Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

July 2023

Feature: Relationships, Customer Service, Communication and Wellbeing

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Welcome

Welcome to our July issue of Flat Living Magazine!

Following the release of the IRPM & ARMA 2023 Industry Wellbeing Report, our contributors have focussed their features on exploring aspects of Relationships: Customer Service, Communication and Wellbeing in the industry.

On page 21, you will discover a supportive article from this year's Ace Award Wellbeing Champion Winner, Encore. Following that, you can find contributions from all nominees who were shortlisted in this category. Don't forget to visit page 6 to view the winners and finalists of this year's Ace Awards.

The Flat Living and Property Management Recruitment teams are also excited to announce the return of the Property Management 50 Awards! Visit page 7 to find out more.

In news – we have notable updates from Earl Kendrick and RICS, along with a direct link to ALEP's 2023 Summer Newsletter.

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

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

Happy reading!

Belinda Bagnall and The Flat Living Team

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Earl Kendrick Bring in Structural Engineering Expertise

Earl Kendrick Project & Building Consultancy would like to announce that it has recruited IStructE Chartered Structural Engineer Azzahra Mahmud to its London team.

Earl Kendrick Project & Building Consultancy would like to announce that it has recruited IStructE Chartered Structural Engineer Azzahra Mahmud to its London team.

- Structural surveys and appraisals
- Structural engineering planning advice such as feasibility studies and Basement Impact Assessments/Structural Method Statements
- Stage 1-5 structural engineering design for projects up to £5m in value
- Building Safety Case Reports in compliance with the Building Safety Act

"We are always keen to grow our offer in line with the needs of the industry. And with our existing and prospective customers increasingly expressing an interest in structural engineering expertise, we decided to meet that need by bringing in Azzahra." Chris Stanfield, Earl Kendrick's Managing Director (London)

Azzahra Mahmud said: *"Earl Kendrick is a lively and growing practice, and I'm excited to join the multi-disciplinary team. I look forward to offering my expertise to assist Earl Kendrick's existing clients as well as building new relationships across the industry."*

For more information, contact Azzahra directly Azzahra@earlkendrick.com

RICS Announces Appointment of New CEO

The Royal Institution of Chartered Surveyors (RICS) is pleased to announce the appointment of Justin Young, as Chief Executive Officer.

Justin was appointed by RICS Governing Council to continue to lead the transformation of RICS, including delivery of an excellent experience for staff, members, and stakeholders. He has an impressive background in commercial management and business transformation programmes, including those focussed on customer experience. Justin has come from the Real Estate sector, and has a wealth of experience within the real estate and professional services sector over the last 25 years. Justin's global experience has included working and living in South-East Asia, Europe and the UK.

"The opportunity to lead an organisation whose work is pivotal to the public interest, to a huge body of professionals, millions of clients and a host of decision makers globally is truly unique." Justin Young, Chief Executive Officer, RICS

Most recently Justin was the Chief Operating Officer at Global Real Estate Consultant, Knight Frank, and has a strong track record in successfully leading and growing teams through a strong focus on culture and staff development. He has also spent time in the military, including commanding a tank troop on 'Operation Desert Storm' in the 1990s.

Justin has built successful partnerships and alliances between firms in global networks, and has established operations in new locations. This is something RICS will continue to strive to lead on as it cultivates partnerships across the built environment and with its professionals to address the challenges of today in support of the public interest.

Another of Justin's key interests is the promotion of diversity in real estate, and he has driven Business Balance initiatives across gender, race and faith, LGBTQ+; health and wellbeing, and has been involved with the cross sector 'Changing the Face of Property' initiative.

Justin commented:

"I am really pleased to have been appointed into the role of RICS CEO. The opportunity to lead an organisation whose work is pivotal to the public interest, to a huge body of professionals, millions of clients and a host of decision makers globally is truly unique.

"I feel highly energised by this opportunity to drive further strategic, cultural, and operational, change to RICS - providing the right environment in which members reap the benefits of thought leadership and influence, professional development, and unparalleled networks.

"Operational excellence and people focus have been central to the leadership roles I have had throughout my career, as have projects to improve not only the service being delivered to clients, but also the experience for staff working in those organisations.

"Success comes from creating the environment that enables all parts of an organisation to work together towards a common goal and I am really looking forward to playing my part in making sure RICS gives a world-class service, continues to drive trust and confidence through regulation and brings positive change to the built and natural environment".

Martin Samworth, Chair of RICS Board comments:

"Justin is the ideal candidate for this role. As an established leader in real estate he understands our work and the scale of what we deliver in the built and natural environment – but he also has the diversity of skills and leadership experience to continue RICS' journey as we drive our sustainability and diversity agenda.

"Justin's background in transforming teams and organisations is key to driving forward our agenda alongside our members and boards input and expertise. I look forward to working with him to achieve our strategic goals and to drive RICS transformation with staff and with members."

Ann Gray, RICS President, adds:

"The complexity of the challenges we face have never been greater, but this is matched with a truly unique set of opportunities given the contribution of the profession and its great potential.

"Justin has the passion, commitment, skills and people focus to help us lead, influence, regulate and inspire the next generation of surveyors and built environment professionals and I am looking forward to working with him and his team as we continue to build on the great work of a great profession."

Justin will replace Richard Collins, who was appointed interim CEO back in October 2021 following the reforms recommended by the Levitt report.

ALEP Summer Newsletter 2023

ALEP (Association of Leasehold Enfranchisement Practitioners) have published their summer e-newsletter.

Inside, you can find: their Building Safety Act seminar report, followed by ALEP membership news and events.

Please click here to view.

MYAH Partners with SPIKE to Streamline Operations and Enhance Resident Experience

Recently launched Build to rent operator MYAH has selected Spike's resident engagement portal, Spike Living, to be its core technology solution thanks to its successful track record in creating communities and streamlining operational processes.

MYAH, which stands for 'Make Yourself at Home' has worked with Spike to create the MYAH app, a white labelled version of its Spike Living portal. This will provide residents with a one-stop app helping them to stay better connected and allow staff to manage enquiries and maintenance requests more efficiently.

Residents will also be able to book onsite amenities such as working spaces or laundry services, report maintenance defects, as well as connect with their neighbours and local retailers straight from their phones – offering a way to make new friends and develop a community, and enjoy local discounts and perks.

Jonny Wootten, Marketing Director at Spike, comments: "We are delighted to be working with an operator so passionate about using technology and data to enhance the resident experience and look forward to supporting MYAH achieve its aims of making a real difference in the BTR industry."

Jamie York, Co-Founder of MYAH comments: "To achieve our goal of becoming one of the market-leading operators in the BTR sector, we needed a versatile and flexible solution that would be intuitive for both residents and staff to use. Spike Living provides this and more, and we have no doubt our partnership with Spike will help our residents feel more connected to their new homes and communities, and support MYAH in making rental the first and long-term choice."

Victorian factory in Birmingham's Jewellery Quarter purchased to become luxury apartments

A developer has bought an impressive former Victorian factory in Birmingham's Jewellery Quarter which has planning permission to become 29 luxury apartments, in a deal sealed by Siddall Jones.

The leading Birmingham commercial property agency arranged the purchase of the Grade II*-listed building at 80-82 Great Hampton Street for Great Hampton Street Button Works Ltd. The imposing property was erected in around 1872 as a jewellery works and button factory, with three stories of high-quality red brick, painted stone and engineering brick dressings. The building has further impressive pedigree as the architect who designed this was the same architect who designed The Council House for Birmingham City Council – Yeoville Thomason. The building has impressive moulded windowsills on each floor, linked by a drip-mould string with stiff leaf and ornate dragon carved stops, a deep cornice and parapet, and a steep gable end roof.

The Grade II-listing by Historic England states that the property has: **"Quite unaltered works elevation in Birmingham Gothic of the 1880s and now a rare survival on this scale."**

Most recently owned and operated as a clothing wholesale business, the property is also locally known as the Boston Clothing building, due to its current signage.

Ryan Lynch, associate director at Siddall Jones, explained that the planning permission granted to Great Hampton Street Button Works Ltd is for a mix of one and two-bedroomed units.

He said: **"We are delighted to have been involved with the acquisition of this building and are excited to see a development of exceptional quality come to fruition."**

The Listed Building Consent obtained allows the conversion of the existing property into 29 residential apartments, with new dormer windows to the front, a gantry staircase and landscaping to the internal courtyard. The permission includes refurbishment of the exterior, including some replacement windows and removal of staircases, removal of internal staircases, new partition walls, new mezzanine floors and some demolition and repair works.

Richard Whitehouse of Hanehouse Development said: **"It has been a pleasure to work with John Heath of Great Hampton Street Button Works in bringing forward this wonderful building and securing consent for its conversion to a high quality residential scheme.**

"This secures its future, not only for the potential residents but also ensures this iconic and important building is here for many years to come for all to enjoy as they pass by – be it on foot, bike, scooter or car."

The purchase of 80-82 Great Hampton Street was for an undisclosed amount from a private seller advised by FBC Manby Bowdler Solicitors, with Penningtons Manches Cooper acting on behalf of the purchaser.

New Guide for People with Responsibilities for Fire Safety

The Home Office has published **guidance for those who have certain responsibilities due to changes made to the Regulatory Reform (Fire Safety) Order 2005.**

This guide can be used to understand what new responsibilities they have for fire safety when they come into force on **1 October 2023**.

This guidance explains what responsible persons need to do as a result of changes made to the Regulatory Reform (Fire Safety) Order 2005 ('the Fire Safety Order') through the Building Safety Act 2022.

You are advised to check whether you are a responsible person.

Government Opens Registrations for High-Rise Buildings - 1st October Deadline

All Principal Accountable Persons (PAPs) Must Register High-Rise Residential Buildings (7+ floors/18m+)

The Government has opened registrations for high-rise residential buildings.

It is a legal requirement to register high-rise residential buildings that are at least 7 floors high, or 18 metres tall or higher, with two or more residential units by 1 October 2023.

The fee to register each building is £251.

If you are the Principal Accountable Person for your building or have been authorised to complete registration on their behalf, you can begin your application.

Before Starting Your Application

Please read further guidance on **applying to register a high-rise residential building** and begin to prepare the information you will need. This includes:

- the number of floors at or above ground level
- its height in metres
- the number of residential units
- the year it was originally built
- its address or addresses

The register will also ask you about the **Principal Accountable Person** and any other accountable persons.

For further Government information, **click here.**

To begin the registration process, **click here.**

If you would like further information on identifying the Principal Accountable Person and understanding their duties, you can access an ARMA/IRPM summary sheet **here.**

Structure and Safety Information

As part of your application, you are required to provide information about your building's structure and safety. This information can be added to your application **from May 2023.**

There is no additional fee for submitting the structure and safety information.

What Happens Next

Once you have paid and submitted your registration application, the Building Safety Regulator will review the details so that it can be satisfied the building should appear in the register.

The government may contact you for more information or if it thinks the building does not need to be registered. The information you provided during registration will help you when you start to assess the building's risks as part of your Safety Case Report. It will also be used by the Building Safety Regulator to help it prioritise buildings for the building assessment certificate process from April 2024.

Reminder – Register your Tall Buildings!

Published by Perry Martin.

Register Your Tall Buildings With The Health And Safety Executive As Part Of The Building Safety Act 2022

The Building Safety Act 2022 was one of the key outcomes of the 'Building a Safer Future' consultation, which detailed proposals for achieving long-term reform of the UK's building safety system.

One of the main requirements of the Building Safety Act 2022 that affects all managers and owners of existing and new buildings has a deadline that is now only months away. This is one requirement of many but an important one, and with preparation and organisation it is a process that could be straight forward to achieve.

As with most new regulations, an enforcing body will be prominent, in this case the Health and Safety Executive in conjunction with the Building Safety Regulator will ensure that all new requirements of the Act are being met and upheld. The consequences of inaction therefore could not only be costly, but could also lead to reputational damage.

There is still time to register, and this article aims to explore what you can expect and what steps you can take to prepare ahead of registering your High-Rise, High-Risk Buildings (HRHRB) with the regulator.

Where to begin?

In short, you will need to identify any High Rise, High Risk Residential Buildings under your control and register those with the Building Safety Regulator. This will allow you to apply for a building safety certificate that will enable the building to continue to be occupied by residents beyond the deadline date. Importantly you will need to do this before the end of September 2023. It would be advisable for agents to firstly review any management contracts already in place to determine who is deemed to have control of the premises, for the purpose of registering the building. This is because responsibility for registering may not sit with the managing agent but instead, with the freeholder or other party. In such circumstances it may be prudent for the managing agent to ensure registration has been carried out in order to avoid any potential implications to building occupation that may then arise.

The registration process applies for all occupied buildings that fall in the scope of at least eighteen metres high (7 storeys – ground to sixth floor), and with a minimum of two residential units must be completed between 12th April to 30th September 2023. After this date all occupied buildings that have not been registered, will not comply and will therefore be committing an offence and the consequences that this may bring.

Newly built buildings constructed after the 1st October 2023 will now require a relevant completion certificate, and buildings soon to be completed must provide a completion due date notice and be registered before the building can be occupied.

The Application Process:

Before completing the online registration form you will need to ensure that you have the following information readily available:

- The buildings' name, address, and postcode
- Names and contact details for the buildings' 'Accountable Person(s)'
- Building information, including:
- Number of floors at or above ground level (do not count floors below ground level or the roof)
- Height of the building in metres (to the floor slab of the highest habitable storey)
- Number of residential units (2 or more)
- When the building was completed (if this is not known a date range is acceptable)

It is a requirement that all buildings must be registered separately and the cost to register each individual building is £251. For clarity the link to registration is as follows https://www.gov.uk/guidance/register-a-high-rise-residential-building

The additional information will be invaluable for ensuring compliance of your HRHRB, to prevent non-compliances.

Obtaining this information for older sites may be slightly more challenging compared to new builds, where documentation is typically in digital format. However, once this information is obtained and digitized to the new level of construction management standards, it will create an easily accessible system moving forward, ensuring that all sites are held to the same standards regardless of age.

