwhelming you.
8. Know when to express yourself: you might think you have to verbally respond to every situation; but you don't. You can choose silence or disengage from the situation when necessary.
9. Consider the story you believe: question what narrative you are telling yourself that dysregulated you. Ask yourself: what is really true and what else could be true.
10. Attention-shifting strategies: divert your attention by focusing on activities that will make you feel more grounded. For example, watching a show, taking a walk or talking to a friend.
11. Imagine your best self: this is not an ideal person, it's the ideal person you want to be. How would that person respond to this situation.
12. Lean into the discomfort: accept that you are feeling dysregulated, triggered or activated. Acknowledge that the issue feels like a big deal and understand your emotions around it.
13. Breathe: deepen your breathing. Breathe deeply through your nose and exhale through your mouth.
14. Move: regulate your body and the effects of stress-hormones by moving your body. This is known as 'somatic regulation', you can dance, run, walk or stretch.



Good wellbeing also means looking after your body as well as your mind. We can all get wrapped up in everyday life but it's important to take time for yourself to relax and rest. Stress can affect your mental and physical wellbeing, and long-term stress is not healthy for your body or mind.

It may also be tempting to reach for comfort or sugary foods to cheer yourself up from the January blues, however, eating foods high in fat and carbohydrates will wreak havoc on blood sugar levels. A healthy and balanced diet is good for your physical and mental wellbeing. Try including lots of fruit and vegetables in your diet, along with fatty oils such as omega-3 and 6.

Finally, social connectedness can play an important role in our wellbeing. It refers to the relationships people have with others as relationships give people support, happiness, contentment and a sense of belonging. When times are difficult and you are feeling down, try connecting with friends and family for support or join a club to spend time with likeminded people or volunteer for a charity.

For more from Fraser Allen click here.

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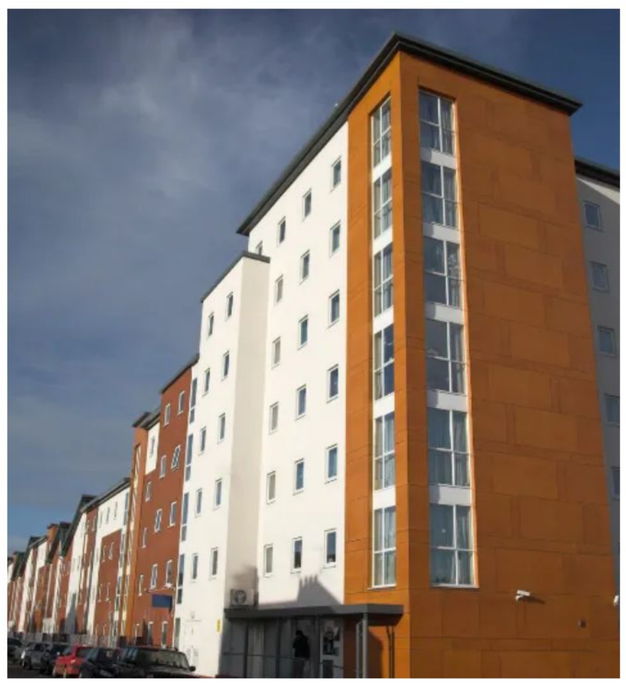
Health and Safety for Your Onsite Facilities

www.4siteconsulting.co.uk

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.

