Information, advice & guidance
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FlatLiving Magazine

July 2021

Feature: Leases

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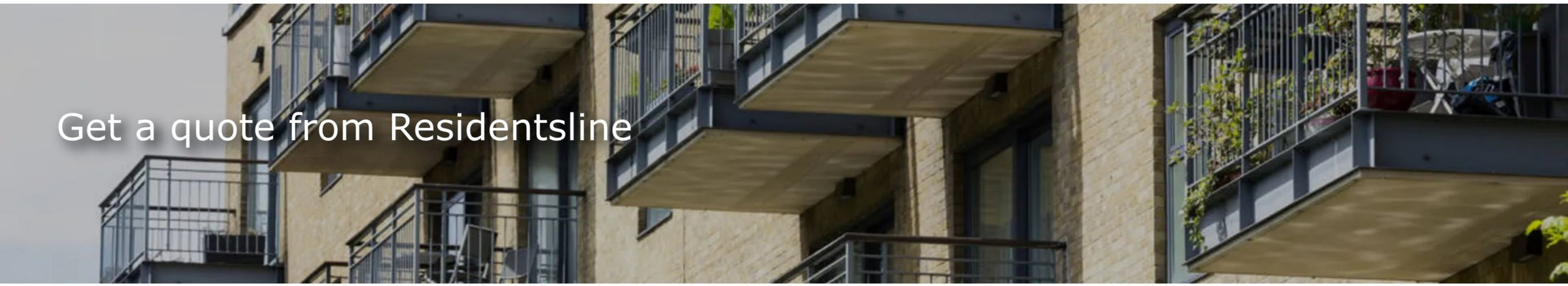

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Welcome

Welcome to the July issue of Flat Living Magazine

As we enter the second half of the year, it's good to see we are heading in the right direction with things getting back to something that resembles normal. By now we would have had lots of events taking place in the industry and I am certainly looking forward to the return of these and being able to see people again.

Writing this today I've just finished off the nominations for this year's Property Management 50 and I'm amazed at the response. We've received over 450 nominations, these have been passed to our judges for scoring, and the winners will be announced later in the month and featured in Flat Living's August issue.

Back to this issue… we have a feature on Leases that covers the basics all the way to the more complicated matters to help improve your knowledge and hopefully help you tackle any problems you may be facing. We also take a look at reform with what is planned and some opinion pieces from industry voices.

Our 10 minute interview is now on its third recording and this month I got to speak to Toby Bowser from Hamilton Darcey, plus there is news of a new safety podcast from 4site Consulting and an in-depth article from Housing Apprentice Carrie about Section 106 Agreements.

There are also the latest job vacancies from Block Recruit, plus a selection of events taking place later in the year. We have our tickets for the Proper Awards, something completely different taking place at the Ministry of Sound in September, make sure you check it out.

I look forward to seeing you next month where we will be looking at software, but in the meantime, I hope you have a great month.

Rebecca Kelly
Head of Partnerships, Flat Living

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News

All the latest property management news:

· Firstport Appoints Jamie Maguire as Lead Architect to Boost Ongoing Digital Drive ·

· Principle Appoints New Customer Services Apprentice as Business Continues to Grow ·

Firstport Appoints Jamie Maguire as Lead Architect to Boost Ongoing Digital Drive

FirstPort, the UK's leading residential property services provider, has appointed Jamie Maguire as its new Lead Architect.

In this new position, Jamie will play a key part in implementing FirstPort's commitment to integrating new digital systems to improve customer and supplier experience.

With over 20 years' experience, Jamie was previously a Senior Developer at Barbour Logic. He is also one of only eight people in the UK who hold the Microsoft MVP award in Artificial Intelligence. Jamie has collaborated on projects including working with Twitter, National Geographic, and University of Michigan.

He has also co-authored a book and regularly publishes material to encourage and promote the use of AI and .NET technologies.

Speaking about his new role, Jamie said: *"I'm excited to join FirstPort at a time where integrating innovative technologies is a priority for the business. FirstPort are already in the process or rolling out a brand new technology system called FirstPort Way which I'll be working across to drive further innovation for our residents, suppliers and employees".*

Principle Appoints New Customer Services Apprentice as Business Continues to Grow

Principle Estate Management, the UK's fastest growing residential management company, has appointed a new apprentice to join its customer services team.

Seran Fitzpatrick, who has previously worked in the retail and hospitality sectors, initially joined on a day release training contract but has now started a full apprenticeship.

She is one of three apprentices at Principle and was recruited via Protocol Consultancy Services, a training provider based in Birmingham, whose managing director Sue Tipton received an MBE in the Queen's Birthday Honours last year.

Michelle Cox, customer services manager, said: *"We're delighted to be welcoming Seran to the team and feel that the people skills she built up in previous jobs will really help her to deal with our clients.*

"Her appointment comes as Holly Cox, a previous apprentice who has recently completed her programme, has been retained on a full-time contract and promoted to customer services assistant. As we continue to expand and grow our managed portfolio, we need to ensure we have people on the front line to ensure excellent customer services standards, and so we hope that Seran will follow in Holly's footsteps."

She added: *"It's great to see these young people starting out on their chosen career path and starting to learn the complexities of property management and general office work."*

Ms Fitzpatrick, who lives in Solihull, has previously worked part-time for a flower shop and more recently for Next, as well as work experience at the Ramada Hotel in Solihull. She also enjoys working with children, and has helped out at a Dance school called The Starlets.

She said: *"I was keen to get a job that would challenge me but also train me, and one where I would gain even more experience and new skills in the workplace.*

"Principle is a really professional firm, and I was thrilled to get this opportunity to work in its customer services team. I've enjoyed my day release so far and am now looking forward to getting fully trained on my apprenticeship."

Launched in 2018, Principle has since grown from what was virtually a one-man band into what is now more than 35 staff looking after a portfolio of more than 7,000 units in 250-plus developments across the UK.

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Feature: Leases

About Your Lease

Written by Andrew Steel, from Omnia Estates

What is a Lease and am I a Leaseholder?

If you have a Lease for your property then you are commonly referred to as a Leaseholder. This doesn't mean that you don't own your property which is of course the case, but strictly speaking, you have bought a Lease that allows you to stay in the property for the term specified in the lease, often by paying Ground Rent to the Landlord or Freeholder. When you sell the property, you transfer the Lease to the next owner.

A lease is a document that can be both complex and easy to understand. When buying a property that has a Lease, it's important that your solicitor explains what it contains and any promises (referred to as Covenants) that you are required to keep as well as any permissions that you may need to seek. Common examples are that you promise (via a Covenant) to redecorate the inside of your property every 5 years or that you will clean the inside of your windows no less than once a month. An example of permission that you might have to seek is for approval to have pets in your property or if you want to make alterations to the layout inside your apartment.

There is no hard and fast rule for Leases making it even more important that your solicitor makes you aware of what it contains and how it will affect you.

What is a Lease extension and what benefit, if any, is it to me?

Lease terms vary from the start of their inception; some are 99 years whilst others are 999 years! If you're in a position where your Lease is nearing just 75 years left to run, then it is recommended to seek professional advice from a Solicitor with a view to extending it. The general rule of thumb is that the lesser length of time on your Lease, the more costly it is to extend. It can also significantly impact your ability to obtain a mortgage over the property if the mortgage lender deems the remaining term insufficient.

When you have owned your leasehold property for 2 years, you are legally entitled to approach the Freeholder or Landlord with a view to extending it, something at this point that they must begin negotiating on. There will be a cost in extending the Lease which is payable to the Freeholder and there will be associated costs for having a solicitor organise and negotiate for you.

Ultimately the longer you have on your Lease, the more appealing it is to buyers when you come to sell. So if you aren't sure about the length on your Lease, have a look for the document (which you should have been given when you bought the property) or speak to the solicitor that dealt with the purchase.

Purchasing the Freehold, is this something that we should consider?

If you are a Leaseholder, then it is highly likely that you pay ground Rent to a Freeholder. This is sometimes what is referred to as a "peppercorn" whereby it will be a minute sum, or the Ground Rent could be a larger sum that you pay, usually on an Annual basis.

Some leaseholders form a group with a view to buying the Freehold, otherwise known as Collective Enfranchisement. There are some requirements that must be met in order to proceed on this basis, such as at least half of the Leaseholders in the building(s) proceeding with this, whilst also being "Long Lease Holders"- this is when the Lease had more than 21 years left to run when you bought your property.

There are a number of other qualifying criteria as to whether you can look at purchasing the Freehold and advice is available via LEASE (the Leasehold Advisory Service) or via a solicitor. If the criteria are met, then it is strongly recommended to appoint a solicitor to act on your behalf. They can help organise a surveyor who uses a formula to recommend a sum for the purchase of the Freehold, after which the solicitor makes contact with the Freeholder and puts forward the proposal.

The Freeholder has two months to either accept the offer or to offer a counter notice. If an agreement can't be reached then there is a 4 month period where negotiations can take place, after which if nothing has been agreed then the decision on the purchase sum goes to the First Tier Tribunal of the Property Chamber

Leaseholders choose to go through this process for a number of reasons. Two common ones are that in some cases, the Freeholder has the responsibility to organise the Buildings Insurance or there will be a Covenant in the Lease stating that Ground Rents increase after a certain period of time, the latter may put off buyers when you come to sell the property. Whilst not entirely detrimental, many leaseholders like to be in a position to control such covenants.

The above is an article written for the benefit of Leaseholders however should not be taken as legal advice, this should always be sought in matters such as Leases and the purchase of a Freehold.

Omnia Estates is an ARMA accredited property management division that works with private landlords, developers, lessees, management companies and freeholders across a mix of conversion, new build, and listed properties across the UK.

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Feature: Leases

Owning a leasehold property - what can you expect of your landlord or their management agent?

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

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As a leasehold property owner, do you know what you can expect of your landlord or managing agent?

We're going to draw back the veil on what you can expect of your landlord or managing agent ie. the latter refers to a company like us here at Fraser Allen Estate Management.

The first step in understanding where responsibilities lie is to **READ THE LEASE**. You do need to have an awareness of this so that you are armed with the right information if anything goes wrong.

The duties of the landlord or managing agent will be clearly written in the lease. These duties are based on the contract, not legislation. Therefore, as someone living in a leasehold property, it is vital to read the small print on the lease contract.

The law can operate outside of any contract however you have to remember that in taking matters to law, that's often a civil case which leads to costs for both parties.

The landlord or managing agent is the person you should contact for any problems with day-to-day repairs and maintenance or any queries about your property.

The basic information you should expect from your landlord or managing agent:

- A clear discussion around the cost of the service change, including insurance, and know when this is due. You should also ask about any possible rises in those costs.
- A clear discussion about your responsibilities under the contract – it might not be quite what you think.
- A clear discussion about what will be paid for via your service charge when it comes to building repairs and maintenance.
- Gardening – often the landlord and managing agent will look after this, especially if the garden space is shared.
- Cleaning of common areas – this is very common so that those shared areas are always spick and span.

These are the very basic requirements. You are much better to check that your landlord or managing agent can provide you with more detailed information and that you can contact them easily at any time with any questions.

What to expect from a good landlord or managing agent.

A good managing agent should have:

Knowledge:

- Of relevant Landlord and tenant law
- A full understanding of the structure and meaning of leases
- Helps you understand your rights and obligations.

A high level of communication:

- Can you contact them easily, at any time? Do they contact you when you have been in touch about a problem? Do you have a variety of ways to contact them, e.g. Phone or email or even an office?
- Are they open to face-to-face meetings (when safe to do so)?
- Be very wary of those who don't make it easy to get in touch.

Transparency:

- When detailing and providing accounting processes and pricing structures.
- Give you access to end-of-year accounting
- Supports you and your fellow leaseholders, ensuring that service charge money is spent wisely.
- Are willing to discuss costs and rises in costs in an adult and unemotional manner.

Good response times:

- Responding in a swift and timely manner shows a level of care.
- Do you matter to them as a resident and does your home matter to them?

A commitment to customer care:

- Has an awareness of the requirements and wishes of flat owners been taken into account.

Compliance with relevant standards and codes of practice

An independent complaints procedure.

Organised health and safety checks

Including fire risk assessments and notice of when these are going to happen (unless something unexpected occurs)

If you're unclear about something, ask your landlord or managing agent, but even better, make sure you do your due diligence on the lease before you purchase the property. It is imperative that you are aware of what you're liable for.

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Feature: Leases

The Advantages of the Tri-Partite Lease

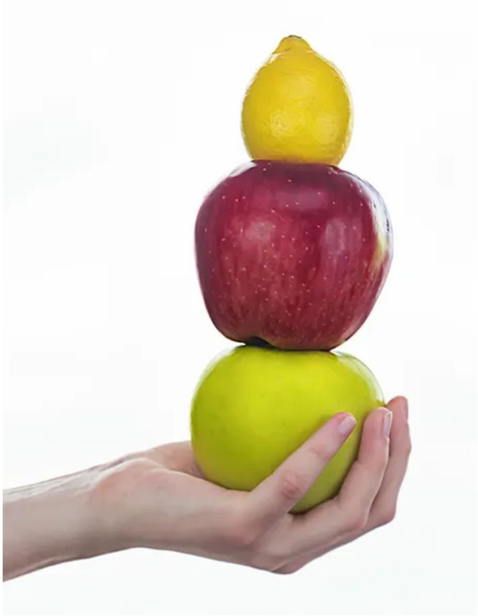
Written by Hannah Hamilton, New Business Development Manager at Trinity Estates

First of all we ask ourselves why use a lease at all? Apartments, or indeed any property with shared facilities, need a mechanism to ensure that all properties who share the facilities also pay their share of the costs associated with them. This is done by not selling the individual properties outright, but "leasing" them – on a very long form of lease. The Law gives a degree of control to the lessor (or landlord) to make sure that all parties do act as "good neighbours" and do pay their fair share of all the joint costs.

A "normal" lease has 2 parties – a lessor and a lessee. In some cases, it might also involve the creation of an intermediate management company.

Tripartite Lease

A tripartite lease is a lease with 3 parties bound into it – a lessor, a lessee and an independent management company – Trinity Estates. This way all the freehold covenants are made directly between the lessor and the lessee, and all the management covenants are made directly by the lessee with Trinity.