Once certified if there are any changes to your registered building, you must notify the Building Safety Regulator.

Call To Action

Gathering as much information, if not readily available may seem daunting, as it involves identifying what information is relevant to the new regulations, what information you already have, and working out where to begin. To ensure that your HRHRB are up to Health, Safety, Fire & Structural Protocol, it therefore may be necessary or helpful to produce and review certain key points. Below is a list of starting points that may help to guide you in this process.

- Compartmentation surveys
- Gap analysis for fire safety systems, travel distances, inspection and servicing regimes and information supporting the fire risk assessment
- Means of access/egress and travel distances
- Assist with finding suppliers for building surveys and FRAEW
- Assist with finding suppliers/contractors for fire safety systems
- Safety case assistance including help with resident engagement strategies (including technological solutions) and gap analysis.

The outputs of the above will likely support you in completing your registration form, and will help to form the basis of your digital safety case report (which will be addressed in another article).

Assistance is available with us

If you require further information or have any questions regarding Building Safety Act registration, please contact us at office@4siteconsulting.co.uk or call us at 01376 572936, and one of our team members will be happy to assist you. We also offer a free technical workshop where our team can assist you.

2023 Winners & Finalists

The winners of the ACE Awards were revealed at a glittering ceremony at Old Billingsgate in the heart of London on Friday 16th June 2023. Attended by over 550 property professionals, a record number for the event, the Awards celebrated excellence and exceptional achievement by the UK's leading residential managing agents, suppliers and the work of their people in improving the lives of over a million leaseholders across the country.

The 18 category winners were announced following a rigorous adjudicating process by a panel of 12 independent judges.

120 entries were whittled down to 83 Finalists, with judges going on to award 21 Highly Commended, and 20 ACE Award winners.

Managing Agent of the Year (under 1,000 units)

Winner: Hegarty Property Management Ltd

Managing Agent of the Year (1,000 – 5,000 units)

Winner: Alpha Housing Services Limited

Highly Commended: RLHA, and Stevenson Whyte

Managing Agent of the Year (5,001 – 15,000 units)

Winner: pbm Property Management

Highly Commended: Parkgate Aspen

Managing Agent of the Year (15,001+ units)

Winner: Encore

Highly Commended: Kingston

Wellbeing Champion Award

Winner: Encore

Highly Commended: JFM Block & Estate Management

Environmental & Sustainability Impact Award

Winner: Rendall & Rittner

Highly Commended: Future Group, and Data Energy

On-Site Staff Member of the Year

Winner: Louise Grace - House Manager at McCarthy & Stone

Highly Commended: Greta Berinde - Building Manager at JFM Block & Estate Management

Service Charge Accountant of the Year

Winner: Molly Howlett - Senior Client Accountant at Strangford Management Ltd

Highly Commended: Sherif Mankarios - Director of Finance at Urang Property Management Ltd

Rising Star Award

Winner: Carla Davies - Estate Manager at McCarthy & Stone

Highly Commended: Annabella Fleetwood - Property Coordinator at Proxim Property Management, and Ryan Harrison - Junior Property Manager at Kent Property (Block and Estate) Management Ltd

Major Works Project of the Year

Winner: Future Group & Parkgate Aspen

Highly Commended: Alpha Housing Services Limited

Legal Services Provider of the Year

Winner: Brady Solicitors

Outstanding Customer Service Award (Company)

Winner: Churchill Estates Management (Careline Support)

Highly Commended: JFM Block & Estate Management, and Kingston Property Services Limited

Outstanding Customer Service Award (Individual)

Winner: Jackie Ashenden - Regional Manager at Churchill Estates Management

Highly Commended: Janey Brockwell - Head of Property Management at Advantage Utilities

Partner of the Year

Winner: Earl Kendrick Project & Building Consultancy

Highly Commended: adiuvo, and ILECS

Service Charge Accountancy Firm of the Year

Winner: Glazers Chartered Accountants

Highly Commended: Fortus Business Advisors & Accountants, and Whitley Stimpson Ltd

Insurance Broker of the Year

Winner: Midway Insurance Services Ltd & 1st Sure Flats

Highly Commended: Bridge Insurance Brokers Limited (FlatGuard)

PropTech Solution of the Year

Winner: Ace Group

Highly Commended: Residentsline (Manage Your Block), and Blocks Online Limited

Honorary Industry Award

Winners:

Dr Shaun Lundy, Director of Strategy and Innovation, Tetra

Cassandra Zanelli, CEO and Founder, Property Management Legal Services

Mark Snelling, Health and Safety and Fire Safety Consultant, The Property Institute

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50 PROPERTY MANAGEMENT

Property Management Recruitment (PMR) and Flat Living are excited to announce the return of the Property Management 50 Awards for our 5th year!

Be sure to visit the PM50 Award website to make your nominations today.

Together, we can cultivate a culture that recognises and supports, to drive the success of our industry into the future!

Visit the PM50 Website!

Make a Nomination!

Join our events page!

Recognising & Celebrating Excellence in Residential Property Management

The Property Management 50 is brought to you in 2023 by the teams at Property Management Recruitment and Flat Living.

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Licence to do what?!

Written by Bill Pryke

EarlKendrick
Project & Building Consultancy

www.earlkendrick.com

Working as a building surveyor gives you some fascinating insights into how people live and what makes them tick.

We're often in and out of people's homes, after all, and we're trained to be observant! But perhaps there's no aspect of a surveyor's job more revealing than working on licence to alter (LTA), which provides a direct insight into how people plan to remake their living spaces in their own image.

In leasehold properties, homeowners require a licence agreed with the landlord before undertaking any significant works. Typically, these alterations fall into a handful of fairly predictable categories: new flooring, remodelling a flat for open-plan living or converting a spare room into a second bathroom, for example. Then it's just a case of coming to an agreement with the landlord to ensure everyone is happy with the arrangements.

Every, so often, though, leaseholders come up with ideas that are really quite special. Here are a few of our favourites.

Cuthbert, Dibble, grub!

We regularly work on commercial properties and public buildings, so the installation of a fireman's pole is not such a strange project. But in a private residence, to give the leaseholder a quicker route from his bedroom to the breakfast room? That really took the Weetabix!

Balcony bubbles

Hot tub installations are not so unusual, either – except when a leaseholder wants one on a modest-sized balcony… That job involved cranes, and structural work to ensure the balcony could bear the load!

Big fish

Another alteration that raised questions about load-bearing was the installation of a fish tank that would not have looked out of place in the London Aquarium. Whether the leaseholder had a massive goldfish collection or was adopting a small whale, we never did find out!

> Perhaps there's no aspect of a surveyor's job more revealing than working on licence to alter (LTA), which provides a direct insight into how people plan to remake their living spaces

Who moved my soap?

They say good fences make good neighbours. The same principle seemed to apply for a couple who were not content with his and hers bathroom basins, but insisted on completely separate bathrooms!

Russian expansionism

Sometimes, leaseholders take liberties and make alterations without a licence. When this Russian chap was faced with complaints about his new hard floors from the neighbours below, he shrugged and offered to buy their flat. The answer was 'nyet'.

Going underground

Another greedy leaseholder owned ground and lower ground floor flats in Chelsea and wanted to purchase the communal garden and build a tunnel to an underground flat for the family's nanny (or so he insisted). The landlord actually approved, but sadly, listed building consent was declined.

Taking to the trees

An even wilder request came from a leaseholder in St Johns Wood, who wanted a tree house built in the communal garden. It was to feature digital code entry and a slide for evacuation, as well as wifi, a games console and plasma TV. Sadly it was rejected – but only because the Board worried if they allowed it, everyone would want one!

Steamy Swedish living

Who wouldn't want a sauna at home? A much more grown-up request. Unfortunately, if you live in a flat, it might not be possible, especially when there are hot coals to get past a fire safety assessment. This was also a no.

50 Shades of LTA

And who wouldn't want a dungeon? Er… But this leaseholder clearly took his 'slap and tickle' very seriously, and designed a 'sex dungeon' that would have made the Marquis de Sade blush. After completing the paperwork, we made our excuses and left!

Of course, it's not for a building surveyor to judge anyone's lifestyle choices, but working on licence to alter certainly provides some eye-opening insights into human nature. Best job in the world!

Bill Pryke

Bill Pryke heads up EK Licence to Alter, managing the team and several concurrent LTA applications. Equally at ease dealing with commercial tenants, residential leaseholders, freeholders, managing agents, engineers or architects, Bill's technical skills are matched by his personable approach, essential in our line of work.

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

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Feature: Relationships, Customer Service, Communication and Wellbeing

Intelligent Connections: New Technology and the Question of "Artificial" versus "Authentic" Client Service

Written by Gareth Rowlands, IT Director at JB Leitch.

www.jbleitch.co.uk

It's been hard to ignore the recent furore surrounding the advent of AI in tools such as Chat GPT and the multitude of practical applications that have been identified to make our lives easier. With fears that the latest technology will replace human counterparts in the workplace, Gareth Rowlands, IT Director at JB Leitch, asks whether artificial intelligence will be truly intuitive enough to provide emotional intelligence in the way we interact with colleagues, clients and each other.

New Technologies, Old Fears…

It is a long-established trope in science fiction. Our own creations outgrow us, supersede us and subsequently decide to dispense with us. It is the fear at the heart of Mary Shelley's Frankenstein – right up to 2001 and the Terminator films. New technology brings a new paradigm, yet the concerns surrounding AI mirror age old concerns about automation in industry and the consequent redundancy of human skills.

There's little doubt that new technology brings benefit to our personal and professional lives. The PC, the mobile phone, the internet – all have helped reshape our lives within a single generation. We rely on technology, but are we wholly dependent on it? No. Why?

Because the human animal is a social creature. We have endured and flourished because we learnt to communicate through language, cheated time by creating the written word and became civilised through relationships of mutual benefit.

The Personal Touch…

It is perhaps the relationship element that is most worthy of further consideration. Although AI and intuitive software can provide more efficiency, it can not yet provide judgment, discretion and emotional intelligence. From a client service perspective, the ability to engage directly with another person provides assurance, empathy and context. We build trust, understanding and sensitivity to others needs, and discretion and judgment in the way we communicate in delicate or stressful situations. We manage and balance a host of factors. Importantly this helps nurture a client relationship which is authentic. You are demonstrably making the time to foster and develop a relationship with a client and in terms of perception, not relegating them to an "artificial" substitute or automated response.

Balance & Benefit…

Research continues to indicate that "engaged" clients are more loyal, have more touchpoints with their chosen brands, and deliver greater value over their lifetime.

The adoption of new technologies and systems can undoubtedly enhance the client experience (CX) – particularly in a world of real time information retrieval via apps for shopping, banking, goods tracking, and more. AI powered chatbots are increasing in prevalence and can positively reduce the level of time and resource needed to direct and satisfy enquiries. The operational benefits and cost efficiencies are obviously compelling to businesses.

However, research also indicates that despite today's technology-dependent environment, many clients still prefer human agents to chatbots for their service engagements. The research for the annual Global Consumer Customer Service Report found that only about half of all respondents said that they would turn to a chatbot for a quick client service need. Perhaps unsurprisingly, the more complex or technical question, the more clients preferred a live support agent.

In short, people can react and adapt to the complexity of individual problems and resolve issues. An important point is that artificial intelligence programs and self-service applications only demonstrate value and benefit according to the information that resides inside their databases. If the client requires data only in a transactional fashion, so be it, however the more complexity, the more the need for the "human touch".

A Hybrid Way of Working…

Perhaps our main consideration should be how to best leverage new technologies alongside direct and personal engagement in client service. We can build integrated and intelligent connections that draw on the best of both worlds – providing clients with enhanced service and greater convenience. We can reflect on what is appropriate and where to deploy these solutions – for example, a chatbot or AI solution may work for channelling general or frequent enquiries, or providing a primary interface for information or data retrieval, but, should be able to intuitively filter and escalate complex matters when needed.

Final Thoughts…

In building our business cases for adopting and benefitting from these advances, we need to establish clear parameters and scale the personal or technological solutions against our client service standards. We should apply the litmus test of asking "what should a client expect in relation to a matter" and given the relative infancy of the technology, rigorously and repeatedly test our rationale. Technology is a tool, and we should still wield these new tools with care, precision and control.

And finally, if the super computers do get too powerful and seek to become our robot overlords? Maybe we should consider turning them off at the wall first?

About the Author:

Gareth Rowlands, IT Director at JB Leitch.

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

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

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

BuildingSafety@jbleitch.co.uk

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Feature: Relationships, Customer Service, Communication and Wellbeing

Nurturing Wellbeing and Relationships in Block Management

Fraser Allen
— Estate Management —
www.fraserallenem.co.uk

In the world of block management, where the smooth functioning of residential complexes relies on effective collaboration and harmonious relationships, fostering a sense of wellbeing among residents and maintaining healthy connections is paramount.

Block management professionals play a crucial role in creating an environment that promotes positive interactions and enhances the overall quality of life for residents. We would like to explore the importance of wellbeing and relationships in block management and provide practical tips on how to nurture them.

Above: Jodie Fraser

Creating a Sense of Community:

One of the key aspects of promoting wellbeing and positive relationships in block management is building a strong sense of community among residents. Encouraging a sense of belonging and connection fosters a supportive environment where individuals can thrive.

You could look to establish communication channels: Utilise digital platforms, such as community forums or social media groups, to facilitate communication and encourage residents to connect with one another.

Effective Communication:

Clear and open communication is essential for maintaining positive relationships in block management. It helps residents feel heard, valued, and informed about relevant matters and you could consider the following:

a) Regular newsletters or bulletins: Distribute newsletters or bulletins with updates on community activities, maintenance schedules, and important information, ensuring residents are well-informed and engaged.

b) Feedback mechanisms: Establish feedback channels, such as suggestion boxes or online surveys, to allow residents to voice their concerns, suggestions, or ideas for improvement.

c) Transparent decision-making: Clearly communicate decision-making processes, policies, and rules to residents, ensuring transparency and avoiding misunderstandings or conflicts.