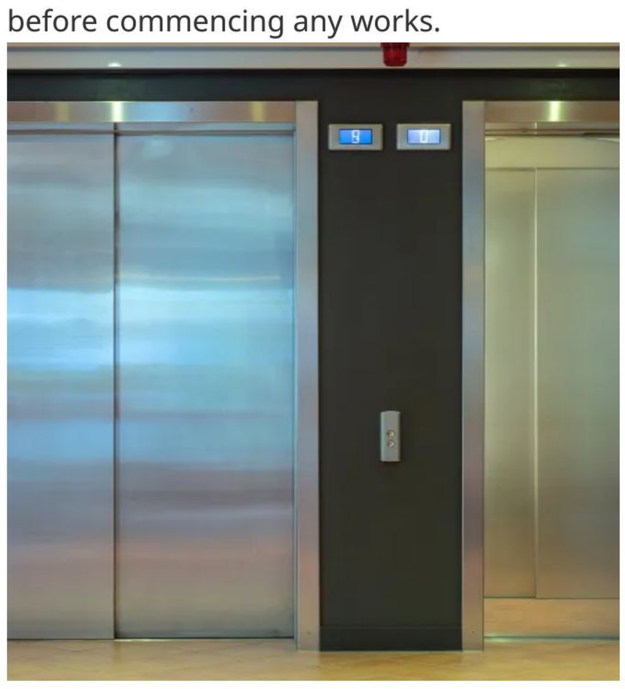
As such, you are responsible for ensuring that these facilities are compliant and safe for residents, employees and any visitors. In this article we will look a bit closer at some of these areas and discuss your responsibilities when it comes to safety, as well as discussing the requirements for risk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

Risk Assessments and 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, and 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.

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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.

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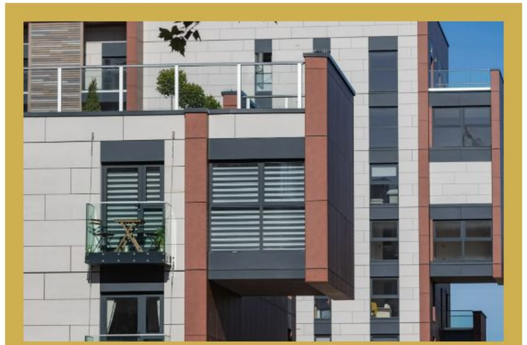

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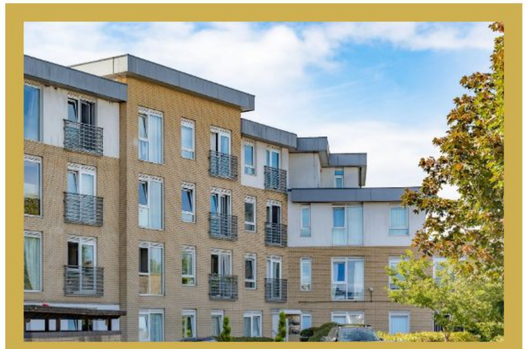

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Upcoming ARMA Training Courses

TC108: INTRODUCTION TO THE BUILDING SAFETY ACT FOR PROPERTY MANAGERS

Dates: 16/01/2023 - 17/01/2023

Online

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

Who should attend?

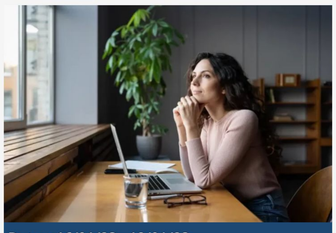
Property Managers in the UK with responsibilities for managing buildings in scope under the Building Safety Act.

Aim:

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

Book your place

TC83 : DEVELOPING RESILIENCE



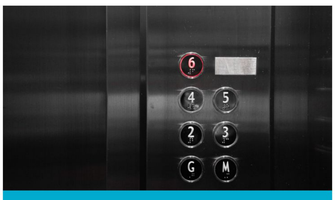
Dates: 16/01/23 - 18/01/23

Online 3-day course

This practical and highly engaging 6-hour course being run over 3 consecutive days (2-hours per day) provides delegates with a range of tools and techniques to develop and maintain their own resilience, providing significant benefits to mental, physical and emotional well-being.

Book your place

TC81: LIFT MANAGEMENT - HALF DAY COURSE



Dates: 19/01/23

Online

This 4-hour webinar session will introduce managing agents and property managers to lifts, lift maintenance and their responsibilities under legislation.

Participants will gain an understanding of how a lift functions, lift maintenance management, applicable codes and standards and how to plan for when a lift reaches the end of its service life.

Book your place

TC1: INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT

Dates: 23/01/23 - 24/01/23

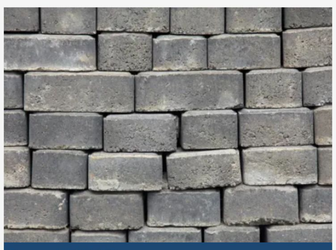
2-day course

A 6-hour course being run over 2 days (3-hours per day) by Jackie Dickens from HQN, for those new to residential leasehold property management.