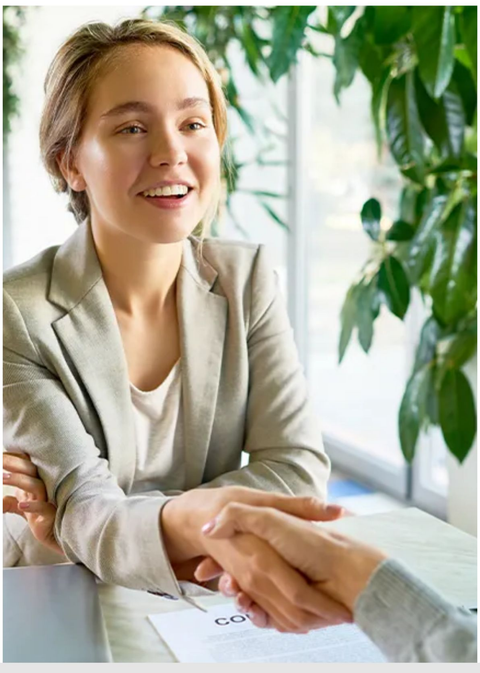
The Law changed which gave lessees/residents the right to club together and buy the freehold of their development from the lessor. However, this caused almost as many problems as it was designed to alleviate, because a percentage of lessees could club together, force the lessor to sell the freehold to them, and then effectively become the landlord of the neighbouring apartments or houses. It often proved very difficult for a resident to complain to his neighbour about noise or nuisance, or for service charge problems, for example, when that neighbour was also the Landlord! By embodying Trinity into the lease, this problem is eliminated.

The management covenants remain in force, because there is still a management contract with Trinity, so the management issues cannot be flouted – Trinity remains responsible for ensuring the management terms continue to be complied with by all residents. The nature and character of the development is protected. Continuity is ensured.

Trinity are confident in the services provided and unlike many of our competitors, we do not bind the residents into contracts in perpetuity. If the majority of residents wish to replace Trinity with an alternative company they have the ability to do this.

Having Trinity bound into the leases can be an advantage. I have outlined some of these below -

- Trinity is independent. It is charged with maintaining the development to a high standard in accordance with the terms of the lease, the terms of sale, and the wishes of the residents. It has a professional involvement only – there have so often been problems when personal interests creep in.
- Trinity is involved from the outset, with all the advantages this brings.
- With Trinity being legally responsible for management from day one, developers don't get sidetracked into non-profitable management issues, but can concentrate on the profitable side of their business - developing and selling new homes.
- Being an independent professional organisation, bound into the leases, Trinity is charged with a duty to maintain the development for the entire term of the lease, not just for a residents' length of stay before he/she moves on to another property. As such, Trinity can make long term decisions that are beneficial for the development, but which may be difficult for resident directors to make.
- Trinity's impartial involvement also allows a professional approach to issues like debt collecting, due to arrears of service charge, or enforcement of terms of leases, which otherwise can create ill feelings between neighbours.



- Most people today lead very active lives with work, family and recreation to wish to get involved in such an important aspect of their development. And often, the residents who do choose to involve themselves personally in the running of the management functions by becoming Directors are, in truth, the least appropriate ones to carry them out. Far better to have a professional impartial and experienced organisation such as Trinity take care of them for the entire life of the development. We will always look to establish a working residents association and manage the development in accordance with their wishes/expectations.
- Embodying Trinity in the tripartite documentation, and not forming a separate management company, saves the developer the costs associated with the company formation, its administration during the sales period, annual audits, etc. In addition, the legal costs to the developer are decreased as the lawyers do not have to issue shares to lessees, act as directors, administer the process of handing the company over to residents, etc.
- The ease and simplicity for a developer in dealing with the management situation from day one is greatly enhanced. The delineation of responsibilities is far clearer from the outset for all concerned, particularly for the purchasers, who know to contact Trinity about management issues and not the sales staff.
- If a developer wishes to sell an apartment, for the use of a residential Building Manager for example, Trinity can obtain a mortgage in its own name much more easily where it has a legal interest or estate in the common parts. It is far more difficult and onerous to do this on behalf of a one-off management company, because this will eventually be owned and controlled by residents, but who cannot be contracted to the purchase.

Trinity Property Group is a national managing agent specializing in Residential service charge management and manage in excess of £50 million pounds of client funds. We are proud members of ARMA-Q and are FCA registered. We would be pleased to complete a service charge appraisal of your development and discuss with you how our services can assist you further.

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Feature: Leases

Extending Your Lease: The Beginning

Written by Belinda Thorpe, Managing Director of Residentsline

Thinking of extending your lease? Or maybe you've never thought about it and haven't got a clue why you would need to or should? We thought a little refresher on the subject may be needed.

Why should I extend my lease?

A lease effectively grants you the right to 'rent' the property from the freeholder for a set period of time. As your lease gets shorter and shorter, the value of the lease (and therefore your home) decreases, and it becomes more expensive to extend.

Generally, if your lease has left than 80 years left, you should seriously consider extending it as most mortgage lenders will consider the value of the property to be at risk and won't consider it as good security against a loan- making your property very difficult to sell.

Another way of obtaining a long lease is to collaborate with other flat owners in the building and to exercise the right to 'collective enfranchisement' which is where multiple leaseholders club together to buy the freehold of the property. Once the freehold has been acquired, an extended lease (usually 999 years) will generally be granted to the participants.

When should I extend my lease?

The unfortunate reality is that your lease is a 'wasting asset'; as time ticks on, it's value and therefore the value of your property is slowly decreasing.

If your lease is 80 years or less, you should be looking at extending asap to maintain the value of your home. If it's 70 years or less, it's imperative to extend as your home may be complete unsellable as mortgage companies will not take on the risk of lending against such a short lease.

The longer you leave things, the more expensive it will be to extend your lease too so timing is very important. The value of your lease extension is tied to the current value of the property, so extending during a period of low house prices may also be prudent.

How long can I extend my lease for?

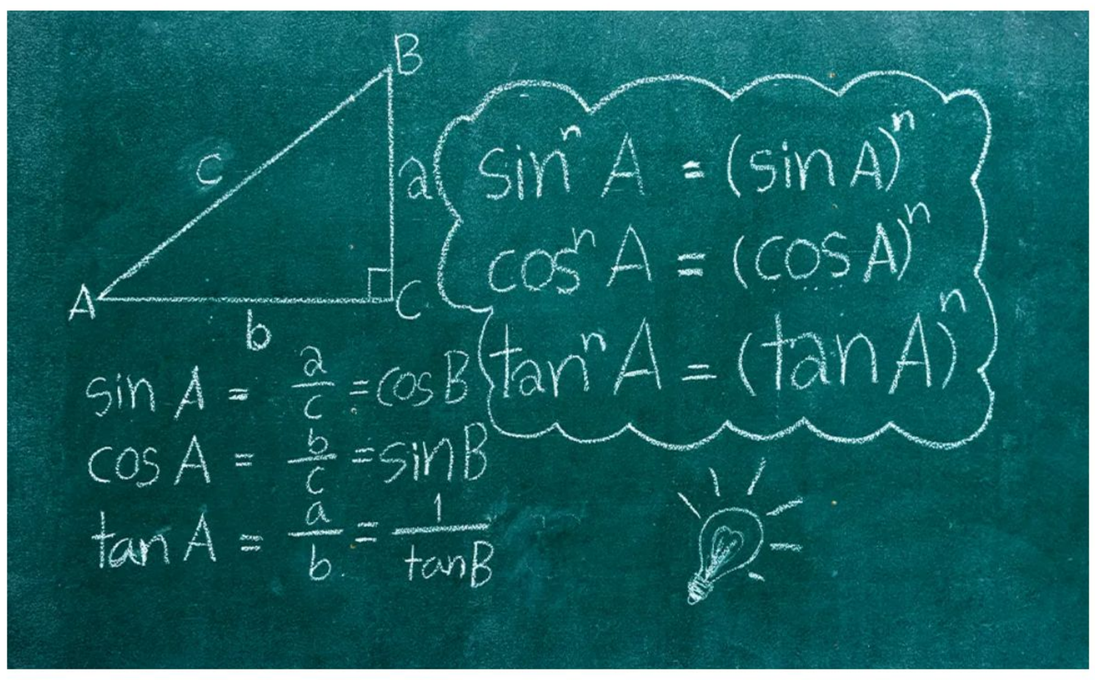
The Leasehold Reform, Housing and Urban Development Act 1993 gives leaseholders the right to add 90 years to your existing lease. For example, if you currently have 60 years left until your lease expires then, when you extend, your new lease will be for a period of 150 years.

If you would like to extend your lease for anything other than 90 years then you will need to discuss your options with your freeholder.

How is my lease extension calculated?

The cost is directly tied to the value of the property as well as the length of the remaining lease.

Once the lease falls below 80 years, the landlord is entitled to receive 50% of the increase in property value when an extension is granted; known as "Marriage Value". This is what hugely increases the costs of extending shorter leases. For example, if a property is set to gain £20,000 in value from a lease extension, £10,000 of this must be paid to the landlord during the renewal.



Other costs to be considered include legal expenses for solicitors and surveys- and leaseholders pay the freeholder's fees as well as their own.

There will be Stamp Duty Land Tax payable (if the premium is over £125,000), as well as Land Registry fees and other disbursements such as search fees.

The ultimate cost will depend on a number of factors including the complexity of the transaction, how long it takes and, importantly, whether or not it is necessary for the matter to be referred to the First-Tier Tribunal.

Who is involved with a lease extension?

This is key to extending your lease with minimal fuss- finding a solicitor and a surveyor who have proven expertise in leasehold enfranchisement is essential. They'll need to work well together to extend the lease on the best possible terms and to keep any stress at bay. Do your research and start the search well in advance.

Overall, extending your lease can be an expensive but necessary process. Choosing the right professionals to lead you through it and extending at the right time are essential.

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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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Feature: Leases

Who is Involved in a Lease Extension?

Written by the team from Block in a Box

Lease extensions can be costly and sometimes complex. Choosing the right team to undertake the process is essential. Here we'll guide you through who needs to be involved and what to look out for when making your selections.

Do I need professional assistance?

There are two routes to a lease extension- the formal route with the help of professionals and the informal route where you handle things yourself and negotiate with the 'competent landlord' directly.

Starting the process via the informal route may save time and money if an agreement can be easily reached (as you'll only need to pay your legal and valuation costs) but, this may well turn out to be a false economy. If negotiations fail, the formal route will be required to take the case to Tribunal anyway and, even if an agreement can be made, you may pay thousands more for the extension than you should. The informal route also gives the freeholder the opportunity to make changes to the small print of the agreement such as ground rent rises and may result in your lease being 'topped up' to just 99 or 125 years.

We would strongly advise taking the formal route as you and the competent landlord are then bound to follow a legal procedure that offers more protection to you as the leaseholder and ensures that the freeholder must stick to certain timescales. Your ground rent is reduced to nothing, and the formal route will also give you the right to extend your existing lease by 90 years.

Which professionals are needed when taking the formal route?

Before embarking on your lease extension, you'll need to identify your team which will be comprised of:

- Solicitor
- Valuer
- Barrister (in complex cases)

It's essential that your solicitor and valuer have proven expertise in leasehold enfranchisement and that they can work well together in a team effort to achieve the best outcome.

The role of the Solicitor

The solicitor will handle all of the below for you:

- Check whether the lessee is a qualifying lessee
- Draft the Notice and serve it upon the competent landlord (usually the freeholder) and any intermediate landlord
- Deduce title and pay the statutory deposit to the competent landlord's solicitor
- Make access arrangements for the valuer acting for the landlord and any intermediate landlord
- Receive the counter notice and send a copy to the appointed valuer
- Arrange for the valuers to open negotiation
- Apply to the First-Tier Tribunal not less than two months and not more than six months from the date that the counter notice is served (this will protect the Notice and ensure that it is not deemed withdrawn)
- Negotiate the terms of the new lease with the competent landlord's solicitor and agree the costs that are recoverable from the lessee on completion of the lease extensio

The role of the Valuer

The valuer will inspect the flat and provide the lessee with a valuation report, setting out the likely cost of the lease extension. They should also advise on the premium to be inserted into the Notice, which will be generally 15-20% below the valuation before negotiating with the competent landlord's valuer once the counter notice has been served.

The valuer will represent the lessee at the First-Tier Tribunal if a mutually acceptable premium can't be agreed.

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

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

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Feature: Leases

What is the Difference Between Leasehold and Freehold?

Written by Richard Smeeton from Manage Your Block

ManageYourBlock™

The roots of land ownership laws in England go back many centuries, and the body of law we are left with today is very complex which is why solicitors must be involved whenever you buy or sell property.

When it comes to blocks of flats or apartments, things get even more complicated; who owns the land? Who owns the flats? And how far do each party's areas of responsibility extend?
The first step to sorting out this issue is to understand the difference between leasehold and freehold.

Freehold

Freehold refers to the complete ownership of an area of land. To own a freehold, you must buy or inherit it.

A 'freehold property' is one which is owned by the same person who owns the land on which it is built; commonly referred to as the Landlord.

Leasehold

Most properties in England are built on land which is leased from the freeholder. These are therefore 'leasehold properties', and anyone who buys them owns the building but NOT the land it is built on.

When the lease on an area of land expires, the land and all properties on it technically become the property of the freeholder.

Obviously, it is not in anyone's best interests for freeholders to go around making their leaseholders homeless, so there are various ways the situation can be resolved.

Management of Leasehold Properties

If your block of flats is owned on a shared freehold basis (the ownership of the land they are built on is tied in with the ownership of the individual residences), a Freehold Management Company (FMC) will oversee the day to day running of the building. Each resident is therefore a leaseholder, company director and shareholder, although usually only certain directors will have a 'hands on' role.

More commonly, blocks of apartments are built on leased land. The terms of the lease will specify whether management of the property falls under the responsibilities of the freeholder, the landlord (who may be one and the same), or the residents.

If it is the responsibility of the residents, a leasehold management company will allow these responsibilities to be addressed effectively. However, setting up a Residents Management Company (RMC) can be tricky; if you find yourself faced with this situation, you can call on Block in a Box to help you through the process.

Freeholder (Landlord) Responsibilities

The freeholder is usually responsible for the repair and maintenance of the exterior (including communal gardens) and the cleaning and maintenance of common parts such as lifts, stairs and hallways. They must also handle the utility supplies for communal areas, arrange any major works following a Section 20 procedure and make sure the building meets health and safety regulations.

They are also responsible for handling the service charges to be collected from the leaseholders to cover these costs- the calculation of which is a delicate process. The amount must be 'reasonable' to avoid expensive disputes being taken to a tribunal. The calculations should be set out in the lease and an annual management report that details how the money has been spent should be provided for the leaseholders.

Alongside the above, the freeholder is also responsible for arranging suitable insurance for the building as leaseholders will only arrange for contents insurance unless otherwise stated in their leases.

Leaseholder Responsibilities

Your responsibilities as a leaseholder will be fully determined by your lease.