Prioritising Wellbeing:

Promoting the wellbeing of residents is crucial for a thriving community as well as the wellbeing of the property manager. As a profession, we could contribute to residents' wellbeing by incorporating the following practices:

a) Maintenance and cleanliness: Ensure that the premises are well-maintained, clean, and safe, addressing any issues promptly. Regular inspections and proactive maintenance can prevent potential problems and enhance residents' satisfaction.

b) Safety and security: Implement robust security measures, such as surveillance systems, access control, and well-lit common areas, to create a safe living environment.

Conflict Resolution:

In any community, conflicts may arise from time to time. Effective conflict resolution is essential for maintaining healthy relationships. Consider the following approaches:

a) Mediation services: Offer mediation services or appoint a neutral third party to help resolve conflicts between residents, ensuring that all parties have a chance to express their concerns and find mutually agreeable solutions.

b) Clear dispute resolution procedures: Establish clear procedures for handling disputes and grievances, outlining the steps to be followed and the expected timelines for resolution.

c) Encourage dialogue and empathy: Encourage residents to engage in respectful dialogue, promoting empathy and understanding, and discourage any form of discrimination or harassment within the community.

Nurturing wellbeing and relationships in block management is vital for creating a vibrant and harmonious community. By fostering a sense of community, prioritising effective communication, promoting wellbeing, and having robust conflict resolution mechanisms in place, block management professionals can contribute to the overall satisfaction and happiness of residents. By implementing these strategies, we can create thriving residential complexes where residents feel connected, supported, and valued.

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

Fraser Allen Estate Management | info@fraserallenem.co.uk | 01242 399150

Fraser Allen
— Estate Management —

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Feature: Relationships, Customer Service, Communication and Wellbeing

Building Relationships Needs Good Service Delivery and Communication

www.4siteconsulting.co.uk

To develop a trusting relationship between service providers and clients a strong working relationship must be developed from the start, beginning with the foundations which all comes from knowing the client and their needs. What better way is there to achieve this than through effective means of communication to identify and understand the client's needs? Particularly in these times of change with recent updates from Government involving the safety of our buildings.

Having worked within the industry for over 15 years, 4site have developed a wealth of relationships across the UK focusing on the clients needs which we answer further in this article. Since 4site is passionate about delivering excellence and building strong relationships, we asked our Head of Client Services, Andrew Bull, to share some of his thoughts and tips on providing excellent customer service, and ensuring strong relationships through effective communication.

Above: Andrew Bull

Firstly, what do you consider to be good customer service?

"Good communication leads to great customer service, but the basis of that communication must be both honesty and clarity. There is no point promising answers, turnaround times or solutions that are unachievable, even if that does win favour in the in the short term. This is ultimately setting you up to let people down, which is what will be remembered in the long term.

If you have a solid and dependable service that you believe in, and a team who believe in it too, then your advice is always authentic and your reputation for this will grow organically."

How do you keep yourself organised and prioritise appropriately?

"Trying to keep organised in my everyday working life can be a full-time job in itself, but having a team that I can depend upon and who echo my customer-centric values affords me the time to review all interactions. In my opinion every client; big or small, near or far, deserves the same high quality of service that we provide."

Which attribute have you found is the most important when dealing with clients/customers?

"From both mine and 4sites' perspective, the most important attribute to hold when working in a client/customer service role is empathy.

It's very true to say that, sometimes, safety management requirements place a huge strain on an already busy property professional. It's so important to not only understand a clients' needs, but also to understand their situation and circumstances that have led to their request or enquiry – only then can you create a great bespoke solution for them.

Indeed, we are constantly adapting and improving our services, and the ideas behind these improvements comes primarily from our understanding of the needs of Property Management Professionals and how they interact with our services."

How do you use technology to support your role?

"We are now firmly in the digital age and technology is constantly advancing. This is clearly something that the property management industry has embraced – our services are no exception to this.

We provide an effective management web portal facility for people who use our services. Importantly, we've made it completely free to use so that users of our services are never restricted in their ability to manage risk at their properties.

Our team provide face-to-face web portal training across the country; in fact, in 2019 we pretty much completed a full 'Land's End to John O'Groats' of client visits, traveling the length of the country to train clients on how to make the most of these value-added services."

Final Words

Undeniably, everybody in a company has a part to play in providing great customer service and if your team work well together then you can rely on them to provide the same high-quality service that you would expect to receive personally.

Here at 4site, providing a good service that we can be proud of is part of our ethos. As well as having a dedicated Client Services team, we partner the use of technology with traditional forms of communication in order to ensure that everyone receiving the best level of service from us equally and that service is continually evolving with the industry.

For further advice contact us at www.4siteconsulting.co.uk, email office@4siteconsulting.co.uk or call our team on 01376 572936.

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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Feature: Relationships, Customer Service, Communication and Wellbeing

Customer Service

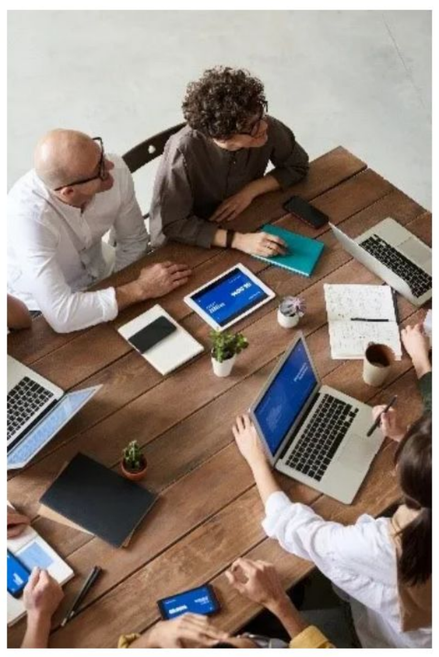
www.ardentlc.co.uk

When Ardent Lift Consultancy was formed in 2012, customer service was identified as a key consideration for the business. The thrill of getting a new client is always rewarding, and building on the initial introduction to our business is a priority for the team. By working on these relationships, we find that our client retention rate has been excellent since inception.

Whilst most of our day-to-day communications are conducted over email these days, there is no real substitute for a conversation with a customer, whether it is someone you have known for years, or someone new. Both parties get more from a conversation than they do over email, and this one-to-one connection helps to build on these relationships.

This has never been more applicable than during the lockdown periods we have all encountered in recent years. Teams became fragmented working from home, and the isolation this brought has been felt by us all in some way shape or form, and a 10-minute chat to break up a morning can help enormously. Utilising 'Teams', enables us to still provide that personal touch, whilst allowing those who may not have been able to attend face to face, to be fully involved with every aspect.

We always underline to our clients, (existing and new), that we would rather spend 10 minutes talking through a potential problem with them in a bid to resolve it, than have them spend hours looking for an answer we may already know, this is where Ardent can offer great value to customer and installer alike.



We have found that face to face consultations with stakeholders has worked extremely well for our projects, during these consultations:

- we give the stakeholders the relevant information on the upcoming project,
- people with a vested interest in the project are given an opportunity to ask questions to gain clarity,
- issues can be highlighted allowing us to offer a resolution, and
- the programme timings are discussed and agreed upon.

If we did not hold these consultations, risks and issues could escalate and become bigger problems further along into the project. Having consultations improves transparency, promotes buy-in, and instils confidence in the project's successful delivery. This is why Property and Facility Managers so often look to consultants in clarifying regulations, with constant changes in both technology and regulations it can be very difficult to keep abreast of both, and this is where Ardent can help, ensuring that the best value is always obtained from the lift industry.

Ardent's Lift Consultants can assist with measured, professional advice on the "must haves" along with the performance of equipment and contractors alike.

The correct level of Lift Consultancy can be utilised to:

- Ensure your maintenance provider is performing to the standard of your current contract (or write one more favourable to your client's needs)
- Advise on the paperwork produced by being an owner or operator of a lift (insurance reports, quotations, breakdown reports, etc.)
- Assess the condition of a single lift or of a whole portfolio
- Analyse the lift requirements of a building (whether it is existing or still on the drawing board)
- Specify a refurbishment or replacement to give the maximum value allowed within the budgetary constraints of the client

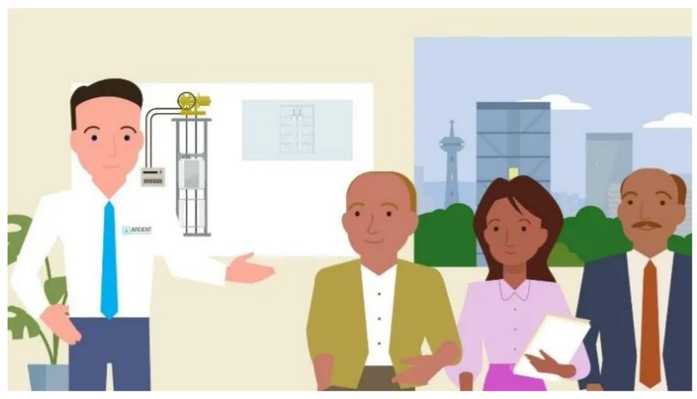
Ardent are committed in leading the way in customer service within the industry, and continually improve in this area as we seek better ways of working, but don't just take our word for it, our case studies not only give you a visual guide of what can be achieved with the right team but you can also read some testimonials from our happy customers https://ardentlc.co.uk/case-studies/

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

Visit our website: www.ardentlc.co.uk

Email us: info@ardentlc.co.uk

Call a member of our team: 07792 395 259



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

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Our services to support you on every level!

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Feature: Relationships, Customer Service, Communication and Wellbeing

Adiuvo: Communication under Pressure

Written by Colin Stokes
MD of Adiuvo
www.adiuvo.org.uk

As the theme of this months publication is Relationships: Customer Service, Communication and Wellbeing we thought it may be useful to get some tips from our staff here at adiuvo on dealing with customers who call (like they mostly do in our experience) when they have an emergency.

This is as here at Adiuvo we have direct communication with customers who call (like they mostly do in our experience) when they have an emergency.

I know it sounds obvious, but our first tip is to REMAIN CALM firstly that's easier said than done

The caller might yell, curse, and spew negativity at the response to a burst water main (even though it's not the managers fault) but 9 times out of 10 a calm, consistent, and professional tone helps to quickly deflate the situation and the caller understands we are here to help.

Responding in a similar manner is the one thing that is guaranteed to do is escalate hostilities

So again, it may sound basic but always great to remember our number one tip when communicating… REMAIN CALM.
Listening is key and specifically active listening. The first thing an angry customer wants is to vent and to do that they need someone to listen. Unfortunately, sometimes you are that person. Listening patiently often can defuse a situation. When a customer feels that their complaint is being taken seriously and fully acknowledged they often respond positively. them out.

Repeat back what your customers say to ensure that both of you understand the issue is. Summarise their concerns and the customer knows you have listened and understood. It also gives them the opportunity to add pertinent details they may have forgotten during an initial outburst.

Thank them for bringing the issue to your attention; a call is an opportunity to show what service and procedures you have in place and it makes the customer feel like their call, and therefore they, are valued.

Explain the steps you'll take to solve the problem.

In our case this may be an immediate contractor instruction or reporting back to "the main office" (our client) for the next working day. Your customer needs to be made aware of what steps are being taken and on what timetable, and that there is reliable communication. Crucially you then have to actually do what you said you would or the issue will be exacerbated. If the initial proposed solution is subsequently not possible then reverting to provide an update is similarly just as important.

Unfortunately, it is necessary to say "no" in our profession. With the best will in the world for example, we cannot as Block Managers attend to internal issues. We find that so long as we can advise the correct avenue for callers to proceed with (rather than just the no) we can avoid most of the ill feeling so be aware of the suitable channels to direct callers if it is something that it is not within your remit Take time after a stressful call to reboot, even if you've handled the situation in the most professional way possible.

A quick break can work wonders. So that's the top tips from our team here who have possibly the most experience in the industry. We looked at dealing with difficult calls whilst trying to provide excellent customer service and communication.

Adiuvo are a call handling service for the property management industry having currently handled over 895,000 emergencies in 15 years. For more from them, **click here.**

For more from Flat Living, you can also click **here.**

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

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

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Feature: Relationships, Customer Service, Communication and Wellbeing

Simplifying Back-Office, Amplifying Customer Relationships!

B-hive Block Management Partners

www.b-hivepartners.com

In today's competitive business landscape, cultivating strong and lasting customer relationships is integral to achieving new clients, winning new business and sustainable growth.

However, the demands of managing back-office operations and ensuring regulatory compliance can often take valuable time and resources. That's where B-hive Block Management steps in, providing comprehensive support to handle the back-office complexities, allowing you the freedom to focus on building meaningful client relationships and expanding your customer base. Let's explore how partnering with B-hive Block Management empowers you to grow your business while they take care of the administrative tasks.

Streamline Your Back-Office Operations:

Partnering with B-hive Block Management provides your business with a seamless experience in handling the complexities of back-office operations. From service charge accounting to software solutions and a user-friendly client portal, B-hive ensures that all back-office tasks are efficiently managed. By entrusting these responsibilities to B-hive, you can rest assured that your administrative needs are in capable hands, allowing you to concentrate on building and nurturing long-term customer relationships.

Ensure Regulatory Compliance:

Navigating compliance requirements can be overwhelming, especially in the realm of block management. B-hive Block Management's dedicated team stays up to date with the latest regulations and ensures that your operations remain compliant at all times. From handling legal documentation to managing statutory accounts, B-hive provides comprehensive support to alleviate the compliance burden from your shoulders. This enables you to focus on what truly matters: building and nurturing your customer relationships.

Unleash Your Business Potential:

By partnering with B-hive Block Management, you unlock the potential for exponential business growth. With the back-office operations expertly managed, you have more time and resources to dedicate to expanding your customer base and pursuing new business opportunities. B-hive's efficient service charge accounting systems and streamlined processes ensure that financial matters are handled with precision, leaving you free to focus on strategic growth initiatives and building your brand's reputation.

Exceptional Client Experience:

B-hive Block Management believes in providing a seamless and exceptional client experience. With their user-friendly client portal, your customers can access relevant information and updates easily, fostering transparency and trust. By entrusting the back-office responsibilities to B-hive, you can dedicate your energy to delivering personalized and attentive service to your clients, solidifying their loyalty and satisfaction.