It will provide an overview of the controls and processes required to effectively manage a leasehold block.

Book your place

TC88: ARE YOU A PROPERTY MANAGER WITH PARTY WALL HEADACHES? - HALF DAY COURSE



Dates: 26/01/23

Online

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

TC59: MANAGING YOUR FIRST PORTFOLIO – LEGAL WORKSHOP

Dates: 30/01/23 - 01/02/23

Online

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

Book your place

ARMA Training Costs

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

Online Training Course Costs

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

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

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

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

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Upcoming Events

Oxford Weekender 2023

Dates: 31st March -2nd April 2023

The three-day conference runs from Friday to Sunday with the theme of Property managers: what's in your toolkit?.

Over the weekend, there'll be a plethora of keynote and break-out sessions, designed to inform, equip and support property management professionals to plug any gaps in their knowledge and expand their skills in all the areas that now impact our sector.

Delegates will hear from industry-leading speakers who will be presenting over 40 keynote addresses, workshops and updates over the course of the weekend.

Book your place

IRPM Annual Seminar 2023

irpm
setting standards

Date: 11th May 2023

Like all of the past IRPM Seminars, our 2023 seminar will be touching on the most pressing issues facing our sector and professionals. We'll have industry experts giving you the most up-to-date information and guidance throughout the day.

Topics that will be delved into:

- Building Safety
- Mental Health and Wellbeing
- Cost of Living Crisis
- Customer Service & Communication
- Recruitment and Retention of staff
- Legendary Legal Update
- Economic Update

A full programme is being worked on and will be released in due course.

Book your place

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

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

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

Directories

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

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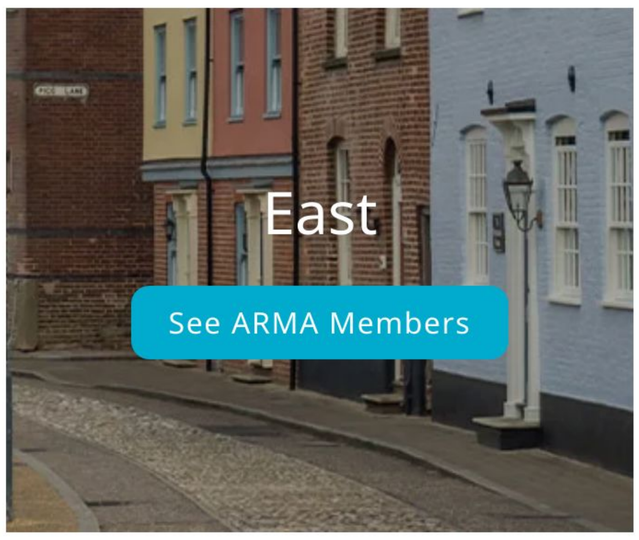
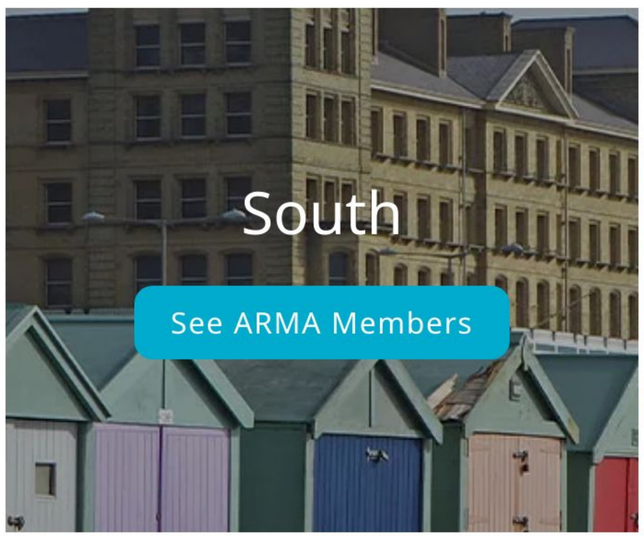
Find an ARMA Member