Leases are often difficult to interpret so, if you're unsure, it would be wise to seek legal advice (as contravening the terms of your lease could lead to you being sued by your landlord).

Usually though, you will be expected to keep the interior of your property in good repair and to pay a proportionate share of the costs of running the building via your service charge.

Communal areas are usually required to be free of rubbish and personal belongings (e.g. bikes and bin bags etc) due to health and safety requirements and you'll be expected to behave in a neighbourly manner.

You'll need to obtain the landlord's consent if you want to make alterations or to sublet your property. When making alterations, you may also require building regulation approval.

We hope that clarifies the basic differences between leasehold and freehold ownership, but please feel free to contact us with any further queries.

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Feature: Leases

Buying Your Freehold: The Pros and Cons

Written by Darren Bagnall, Managing Director of Flat Living Insurance

If you're thinking about buying your freehold through Collective Enfranchisement, you may well be weighing up the pros and cons of such an undertaking. With everything from funding, general organisation and adhering to the statutory requirements of the formal process to think about, who can blame you?

We thought a round-up of pros and cons may be helpful for those still clinging to the fence.

Pro: You Have Full Control Over the Management of Your Building

Once the process is completed the Nominee Purchaser (this could be an individual, a trust, or a company formed by the participating leaseholder) will have become the freeholder of the building.

Commonly, this means that the freehold will now be in the hands of you and your fellow participating leaseholders via the company you formed during the process and so, the management of the building is now down to you- a comforting thought for those struggling with their previous managing agent or landlord.

You can decide to self-manage or appoint your own managing agent who is accountable to you.

Con: You Have Full Control Over the Management of Your Building!

For some, this thought is a comfort but for others, the overwhelming amount of responsibility and legislation is too stressful. Of course, you can appoint a managing agent but, as company director, the buck ultimately stops with you and you must ensure the managing agent is working within the law and utilising best practise.

Pro: You Can Maintain the Length of Leases

As leases become shorter and shorter, the value of properties decreases- sometimes to the point of being unsaleable if mortgage providers decide they can't loan against a unit due to the falling value and their perceived risk.

Owning the freehold of your property means you can extend leases to 999 years at the same time as having more control over modernising the existing small print- increasing their value and making properties far more attractive to lenders.

Con: You'll Be Dealing with Your Neighbours on a Whole New Level

From disputes between co-freeholders to chasing late payers among your lease-holding neighbours, you must be confident in your abilities to communicate on all levels and remain clear and authoritative while maintaining important relationships.

Con: The Enfranchisement Process Can Be Challenging and Costly

The formal process can be an organisational headache with its many statutory requirements, as well as an expensive one involving loans, mortgages and fees for solicitors and valuers.

Keeping all the participating leaseholders on track can be tough, especially if the process is opposed by the existing freeholder and the costs start to increase, but most issues can be kept at bay with an experienced solicitor and valuer by your side.

The first worry is often how to raise the necessary funds, and an accurate idea of the possible purchase price is needed before any of the wheels start turning.

You'll need to instruct an experienced surveyor to carry out a valuation for you. While they cannot produce a precise estimate, they can give you an idea of the overall cost based on a worst and best-case scenario from both the landlord and the tenants' point of view. They should also be able to alert you re any areas they believe the existing freeholder may counterclaim.

The costs will include:

- Professional advisors/surveyors/solicitors
- Mortgage/loan arrangement fees
- The existing freeholder's reasonable costs
- Land Registry title changes
- Stamp Duty
- Land Tax
- Any maintenance/repair costs depending on the state of the building

So, as you can see it's a mixed bag! But, if the overall aim of taking control of your building overrules the potential pitfalls you may encounter, then collective enfranchisement may well be the right choice for you.

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Feature: Leases

Buying Your Freehold Through Collective Enfranchisement

Written by Sinead Campbell from London Flats Insurance

Collective Enfranchisement provides leaseholders of flats within a building the right to come together to purchase the freehold of the building as per the Leasehold Reform Housing & Urban Development Act 1993.

Where at least 50% of the building's qualifying leaseholders come together (and if the building itself qualifies), then the existing freeholder can't actually refuse.

Sounds simple enough, but the process is actually quite complex and will most likely require the assistance of a specialist solicitor and surveyor. The leaseholders may also need to come together under one company (the nominee purchaser) of which they will all be members and through which they will serve the initial notice to the landlord.

With many steps to tick through, it's common for multiple actions to be entered into simultaneously. Many statutory deadlines are involved and, once the Initial Notice has been served, the clock is ticking. Any missed deadlines or skipped steps may result in the purchase not going ahead and the nominee purchaser will be responsible for all fees incurred by the Freeholder during the process.

With that in mind, preparation is key! Read on for some more information re the initial steps of the process and what needs to be done before you get the ball truly rolling.

Making Sure the Building and All Participating Leaseholders Qualify

For the building to qualify:

- The building must consist of at least two flats
- At least two thirds of the flats must be owned by qualifying tenants

The building will not qualify if:

- More than 25% of the internal floor area of the building (excluding any common areas), is neither used nor intended to be used for residential purposes (garages and parking spaces specifically used by flats in the building will be classed as residential)
- The building is a conversion into four or fewer flats and is not a purpose-built block
- The building has had the same freeholder since before the conversion into flats
- The building has been occupied by the freeholder or an adult member of his family for the past 12 months

Other buildings are excluded from qualifying if they:

- Fall within a cathedral precinct
- Are National Trust properties
- Include any track of an operational railway (including a bridge, tunnel or retaining wall to a railway track)
- Are Crown properties

For the tenants to qualify, they must be leaseholder who's:

- Lease was at least 21 years long when it was first granted or, less commonly;
- The owner of a shorter lease that contains a perpetual renewal clause
- The owner of a lease that contains a 'Prince of Wales' clause meaning it is terminable on death, marriage or an unknown date
- The owner of a lease granted under the Local Government Housing Act 1989 following the expiry of the original term
- The owner of a 100% share of a shared ownership lease
- A lease granted under the 'right to buy' or 'right to acquire on rent to mortgage terms'.

If any of the following scenarios apply, even if the above criteria are satisfied, the leaseholder will not qualify:

- The freeholder is a Charitable Housing Trust and the flat is provided as part of it's functions
- The leaseholder owns more than two flats in the building (either jointly or solely)
- The leaseholder has a business or commercial lease.

Once you have established that the building and tenants qualify, you must make sure that at least 50% of the building's leaseholders are participating e.g. if there are ten flats, at least 5 of the flats owned by qualifying leaseholders must be participating. If there are only two flats in the building, both leaseholders must qualify and participate.

So, the building qualifies, your group of leaseholders qualifies…what next?

Funding

Collective Enfranchisement is an expensive affair and decisions about how to fund the process from start to finish need to be made early on.

Many leaseholders set up a 'fighting fund' to cover the initial expenses such as setting up their company, valuations, having the participation agreement drawn up etc. They then decide on how to fund the rest of the process before serving the initial notice.

Funding can come in the form of loans or mortgages so early planning is needed to ensure that the efforts and initial costs aren't wasted.

Get it Together

The participating leaseholders will need to organise a committee who will work through all the necessary stages and liaise with the participating leaseholders. Sometimes this involves a very large group of people and decision-making can become arduous so it's important that all parties enter into a formal agreement re their joint actions during the enfranchisement including rights of voting, negotiation, agreement of terms and the individual tenants' financial contributions.

You may well have already involved your chosen (qualified and experienced) solicitor to confirm eligibility but if not, now's the time to hand over to them. Your solicitor can prepare a Participation Agreement that covers the above to avoid any disputes and therefore reduce the risk of any delays in the process.

Choosing Your Nominee Purchaser

As touched on above, the nominee purchaser is the person or group that will serve the initial notice to the existing freeholder and become the new freeholder once proceedings are concluded. This could be an individual, a trust, or (commonly) a company formed by the participating leaseholders for this particular purpose.

This decision needs to be made early on as, besides being named on the initial notice, the nominee purchaser will also be key to the latter stages of the process and will ultimately be responsible for the management of the building.

If you decide to form a company, your solicitor, managing agent or an accountant can advise re the process.

So, once the initial decisions above have been made and your funding is in place, you're ready to choose your valuer and move on through the process under their and your solicitor's guidance.

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Feature: Leases

Licence for Alterations – Why are they needed?

Written by Toby Bowser, Partner at Hamilton Darcey

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What is a Licence to Alter?

Under most residential leases a tenant is required to obtain consent from the Landlord and/or the management company before making any alterations to their property. It's a simple process which is also known as "An Application for a Licence for Alterations".

Whether or not consent (via a licence to alter) is required will be determined by the scope of works and what the lease says.

In most leases, the landlord will place a restriction on the extent of alteration, extension or other changes and improvements to a property that the tenant can undertake during the term of the lease, without first gaining landlord's consent.

From experience the most common alterations which would normally require a Licence to Alter (under most leases) include:

- Altering the structure
- Installing additional sanitary facilities
- Installing new heating or new service installations
- Cutting through an external wall
- Removing any wall, solid or partition wall
- Changing any windows
- Installing new hard floor coverings

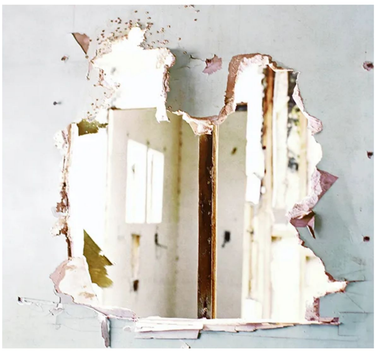
When is consent required?

Typically, most leases will contain one of three provisions (or a combination of the three) in relation to alterations:

- Absolute Covenant: prohibits the alteration absolutely. Only if the landlord is prepared to waive the clause will the tenant be able to make alterations.
- Qualified Covenant: prohibits alterations save with the landlord's consent.
- Fully Qualified Covenant: provides that the alteration may only take place with the landlord's consent which, the clause specifies, must not be unreasonably withheld.

If the lease is silent on the question of alterations then the tenant is free to carry out the alterations as he/she chooses.

The Landlord and Tenant Acts of 1927 and 1954 also require that landlord's consent is not unreasonably withheld and in some circumstances for example, alterations necessary in order to comply with statute, cannot be withheld. Alterations undertaken by tenants during a lease term (both with and without landlord's consent) are also a common source of dilapidations disputes, claims and financial burdens for the parties.



Why do you need a Licence to Alter?

From a tenant's point of view, it is important to establish whether or not a licence to alter is required prior to commencement of the works as:

- You will almost certainly be in breach of lease terms and will expose yourself to the possibility of enforcement action being taken against you.
- You may experience difficulties in selling your property if you have made unregulated changes to the demise of your property.
- It may be difficult and more costly to seek to apply retrospectively for consent once the works have been finalised.

For obvious reasons there are precautions and procedures that need to be followed before a Licence should be granted.

The aim of the Licence to Alter is to record all works that alter the tenant's demise.

Tenant's Responsibilities

As the tenant you will be responsible for setting out the proposed scope of works to the landlord, which will typically require the preparation of design drawings, structural drawings, building services drawings and specifications. The tenant will also be responsible for providing an undertaking that all works will be carried out in compliance with all relevant statutes planning consent, bye-laws, building regulations and in accordance with good working practices.

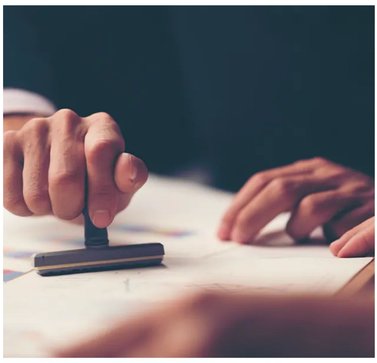
Once the scope of works, drawings and specifications has been approved by the landlord then all such information will be recorded in the Licence to Alter. Any subsequent design or specification change by the tenant will require either an addendum to the granted Licence to Alter, or a new Licence to Alter will be required.

Subject to the conditions of the lease it is normal to have a reinstatement clause, whereby the tenant has an obligation to reinstate their demise to how it was prior to occupation. All works would be at the tenant's own cost.

The Licence to Alter has a very important financial relevance, therefore the tenant and landlord have a combined invested interest to ensure the accuracy of the "As Built" drawings and specifications to avoid any dispute at the expiry of the Lease.

The complexity of the tenant's proposed scope of works will determine whether the landlord decides to appoint his own professional team to review and approve any such designs, calculations or specifications put forward by the tenant. It should be noted that cost incurred by the landlord for procuring such advice would normally be made chargeable to the tenant under the terms of the lease terms.

Landlord's Duties



The Licence to Alter is normally prepared by the landlord's solicitor and issued to the tenant's professional team for approval. Once again the landlord's cost for preparing the Licence to Alter is chargeable to the tenant.

In respect of providing consent the legislation imposes positive duties on landlord who receive application for consent, where consent is not to be unreasonably withheld. Those duties are as follows:

- To give consent except where it is reasonable not to;
- To give written notice of the tenant of the decision as to whether consent is to be granted, together with any conditions, which themselves must be reasonable;
- If consent is withheld to supply reasons for withholding it;
- To undertake the above duties within a reasonable period of time.

The burden of proof in any litigation over whether or not the landlord is withholding consent unreasonably will usually be on the landlord to show that the duties have been complied with.

The New Protocol

Protocol for Applications for Consent to Carry Out Alterations (the Alterations Protocol)

Landlord and tenant alike will be well aware of the potential for a simple application for consent to alterations to spin off into a monster legal dispute! Part of the problem stems from the ad hoc, unsystematic manner in which applications are both made and processed. Other issues arise because parties are unaware of the legal complexities and requirements stemming from the obligations under the lease.

It is hoped this new protocol will aid the smooth resolution of applications by tenants for consent to carry out alterations to their leasehold premises.

It applies where a tenant wishes to carry out alterations but the lease restricts their ability to do so. Compliance with the Protocol should help landlords and tenants avoid costly and unnecessary squabbles, identify the issues and resolve them quickly through alternative dispute resolution (ADR). Accompanying the Protocol is a guidance note which touches upon some of the more frequently encountered causes of dispute and offers assistance in navigating these thorny issues.

Consistent with the spirit of the pre-action protocols under the Civil Procedure Rules, the intention is to improve communication!

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Feature: Leases

Addressing the “Charges”

Written by Phil Parkinson and Katie Edwards of JB Leitch Solicitors

In this article Phil Parkinson and Katie Edwards of specialist property solicitors JB Leitch, look at the nature, definitions and parameters of estate rentcharges – a topic that is still subject to much confusion and misunderstanding…

What is an estate rentcharge?