Build Strong Customer Connections:

Customer relationships are indispensable to any successful business. With B-hive taking care of the back-office operations, you have the freedom to engage in meaningful interactions with your customers. From providing personalized services to offering timely support, you can nurture these connections and build trust, fostering customer loyalty. B-hive empowers you and your business to deliver exceptional customer experiences, knowing that the operational foundation is in capable hands.

Expand Your Business Horizons:

With the invaluable support of B-hive Block Management, your business can shift its focus beyond day-to-day operations and pursue growth opportunities. Whether it's expanding into new markets, diversifying service offerings, or acquiring new customers, the freedom gained through partnering with B-hive opens doors to untapped potential. With B-hive as a reliable partner, you can confidently explore new avenues for success.

Partnering with B-hive Block Management is a game-changer for businesses seeking to thrive in an increasingly competitive market. By entrusting their team with the management of back-office operations and compliance, you gain the freedom to nurture client relationships and foster business growth. With B-hive's comprehensive support, you can focus on what truly matters: delivering exceptional service, expanding your customer base, and taking your business to new heights. Embrace the power of B-hive Block Management and unleash the full potential of your business.

Contact us now to find out more:

0333 032 5920

info@b-hivepartners.com

www.b-hivepartners.com

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

B-hive Partners | 0333 032 5920 | info@b-hivepartners.com

B-hive Block Management Partners

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Jamie has over a decade of experience working on some of London's most exclusive addresses and properties of historic interest. As a Chartered Surveyor, Jamie's knowledge, ethics and passion for property management are second to none. After gaining experience working with some of the UK's largest and boutique agencies, Jamie drew on his skills to establish Olympus Management last year.

"I heard of B-hive Partners and their good reputation from places where I had worked before. When I started speaking to them, the Business Relationship Manager was terrific and I could easily see all the benefits of working with them, rather than trying to do everything by myself. B-hive have been very responsive and, using their interactive portal massively streamlines the process, with everything done digitally, methodical workflows, and key activity logged in a transparent manner.

I know that anything to do with finance, compliance, or company secretarial duties will be taken care of and completed professionally. I am really pleased so far and looking forward to a long and mutually beneficial relationship as the Olympus Management portfolio continues to grow."

Jamie Fletcher MIRPM MRICS - Founding Director
www.olympusmanagement.co.uk

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Sam is a fellow of the Royal Institute of Chartered Surveyors (RICS) and the cofounder of Doyenne, ambassadors pioneering for women in the residential property market. Sam is no stranger to ground-breaking efforts in block and estate management and the launch of her new business, SAMAS Property Management, powered by B-hive, is an exciting proposition.

As an experienced block management expert, B-hive will support Sam on her journey and bring her vision to life. We will deliver all the
back-office services, including those pertinent to Health and Safety, compliance, robust technology and compliant service charge
accounting, all of which are necessary in an ever-evolving legislative market.

"I have been approached countless times in the last 20 years to consider starting my own managing agent and have finally decided to take the plunge. I know I will have the backup I need from B-hive to deliver the engaged and collaborative management service that I believe in."

Samantha Massey FRICS FIRPM - Managing Director www.samas.uk

SAMAS Property Management

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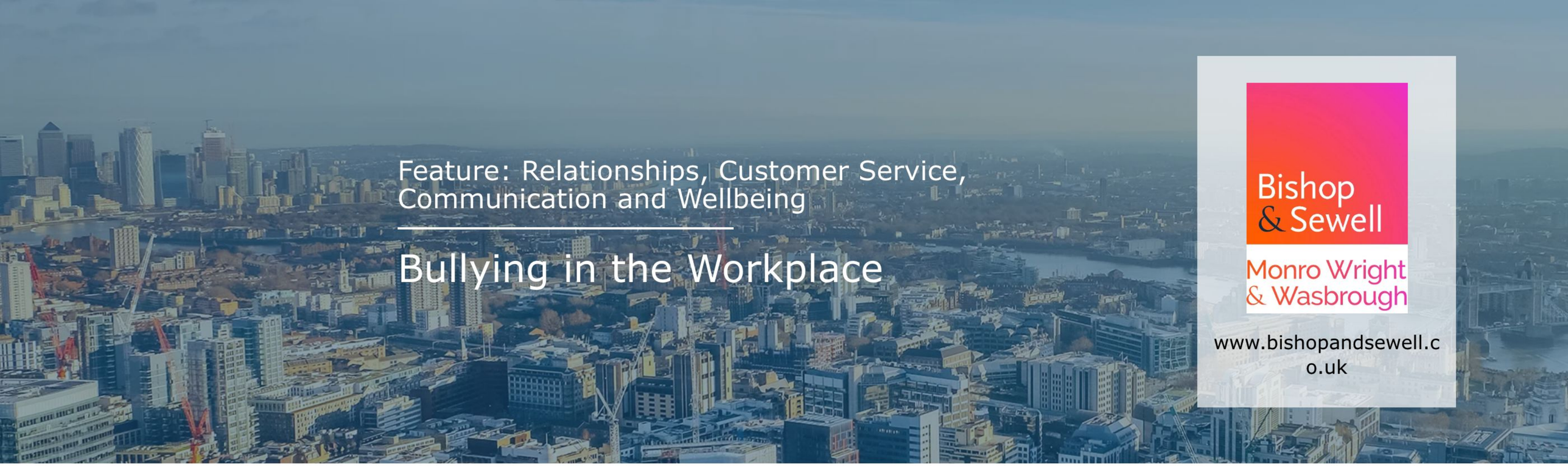

Feature: Relationships, Customer Service, Communication and Wellbeing

Bullying in the Workplace

www.bishopandsewell.co.uk

Rhian Radia, a Partner and Head of the Employment team at Bishop and Sewell, looks at the issues faced by employees and employers, and suggests that businesses should not only look to create an environment and culture of respect, but also keep workplace policies up to date and adopt a zero-tolerance position on all allegations of bullying and harassment.

The Problem

From Whitehall to the CBI, 2023 has seen its fair share of headlines highlighting the ugly and depressingly commonplace issue of bullying in the workplace.

The line between assertive leadership and bullying will be different for different people. Intention is irrelevant and there is no distinction between a physical or verbal bully. A forceful reaction to allegations of bullying, be that in press statements or in the Employment Tribunal, usually speaks for itself.

Above: Rhian Radia, a Partner and Head of the Employment team at Bishop and Sewell.

The Law

Despite it being commonplace, there is no such employment claim as "bullying" at work. Individuals who are the victims of workplace bullies often continue to work unsure of which way to turn.

Individuals who are harassed because of a "protected characteristic" under equality legislation, for example, their age, race, sex or religion will have a potential claim. This gives individuals greater protection compared against standalone bullying. Victims may choose to turn to a myriad of other laws for protection, such as health and safety, personal injury or whistleblowing law, but it can be very difficult to bring a successful claim. Most simply do not bother.

Instead, individuals continue to work, often to the detriment of their health, until it becomes too much and resign. In those instances, claims for constructive dismissal can be brought, with cases often settled before they reach an employment tribunal. Constructive unfair dismissal claims require two years of service.

Expert Advice

Physical and online bullying can take many forms including overbearing supervision, constant criticism, exclusion from workplace events or communications, or aggressive or demeaning behaviour.

Employers should take any complaints seriously and respond swiftly, following the procedures set out in workplace policies. Grievances will need to be investigated with the views of both parties considered together with those of any witnesses.

Employers will need to make a judgment call on whether complaints can be resolved informally or via formal disciplinary processes. Either way, a clear timetable should be shared with all parties.

Workplace mediation can be a helpful way to bring parties together to discuss and resolve their differences. It is a voluntary process led by an independent third party. Mediation is not, however, suitable where more serious allegations are made.

In some instances, it may be appropriate to suspend an employee during an investigation. Suspension should not be a knee-jerk reaction given the scope for damage to reputation and the fact that it can be hard to return from a suspension.

Individuals who are bullied in the workplace should not suffer in silence. They should raise complaints with their line manager or with a member of the HR team. A diary of incidents should be kept.

Where bullying has an impact on physical health, medical advice should be sought and shared with an employer. Employers should consider occupational health referrals when an employee speaks up about health and wellbeing being impacted by bullying at work.

Employers should look to create an environment and culture of respect. A clear message of a zero-tolerance approach to harassment and bullying is a good place to start. A robust workplace policy that is communicated to all staff is essential. Those values should be reinforced through induction processes and regular training.

Checklist

- Don't let rumours or allegations of harassment and bullying drift. Take swift action, keeping in mind fairness and consistency.
- Consider workplace mediation. But be alive to the nature of the complaints and be realistic about whether that will work.
- Be proactive. Keep workplace policies up to date.
- Adopt a zero-tolerance position on all allegations of bullying and harassment.

Beware

Rhian Radia, Partner and Head of the Bishop & Sewell Employment team:

"Businesses need strong leadership but that should never be an excuse for workplace harassment and bullying. Everyone has the right to be treated with dignity and respect. The standards do not vary according to the industry sector and Employment Tribunals will not buy the suggestion that you have to be "tougher" to work in certain fields. It is in the hands of employers to protect their staff from harassment and workplace bullying. What does protecting a bully say about an organisation's culture and values? At the end of the day, that bully will more likely than not become a liability."

For initial advice or to arrange a meeting the Employment team, please email employment@bishopandsewell.co.uk or call on 020 7631 4141

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

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Feature: Relationships, Customer Service, Communication and Wellbeing

Shaping Exceptional Client Relationships in the Property Management Industry: A Spotlight on HML Group

www.hmlgroup.com

In today's interconnected world, the online landscape has become a powerful platform for expressing opinions and sharing experiences. It's a place where anyone can voice their thoughts freely, both in praise and criticism. However, a peculiar trend has emerged from the depths of this digital realm – the inclination to vocalize dissatisfaction rather than appreciation. How often do we take the time to write a positive review about a product or service that genuinely pleased us? It is an unspoken truth that when things go smoothly, we simply move on with our lives. The satisfaction derived from a product meeting expectation or a service being efficiently delivered doesn't typically inspire us to shower accolades on the responsible party.

Conversely, when we encounter the slightest inconvenience, when things fall short of our expectations, or when a glitch disrupts our seamless experience, the internet becomes a stage for venting frustrations. We feel compelled to "do something about it," and in this digital era, our first instinct is to rush online and write a negative review or complaint.

Regrettably, this tendency often results in an unbalanced portrayal, where companies are judged not by the number of satisfied customers, but by the volume of negative reviews posted online. The achievements of a company go unnoticed and unmentioned. What this skewed representation fails to capture is the reality that, for every negative review, there are countless positive experiences where dedicated staff members have gone above and beyond to ensure customer satisfaction.

This phenomenon is evident within the property management industry and has added to the figures outlined in the recent ARMA and IRPM Industry and Wellbeing Survey Report 2023, where 65% of respondents indicated their mental health was at risk from their work. Now in its third year, the wellbeing survey continues to reveal the complex and difficult challenges Property Managers to face on a daily basis, many of which are impacting on their mental health.

At HML, the online world may be scattered with occasional negative reviews, but the reality is that there are countless stories of exceptional customer service and strong client relationships that deserve recognition. And so, we delve into the less frequently told tales of good service, and share the stories from our very own dedicated and passionate members of staff, who consistently go above and beyond their duties. These stories serve as testament to the true faces of HML, and as a reminder that we should celebrate positive experiences as much as we scrutinise the negative ones.

"Compassionate Property Manager's act of kindness shines light on support for vision impaired"

Inthe push to 'go green' and get all clients into the digital age, a vision impaired client was facing difficulties with email communications. Instead of providing information, the digital correspondence had become a source of stress and discomfort due to the customer's vision issues. Having often felt side-lined and dismissed by other organisations, they approached HML with trepidation, half-expecting a similar dismissive response.

To their immense relief, the HML staff member not only displayed understanding but actively sought to help by reading the content of the blurred emails aloud. This simple act shattered the digital barrier that had caused immense frustration. Additionally, the PM sought the help of HML in-house IT team to help locate an appropriate add-on which gave the Client, the ability to have all emails read out aloud. The PM's empathetic approach resonated deeply with the customer, prompting them to advocate for more inclusive services in other companies and organisations. This heartfelt display of empathy exemplifies how we at HML are forging stronger connections with clients, regardless of their age or disabilities, by addressing their individual needs and fostering a culture of inclusivity.

"The Perfect Storm"

Picture this – it's winter and all Residents are home enjoying the safety of their homes – next minute, loss of electricity and more importantly gas services. Thankfully the HML after hours team were on hand to help coordinate urgent help and inform the local PM Team of a vehicle collision with the energy centre. Within hours, the local PM Team had engaged the maintenance contractors, were onsite assisting the emergency services, handing out bottles of water and coordinating alternative accommodation with the building insurer.

At the time of the emergency, Residents had clear instructions on who to contact and affected residents were kept updated throughout each stage of the incident through the portal, until resolution and reinstatement of all services. It's important that Residents are regularly informed of emergency arrangements in case of such emergencies, which demonstrated whilst they were frustrated by the inconvenience, residents were relieved to have a competent and professional managing agent in HML.

"You can't make this up – fire safety a very real concern"

Fire safety is a very real concern for everyone, more so for those living in a residential building who rely on their community and Property Manager to keep each other safe. Unfortunately for two HML clients on the same weekend, fire started within individual apartments (due to a candle and cigarette butt respectively) and the need for HML to instigate emergency protocols commenced.

From Manchester to London, local Property Management teams swiftly mobilised on each site, supported by the HML Health & Safety Team, to establish connections and prioritise the well-being and safety of the residents. Pleasingly, all fire risk assessments were up to date, promptly addressed, and the fire safety equipment had been maintained in accordance with legal requirements.

Both local PM teams, well-versed in effective procedures, approached the incidents calmly and efficiently. Their competence can be attributed to the comprehensive training and expertise offered by the HML Training Academy.