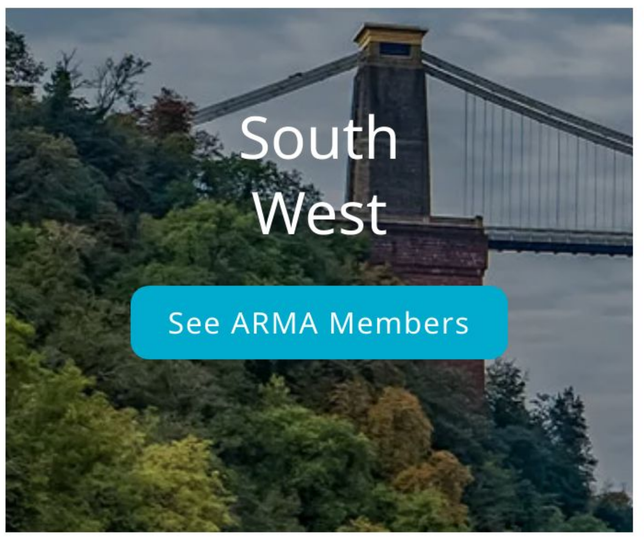
Are you considering a new managing agent?

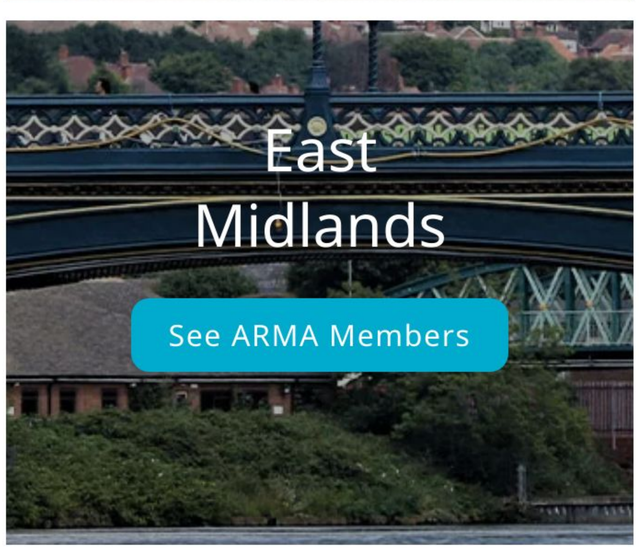
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

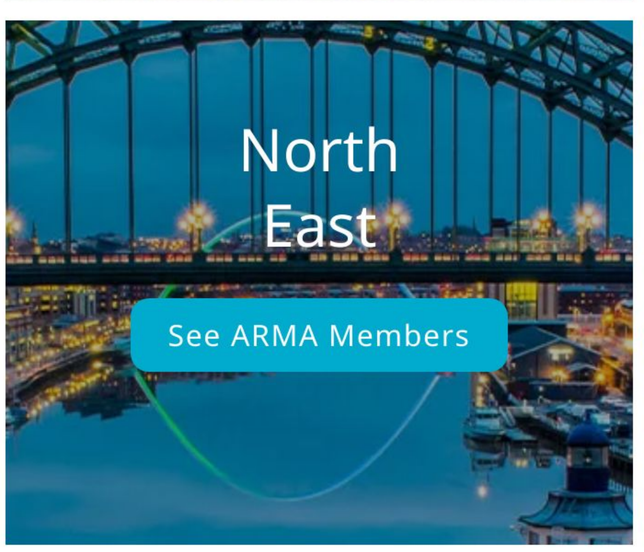
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.