As leaseholders are subject to service charges, freehold property owners can also be subject to charges for the cost of maintaining communal areas and facilities.

Rentcharges are an unusual element of our land law system and despite drawing on similar terminology, it has no relevance to the established leasehold regime for service charges.

Schemes including the use of rentcharges have become increasingly common in recent years and are typically established to cover the cost of maintaining communal areas and spaces.

A rentcharge essentially creates a legal interest in land, usually allowing an annual or other regular sum to be charged to the occupier. Confusion can often arise when the term rentcharge is used interchangeably to refer to both the sum of money - and the interest itself.

Rentcharges were historically used to provide income for landowners in exchange for the release of freehold land for development. Their creation has now mostly been abolished by virtue of the Rentcharges Act 1977, which aimed to reform the law, in order to prevent rentcharges being used for profit by a rent charge owner. Although thousands of rentcharges are still in existence, they have a finite life, and are collectively due to be automatically extinguished in 2037.

However, estate rentcharges are an exception to this.

Service Charge or Estate Rentcharge?

An estate rentcharge effectively provides the mechanism by which developers (or management companies) can enforce positive obligations and covenants on the owners of freehold property, typically to secure contribution to the maintenance and upkeep of shared spaces. In this regard, the estate rentcharge broadly serves as an equivalent to leasehold service charge covenants in intent.

Rentcharge Schemes:

A rentcharge scheme may be set up to provide services in relation to the estate, such as maintenance of the common parts and effecting insurance. They would usually be established by the estate developer who, upon completion of the development, would transfer ownership of the common parts to a management company. The primary aim of this type of scheme is to ensure the payment of the rentcharge (i.e. the maintenance charges) so that the estate services can be carried out and to secure an ongoing obligation to contribute towards these costs.

Rentcharges do not benefit from the statutory protection provided to service charges under ss18-30 Landlord and Tenant Act 1985 meaning no application can be made to the First-tier Tribunal (Property Chamber) for a determination. In terms of reasonableness, the subject of rentcharges seldom comes before the courts. It is noteworthy that the Rentcharges Act 1977 provides limited clarity on the issue of reasonableness, although the common law requirement of reasonableness in relation to rentcharges has been considered in the Court of Appeal case of Smith Brothers Farms Ltd v The Canwell Estate Company Ltd [2012] EWCA Civ 237.

Means of Enforcement:

The area of enforcement also warrants careful attention. There are extensive remedies available to a rentcharge owner where arrears accrue. These may be statutory, given by s.121 of the Law of Property Act 1925, or based on the deed containing the rentcharge.

Valid remedies for the owners of rentcharges include:

1. A right of re-entry, but only where expressly conferred by the rentcharge deed and would be subject to the conditions therein.
2. A statutory right to enter onto the land to take the income from it and hold the land until arrears have been discharged, where any sum remains unpaid for 40 days or more.
3. A grant of a lease of the land charged on trust to raise arrears.
4. A right of action in debt for arrears of rent.
5. A sale or mortgage of the land charged although this is at the discretion of the Court.
6. The right to appoint a receiver. This would usually be contained in the rentcharge deed, but may be ordered by the High Court where there are long-standing arrears.
7. Service of a statutory demand for arrears exceeding £5,000.00 where the landowner is an individual, or £750 where the landowner is a company.

A Topic for Reform?

The subject of rentcharges has been subject to ongoing debate further to the government intention to introduce legislation to provide more protection for freehold estate rent charge payers.

Specifically, (and prior to the pandemic) the government stated it was committed to the repeal of Section 121 of the Law of Property Act 1925 to ensure homeowners are not subjected to unfair possession orders, adding they also intend “to legislate to ensure that freehold homeowners who pay estate rentcharges have the right to challenge their reasonableness and to go to the tribunal to appoint a new management company if necessary”. In short summary this would essentially provide the freehold owner the rights which would be equivalent of those of leaseholders to challenge the reasonableness of estate rent charges, and limit the potential enforcement actions that could be taken by the rent charge owner which are absent at present.

Given the announcement that “this will be pursued when Parliamentary time allows”, reform may still be some distance away, although, given the urgency to implement leasehold reform, coming months may possibly see timelines brought forward. We will continue to watch with interest. Should you wish to discuss the article and subject further, please contact us.

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Feature: Leases

Should the Court be obliged to protect a leasehold tenant from himself or simply make a decision based on the pleaded cases presented to it?

Written by Lee Stafford, Partner at Bishop & Sewell

On 24 May 2021 the Court of Appeal handed down its judgment in the case of Keith Vernon Gell v 32 St John's Road (Eastbourne) Management Company Limited [2021] EWCA Civ 789.

The Facts

Mr Gell occupied Flat 3, 32 St John's Road, Eastbourne ("Flat 3") under the terms of a lease which was granted on 4 May 2001 by means of a deed of surrender and re-grant (which effectively varied an earlier lease for Flat 3 from 1963).

The lease for Flat 3 dated 4 May 2001 contained a clause stating that the leaseholder of Flat 3, being Mr Gell, had to pay 22.5% of the total maintenance charge payable by all leaseholders of all flats in the building to the landlord. Further, and in reliance on this clause in Mr Gell's lease, the landlord issued a claim for unpaid service charges totalling some £73,163.98, which mainly related to prospective major works which had not been carried out but were said to be necessary to maintain the building, particularly regarding concerns about the fire escape, the roof and asbestos.

Mr Gell acted as a litigant-in-person (being to represent himself) and in defence to the landlord's claim he admitted that he signed the lease for Flat 3 dated 4 May 2001 but denied the same was binding on the basis that his signature had been obtained by duress and in bad faith. Mr Gell also stated that he should only have to pay the sum which the DWP had agreed to pay for service charges as part of his sickness benefit, being £44.81 per week.

Nowhere in his defence did Mr Gell raise any issue of the reasonableness of the amount of the service charges being claimed by the landlord and neither did he seek to contest the section 20 consultation procedure as being defective.

The landlord successfully applied for Mr Gell's defence to be struck out on the basis that it had no merit or real prospects of success and sought judgment for the specified sum on the Claim Form like any other debt claim. However, the Deputy District Judge, who remained concerned that the consequences of her making an order relating to the service charges being claimed were that Mr Gell could lose his property, made a subsequent order referring the issue of the amount of the service charges which were payable by Mr Gell to the First-tier Tribunal (Property Chamber) ("F-tT") for them to investigate the matter.

The landlord successfully appealed that order of the Deputy District Judge, however Mr Gell then appealed the judgment of the Circuit Court Judge with the matter going to the Court of Appeal.

The Court of Appeal

Before the Court of Appeal, the landlord contended that judgment should be entered for the specified sum on the Claim Form because there were no remaining issues in dispute which should be transferred to the Ft-T following Mr Gell's defence being struck out.

Mr Gell argued that the terms of section 19 of the Landlord and Tenant Act 1985 ("the 1985 Act") meant that the Deputy District Judge had been correct to transfer proceedings to the Ft-T under section 176A of the Commonhold and Leasehold Reform Act 2002 to determine the "question" of reasonableness notwithstanding that there was no pleaded case on the issue.

The Court of Appeal accepted the landlord's argument on the basis that the role of the Court was that of referee rather than goalkeeper. Accordingly, and because Mr Gell's defence failed to raise the issue of reasonableness of service charge, this was not an issue between the parties for the Court to make judgment on.

The Court of Appeal also held that section 19 of the 1985 Act does automatically require the Court to investigate the issue of reasonableness of service charges in all cases brought before it, and this is especially the case if a service charges claim is not defended and/or if the defendant leaseholder has not pleaded a reasonableness challenge and/or if the defence has been struck out.

Similarly, the Court of Appeal also held that the same principle should be applied to section 20 of the 1985 Act, being that the Court was not obliged to consider compliance with the section 20 consultation procedure as a matter of course and before judgment on a service charges claim could be entered.

Finally, the Court of Appeal also held that Mr Gell's status as a litigant-in-person did not in any way affect its decision.

Comment

Landlords, freeholders and management companies will be breathing a collective sigh of relief after the Court of Appeal's judgment in this case, and many people will say that common sense has prevailed.

The Courts are there to make decisions and pass judgment after considering and assessing the parties' pleaded cases and evidence. The Courts are not there to protect people from themselves and in particular litigants-in-person who may have failed to plead their position fully or properly.

This judgment is also a stark warning to any leaseholders who intend to defend a claim for unpaid service charges to seek proper legal advice as early as possible because it is clearly important to present a fully and properly particularised defence which challenges reasonableness and compliance with the section 20 consultation procedure (if applicable) so that the Court then has the ability to consider the same.

The above is accurate as at 16 June 2021. The information above may be subject to change during these ever-changing times.

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Feature: Leases

A Guide to the Leasehold Reform (Ground Rent) Bill

Written by Simon Bushell, Sales Director of Fixflo

Fixflo

The Queen's Speech 2021, delivered on 11 May at the opening of Parliament, promised a commitment by the Government "to help more people to own their own home whilst enhancing the rights of those who rent." Among the measures the Government said it was working on included the Leasehold Reform (Ground Rent) Bill, a law to end the practice of charging ground rents for new leasehold properties in England and Wales. This bill was published on 13 May.

According to the Government, the purpose of the Leasehold Reform (Ground Rent) Bill is to "ensure leaseholders of new, long residential leases cannot be charged a financial ground rent for no tangible Service."

What the bill means

Under the proposed law, those who have bought the right to live in their property for a long period of time (over 21 years), or leaseholders who have been granted the ability to renew in perpetuity, will not be required to pay the landlord ground rent. To enforce this, a civil penalty regime will mean freeholders who charge ground rent in contravention of the bill could face fines of between £500 and £5,000.

In part, the bill responds to recent concerns over increasing ground rents and a lack of transparency for homeowners regarding the liabilities they face. In June 2019, the Government asked the Competition and Markets Authority (CMA) to conduct an investigation into potential mis-selling in the leasehold sector, and in March 2021, the CMA sent consultation letters to two housing developers in relation to possible breaches of consumer protection law such as terms that double ground rent every 10 or 15 years.

Exceptions to the law

There are selected exceptions to the ground rent ban. These include parts of the community-led housing sector, allowing them to charge ground rent to maintain their ability to promote further community development and activities. Certain financial products where rent replaces interest-bearing mortgage payments will also be exempt, such as those in the Islamic finance sector, where Sharia law forbids the charging of interest. Freeholders for certain business leases will be exempt if the leaseholders need to live in the same premises as their workplace so that they can agree on the most beneficial and appropriate terms.

How will leaseholders be affected?

The law will stop leaseholders for new leases from being charged ground rent, but there is a question over where this leaves existing leaseholders. As the bill continues to be examined in the House of Lords, members have raised concerns over a lack of help for this category of homeowners. They have put forward amendments to allow leaseholders to buy out the ground rent without extending the lease. These could be added to the current bill or put into motion through a different bill in the future. Others have suggested that retirement housing should be exempted from the ban so that developers can use ground rent to fund the extra cost of communal facilities.

The bill forms part of an overall push from the Government to reform the leasehold system, improve transparency and provide better value for leaseholders after a July 2020 Law Commission report identified a number of problems with its approach to home ownership. This effort includes the changes announced in January 2021 to allow leaseholders to extend their leases to 990 years without paying ground rent and the formation of the Commonhold Council in May 2021 to advise on how to increase the uptake of commonhold. The future of leasehold depends on how the Government views the changes put forward by the Commission and the Council. They could choose to ban leasehold entirely and replace it with commonhold or simply incentivise the adoption of commonhold so that it can be used alongside leasehold as an alternative system of ownership.

What's next for the Leasehold Reform (Ground Rent) Bill?

The bill is currently being examined by members of the House of Lords to decide whether any amendments should be made. The many stages it must pass through before becoming law provide plenty of opportunity for changes that could broaden its scope to include existing leaseholders or increase its range of exceptions. You can keep track of the bill's passage by heading to its page on the UK Parliament website.

As the Government seeks to provide better value and services for leaseholders, Fixflo's block management solutions empower managing agents to put leaseholders at the heart of their offering. The cloud-based specialist repairs & maintenance management system makes it easy for property managers to keep residents and leaseholders informed of vital works; the built-in reporting tool provides managing agents with tangible data which could then be presented to leaseholders and help them understand exactly what their service charge fees are paying for, quantifying your efforts to improve comfort and safety and helping to build their trust and confidence.

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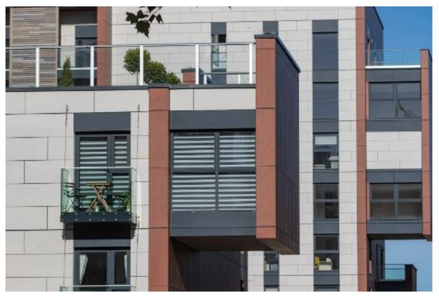

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Feature: Leases

How can we end the leasehold lottery?

Written by Ian Hollins, Managing Director of Clear Building Management

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The long residential lease is at the heart of good block management. The lease sets out – among other things - how the property should be managed, how (and when) service charges and ground rents should be collected, and the rights and obligations of all parties.

For seasoned property managers like our team at Clear, interpreting a lease is relatively straightforward - even the more arcane ones, and yes - we have properties with leases dating back several score years and ten! Interpreting a lease is not so easy however if you are a newly fledged flat owner.

The problem is that leases can be old, difficult to understand and full of legal jargon. Some leases also include terms that are unfair to leaseholders, such as the much commented on escalating ground rent clauses that led to individuals paying more and more each year, until their flats become almost unsaleable. And of course, leases also vary widely from development to development.

Despite all of this, leases are often given scant consideration during the conveyancing process and so it's no huge surprise that people often end up owning a flat, with very little understanding of what they have entered into and their rights and obligations.

Hence why it can all feel like somewhat of a leasehold lottery.

At Clear, we have three ideas to help mitigate this.

1. The introduction of a standard residential lease, with standard clauses and universally agreed rights, obligations and covenants.

2. To require that leases on new developments be reviewed as part of the planning process before consent is granted.

3. To create a fast track or 'easy update' option for outdated or unsuitable leases.

We appreciate that a standard residential lease is most probably a pipe dream, but we would love to see the current leasehold reform measures go further to create a fairer situation for leaseholders.

However, whilst we wait for lease law to enter the 21st century, there is much you can do as an individual to avoid buying a flat with a 'difficult' lease.

Here are six key aspects you need to understand before signing on the dotted line:

1 What's included in the property? Otherwise known as 'the demised premises', this crucial part of the lease sets out exactly what you own, and it's important to understand this should you want to make any alterations to the property in the future.