"Building Communities"

In yet another encounter, a new Resident shared their positive impressions of living in a building managed by HML. Having previous experiences as both a Resident and a Landlord in managed buildings, this individual quickly recognized the difference in HML's approach. The friendly professionalism of the HML staff, particularly the onsite Concierges, played a pivotal role in making the Resident feel welcome and secure.

The HML team ensured that residents were aware of their responsibilities within the building's community, employing a firm yet amicable approach. Unexpected delights such as celebrating the Queen's Jubilee and hosting Christmas parties fostered a strong sense of camaraderie among the Residents. The conscientious efforts and attention to detail exhibited by the HML staff transformed the building from a mere residence into a happy community.

In an industry like property management, where each interaction has the power to make or break client relationships, it is crucial to acknowledge the uniqueness of every client. Patience, understanding, and a willingness to assist are the cornerstones of excellent customer service – these qualities, coupled with an unwavering dedication, form the foundation of remarkable client relationships, offering a counterweight to occasional negative reviews.

Through these shared interactions, it is clear our staff at HML go above and beyond on a regular basis and is not an isolated initiative but an intrinsic part of our work culture to be a client-centric business. It stands as a testament to our commitment to building enduring and positive relationships with clients. By recognising and celebrating these positive experiences, we gain a deeper appreciation for the transformative power of exceptional customer service in shaping the property management industry. Despite the occasional negative review, the multitude of positive experiences serves as a resounding affirmation that HML not only fulfils its duties but goes above and beyond to deliver outstanding service to its clients.

If you would like to find out more about HML, contact one of our Property Experts today on: 0333 032 5955
Or email us at info@hmlgroup.com

For more from HML Property Management, click here.

HML are specialists in the estate and block management market, providing our clients with a personal, professional and dependable service that our clients deserve.

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Feature: Relationships, Customer Service, Communication and Wellbeing

How Property Manager Wellbeing Supports Successful Leaseholder Relationships

ENCORE

www.encoreestates.co.uk

The Importance of Wellbeing Support

Wellbeing support and its place within company culture is a topic we are all familiar with. However, sometimes it is talked about too generally, and the specific wellbeing efforts organisations make for their people, as well as the tangible benefits, are unclear. Some even consider it 'nice to have' rather than an essential way to bolster their teams, their people and overall business success.

As recent winners of the ARMA Wellbeing Award, we believe wellbeing shouldn't be a bolt on, a buzzword or an inconsistent touchpoint. It should underpin all the professional and technical resources a company offers its people.

Why Should Organisations Invest in The Wellbeing of Their People?

The most recent ARMA and IRPM 2023 Wellbeing Survey report, shaped by responses from over 700 UK property professionals, revealed the range of complex challenges property managers face.

Some of the findings are worrying but the good news is, it's in our power to change them.

For instance, respondents posted an average 'happiness' score that was 18% below the national average and 65% of respondents said their mental health was at risk from their work. Taken together, the survey found that one third of respondents may look to leave the sector over the next three years. We don't want that to happen, so we need to do everything we can to turn that figure around.

Staff turnover is rarely a good thing. There are significant financial costs, as well as service level and cultural impacts – not to mention the impact on client, customer and other external stakeholder relationships.

HR Review states that overall employee turnover rates in the UK are likely to exceed 35% – so how do we help keep people settled and motivated?

Encouragingly, the ARMA and IRPM data supported the fact that if employers take active steps to reduce their people's workload pressures and challenges, wellbeing will increase, meaning they'll be more likely to stay longer and add value to a business.

Our philosophy is simple. We believe that if our people are happy, they will enjoy what they are doing, do a great job for our clients – and want to stay with us. Our company has always had a family culture, so looking after our people is important to us. That means equipping them with the right wellbeing tools and ongoing support to bolster their existing skillsets and help them forge long-lasting and productive relationships with each other and our clients.

How Does This Affect Property Managers and Leaseholders?

As any leaseholder knows, a productive relationship with a property manager is important for the effective management of their home and building community. The best leaseholder-property manager relationships are long-term and founded on a comprehensive understanding of a development and its community's requirements and needs.

But the role of a property manager can be challenging. Juggling the wide range of responsibilities the role requires, and navigating conflict, complaint and customer service can be tough – especially if leaseholder emotions are running high.

The pandemic (during which people were confined to their homes), combined with the post-Grenfell building safety environment (whereby some people have incurred large costs or haven't been able to sell their homes), and increased cost-of-living challenges have heightened the focus on building management like never before. Being able to agilely navigate varying challenges and stakeholders is certainly a skill, but the right support can mean that personal wellbeing is not affected as a result.

Above: Joaquim Fillola, Encore CEO.

A well-supported property manager will have the resilience and confidence to constructively approach challenges and remain positive and happy in their role longer term, a win-win for both leaseholders and property managers.

Encore's Approach to Wellbeing

At Encore, we understand the everyday pressures and stresses our property managers face. We are committed to proactively equipping them with tools to help deal with wellbeing issues and offering ongoing and wide-ranging initiatives in these areas.

"The ARMA Wellbeing Award recognises that we are a strong family and that we support each other's growth and development while coping with the challenges our industry brings." - Joaquim Fillola, Encore CEO

There are three important foundations that we've put in place.

First, we believe that having an actual office (despite having agile working arrangements) promotes good wellbeing. Having a collaborative and productive workspace means we can share what we're working on and, importantly, how we are feeling with our team members and wider colleagues.

Our office space is also the perfect location for regular learning sessions and non-work related team activities which help build long-lasting internal relationships, in a relaxed environment. We find that when people don't have a base, they can become disconnected and isolated.

Second, we have placed great importance on having systems that really work. It might sound like a given but everyone that joins Encore is amazed at how we do things and the tools we provide to do the job. When they compare us with others, they realise that a lack of integrated systems or having up-to-date information at their fingertips makes life unnecessarily complex, time-consuming and stressful. Having departments not talking to one another, or not having a 'can do' culture doesn't set anyone up to succeed or provide a good service to clients.

Third, we aspire to high levels of professionalism, but we do this within a 'family' culture, – not a cold, 'corporate' culture that is alienating. We know and understand each other well, and thanks to our high retention rates, many of us have worked together for a long time. We celebrate achievements, encourage each other, share challenges, and pull together when we need support. This allows us to do our best, to succeed and be happy in our work, for longer.

With these important foundations in place, to support and boost the wellbeing of our people, we take a four-pillar approach. Our first pillar, 'Helping Others' includes regular foodbank collections, hospice volunteering, as well as a week of activities for Comic Relief. We also champion physical wellbeing.

Our second pillar embraces just that, and includes mid-week exercise sessions and running clubs, to name just a few. Our third pillar, 'Taking Care of the Self' provides access to a Smart Health programme which includes access to an online GP, counselling and nutrition advice. We also offer Perkbox subscriptions and give our people their birthday off work.

Our fourth pillar is dedicated to promoting a happier and social workplace, with 'Bring Your Dog to Work' days, and enhanced budgets for team building and engagement events.

We're continually evolving our Encore Academy training programme with new topics on mental health, resilience, self-confidence and motivation. We know a better work-life balance contributes significantly to well-being, so we've implemented several initiatives, including reducing hours in the working week and offering a choice of start and finish times.

The Benefits of Our Wellbeing Approach

Despite the challenges highlighted in the ARMA and IRPM 2023 Wellbeing Survey, in our most recent company study, over 90% of our people said Encore is 'a great place to work'. Not only that, 97% said they and their coworkers have 'a good working relationship' and 83% said their manager 'motivates them to achieve their best'.

We can all attest to the fact that being happy in your work means you are likely to stay in a role longer.

We're pleased to achieve a retention rate of nearly 90% for people who have been with the company for more than 12 months – that's well above the industry and UK average.

Property management is an interesting, dynamic and professional sector where you can have a big impact on other people and the built environment. It's our collective responsibility to ensure it remains an attractive sector for current and future people working in it.

We believe that making our workplace as attractive as possible and setting our people up to succeed underpins everything we do. Well supported people have the resilience and confidence to constructively approach challenges and remain positive and happy in their role, long term.

This benefits not only a business overall, but when individuals are happy, wider teams and client relationships become stronger and longer lasting.

Final Thoughts

When it comes to long-term relationships between leaseholders and property managers, the benefits cannot be underestimated. It means leaseholders don't have to keep adjusting to new faces, new approaches and experiencing the frustration of explaining ongoing issues multiple times. Likewise, property managers who are well qualified to do their job and happy in their role, benefit from seeing the outcomes of their hard work prosper and communities evolve and thrive.

To learn more about Encore, click here.

As property professionals, we created Encore in 2004 following our own experience of receiving poor management and the difficulty of finding a managing agent with the right aptitude and attitude. We chose the name Encore because it symbolises a great performance - which is what we strive to deliver. From the beginning we've adopted the philosophy of 'taking care of your property as though we live there'.

Encore | 0207 426 4970 | info@encoreestates.co.uk

ENCORE

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Feature: Relationships, Customer Service, Communication and Wellbeing

Taking Charge of Employee Wellbeing in Property Management

www.jfm-management.co.uk

Strong relationships are the bedrock of the property management industry. However, an increasingly complex landscape, with new legislative demands and daily challenges, can impact these relationships and, significantly, staff wellbeing. As one of many industry professionals attempting to "tough out" this period I believe we have our work cut out. Alongside my co-founder at JFM, James Farrar, I (Joe Mallon) strongly advocate that we foster an environment that prioritises employee wellbeing.

The Stress of Regulatory Changes and the Growing Impact on Wellbeing

Post-2021, changes in Fire legislation have brought about added pressures in the property management sector. These pressures, combined with daily complexities, can impact employee wellbeing significantly. Now, more than ever, the industry needs to foster supportive environments that prioritise wellbeing as a fundamental response to these pressures.

Key Takeaways from the IRPM Wellbeing Survey

The IRPM wellbeing survey provides us with a wealth of information about the current state of our industry. Some essential findings include:

- The industry's 'happiness' score sits at 18% below the national average, showing room for positive growth
- With 20% of roles open throughout the year, there's a broad landscape for new talents
- Mental wellbeing is a key focus area, with 65% of respondents acknowledging its importance
- The number of professionals noting physical demands in their roles rose slightly to 29% in 2023
- 75% of respondents noted a rise in workplace stress levels, suggesting the need for supportive strategies
- An interesting pattern has emerged, linking workload pressures with future career choices in the sector

These takeaways guide us towards areas we need to address, creating a brighter, healthier future for all in property management.

Harnessing OKRs and CFRs to Encourage a Culture of Wellbeing

At JFM, we believe in proactively championing a culture that prioritises staff wellbeing. Considering the industry trends, implementing strategies such as Objectives and Key Results (OKRs) and Conversations, Feedback, and Recognition (CFRs) is more crucial than ever.

These strategies enable us to create ambitious wellbeing goals with staff at the heart. The OKRs, originating from the innovative minds of Silicon Valley, have proven their mettle in giants like Intel and Google. They offer a straightforward method to align everyone with our vision, fostering a sense of unity and purpose. Alongside OKRs, CFRs facilitate open dialogue, constructive feedback, and well-deserved recognition, boosting morale and promoting a healthy workplace environment. By weaving these strategies into our work culture, we're striving to balance the scales and create a vibrant, supportive setting for all at JFM.

Encouraging a Culture of Wellbeing: A Shared Responsibility

A silver lining from the IRPM survey is that a high proportion of respondents (71%) continue to take positive steps towards controlling their wellbeing, showing that personal responsibility for wellbeing remains high. While the onus on companies to create supportive environments is clear, this highlights that wellbeing is a shared responsibility, one that we all need to engage in.

A Call to Arms for the Property Management Industry

In the business world, service awards often grab the limelight. Focusing on client needs is vital, of course. But at JFM, we find immense value in recognitions like 'employer of the year' and 'wellbeing champion'. Being highly commended in these categories at the PMAs 2022 and ARMA Ace Awards 2023, alongside customer service, speaks volumes. It's a clear sign we're moving in the right direction and our efforts are being recognised.

Now is the moment for the property management industry to actively champion employee wellbeing. Creating a supportive and communicative environment is essential. It's our best bet to navigate the challenges within our sector. Together, we can cultivate a resilient workforce, enhancing relationships and service delivery. The commitment to wellbeing isn't an option; it's an integral part of reshaping property management's landscape.

Author:
Joe Mallon, Joint Managing Partner at JFM Block & Estate Management.

For more from JFM Block & Estate Management, click here.

JFM Block and Estate Management are specialists in the field of residential leasehold management in London and the Home Counties. They are also also experts in dealing with mixed-use developments and private freehold housing estates.

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Feature: Relationships, Customer Service, Communication and Wellbeing

Creating a Culture of Wellbeing in the Workplace: Top Tips from Alpha Housing Services

ALPHA HOUSING SERVICES LTD

www.alphahousingservices.co.uk

As a property management agent, your top priority is ensuring your leaseholders and homeowners are safe, satisfied, and happy with their living conditions. But what about your own team?

Wherever you look, studies show employees who feel supported and empowered in their jobs are happier and less likely to leave, and we've seen the difference it makes to staff first-hand within Alpha.

Having put wellbeing at the top of our agenda this year, we've made numerous changes in the business, many of which led to our shortlisting for the new ARMA wellness award.

Piers Wrangham, Alpha's Managing Director, points out, "As a company, we realised the importance of addressing employee wellbeing in the wake of the pandemic. Our team members have always been our greatest asset, but the challenges posed by the pandemic have since highlighted the need for us to ensure staff wellbeing remains at the forefront of our priorities. We've continued to work hard to invest in our team's wellbeing to help them personally and professionally thrive."

So from Alpha, here are our top tips on putting wellness first in your workplace:

Tip 1: Shine a Spotlight on Wellbeing for Enhanced Awareness

If you're unsure where to begin when optimising wellbeing in your company, then start by showcasing its importance to your team and stakeholders.

At Alpha, we hosted a wellness week focusing on our team members moods, teaching yoga, making fresh juices and playing music. Whether it's a whole week or even just an hour dedicated to self-reflection and staff welfare, taking time to spotlight wellbeing will go a long way to get everyone bought in.