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

ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

Find an ALEP Member

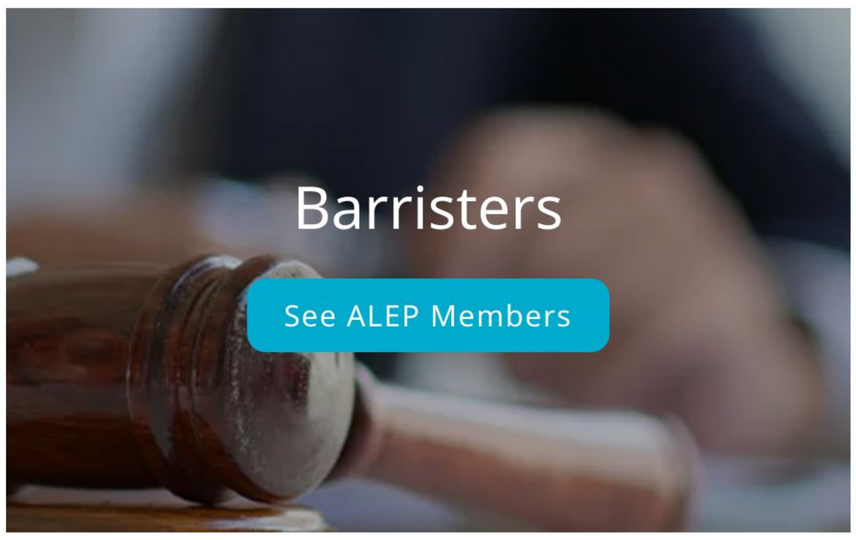
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

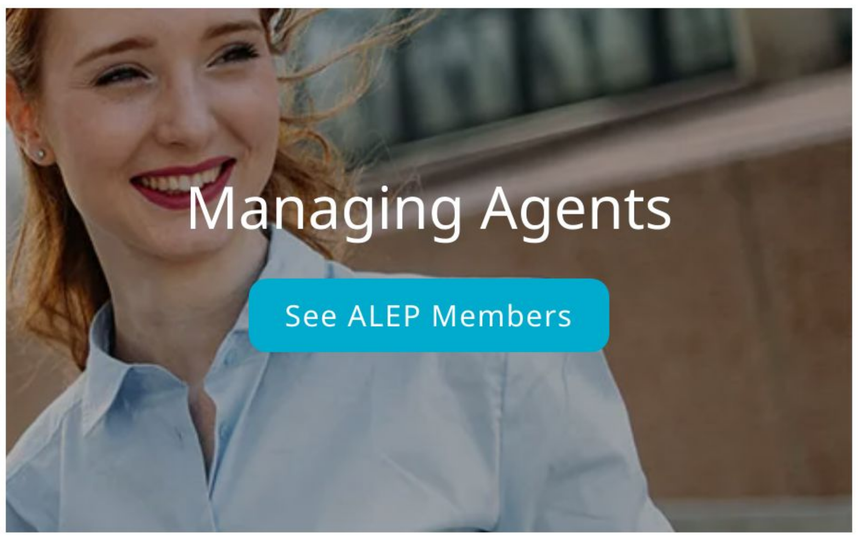
ALEP members can advise or assist with:

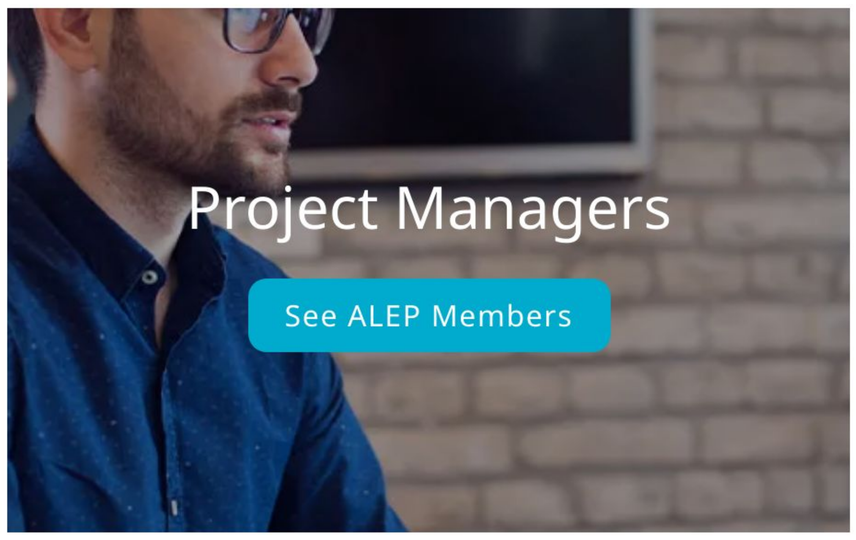
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