2 How many years are left on the lease? This is known as the 'term of the lease', and the property will fall in value the shorter the term remaining. If the term is approaching 80 years, ask the seller to start the lease extension process before you exchange contracts to save you having to wait for the statutory two years.

3 Service charge information. How much is it, when is it payable, and will you be required to contribute to a sinking fund or a reserve fund? This will all be set out in the lease.

4 How much is the ground rent and will this change / increase? Be wary of any lease clauses that allow the landlord to apply arbitrary or multiplier-type increases.

5 Are there any restrictions on how you live in and use your flat? The lease will include covenants that set out what you can and can't do, for example keeping pets, parking commercial vehicles, playing music after a certain time.

6 Finally, a non-lease point but an important one: are there any major works scheduled for the building – and what will you be expected to contribute? This is a timely and important question to ask, with many blocks facing substantial costs for fire safety remedial works.

There's a lot to consider as a leaseholder, whether you are embarking on your first property purchase or have owned your flat for many years. In the absence of a revolution in lease law, you have a number of options: first and foremost is to make sure you understand what you are investing in when you buy a flat: do not scrimp on the conveyancing costs as this false economy may come back to bite you on the bottom.

Secondly, make sure you work with a managing agent that will do the hard work, ensuring your property is well managed and your best interests are protected. At Clear, we only work with leaseholder-led developments, ensuring we can always act with our customers best interests at heart.

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

Empowering residents to provide confidence, clarity, and choice

Written by Nigel Howell, Chief Executive of FirstPort

The importance of good housing and a positive home experience was underlined by the Government's parliamentary agenda laid out in May's Queen's Speech. No fewer than four of the proposed Bills related to housing, covering areas such as building safety, leasehold reform and resident empowerment.

Whether the mechanism is traditional leasehold, Right To Manage, Resident Managed Company, or Commonhold, the legislation is an opportunity for all of us in the sector to bring confidence, clarity and choice to our customers.

A clear reform-focus

The extra clarity that the revised legislation will bring will not only help homeowners, but also those of us who serve them.

These changes are not only important because they will be law, but because it is the right direction for our customers. Here at FirstPort, we've long been an advocate for bold and balanced reform, because it will enshrine standards across our industry that we have long argued.

Empowered and involved residents

Greater resident involvement means everyone who lives in a development will have an opportunity to be more involved in how it is run, with more control over day-to-day tasks and also big decisions. This is a good thing and it brings great opportunities, but it's not without challenges.

As property managers we are the ones who interact with residents day-to-day going about their home lives. Consumerism is, of course, familiar in all aspects of our lives - a 'consumerised society' means customers expect a more bespoke and tailored service, but it is perhaps more complex in a communal living setting.

One hundred customers living in an apartment building will each define and experience 'good service' and 'fair costs' differently and some will have strong views at either end of the quality/cost spectrum. We will never please everyone, but we think our 4.1 out of 5 Trustpilot score shows we're on the right track, but there's always the opportunity to do better.

People first technology

Investment in digital solutions is important as there is an opportunity for property managers to use the better digital tools and new innovations that are now available to deliver quicker reaction time, better communication, and greater transparency that we see in so many other aspects of our consumer lives.

As with the leasehold reform agenda, technology can help us to drive higher standards across the sector so that choice between different operators can be meaningful for empowered residents.

Ours is an industry that has historically been slower off the mark when it comes to digital engagement. But the industry is catching up, and FirstPort is leading the way in recognising the impact to be had from developing people first technology and embracing the opportunity to use data to inform better decisions and provide a better experience.

Complex buildings

Different buildings work in very different ways, and some will find the transition to more resident involvement easier than others.

With Modern buildings comes increased complexities - especially in multi-purpose and mixed-use settings, and then there is the new responsibilities for building safety that has, in many ways, dominated the industry agenda since Grenfell.

Although we don't design, build, or own the sites we manage, we are often at the front line with those living with the uncertainty of getting cladding affected buildings remediated quickly and affordably. We also want to deliver on our collective commitment to protect leaseholders and residents by making sure that all the homes we care for meet today's building and fire safety standards. Though sometimes we get 'shot' as the messenger in working through these tough projects, we hear daily the very genuine concerns of decent people inadvertently caught up in a system that wasn't working correctly for decades.

Empowering residents will mean more responsibilities, and as residents are granted greater control over things like fire safety (amongst other things), informed advice will become much more important. Sadly, we will be living with this building remediation issue for many years to come so, for property managers, having a team with the expertise to ensure buildings navigate the various safety, financial, technical, and communication issues this will entail remains absolutely key.

Unravelling the legacy and bringing the housing stock up to standard is extremely complex and we sympathise, too, with government and all across the sector as everyone tries to choose a workable solution from a series of difficult alternatives.

There is a risk that if the building safety reform fails to solve the underlying problem, residents will inherit significant responsibilities and potentially additional liabilities, something we all want to avoid. We are sympathetic to the plight of our affected residents, and FirstPort has pledged to make no profit on our work in this area and we will continue to do everything we can to support residents affected.

As the leasehold reform agenda evolves, so too will our partnership with leaseholders and residents. We're looking forward to this next chapter - the improved confidence in the industry, increased clarity and transparency to encourage informed decisions, and choice when it comes to how their home is managed.

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

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Feature: Leases

Government Leasehold Reforms Round-Up

Written by Shabnam Ali-Khan and Henrietta Hammonds on behalf of ALEP

At the start of the year, Robert Jenrick, the Minister for Housing, Communities and Local Government (MHCLG), announced his plans for potential leasehold reforms. These adopted many of the proposals made in the Law Commission's report on Leasehold Home Ownership that was published in July 2020. Among the headline changes that Jenrick hoped to introduce was the plan to replace 90-year leases with a 990-year option, as well as abolish ground rent.

The first of these moves was made in May 2021, following the Queen's Speech, when the Leasehold Reform (Ground Rent) Bill was introduced in the House of Lords, focusing on removing ground rent on new leasehold properties. It is the first step of the government's two-part legislation, with future legislation expected to abolish marriage value and reform the process of enfranchisement valuation used to calculate the cost of extending a lease or buying a freehold.

Shabnam Ali-Khan, an enfranchisement solicitor at Russell Cooke, saw the January announcement pique interest among leaseholders and landlords, but cautions patience until all of the reforms are confirmed.

The potential reforms caused a stir when they were sensationally published in early January. Many sources suggested change was imminent. This led to a flurry of enquiries to us and no doubt many other professionals about them: Has the law changed? Should I wait till it does before I embark on a lease extension? Should I withdraw from my current lease extension process and wait for the new law to come into force? And the biggest question of all: will it be cheaper for me to extend my lease when the new proposals come in?

Our general view is we do not know when and exactly what will come into force and if your lease is nearing 80 years or below it is probably best to get on with a lease extension now. However, we always stress the importance of obtaining valuation advice.

The three key changes as part of the current wave of leasehold reforms are the removal of ground rent for new leases, the scrapping of the 90-year lease extension being replaced with a 990-year option instead and the famous removal of marriage value. Although essentially the marriage value will all be payable to the leaseholder (that is if this controversial proposal comes into force).

These are all due to be heard at Parliamentary sessions next year so there is some time before anything comes into force. It has certainly brought leasehold to the forefront and sparked a lot more interest from leaseholders as well as landlords. It has prompted more leaseholders to consider lease extensions and try to learn more about their rights.

In terms of the work we do as solicitors we will still be needed to assist with the process but it does help to keep up to date with developments on the leasehold reforms, as well as the potential proposals to revive Commonhold with the introduction of a Commonhold Council.

Valuers have been more concerned by elements of the proposed reforms. Henrietta Hammonds, Partner at Beckett and Kay Chartered Surveyors, reports that plans for an online calculator to evaluate enfranchisement costs has many in the sector worrying about how it may impact their practice.

MHCLG's announcement on 7 January 2021 sent many specialist leasehold reform valuers into a spin. If the government's plans come to fruition, they fear losing their livelihoods unless they are able to diversify their business. This is such a specialist area of valuation that it can take many years to get to grips with the existing legislation, and many more to be considered an "expert".

If the reforms do end up being as sweeping as Jenrick's statement indicated, the role of the valuer in a lease extension or collective enfranchisement claim will be reduced to only an argument about the freehold vacant possession value of the subject property. The proposed abolition of marriage value renders arguments about leasehold relativity nugatory; the cap on compensation for ground rent means capitalisation rate will no longer be contentious (and, in fact, may be prescribed); in fact, the online calculator removes any valuation judgment whatsoever.

I think it is common ground that the process is complicated and drawn out. It is of benefit to landlords, tenants, and their professional advisers (and their professional indemnity insurers!) if it is simplified. However, I can't help but wonder if such generalised and blanket reforms might actually leave more unanswered questions and therefore create more litigation. After all, I do not think those who drafted the present legislation imagined that we would still be arguing about the definition of a house all these years later.

How will the online calculator cope in a situation where there are multiple intermediate landlords? If the tenants agree to a restriction on development value, is this a restrictive covenant that will then be capable of modification or discharge under existing (separate) legislation? I think valuers need not panic yet – I'm sure plenty of interesting valuation arguments will arise, whatever form the new legislation takes.

ALEP exists to ensure that barristers, managing agents, project managers, solicitors and valuers involved in leasehold enfranchisement adhere to an agreed level of conduct and service.

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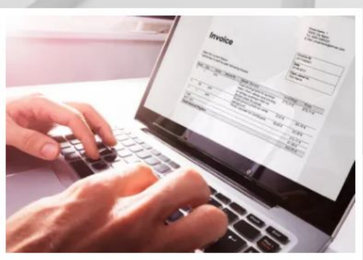

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10 minutes with...

The third in a series of interviews, this month we met with Toby Bowser, Partner at Hamiton Darcey.

We find out about Toby, Hamilton Darcey, their plans for the future and more...

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The Block Safety Podcast

Written by Katie Mooney, Sales & Marketing Manager at 4site Consulting

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We are excited to announce the launch of our new Podcast series, The Block Safety Podcast, which is available on YouTube, Spotify and Apple Podcast.

The Block Safety Podcast has been created to inform and educate those within the Leasehold Residential Property Management sector and aims to answer some of your impending questions regarding Building Safety Reform and other hot topics in safety.

Our host, Arran Simmons, is not an expert in the field but instead approaches each interview as somebody who wants to learn more about Health and Safety for managed blocks. Our guests, however, are experts and provide insight into their roles, the residential property management industry and trends and changes for the sector.

Guest Speakers

Each episode features at least one guest speaker from within the industry. So far, we have been joined by Sinead Campbell Head of Business Development for Residentsline, Aneel Kilaire Associate Façade Consultant at Wintech, Roger Gillespie Managing Director of Housing LMS, Alex Mazurkiewicz a Block Manager for Jones Robinson, David Flack Head of Health and Safety at HML Group, and many more!

What topics are covered?

Some of the topics that have been discussed so far include Cladding and Façade Surveys, the role of the Building Safety Manager, and the Fire Safety Act 2021 and the impending Building Safety Bill.

In our latest episode, we spoke with Sinead Campbell from Residentsline to discuss important topics in risk and insurance for the leasehold industry, including: whether block insurance usually covers for major safety defects, how known issues such as unsafe cladding impact insurance, and the extent in which high profile disasters effect the industry and her clients.

Where can I find it?

You can find all episodes of the podcast on Spotify, YouTube, Apple Podcasts and by searching 'The Block Safety Podcast'.

We hope you enjoy the series! As always, if you have any questions please get in touch.

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

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

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Four Years on from Grenfell

Monday 14th June marked four years since the UK experienced the worst residential fire since the Second World War.

In the early hours of 14th June 2017, a fire broke out on the fourth floor of the 24-storey Grenfell Tower in North Kensington, London.

Over 250 firefighters battled to put out the blaze, but it would eventually claim 72 lives.

18th December 2017

On 18th December 2017, Dame Judith Hackitt, appointed by government to lead a review into building regulations, described the system as "not fit for purpose" in her interim report

May 2018

In May 2018, the Hackitt Review was published, outlining the government's combustible materials (such as ACM and HPL cladding) ban on tall buildings.

11th March 2020

On 11th March 2020 the Government announced a £1bn fund for the removal of dangerous cladding of all types from private buildings. In the same month it became clear that many buildings below 18 metres were being denied mortgages unless they could produce an EWS1 form.

18th July 2020

On 18th July 2020 the Government published its draft version of the Building Safety Bill, which signalled a complete overhaul of the building safety regime. However, the inclusion of a 'building safety charge' suggested leaseholders could be forced to cover the cost of building defects.

December 2020

The announcement of the £30million Waking Watch Relief Fund in December 2020 to help end the scandal of excessive waking watch costs.

February 2021

The government announced an additional £3.5bn top up to the Building Safety Fund in February 2021. The current cladding remediation fund stands at £5.1bn, but many leading bodies, including ARMA and IRPM, believe this is not enough.

Notably, buildings below 18 metres with dangerous cladding won't benefit from the fund in the same way. Instead, a long-term loan scheme for 4-6 storey flats means leaseholders could still face bills of up to £50 a month for cladding remediation.

Despite progress in funding cladding remediation, there is an absence of government money to solve other areas of the building safety crisis. Internal fire safety issues and rising insurance premiums are just two of many costs which continue to be borne by leaseholders.

Non-Cladding Costs – Building A Picture

In the face of a lack of government research into the true scale of the building safety crisis, ARMA and IRPM have conducted surveys with their members. The findings reveal that the estimated non-cladding costs, such as compartmentation issues and fire breaks, for blocks above 18-metres averages at £14,000 per flat. Another element to consider is the impact of costs up to now. Recurring charges such as Waking Watch costs, have depleted reserve funds for many blocks, with the average per flat standing at just £911. The long term effect of this depletion of reserves means that planned works such as lift replacement or re-roofing will have to be funded via calls for cash rather than reserves carefully built up over time.

For blocks below 18 metres, these non-cladding costs average over £5,000 per flat. This cost will be in addition to the £50 a month loan charges for cladding remediation.

As the true scale of compartmentation issues in the current building stock remains unknown, ARMA and IRPM urge the government to carry out a centrally funded intrusive survey of, say, 300 buildings, spread across the public and private stock. This would likely cost around £3m, but will give government and industry clear sight of the scale of the problem, i.e., the frequency and severity of building safety failures.

Government also needs to bring together stakeholders including residents, building owners, building managers, insurers, mortgage lenders and fire risk experts, to have a "grown up conversation" on which remediation works are necessary and how risk can be managed in a proportionate and sensible way, so that we can understand the scope of work required. Remediation of unsafe buildings should be prioritised according to risk to life.