Tip 2: Embrace Open and Transparent Communication

Lack of communication is a pervasive issue in businesses worldwide, and you shouldn't overlook the detrimental impact it can have on staff and company successes.

Allowing team members to freely express their thoughts, concerns, and ideas creates a culture of openness and increases trust and collaboration.

We've found that our weekly team huddles are a great place to open up and share ideas with those in the office. For others working remotely, having multiple communication channels has been fundamental in keeping our teams connected and free to express worries without being affected by proximity bias.

To further develop our internal communication and deepen our understanding of one another's needs, we recently implemented Clarity 4D profiling for our team, which we reviewed during an off-site team day. This initiative was highly appreciated and successfully strengthened the bond across the company.

Tip 3: Promote Collaborative Decision Making

One of the best things we have done at Alpha has been to place our staff at the heart of our decision-making processes. It has meant we have implemented the benefits and opportunities our team genuinely care about. From access to counselling services, more get-togethers and annual leave options for special days, our staff have chosen the wellbeing benefits that matter to them most.

Tip 4: Invest in Continued Professional Development

We have always valued career advancement and personal growth and fund many courses for our staff development at Alpha. Continued professional development improves confidence and mental wellbeing, but it doesn't have to cost the earth if you're working to a tight budget. We've found that even simple things like having an inspirational reading list available can help to boost creativity and reignite enthusiasm for our team.

Tip 5: Build a Strong Sense of Community

Whether it's team-building activities and company-wide events or celebrating milestones and awards events together, we've learnt that maintaining a strong sense of community and connection is a huge benefit to staff wellness regardless of role or position. The feeling of belonging for everyone in our team has meant that we can always rely on one another and share challenges, ultimately leading to lower stress levels and improved wellbeing.

Achieving workplace wellbeing is an ongoing journey with no one-size-fits-all solution. Each organisation has its own unique dynamics, challenges and budget constraints to consider.

As a property management company, we understand customer service is paramount, but it shouldn't come at the expense of staff welfare. To effectively care for our tenants, customers and contractors, we all need to prioritise the wellbeing of our teams, establishing a positive cycle that benefits everyone involved. So make wellbeing the top of your workplace priority today, and use these tips to help start that process.

To learn more about Alpha Housing Services, click here.

We offer a personal yet professional service providing guidance and control for Blocks and Estates upwards of ten properties. We relieve the increasingly complex burden of day-to-day estate management from Directors/Leaseholders/Freeholders, whilst keeping them in control of decisions that affect the property development. Our services encompass the following categories: General Management, Property Management, Financial Management.

Alpha Housing Services | 01823 270661 | info@alphahousingservices.co.uk

ALPHA HOUSING SERVICES LTD

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Feature: Relationships, Customer Service, Communication and Wellbeing

Employee Wellbeing Is Fundamental If You Want to Deliver Great Service

www.rendallandrittner.co.uk

In the world of block management, where the smooth functioning of residential complexes relies on effective collaboration and harmonious relationships, fostering a sense of wellbeing among residents and maintaining healthy connections is paramount.

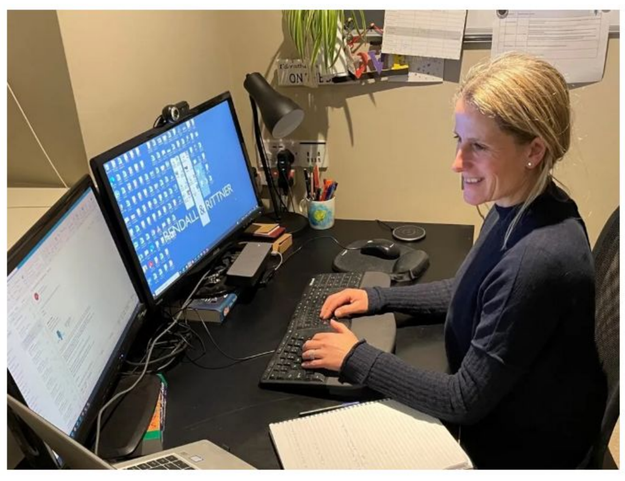
Cat Orezzi is Rendall & Rittner's HR Director. Having joined the company in 2017, Cat recently became a group board director giving the company's people initiatives even greater impetus. Here she explains how Rendall & Rittner supports the wellbeing of its employees.

What is Rendall & Rittner's approach to staff wellbeing?

Our employees are integral to everything we want to achieve as a business, so it is crucial that they feel valued and empowered. We are very proud of our Investors in People Platinum accreditation, which demonstrates our commitment to great workplace practices and people management. Our wellbeing strategy is built around four pillars – mental, physical, social and financial. We base our activities around them and continuously develop initiatives further to feedback from our employees.

What initiatives has the company put in place to look after staff wellbeing?

We use an employee engagement and wellbeing programme called LifeWorks, which includes support for a wide range of work, health, financial and life issues. The many benefits it offers include confidential counselling sessions, wellbeing assessments and toolkits, online exercise classes, and gym and retail discounts. It is available for free to all employees and their families. We use a wide range of channels to communicate with colleagues on wellbeing matters including monthly broadcasts, intranet, team meetings, our staff newsfeed and colleague recognition, so that they feel connected and engaged.



How do you support employees' mental health?

This is a key area we pay attention to. Among our employees is a team of trained mental health first aiders who can identify, understand and help colleagues who may be experiencing mental health issues. We run various activities that promote understanding of these matters for example during Mental Health Awareness Week and Stress Awareness Month we run training, events and signpost to online resources.

We run training, via both eLearning and instructor led sessions, to promote good mental health and build resilience. It is helping us to implement our unreasonable behaviour policy aligning with ARMA's recommendations.

Does Rendall & Rittner support flexible working?

There has been a big shift towards flexible and agile working patterns, particularly since the pandemic. We have responded and our flexible approach remains popular with 60% of our office-based employees wishing to continue to work from home. We've developed an agile working strategy where employees can follow flexible hours, based on what suits their own work-life balance.

Our people can also attend our offices for meetings and face to face interaction with colleagues and we are upgrading our offices to enable enhanced collaborative working, alongside hot desking.

What else do you offer employees to make them feel valued?

We know that energised and happy staff are more productive, so we encourage them to recharge through additional paid time off. In addition to the usual holidays, they get time off for Employee Appreciation Day and individuals are permitted to observe their own religious and cultural holidays.

We also organise a range of social events to bring people together for more informal and fun occasions from quizzes to team outings. We are keen for our people to give back to causes they care about so we organise various charity fundraising events and other community initiatives such as litter picking. We also want employees to have an outlet to share their passions and interests so we've got numerous channels on the Yammer platform where people can discuss topics and find like-minded individuals.

How do you know these initiatives are making a difference?

We've established good channels of communication and we frequently ask our employees what they think and how we could do better. We issue a quarterly survey on staff satisfaction and wellbeing – from this we know that 89% of our employees would recommend Rendall & Rittner as a place to work and 93% agree we offer an inclusive working environment. We also collect regular feedback from face-to-face meetings, collaborative working and informal check-ins. But most importantly we don't just listen, we act. We are continually refining and improving the way we look after our people, so they have a fulfilling and rewarding career with us.

About the Author:
Cat Orezzi is Rendall & Rittner's HR Director. Having joined the company in 2017, Cat recently became a group board director giving the company's people initiatives even greater impetus.

For more from Rendall & Rittner, click here.

For over 30 years Rendall & Rittner have been at the forefront of the residential property management industry, driving change and innovation to create a better experience for their clients and residents. They manage 80,000 homes for a wide range of clients and residents who look to them to expertly manage their properties.

Rendall & Rittner | 020 7702 0701 | office@rendallandrittner.co.uk

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Feature: Relationships, Customer Service, Communication and Wellbeing

Promoting Wellbeing: Creating a Kinder, Healthier, and Sustainable Workplace

Written by Fiona DuCassé

pbm property management

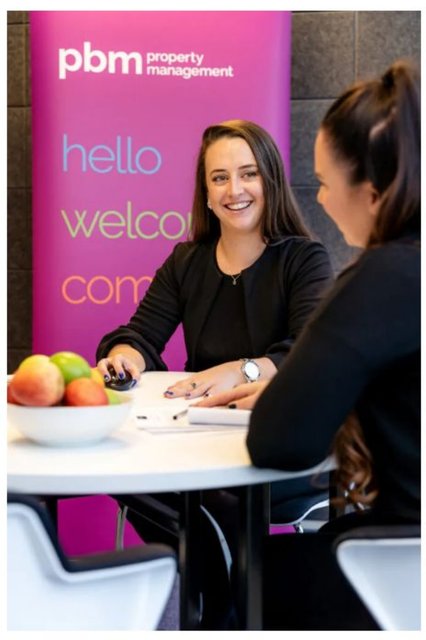
www.pbm-property.com

Premier Block Management is on cloud nine, basking in the glorious afterglow of their recent triumph at the 2023 ARMA Ace Awards. The whole team is beaming with pride and delight, and you can practically feel the positive energy radiating through the office.

Managing Director Gary Cane appreciates it is moments like these that remind us why we do what we do every day. It's the little things that add up to big success. He understands that it's the small decisions, the resilience, and the empathy shown in tough situations that truly make a difference. It's all the behind-the-scenes magic that sets pbm apart.

But pbm's commitment to excellence doesn't stop at managing properties. They go above and beyond to prioritise the physical and mental well-being of their team. It's not just a coincidence that pbm has a family-oriented culture—it's the result of thoughtful strategies and a genuine dedication to creating a supportive work environment.

In fact, pbm has established five pillars of well-being: Safety, Space, Goals, Autonomy, and Support. These pillars form the foundation of their wellness initiatives, setting new standards for improving working life. And they don't just guess what their team needs—they listen. Through internal surveys and data analysis, pbm gains valuable insights into their team's well-being and adjusts their practices accordingly.



Flexibility is key, and pbm understands that collaboration and face-to-face connections are vital for team dynamics. That's why they've embraced a hybrid work model. It's all about finding that perfect balance between flexibility and maintaining strong office connections.

But pbm goes beyond the office walls—they care about the well-being of their employees outside of work too. Trained mental health first aiders are always available to check in with colleagues, and mental health fitness days are offered to those who need some time to recharge. The TOIL (Time off in lieu) policy ensures a healthy work-life balance, giving employees the opportunity to refresh and rejuvenate.

Managing difficult buildings can be challenging, and pbm acknowledges the potential stress that comes with it. That's why they introduced a rating system for property managers to evaluate their workload and stress levels. This data helps the leadership team identify areas that need improvement and make necessary adjustments to support their employees.

Creating a pleasant working environment is a top priority for pbm. They have redesigned their office space to include a relaxing breakout area, complete with cozy sofas, plants, flowers, and inspiring quotes. Stand-up huddles and weekly meetings foster open communication and connection, and team leaders have the freedom to organise company funded off-site activities with their teams once a month.

This year, pbm has expanded their initiatives beyond the Head Office to their managed buildings. One standout example is the "Launch The Month" initiative, which was recently hosted at a prestigious pbm managed building in London bringing together the site team and head office communities. It is all about learning, connecting, and having fun with colleagues—a true celebration of unity.

To ensure the well-being of their staff, pbm conducts weekly Pulse surveys with a 100% response rate. They value open and honest feedback and even offer anonymous profile settings for those who prefer it. And they never miss an opportunity to celebrate and appreciate their colleagues, following Brené Brown's list of values to inspire meaningful recognition and enabling employees to send colleagues good vibe cards in line with these values.

And let's not forget about Jess Parmar, pbm's incredible COO and TPI Board Director. Jess is a positive force to be reckoned with, leading the charge in creating joyful, impactful, and thought-provoking community and employee experiences. With a focus on integrity, remaining human, diversity, innovation, consistency, sustainability, and feeling good, Jess's values resonate throughout the entire pbm company culture. No wonder she recently won the prestigious Doyenne award for Advancing Diversity in the Workplace.

At pbm, wellness is more than just a buzzword—it's a way of life. They not only recognise the importance of mental health, inclusion, and diversity, but they also take practical steps to make a positive impact on the lives of their pbm family. They're committed to supporting their team members on their journey to becoming the best versions of themselves.

pbm has a clear Vision, Mission and Promise and through caring greatly for the wellbeing and experiences of their team, clients, customer, and contractors are living these values every day.

Vision

pbm's vision is to inspire a culture of growth and self-development, empowering our people to create compelling customer experiences and engaged communities.

Mission

pbm's mission is to create cared for spaces, happy homes & better value. We help people come together with a shared sense of ownership and pride in their building, ensuring problems are resolved quickly, open dialogues are maintained, and residents enjoy their home environment.

Promise

pbm's promise is to always deliver for our customers. At pbm, we lay the groundwork to guarantee that your property not only sustains but flourishes, fostering a harmonious environment that embraces integrated living.

So, here's to pbm and their dedication to creating a thriving and vibrant work environment. They're not just an award-winning managing agent—they're a beacon of positivity and care in the industry. Cheers to pbm and their incredible team!

For more from PBM Property Management, click here.

At PBM we've made it our mission to create a new kind of property management company; a world where flat ownership is a pleasure, not a chore. We work hard to make sure your property runs smoothly, giving you the confidence that your home is in safe hands.

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pbm property management

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Feature: Relationships, Customer Service, Communication and Wellbeing

Navigating the Underwriting Process: Finding the Right Policy for Our Customers

Residentsline Flats Insurance

www.residentsline.co.uk

The underwriting process is largely unknown to people who work outside of the insurance industry.

Many aren't aware of the level of detailed work involved in underwriting and designing the perfect policy for a block of flats, and premium calculations are often a mystery.

The aim today is to demystify how we locate the right policies for our customers, ensuring that their policies meet their needs and budget.

What Do Underwriters Do?

Underwriting in its simplest form is the process of assessing the risks associated with insuring a building. This process will look to review key criteria set by the various insurers to determine the level of risk presented and the premium that ultimately needs to be charged in turn for accepting that risk.