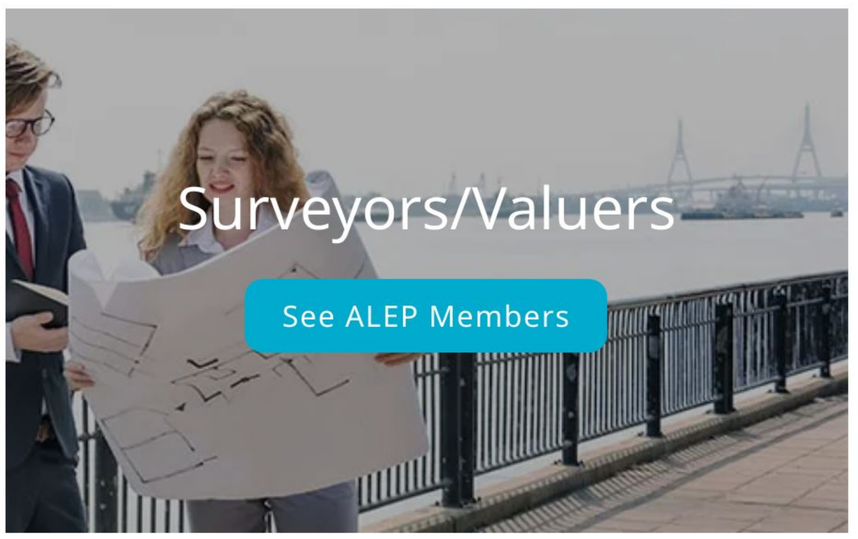
Below are details of ALEP Professionals (alphabetically) in the following areas:

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









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- Health and Safety Risk Assessments
- Legionella Risk Management

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

ARMA Members
North East

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- 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

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- Bowood (London) Limited London 02072 236 940 Full Member
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- 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
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 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
East Midlands

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

ARMA Members
West Midlands

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

ARMA Members South

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

ARMA Members East 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
South London

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

ARMA Members
North London

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

ARMA Members
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 West

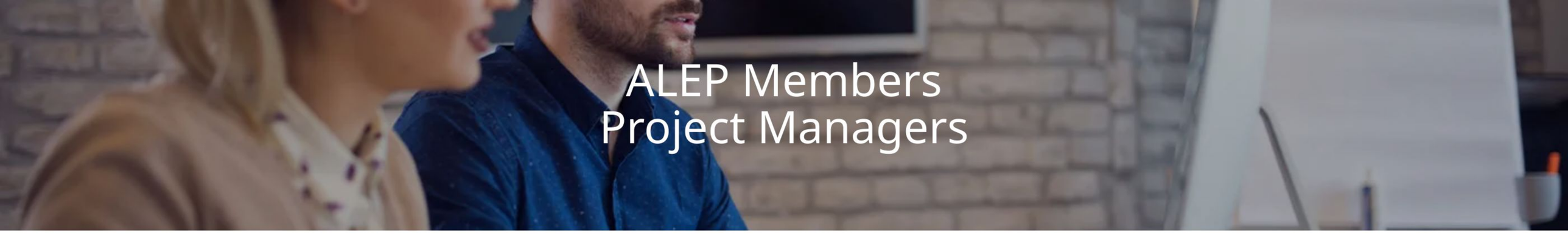
• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	Full Member
• Apex Property Management	Plymouth	01752 210 970	Full Member
• Belmont Property Management	Truro	01872 260606	Full Member
• Blenheims Estate & Asset Management Limited	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 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 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