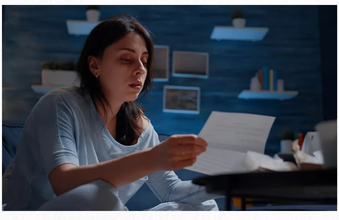
Only when government and industry understand both the scale and scope of building safety remedial work, can evidence based decisions and policy making be achieved.

ARMA & IRPM Cladding and Building Safety Campaign Group

ARMA and the IRPM have been fighting to help leaseholders throughout the cladding crisis. The two professional bodies for the residential block management sector lead the Cladding and Building Safety Campaign Group.

The Campaign Group is asking the government:

- To expand the Building Safety Fund to cover the costs of all necessary remediation including compartmentation and fire breaks.
- To expand the scope of the Building Safety Fund to remediate buildings below 18m and ensure the costs of remediation are borne by those directly responsible.
- To introduce a risk matrix that prioritises funding based on the risk to life.
- To establish a Fire Safety Delivery Group chaired by government.



The Human Impact

The human impact of the building safety crisis has been profound, becoming further compounded by the pandemic. Many leaseholders remain trapped in their flats, unable to sell without a valid EWS1 form, as they face huge bills resulting from building safety defects.

A survey carried out by the UK Cladding Action Group (UKCAG) in June 2020 with over 500 leaseholders revealed the scale of the mental health crisis among those impacted, with one in five leaseholders reporting suicidal thoughts. The scandal has also taken its toll on the property managers tasked with fixing the problems, with a recent ARMA and IRPM survey showing the huge stress placed on staff dealing with cladded buildings.

ARMA and IRPM Leaseholder and Media Resources

To aid leaseholders, ARMA and IRPM have made several resources available to help leaseholders better understand the current cladding crisis and the responsibilities and actions of managing agents. In addition, ARMA is working on a whitepaper which will document the cladding crisis and its solutions from Grenfell to today.

The Future of Building Safety

Four years after Grenfell, ARMA and IRPM continue to campaign for the rights of leaseholders with the aim of protecting them from all building safety costs whilst finding workable solutions for the nation's safety crisis.

Both bodies continue to lobby government and regularly feature on national television, radio and are quoted in newspapers, helping to draw attention to the lack of adequate funding. Most recently, IRPM and ARMA pledged to support the HCLG Committee's calls to Government to re-commit to the principle that leaseholders should not have to pay for the removal of unsafe cladding from their homes. It also supported the Committee's ask that the Government to establish a Comprehensive Building Safety Fund that addresses the true scale of fire safety issues, with finance for the fund provided by government and the building industry.

Despite progress, there remain many unanswered questions around the building crisis. How widespread and costly are non-cladding related fire issues such as compartmentation? Will the funding for buildings below 18m be resolved, so leaseholders do not have to pay? How can we speed up cladding remediation with a shortage of experienced contractors? When will the current supply shortage end? When and how can insurance hikes for cladded buildings be reduced? Many of these questions will remain unanswered for several months, perhaps years, a clear signal that the crisis is far from over. But despite this, progress has been made, some buildings have been remediated and building safety is firmly on the government's agenda. Solving the building crisis will not be a quick fix, however it's clear that the country is committed to ensuring another Grenfell tragedy will never occur again.

ARMA is the leading professional body for residential managing agents in England & Wales. We promote high standards of leasehold management and professionalism through advice, training and guidance.

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What can I do on the Manage Your Block portal?

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

Share account information with other directors

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

Have access to a contact list

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

Use the calendar

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

Send alerts

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

Keep contact info for your contractors

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

Quotes

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

Manage your documentation

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

Keep a diary

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

Notes

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

And now also collect service charges

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

ManageYourBlock™

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

Property Management Events

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

July 2021

ARMA Training

ARMA offers Beginner, Intermediate, Advanced & Refresher online training courses which run as half-day or full-day courses.

Find out more

14th July 2021

LAW ~~& LEASE~~ UNLEASHED

#LawUnleased: Forfeiture

Join Amanda Gourley for a Zoom session on Forfeiture. Looking at breaches, procedure and why it crops up so often nowadays

Find out more

16th September 2021

Proper Awards

The Proper Awards is an annual awards ceremony honouring the property industry's top suppliers taking place at the Ministry of Sound in London.

Find out more

23rd September 2021

NLG Service Charge Conference

The 2nd NLG Service Charge Conference will bring together leading figures from across the sector to share their expert knowledge on the key issues facing us today.

Find out more

14th October 2021

ARMA Annual Conference

Save the date for the ARMA Annual Conference at 133 Houndsditch, London.

More details coming soon

18th November 2021

NLG Annual Conference

Save the date for the NLG Annual Conference taking place in London.

More details coming soon

Proper Awards

Forget everything you think you know about property awards

Have you entered yet?

The Proper Awards are FREE to enter. FREE to win.

Unlike other awards, you don't have to pay to enter, and buying six tables won't mean you'll win. You don't even have to come to the ceremony, but you'd be massively missing out if you didn't. Trust us.

How it works

Unlike traditional property awards, the only judges here are your customers.

The winner of each Proper Award goes to the business that submits the most high-scoring testimonials before July 31st. How you do that is up to you! Either link your Trustpilot and Google accounts with our system, or (for bonus points) use our simple dashboard to collect feedback.

At the end of July, we'll check three things:

1. The number of reviews you have collected
2. The scores your customers rated you
3. How many staff members you have (The bigger your team, the more positive reviews you will need to win).

AND.....Signing up takes seconds

1. Fill out this quick form
   All we need is your name, email, company name and the category you are applying for.

2. Confirm your email address
   Jump into your email software, confirm your email address and log in.

3. Start collecting customer feedback
   Either:
   - Link up your Trustpilot and Google Review accounts
   - Share your invite link with your customers
   - Or type their email in the system and we'll do it for you!

And why stop there?

- Include your link in your email signature
- Share it on social media
- Print it on the side of your van
- Tattoo it to your forehead (if you want to win that much!)

Sign up for free now

Award Categories

- Brokerage
- Construction
- Consultancy
- Financial
- HR
- Interior Design & Furnishing
- Legal
- Maintenance
- Marketing, Branding & PR
- Outsourcing
- Risk Management
- Surveying
- Technology

The Event

Oh and we're celebrating with a party so good that you'll forget the last 24 months ever happened!

Where? Ministry of Sound, London
When? 16th September 18:30 – 01:00
What's happening? A fair bit...

- FREE dinner from a variety of street food vendors
- 3 live DJs
- Acoustic covers of garage classics
- FREE drink on arrival
- Beer pong tournament
- Stilt walkers and dancers

And (because this is what you really care about)

A 2-HOUR UNLIMITED FREE BAR

Plus! A very special celebrity host...

All for £250+VAT – just look at everything you get for that!

Grab your tickets now

A big thanks to these legends for confirming their partnerships and support for 2021:

ARMA Training Courses in July

ARMA's upcoming training courses cover a range of topics which will help better prepare staff for the modern world of property management. Topics covered include developing resilience, guidance on general health and safety for property managers, service charges, reading leases, section 20 notices and much more. Also taking place in June are three one-hour webinars covering the key topics of Section 20b, property transfers and arrears. All webinars will be tutored by Cassandra Zanelli of PM Legal Services.

As always, Beginner, Intermediate, Advanced and Refresher courses are available, with course lengths ranging from half-days, full-days, or bite-sized webinars. ARMA training courses and webinars are available to both members and non-members, with ARMA members and IRPM members able to benefit from discounted rates. Information on Block Booking discounts can be found after the listings below.

Upcoming Training Courses

TC59: Managing Your First Portfolio – Legal Workshop

Date: 30.06.21 – 01.07.21
Timings: 09:30 – 12:30
Tutor: Cassandra Zanelli

A six hour course being run over two consecutive days (three 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.

Book your place

TC27: The Procedural and Technical Issues of Section 20

Date: 12.07.21 – 17.07.21
Daily Timings: 10:00 - 12:00
Tutor: Jeff Platt

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

Book your place

TC81: Lift Maintenance

Dates: 23.9.21
Times: 9.30-13.30
Tutor: David Pickering

This three 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

TC44: Intro to Service Charge

Date: 06.07.21 – 07.07.21
Daily Timings: 09:30 – 12:30
Tutor: Lisa Warren

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

Book your place

TC1: Introduction to Residential Property Management

Dates: 26.07.21 - 28.07.21 & 20.09.21 - 22.09.21
Daily Timings: 10:00 – 12:00
Tutor: Helen Christie

A six hour course being run over three days (two hours per day) by ARMA's Technical Officer, 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. The course will cover regulation and codes of practice, terminology and statistics, the role of the managing agent, and more.

Book your place

Upcoming Webinars

W7: Façade Fire Safety

Date: 08.07.21
Time: 10:00 – 11:30
Tutor: Dorian Lawrence

A 90 minute, CPD certified training session to give a specialist introduction to façade issues, the current situation, process and remediation solutions. The webinar will cover; a brief overview of historical fires involving exterior façade materials, modern methods of construction, an overview of Grenfell's External Wall System, Government Approved Documents, Building Regulations, Non-Compliances and their confusing complexities and more.

Book your place

W11: Dealing with Section 20b: The "18 Month Rule"

Date: 14.07.21
Time: 14:00 – 15:00
Tutor: Cassandra Zanelli

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

Book your place

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

Block Booking Discounts

ARMA members who invest in staff training in 2021 can now save money on block bookings of ARMA online training courses. Pay for 10 or more full-day (six-hour) training course places in one booking (they can be different courses) and you'll save 20% on the usual member price; equating to a saving of £20 per place.

How to claim your discount:

Drop us an email on info@arma.org.uk to book your 10+ places and claim your 20% discount on the usual Members price of £100 + VAT per place. Please note this offer is only available to ARMA members & all course places must be booked by 31/12/2021.

With plenty of training sessions already lined up on ARMA's calendar, it's the ideal place to start if you're looking to up-skill and deliver an even better service to your clients. Browse and book our sessions here.

Get in touch

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

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

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

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

National Leasehold Group

The NLG (National Leasehold Group) is a countrywide networking group of leasehold management professionals with the Social Housing sector.

We have a stated aim of improving property management standards and achieve this through a variety of training, seminar and conference offers.

The NLG prides itself on quality events that are accessible to all members at affordable rates

Upcoming Training & Events

Leasehold Management Training

Two training courses providing the basics and advanced training on Leasehold Management.

Find out more

Service Charge Conference

Taking place on the 23rd September in Milton Keynes is our much-anticipated conference.

Find out more

Annual Conference

Save the date for our 2021 Annual Conference which will be taking place virtually and in-person in London.

Find out more

With thanks to our 2021 Partners

bolt burdon SOLICITORS

CLAWS Consultants

EarlKendrick Building Surveyors

FORTUS BUSINESS ADVISORS & ACCOUNTANTS

liquid Recruit Smarter

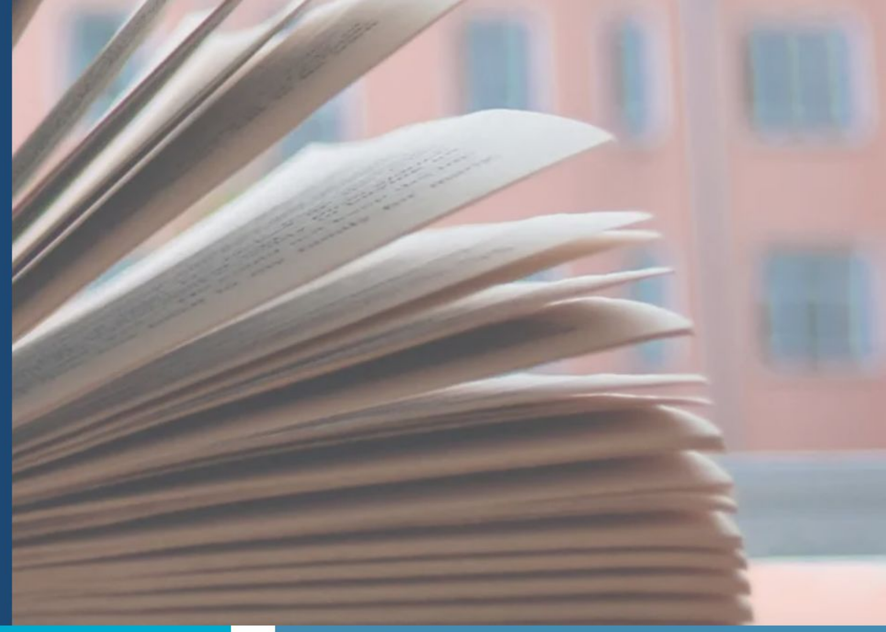
mcdowalls

Tetra

TriPartum

Directories

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



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members

Find an Agent

Featured Managing Agents are listed alphabetically.

Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

Find out more

Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

Find out more

Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

Find out more

Homestead

Find out more

Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

Find out more

Find a Supplier

Featured suppliers are listed by category and then alphabetically.