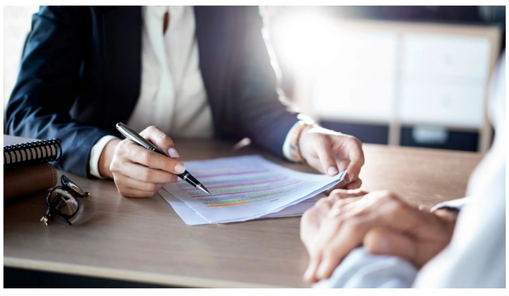
Residentsline underwriters are trained professionals who really know the industry, we ask key questions designed to properly understand the risk presented so that we can ensure adequate cover is provided to protect the property in the event of a loss.

Focussed on the leasehold sector, our team offer policies for Residents' Management Companies, Right to Manage Companies, Residents' Associations, Developers, Freeholders and Landlords. Our trained professionals have a keen eye for detail and will often talk you through the underwriting process explaining which features of risk are likely to bear impact on the final price.

Our specially designed insurance policies cover your flats and apartments for the widest range of risks possible, and we've worked hard to produce blocks of flats and apartments insurance policies that our UK customers can trust. We tailor-make all policies to match your property, ensuring you feel confident in your coverage when partnering with us.

Our blocks of flats insurance policies are provided with **A-rated insurance providers**, so you can be confident that your insurance policy is backed by a UK market-leader you can trust when problems arise. All our UK customers have access to our 24-hours claims line and emergency services helpline too.

What Does the Process Entail?



Fact Finding:

The process begins when we receive your quotation request for building insurance, some people like to provide the details via our **online quote form**, some like to give us a call on **0800 281 235** and others prefer to send their existing policy information over to our quote inbox – **Quotes@residentsline.co.uk** and let us take it from there. During the fact-finding process, we will ask you for accurate details about the property such as its location, construction type, age, occupancy, and any previous claims or damages. Our expert team will guide you through the process and look to work with you to best understand your property and overall insurance needs.

Remember:

Certain criteria can have a huge impact on the overall price you pay its extremely important that you have checked these details for example did you know the floor type or your roof materials are likely to impact the final price you pay?

Assessing Your Risk:

Once your underwriter is satisfied that the fact-finding process is complete and that they can comply with the duty to present all material facts to insurers your underwriter then reviews the key criteria and assesses the risk associated with insuring the building. Underwriters will often carry out additional checks such as reviewing external street view images, they will take a look at the aerial view of your property, check for historic listing data, complete postcode checks and environment agency searches along with considering factors such as the property's condition, age, previous loss history, proximity to fire stations, crime rates in the area, and other relevant risk indicators.

Underwriting Guidelines:

Our underwriters often work on a delegated basis – which means the insurers delegate an authority to our trained professionals to assess, review and calculate the premiums associated with your risk within the parameters of underwriting guidelines and rates supplied by insurers. The underwriting guidelines will outline the acceptability criteria for insurability and our risk tolerance. Should a risk fall outside of these guidelines the risk is then referred directly to the insurers for their consideration. These guidelines help our underwriters to make consistent, informed decisions.

Loss History:

Our underwriters investigate the property's loss history, including any previous insurance claims. This information helps assess the likelihood of future claims and provides insights into the property's overall risk profile. Ultimately, insurers are looking to insure the unknown and not the inevitable – if a property regularly suffers from frequent waters losses an insurer will expect underwriters to provide them with further information as to the mitigation measures taken to prevent further instances of a similar loss. When presenting a risk for consideration with a colourful claims history it is always helpful for you to provide extra information, details such as the exact loss dates, confirmation of the full circumstances, whether the incidents are linked and what measures you have taken to prevent these from happening again are very helpful. Providing this additional information is likely to open your risk up to more insurers and help secure the best possible terms.

Inspections and Surveys:

In some cases, the underwriter may request a physical inspection of the property and order a survey by a professional surveyor. This process helps verify the accuracy of the information provided in the application and assesses the property's condition, safety features, and risk factors.

Premium Calculation:

Once the underwriter has evaluated the risk, they determine the appropriate premium for the coverage. The premium is the amount you will pay to the insurance company for the policy. It's typically based on the level of risk, replacement cost of the property, and any additional coverage options selected. Premiums have notably increased in recent years for multiple reasons outside of the control of insurers and brokers- you can read more about that here and, specifically regarding index - linking, here.

Policy Offer:

The underwriter then prepares an offer or quote, detailing the terms and conditions of the insurance policy. This offer is presented to the you, giving you the opportunity to accept, negotiate, or decline the offer. While many will be drawn directly to the premium offered it's important to look for any additional factors for consideration such as cover exclusions, increased excesses or subjectivities applied to the policy. When the policy offer is presented, make sure you read all accompanying documentation ensuring the statement of fact or any similar documentation accurately represents the risk presented.

Policy Issuance:

If you accept the offer, the underwriter then finalises the insurance policy documents. These documents outline the coverage, policy limits, deductibles, exclusions, and other terms and conditions. Once issued, we provide the policyholder with a copy of the policy.

Ongoing Support:

Even after the policy is issued, underwriters continue to provide ongoing support. If a property was made subject to certain conditions – they will continue to monitor these conditions and ensure they are met. If a property requires a mid-term adjustment such as a change in value following a reinstatement cost assessment they will assist with this too. Underwriters may be involved in the consideration of works mid-term should your property require some ongoing or emergency maintenance.

Residentsline's flats insurance policies are tailored to your needs and have been created for all sizes and types of blocks of flats and apartments. Our insurance product offering also includes the following additional products that often go hand in hand with Buildings insurance such as directors and officers liability insurance, terrorism insurance, lift inspection and machinery breakdown insurance and legal expenses protection. Whatever your needs, at Residentsline, we are ready to help find the cover to suit you.

For more from Residentsline please click here. Alternativly, click here to read more from Flat Living.

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

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

Residentsline Flats Insurance

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Feature: Relationships, Customer Service, Communication and Wellbeing

Effective Conflict Resolution Strategies Between Neighbours

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

Being a director of a Residents Management Company means being a people manager. Each unit you take responsibility for represents a person or a family of people from different walks of life; different ages, different cultures, different stress levels, different daily routines… and these people are living in close quarters. Conflict between neighbours is almost inevitable and you may need to step in to mediate if things can't be resolved easily.

Here we'll be discussing the routes you can take to resolve conflict in your block and what support you could seek to help avoid costly court battles.

Common Complaints

Neighbours in traditional housing may argue about boundaries, fences, overhanging trees etc, but when it comes to flat living, the most common complaints tend to be:

1. Noise

Normal day-to-day activity for one person may be driving another mad: late night footsteps, noisy pets, music or slamming doors. With shared walls, floors and ceilings, even the lightest of foot can irritate their neighbours.

These complaints can usually be resolved with a simple conversation and some active consideration between the involved parties, but more serious complaints can arise when unacceptable behaviour is involved (such as very loud music played late at night, children being noisy throughout the day or excessive shouting on a regular basis).

2. Common Areas and Amenities

Bikes or buggies left in hallways, overflowing bins, intimidation when using shared spaces such as rooftop gardens… the list goes on. People living in close quarters and under a shared set of rules are bound to feel very angry if those rules are broken and their access to amenities (which they pay for in equal measure) is encroached upon.

3. Anti-Social, Violent or Abusive Behaviour

Unfortunately, this is a reality for some. Behaviour in this category includes anything from harassment, verbal abuse, intimidation and bullying to animal nuisance (e.g. dog fouling) or vandalism. If aggressive or violent behaviour is displayed, you feel unsafe, or if there's an element of discrimination involved, then the police should obviously be called.

Avoiding Issues in the First Place

There are some tactics you can employ to help promote harmony and happiness within your block. The first and most obvious would be to inform all new leaseholders of the block's 'neighbourly best practice'.

Anything from acceptable windows of time for music, to the rules around rubbish and recycling collections can be included- anything that may not be explicitly clear, or that may have been missed among the fine print within the lease. You can include documents like this within a resident welcome pack and display it in the common areas. It can then be referred to as a first defence if complaints arise.

You can also uphold the rules by placing friendly but clear notices in problem areas as a reminder for all residents. Key spots might include the refuse area, the main entrance way (to display guidance for general 'quiet enjoyment' within the block) and hallways where clutter can lead to fire hazards and issues with access.

Having a clear complaints policy that is applied in all situations can be a real help too. It's your job to make sure all residents are looked after in the same way; having a protocol for complaints ensures a level playing field.

How to Handle Complaints as a Residents' Management Company

Your Ongoing Obligations to the Landlord

Your first port of call should always be to engage with all parties, offering a neutral ear and always referring to the stipulations of the lease where you can. Make sure you are visible in the development and easily contactable; the sooner you know about bubbling issues, the faster you can intervene to avoid things getting nasty. Be as approachable, receptive and empathetic as possible so leaseholders feel comfortable coming to you with issues.

Do your research and check historic records that may assist your approach. For example, if a particular leaseholder has made multiple complaints against multiple neighbours, you are likely to handle the situation differently than if this is their first complaint.

Always keep detailed records of all interactions and steps taken when addressing complaints or dealing with leaseholders. Maintaining thorough documentation is crucial in case a situation escalates.

Record all communication, including emails, letters, and phone conversations, noting the date, time, and individuals involved. Be sure to document any agreements, resolutions, or actions decided upon during these interactions. These records serve as valuable evidence of your active involvement and demonstrate your commitment to resolving issues in a responsible and professional manner.

Additionally, keep a record of property inspections, health & safety risk reports, and any repairs carried out. These records help establish a timeline of events and actions taken to address concerns raised by leaseholders.

Alternative Dispute Resolution (ADR):

Alternative Dispute Resolution encompasses mediation, arbitration, adjudication and Early Neutral Evaluation. If conflicts go beyond petty disagreements and all else has failed, professional ADR may be needed.

Adjudication:

Adjudication involved conversation with a neutral professional who will make a temporarily binding decision. The parties involved can then decide whether to go through further ADR or to take the case to court. This option is more commonly used for disputes between contractors and landlords due to the Housing Grants Construction and Regeneration Act 1996.

Mediation:

This can help to avoid issues getting all the way to court, but, if not, it can at least make all the issues crystal clear and concise so that legal proceedings can be smoother. If mediation is offered, it should be accepted- if you do end up in court, the court will consider the efforts made to resolve things outside of court when deciding on the legal fees to be paid.

Early Neutral Evaluation

This is very similar to adjudication, but the decision isn't binding. Parties can simply use the independent, third party's opinion to help them decide where to go next.

Hopefully neither you nor your residents will enter into any truly messy conflicts, but nurturing healthy relationships in a block of flats requires ongoing effort and proactive engagement from all parties. By promoting effective communication, empathy, and utilising appropriate conflict resolution strategies, you can create a positive and harmonious living environment for everyone involved.

Arbitration:

This is one step away from entering a legal process. Often used to resolve service charge disputes (leases often state that this must be the case), the proceedings remain confidential and facilitate the collection of necessary evidence to support each party's claims. An arbitrator's decision is almost always final.

In conclusion, managing a block of flats encompasses a complex and multifaceted role that demands a diverse range of skillsets. Those who possess innate "people skills" often excel in this field, as they possess the ability to defuse tense situations and instil a sense of serenity. When it comes to handling neighbourly disputes, adopting a human-centred approach is consistently proven to be the most effective starting point.

By leveraging these qualities, you can navigate the intricacies of living and managing a block of flats and foster harmonious living environments for all residents involved.

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

londonflatsinsurance.co.uk 020 7993 3034

London Flats Insurance

London Flats Insurance

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Feature: Relationships, Customer Service, Communication and Wellbeing

Conflict Resolution and Mediation: Nurturing Healthy Relationships in Block of Flats

FlatLiving Insurance

www.flatlivinginsurance.co.uk

Harmonious communal living requires everyone involved to actively nurture healthy relationships. Great property managers will treat this as a priority.

Living in close proximity with others increases the likelihood of conflict between you and your neighbours- and leasehold ownership means sharing a building with multiple residents. Complicated leases can also leave room for interpretation, leading to issues with building managers or freeholders when the lease isn't clear enough to quickly resolve disagreements.

Here we'll be discussing some great ways to promote healthy relationships between leaseholders and building management, and leaseholders and their neighbours. We'll also be detailing some of the alternative dispute resolution options available to help resolve any issues that do arise.

Communication

Providing leaseholders with effective means of communication is job number one. Lack of effective communication can lead to misunderstandings and disregard for rules.

You can start with the basics such as a community notice board where management can announce upcoming events or update leaseholders re any works going on in the building. This can also be used to encourage open and respectful communication between leaseholders by inviting them to highlight any concerns openly and honestly via the board.

Establishing a regular pattern of leaseholder meetings can also be a great way to stop issues piling up. Getting all interested parties together in one room to discuss and resolve any issues there and then can be hugely beneficial.

Utilising social media or specialised platform made for purpose, leaseholders can air their concerns via an online platform. They can raise concerns, ask questions and get to know each other whenever it suits them.

Building a Community with Common Rules

If leaseholders get to know each other on a social level, low-level gripes can be largely avoided. If you know your neighbours, you're more likely to be forgiving of slight annoyances. You're also much more likely to approach them directly, knowing you'll get a good response.

Regular social events or activities play a key role in this, as do active campaigns to promote the idea of a building community via management's communications.

Establishing and reminding leaseholders of common rules can also be done alongside your community building efforts. Block rules and guidelines should be displayed clearly discussed often- having a common framework helps manage expectations and prevents potential conflicts.

Building Maintenance

A badly maintained building makes for stressed, angry leaseholders. Stressed, angry people are far more likely to react badly to further stressors- such as kids running around upstairs, or music being played on a balcony all evening…

Addressing the maintenance needs of the building quickly and with great communication around costs and timescales will keep residents calm and reduce the likelihood of any dramatic conflicts between neighbours.

Demonstrating your commitment to maintaining a comfortable, pleasant living environment will often encourage leaseholders to uphold the same commitment too.

When Conflict Does Arise

Of course, even with best efforts from all parties, conflict will sometimes arise. Therefore, all residents should be made aware of the buildings conflict resolution procedure. This should include a step-by-step process that they can follow, and access to any resources they may need to do so. It should also be made anonymous if requested, so residents can flag negative behaviour without fear of retaliation.