ALEP Members
Project Managers

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

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Marjorie Batten	Ashfords LLP	01392 333962
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Jenny Sanghera	Boodle Hatfield LLP	020 7079 8112
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Dani Green	Brethertons LLP	01295 661 458
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Roland Pingree	Carter Bells LLP	020 8939 4000
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Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
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Jonathan Everett	Coole Bevis LLP	01903 534505
Thomas Lumsden	CooperBurnett LLP	01892 515022
Bonnie Twiggs	Crane & Staples LLP	01707 329333
Anna Favre	Cripps Pemberton Greenish LLP	020 7591 3318
Tim Selley	Crosse & Crosse Solicitors LLP	01392 258 451
Laura Poulloura	Davies and Partners Solicitors	0207 486 2908
Claire Whiteman	Dean Wilson LLP	01273 249229
Tina George	DMH Stallard	01293 605193
Michelle Goodrum	Druces LLP	020 3794 5972
Paul Sams	Dutton Gregory LLP	023 8022 1344
Katherine Simpson	Edwin Coe LLP	020 7691 4000
Kate Chatters	Farrer & Co	020 3375 7219
Mark Banham	Field Seymour Parkes	0118 951 6243
Primal Laxman	Fitz Solicitors Ltd	01753 592000
Natasha Rees	Forsters LLP	020 7863 8385
Niki Adkins	Frettens LLP	01202 920 237
Lisa Cornish	Gillhams Solicitors	0208 965 4266
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8305 3522
Graham Jaffe	Gregory Abrams Davidson	07502 295748
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
Lewis Myatt	Hart Brown solicitors	01483 887561
Andrew Pluck	Hart Reade LLP	01323 727321
Daniel Winslow	Healys LLP	020 7822 4000
Jason Richardson	Henriques Griffiths	0117 909 4600
Samantha Laker	Herrington Carmichael LLP	01276 854661
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co part of GT Stewart Ltd	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
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
Amelia Hayes	Jefferies Essex LLP	01702 332311
Daniel Swimer	Joelson JD LLP	020 7580 5721
Yashmin Mistry	JPC Law LLP	020 7644 7294
Daniel Tang	Judge and Priestley LLP	020 8290 7373
Julie West	Julie West Solicitors	01372 383273
Belinda Walkinshaw	Jury O'Shea LLP	020 3176 4255
Katie Cohen	Katie Cohen operating as Keystone Law	020 3319 3700
Liz Rowen	Keebles LLP	0114 276 5555
Harriet Thornton	LCF Law Limited	01274 386597
Jade Wilson	Lease Law Limited	0204 511 9100
Suki Samra	Lester Aldridge LLP	01202 786317
Polja Atkins	Longmores Solicitors	01992 300333
Richard Hornby	Lynch Hall & Hornby	020 8864 0722
Tamara Lester	Manuel Swaden Limited	020 7431 4999
Joanna Ironside	Mayo Wynne Baxter LLP	01903 743201
William Essex	McGlennons Solicitors	020 8946 6015
Beth Rose	Meaby & Co Solicitors LLP	020 7703 5034
Tim Wild	Mills & Reeve LLP	020 7648 5289
Shazda Ahmed	Monarch Solicitors	020 8889 8888
Louise Uphill	Moore Barlow LLP	023 8071 8885
Matthew Hearsum	Morr & Co 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 221582
Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
Guy Osborn	Osbornes Solicitors LLP	020 7681 8667
Nick Demos	P George & Co Solicitors	020 8341 9080
Laura Simpson	PainSmith Solicitors	01420 565310
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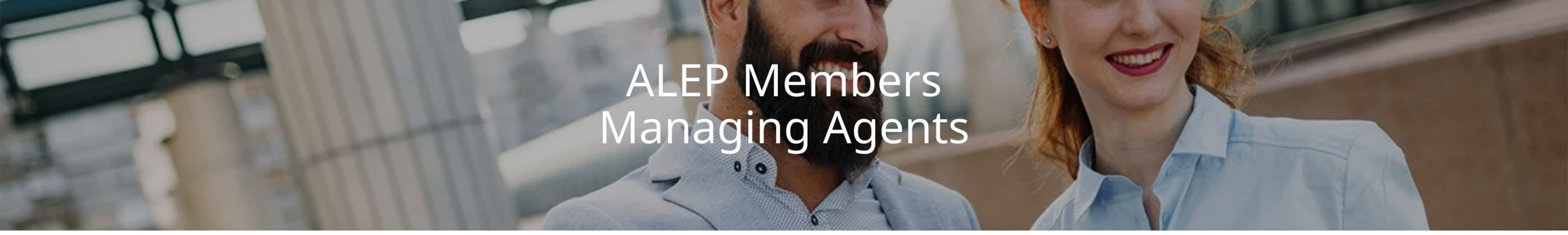

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