Accountants

FORTUS
BUSINESS ADVISORS & ACCOUNTANTS

Find out more

Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
CHARTERED CERTIFIED ACCOUNTANTS

Find out more

Fire Protection

PLP
FIRE PROTECTION

Find out more

Health & Safety

4site®

Find out more

Insurance

FlatLiving
INSURANCE

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline
Flats Insurance

Find out more

Insurance Valuations

BARRETT CORP HARRINGTON

Find out more

Lifts

ARDENT
LIFT CONSULTANCY

Find out more

Lifts

Hemsworth
Lift Consultants

Find out more

Lifts

ilecs
LIFT CONSULTANTS

Find out more

Out of Hours Response

adiuvo

Find out more

Maintenance

tna building services
elite property maintenance

Find out more

Mailboxes

POST BOXES UK
VALUE ENGINEERED SOLUTIONS

Find out more

Parcel Delivery

Locker
simply smart

Find out more

Principal Contractor

STONE
CONTRACTS LIMITED

Find out more

Recruitment

BLOCK RECRUIT

Find out more

Software

Fixflo

Find out more

Software

ManageYourBlock™

Find out more

Solicitors

Bishop & Sewell
Monro Wright & Wasbrough

Find out more

Solicitors

JB LEITCH
SOLICITORS

Find out more

Solicitors

Keebles

Find out more

Surveyors

HAMILTON DARCEY LLP

Find out more

Surveyors

mcdowalls

Find out more

Training

LEARNING CURVE GROUP

Find out more

Training

PROPel
Learning & Development for the Property Industry

Find out more

ARHM

Raising standards in retirement housing

RAISING STANDARDS FOR OVER 25 YEARS

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

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

About Us

Discover more about the ARHM and our mission

Code of Practice

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

Events & Training

Regional training, events and conferences

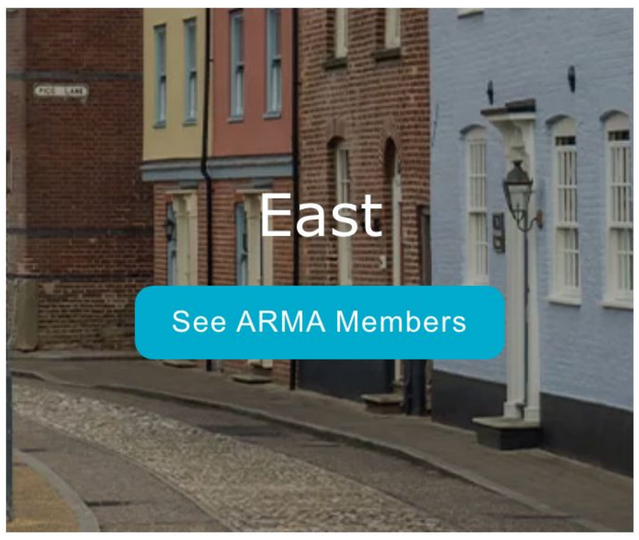
arhm.org | enquries@arhm.org | 07974 311 421

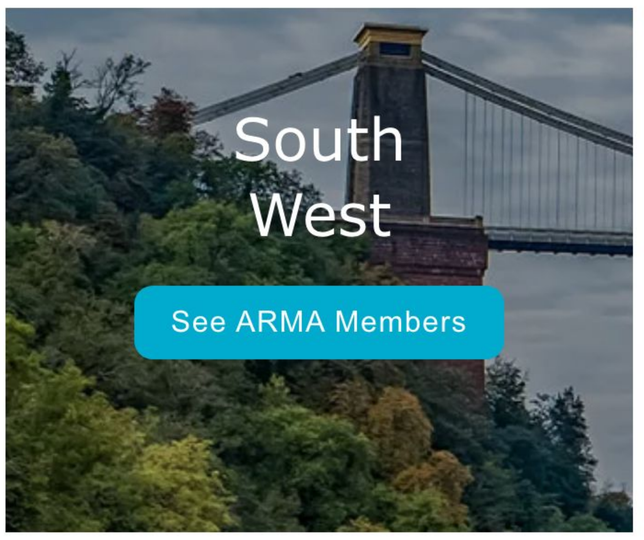
Find an ARMA Member

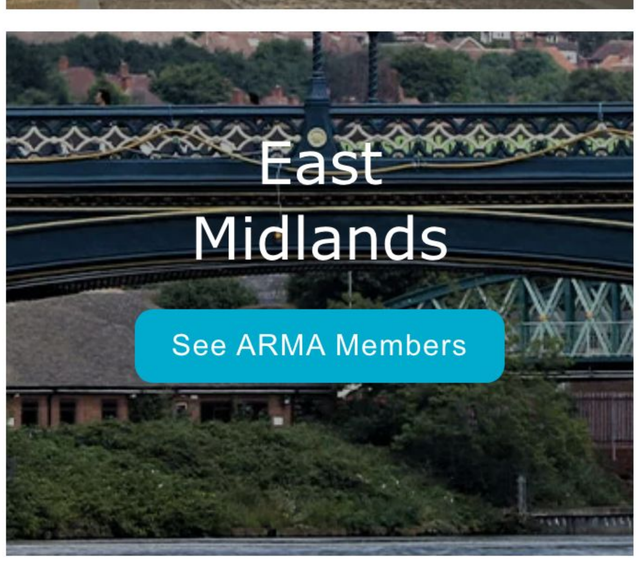
Are you considering a new managing agent?

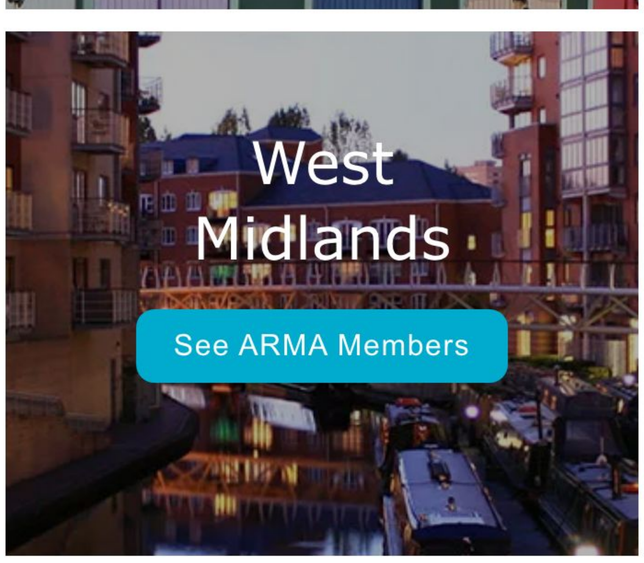
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

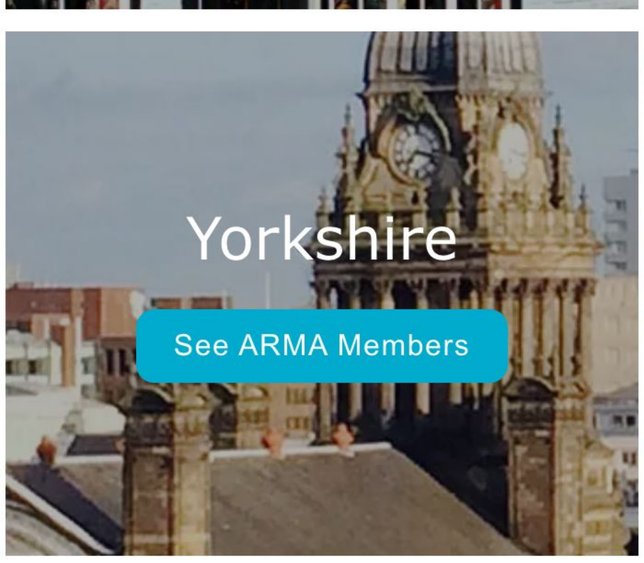
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

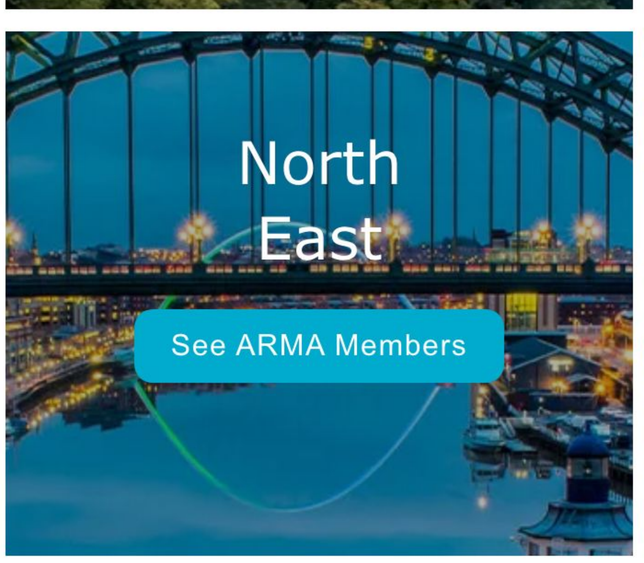


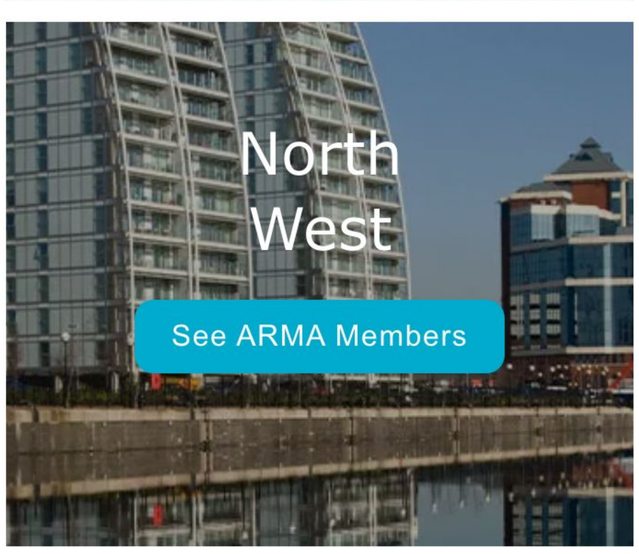


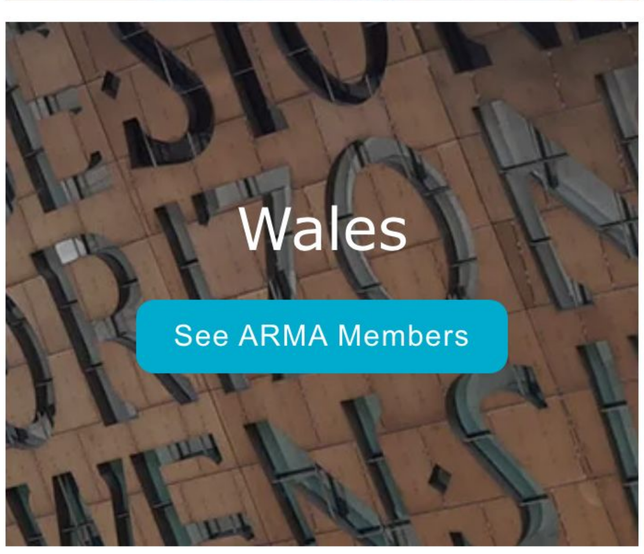


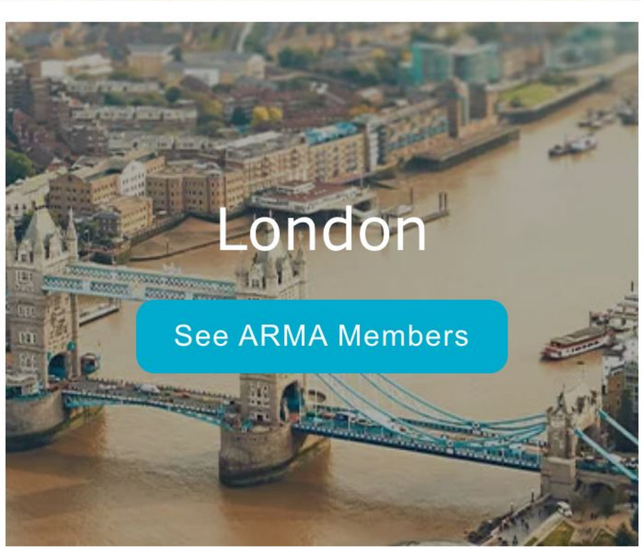


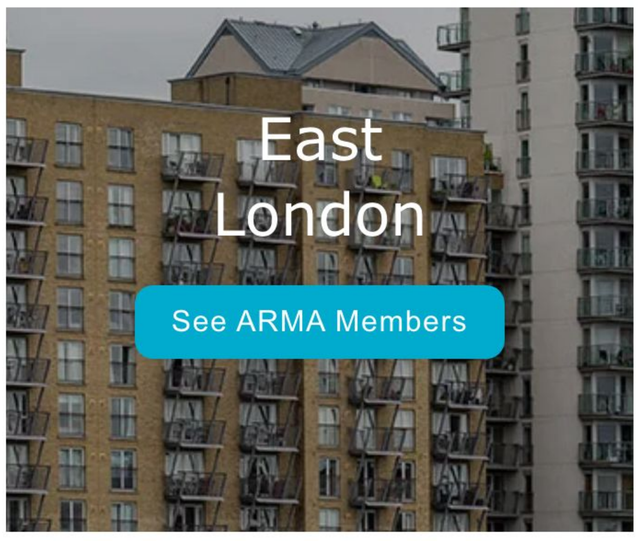












Setting the Standards in Property Management

TRANSPARENT
STANDARDS
AUDITED
SERVICE
REGULATED

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

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

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

020 7978 2607 | www.arma.org.uk

Find an ALEP Member

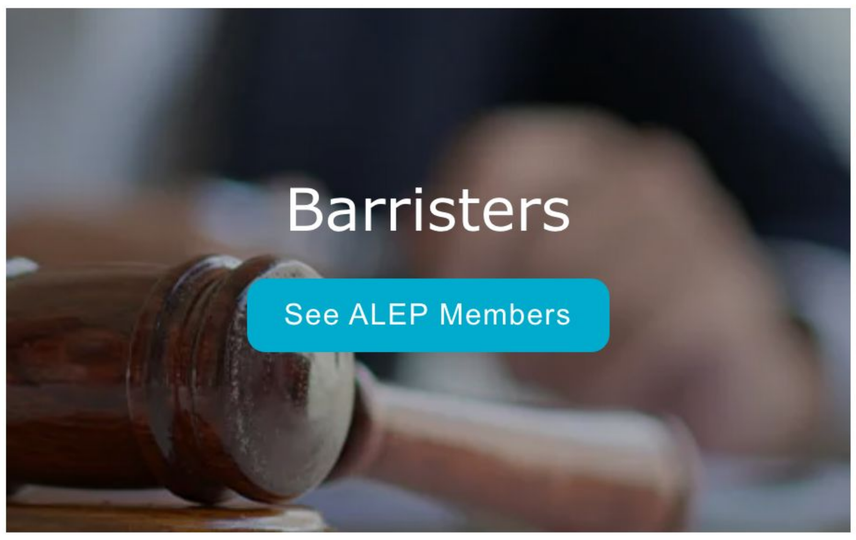
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

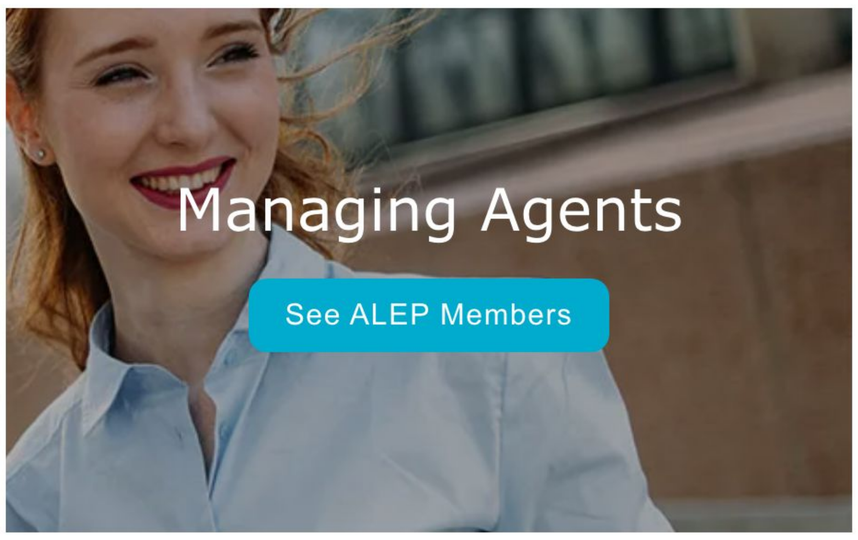
ALEP members can advise or assist with:

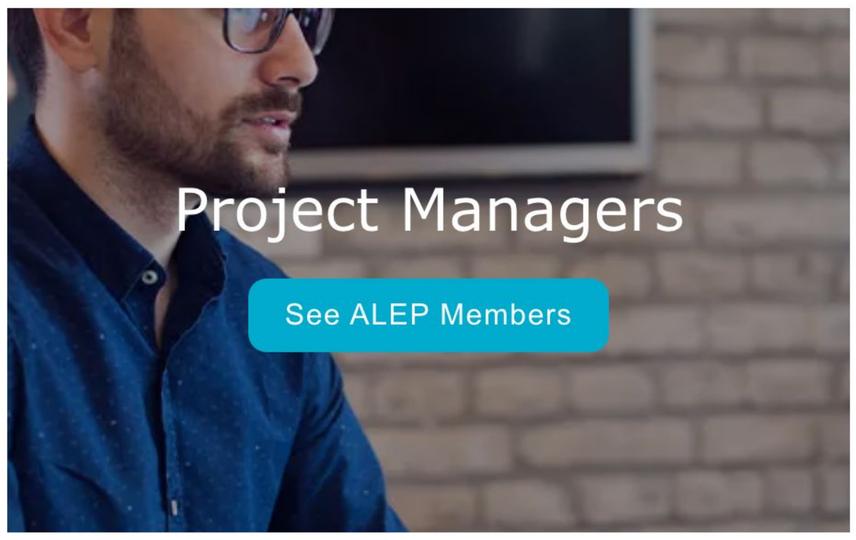
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

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







ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

LEASE

THE LEASEHOLD ADVISORY SERVICE

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

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

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

Flat Living Website

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

LinkedIn

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

Sign Up

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

Contact Us

ARMA Members
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
• PRESIDE	London	020 7224 0011	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
• 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
• Hudsons	London	020 7323 2277	Associate
• Parallel Property Management	London	020 3828 0180	Associate

ARMA Members
South West

• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	Full Member
• Apex Property Management*	Plymouth	01752 210 970	Full Member
• Belmont Property Management	Truro	01872 260606	Full Member
• Blenheims Estate & Asset Management Limited	Paignton	01803 668 730	Full Member
• Bloq Management Services Limited*	Bristol	0117 942 3112	Full Member
• BNS Limited	Bristol	0117 9570 809	Full Member
• Bourne Estates Ltd	Poole	01202 784280	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
• Peninsula Management SW Limited*	Barnstaple	01271 386306	Full Member
• Plymouth Block Management	Plymouth	01752 717311	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
• Koti Property Management Ltd	Bodmin	01208 510050	Associate
• Smeaton Block Ltd	Plymouth	01752 938208	Associate
• Southernhay Estates Limited	Exeter	07788 437522	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
• Charles David James Ltd*	London	0207 7040 660	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
• Regalty Estates	Stoke on Trent	0845 456 4980	Full Member
• Specialist Property Asset Management Ltd	West Midlands	0121 725 3620	Full Member
• Wolfs Block Management	Birmingham	0121 600 7900	Full Member
• Proxim Property Management	Alcester	07401 867567	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
Lucy Block Management Limited	Oxford	01865 559973	Full Member
MCS	Hertford	01920 466500	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
Metta Property Management Limited	Westcliff-On-Sea	0330 133 0242	Associate
Orchard PM Limited	Worthing	01273 030 271	Associate
Sennen Property Management Ltd	Camberley	01276 804 781	Associate
Vertical Village	Esher	020 8399 0170	Associate
Zone Property Management	Sawbridgeworth	07983 447522	Associate

ARMA Members South

• Anstey Property Management	Southampton	02380 730 111	Full Member
• Asset Property Management	Bournemouth	01202 532 898	Full Member
• Burns Hamilton	Bournemouth	01202 391663	Full Member
• Deacon Crickmay Asset Management	Horsham	01403 218975	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
• 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
• APEX Facilities Management Ltd	Barking	02085 942 120	Associate
• PS&B - Estate Management Limited	Portsmouth	01273 326 171	Associate

ARMA Members
Yorkshire

• Commerson Estate Management Ltd	Leeds	03301 112 610	Full Member
• Goldsborough Estates	Bradford	0113 381 6429/26	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
• Venture Block Management Ltd	Leeds	01138 313 235	Full Member
• Watson Property Management	Leeds	0113 273 8788	Full Member
• Elmfield Real Estate	Bedale	01677 450300	Associate

ARMA Members
South London

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

ARMA Members
East Midlands

•	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
•	SDL Property Management	Nottingham	07795 503 749	Full Member
•	SDL Estate Management	Nottingham	07920 542 665	Associate
•	Stoneyard	Nottingham	01159 243 304	Associate

ARMA Members
North East

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

ARMA Members 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
Hive Block Management Ltd	Preston	01772 398 112	Associate

ARMA Members
Wales

• Birt & Co	Tenby	01834 842 204	Full Member
• Compton Property Management Ltd	Swansea	01792 315 488	Full Member
• Seel & Co Ltd	Cardiff	02920 370 100	Full Member
• Western Permanent Property	Cardiff	02920 235 151	Full Member
• Westquay Property Management Ltd	Barry	01446 506 079	Full Member

ARMA Members
East 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
• 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	London	020 8550 2221	Associate
• Hawk Block Management	London	02080 161 178	Associate
• Letting International Limited	Ilford	02085 549 999	Associate
• Managed Partnerships Limited	Ilford	0203 475 9067	Associate

ARMA Members
London

2 Manage Property Ltd	Sunbury on Thames	01932 765 493	Full Member
ABC Block Management Limited	Edgware	02086 214 000	Full Member
Acorn Estate Management	Bromley	02083 156 980	Full Member
Adelaide Jones	London	02077 255 800	Full Member
Alliance Managing Agents Ltd	London	02033 281 950	Full Member
Andrew Purnell & Co	London	02088 797 888	Full Member
Blenheims Estate and Asset Management Limited	London	02073 684 150	Full Member
Bowood (London) Limited	London	02072 236 940	Full Member
Brackenbury Property Management Ltd	London	02030 023 600	Full Member
Centro Plc	Sutton	02084 011 000	Full Member
Cluttons LLP	London	02074 081 010	Full Member
Colin Bibra Estate Agents Limited	London	02085 670 077	Full Member
Crabtree PM Limited	London	02083 717 070	Full Member
Craig Sheehan Chartered Surveyors	London	03452 077 400	Full Member
D&G Block Management	London	02079 328 500	Full Member
Dauntons Soar Management Limited	London	02078 341 032	Full Member
Esskay Management Services LLP	London	02073 318 888	Full Member
Fairoak Estate Management	London	02030 789 824	Full Member
Fifield Glyn	London	02076 296 457	Full Member
Fry & Company	London	02078 210 099	Full Member
Grace Miller & Co.	New Malden	02086 051 200	Full Member
Hammond Properties	Sidcup	02083 004 811	Full Member
HML	Croydon	02086 628 800	Full Member
Houston Lawrence Management Ltd	London	02078 013 201	Full Member
JCF Property Management Limited	London	02087 889 700	Full Member
JFM Block And Estate Management	Harrow	02038 657 789	Full Member
Kensington Flats	London	02075 896 699	Full Member
Kinleigh Folkard & Hayward	London	02035 420 147	Full Member
KMP Solutions Limited	London	02083 719 171	Full Member
London Wharf Property Management Co Ltd	Erith	07543 247 144	Full Member
May & Co Management Ltd	London	02073 763 726	Full Member
Michael Laurie Magar Ltd	Borehamwood	02084 929 850	Full Member
Moonstone Management	London	02083 009 281	Full Member
Pinnacle Housing Limited	London	02074 275 182	Full Member
Prime Management (PS) Limited	Bromley	02037 008 733	Full Member
Prime Portfolio Ltd	London	020 7409 0209	Full Member
Property Hub	Wembley	0208 459 3333	Full Member
Urang Property Management Limited	London	02077 518 355	Full Member
Aston Square Ltd	London	020 3982 8282	Associate
Barosa Property Limited	Stanmore	02030 867 130	Associate
Blue Crystal Residential Ltd	London	020 8994 7327	Associate
Davies Daniel Ltd	London	02034 170 425	Associate
Eight Asset Management	London	07951 622 643	Associate
JSG Block Management Ltd	Ruislip Manor	01895 604 446	Associate
Navana Asset Management Limited	London	0203 9979 918	Associate
Nicolas Van Patrick Ltd	London	02075 901 200	Associate

ARMA Members East

• 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

ALEP Members
Managing Agents

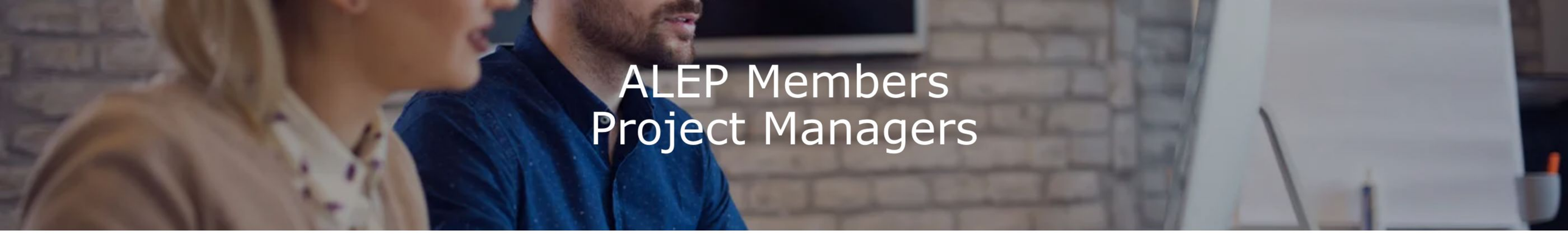
• Colin Cohen	Colin Cohen Property Management	020 8959 6870
• Fiona Docherty	James Andrew Residential	020 8349 7171
• Michael Maunder Taylor	Maunder Taylor	01707 871711
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850

ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	0161 242 1334
• Bruce Collinson	Adair Paxton LTD	07740 321999
• Arun Nimba	Adelaide Jones	020 7725 5800
• Alison Stone	Alison Stone Surveyors	07917 106437
• Andrew Lester	AML Surveys & Valuation Ltd	020 8960 7573
• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Patrick Oliver	Aston James Associates	020 8771 5035
• Stewart Gray	Austin Gray LLP	01273 201988
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Investment Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	01707 392080
• Christopher Spratt	C G Spratt & Son	01903 234343
• Kevin Ryan	Carter Jonas	01233 346604
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Colin Rickard	Colin Rickard & Partners	020 8364 2609
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	0845 812 1954
• Adrian Hau	Douglas and Gordon	020 7591 8746
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	01737 237811
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• David Haines	Extend Your Lease	020 7586 0044
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• David Toogood	Harding Chartered Surveyors	020 7736 2383
• Harriet Fleming	Harriet Fleming Surveyors Ltd	07855 454707
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Joe Fraser	Joe Fraser Chartered Surveyors	01642 262728
• Marcus Clark	Joe Fraser Chartered Surveyors	020 7206 2612
• Andrew Tucker	Johnson Tucker LLP	0191 269 7890
• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
• Jean Howe	Kirkby Diamond	01582 738866
• Jeremy Dharmasena	Knight Frank	020 7861 1587
• David Parkin	Lamberts Chartered Surveyors	020 7520 2317
• Keith Chew	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Robert Kaye	Leasehold Assist Ltd	07714 570858
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	01932 345698
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Tim Palmer	McNeill Lowe & Palmer	01582 469946
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Chris Glew	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
• Michael Aldous	Perry Hill Chartered Surveyors	01483 237333
• June Dunne	Prickett and Ellis Surveyors Ltd	020 8442 2491
• Paul Holder	PS&B	01273 274018
• Panicos Loizides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	0207 9711 240
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Angela Commons	Richard John Clarke Chartered Surveyors	020 7499 8043
• David Robson	Robsons	020 8402 6666
• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills Commercial Ltd	020 7016 3728
• Clive Scrivener	Scrivener Tibbatts Ltd - Chartered Surveyors	020 8947 7040
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
• Matthew Gawne	Shaw & Company (Surveyors) Ltd	020 8948 1122
• Tim Sheridan	Sheridan's Surveyors	01462 814087
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	01273 821969
• Andrew Symington	Symington Elvery Ltd	020 3324 0360
• Ray Smith	Watsons	01603 751577
• Daniel Knowles	Websters Surveyors	020 8017 1943
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• James Bush	Woodward Chartered Surveyors	01923 920950
• Ian Young	YA Property	01635 262590

ALEP Members
Barristers

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



ALEP Members
Project Managers

- Jane Pilkington Start Lease Extensions 020 8315 6901

ALEP Members
Solicitors/Legal

Mark Adcock	Adcocks Solicitors	01543 442100
Thomas Roberts	AK Law (London) Limited	020 8280 0810
Daniel O'Doherty	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	07525 071699
Joe Arnold	Arnold & Baldwin	020 8642 2999
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Jeremy Donegan	Bate & Albon Solicitors	01903 369959
Nick Tompkin	Bennett Griffin LLP	01903 229910
Simon Elliott	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 232300
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Caroline Wild	Blake Morgan LLP	020 7405 2000
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4775
Jennifer Slater	Bonallack & Bishop	01722 422300
Simon Kerrigan	Boodle Hatfield LLP	020 7079 8112
Russell May	Boyes Turner	0118 952 7206
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Roger Hardwick	Brethertons LLP	01295 661453
Roland Pingree	Carter Bells LLP	020 8939 4000
James Souter	Charles Russell Speechlys LLP	020 7427 6716
David Haines	Charles Russell Speechlys LLP	01483 252525
Claire Allan	Child and Child	020 7235 8000
Erin Iley	Clarke Mairs LLP	0191 245 4725
Eleanor Murray	CMS Cameron McKenna Nabarro Olswang LLP	020 7367 2739
Nick Balchin	Coles Miller LLP	01202 338905
Mark Brassey	Collins Benson Goldhill LLP	020 7436 5151
Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons	020 7485 0888
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