If you work with a block that has a history of conflict or an ongoing dispute, you could consider offering mediation and conflict resolution training to residents, empowering them to address issue directly and constructively. Some blocks also designate neutral residents who can mediate conflicts as they arise- obviously these residents should be willing and fully trained. They can facilitate calm conversations and help leaseholders to come to reasonable agreements.

Alternative Dispute Resolution (ADR)

If conflicts go beyond petty disagreements and all else has failed, professional alternative dispute resolution may need to be employed to avoid lengthy and costly court battles. ADR encompasses mediation, arbitration, adjudication and Early Neutral Evaluation.

The Leasehold Advisory Service provides great information re all of these options, and points out quite correctly that *"Both the courts and some professional bodies such as the Law Society, the Association of Retirement Housing Managers (ARHM), the Association of Residential Managing Agents (ARMA) and the Royal Institution of Chartered Surveyors (RICS) encourage parties to explore ADR. The Federation of Private Residents Associations (FPRA) is a long-established organisation representing long leaseholders in England and Wales and also recommends the use of ADR to resolve disputes."*

Mediation:

This is often the first port of call. It can help to avoid issues getting all the way to court, but, if not, it can at least make all the issues crystal clear and concise so that court proceedings can be smoother.

When/if mediation is offered, it should be accepted. If you do end up in court, the court will consider the efforts made to resolve things outside of court when deciding on the legal fees.

If the issue at hand is solely legal, mediation should be avoided, and instead, these matters should be reported to the police.

Arbitration:

This is one step away from entering a legal process. Often used to resolve service charge disputes (leases often state that this must be the case), the proceedings remain confidential and facilitate the collection of necessary evidence to support each party's claims. An arbitrator's decision is almost always final.

Early Neutral Evaluation

This is very similar to adjudication, but the decision isn't binding. Parties can simply use the independent, third party's opinion to help them decide where to go next.

Hopefully neither you nor your residents will enter into any truly messy conflicts, but nurturing healthy relationships in a block of flats requires ongoing effort and proactive engagement from all parties.

Promote effective communication, empathy, and conflict resolution for a positive and harmonious living environment.

Flat Living Insurance provides specialist insurance policies for blocks of flats and apartments. For more information or a quote, please contact a member of the Flat Living Insurance team on 0333 252 7262.

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

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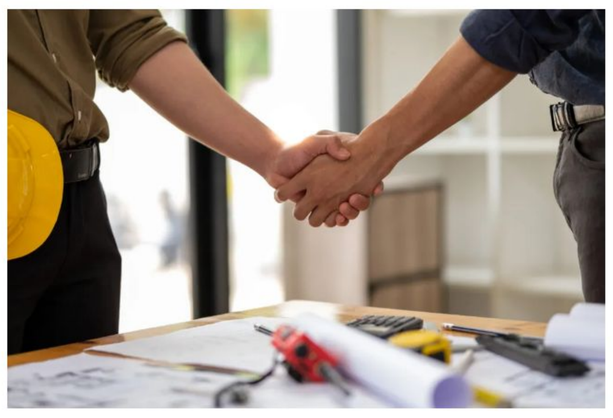
Feature: Relationships, Customer Service, Communication and Wellbeing

Engaging with External Service Providers: Best Practices for Residents' Management Companies

www.blockinabox.co.uk

Residents' Management Companies (RMC's) face numerous responsibilities look to ensure the smooth running of their block of flats and often need to engage with external service providers who possess the necessary expertise and resources to assist them. By collaborating with these providers, RMC's can leverage their expertise and resources to deliver dedicated specialist services for all owners.

In this article, we will explore some of the best practices that RMC's can adopt to engage with external service providers more effectively.



Define Clear Objectives and Expectations:

Before engaging with any external service provider, it is crucial to establish clear objectives and expectations for the services required. Ensure a detailed outline of the scope of work, desired outcomes, timelines, and any requirements specific and unique to your property. This transparency not only helps the service provider understand your expectations but also enables them to align their expertise and capabilities with your requirements.

Seek Recommendations:

When selecting external service providers, it is helpful to seek recommendations from other respected RMC's or trusted professionals within the industry. Their insights and experiences can provide valuable guidance in making informed decisions about service providers. It might also be beneficial to tap into your network and gather feedback on the providers' performance, reliability, and customer service.

You can also find trusted recommendations for external service providers on the Block in a Box website. Block in a Box is a toolbox of services and solutions to help you effectively manage your block of flats.

Review Contracts and Agreements:

Before finalising any agreement with an external service provider, you should always carefully review all contracts and agreements. Establish mindful consideration of the terms and conditions, scope of work, pricing structure, termination clauses, and dispute resolution mechanisms. It is crucial to develop a clear understanding of the expectations and responsibilities of both parties, thereby minimizing the risk of future misunderstandings or disputes.

Communicate Effectively:

Effective communication is key to successful engagements with anyone, especially external service providers. To ensure effective communication and successful collaboration, it is important to clearly convey your expectations, deadlines, and any specific requirements in a concise and easily understandable manner. This clarity helps to avoid misunderstandings and ensures that everyone involved is on the same page.

Foster a Partnership Approach:

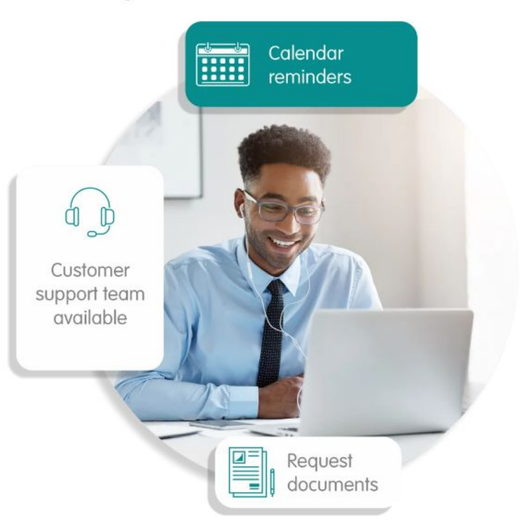
Rather than viewing service providers as mere contractors, strive to foster a partnership approach. Promote open dialogue, collaboration, and the sharing of knowledge. By actively involving external service providers in discussions concerning property management decisions, you can learn from their expertise and gain valuable insights. Adopting this collaborative approach fosters effective problem-solving and encourages the exploration of innovative solutions.

Encourage Feedback from Residents:

Residents' satisfaction should be a top priority. Encourage residents to provide feedback on the services provided by external vendors. If you are managing a large block, feedback can be collected through surveys, suggestion boxes, or online platforms. Actively seek residents' input and address any concerns or suggestions in a prompt manner. This feedback loop will help you gauge residents' satisfaction levels and make necessary or required adjustments to enhance their experience. It may also help to identify areas of concern with residents that you may need an external service providers' help with resolving.

Embrace Technology:

Technology can be used to support an RMC in their day-to-day work, making mundane or lengthy tasks much easier to complete. Manage Your Block is designed for RMCs, Directors and Owners of flats and apartment blocks to support them in the complex role of managing a block.



A few useful features include:

- Shared access amongst directors to ensure shared collaboration and management.
- Unlimited document and history storage to keep your property management and useful documentation in one place.
- A section to store contractors' information so that when you need to contact an external service provider, all contact details are at the ready.

You can request a free demonstration or 7-day trial to experience the software first-hand.

For more information about the system and its features, head to the Manage Your Block website.

In conclusion, engaging with external service providers is essential for the smooth operation of your block. By following and implementing these best practices, RMCs can ensure they choose the right service providers and establish productive partnerships and stronger relationships. Leveraging the use of innovative solutions like Block in a Box with their source of recommended suppliers can further streamline operations and improve efficiency.

For more information, please contact a member of the team on 0333 015 4145 or email info@blockinabox.co.uk.

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

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

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

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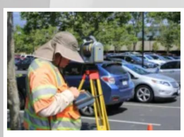
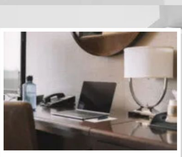


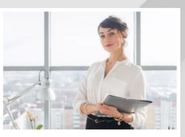
3D Surveys

Accounting Solutions



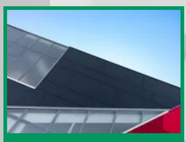
Alternative Accommodation

Asbestos Survey and Management

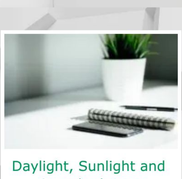


Company Secretarial

Contractor Accreditation

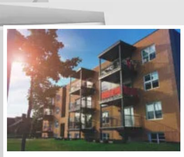


Cladding Consultancy



Daylight, Sunlight and Overshadowing

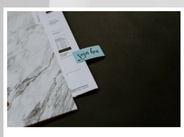
Commercial Property



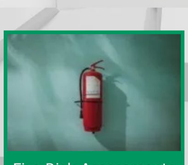
Housing Associations

Retrofit and Green Upgrades

Section 20 Major Works



EWS1 Forms



Fire Risk Assessments

Fire Door Inspection

FPRA

FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

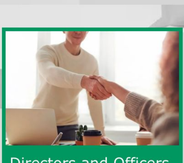
FPRA

Rights of Light

Health and Safety

Cyber Security Training

Drone Surveys



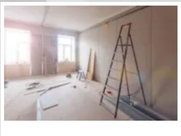
Directors and Officers Liability

FlatLiving Insurance

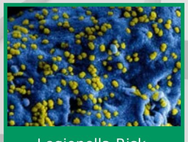
Emergency Assistance

Electrical Charging Points

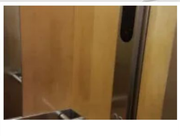
Enfranchisement



License to Alter



Legionella Risk Management



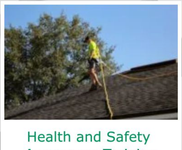
Lift Wrapping

Out of Hours Helpline

Planned Maintenance Program

Party Walls

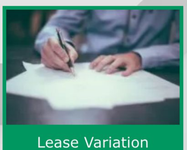
Health and Safety Risk Assessments



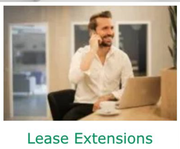
Health and Safety Awareness Training

Historic Building Repair

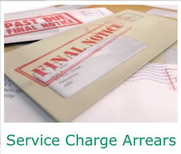
Insurance Solutions



Lease Variation

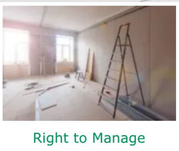


Lease Extensions



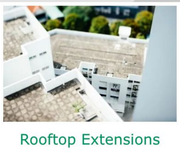
Service Charge Arrears

Reinstatement Cost Assessments



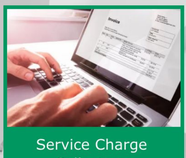
Right to Manage

RMC Director Training



Rooftop Extensions

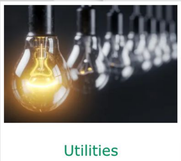
Rope Access Surveys



Service Charge Collections

SmarkLink45 Prepay Meter

Water Leak Detection



Utilities

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

call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Feature: Relationships, Customer Service, Communication and Wellbeing

The Role of Technology in Improving Service: Innovations by Manage Your Block

ManageYourBlock™

www.manageyourblock.co.uk

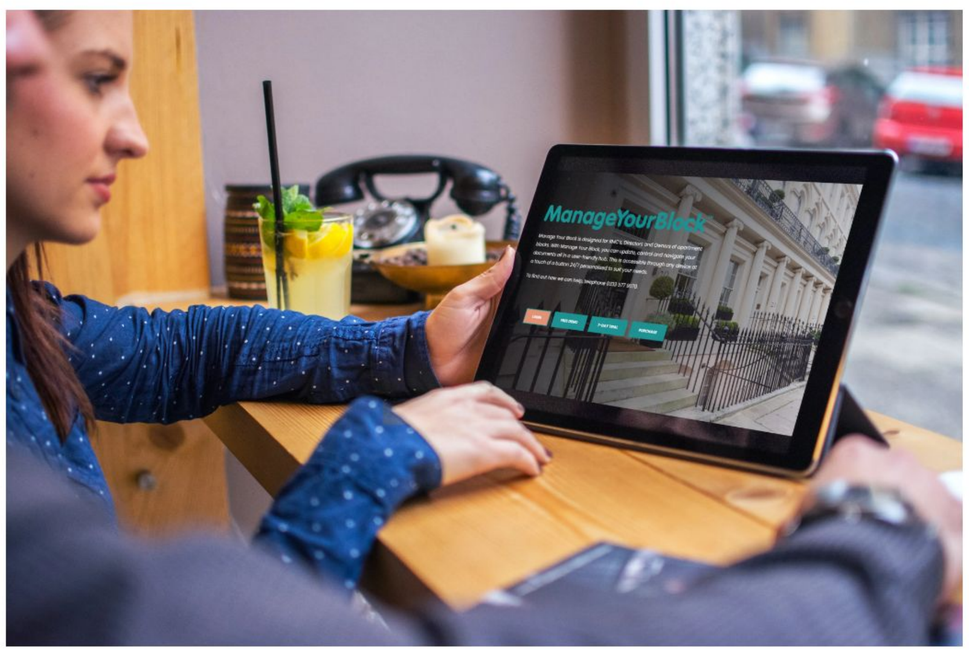
tel: 0333 577 9070

Property Managers, Residents Management Companies, Right to Manage Companies and Resident Associations have one thing in common.

Direct contact with leaseholders who expect a high level of service.

With service charges running high, great service could mean the difference between happy leaseholders and angry leaseholders. We know which group we'd rather manage! Managing a building presents numerous challenges that often result in leaseholder inconveniences, charge disputes, and frustrations. However, exceptional service can alleviate or even resolve these issues, providing relief.

Using technology to facilitate your block will improve response times, transparency and commitment to current legislation, as well as minimising fallout when problems do arise. Here we'll be discussing the avenues you can utilise to improve your service and why Manage Your Block could be the answer to your property management prayers.



Speed and Convenience Are King

Traditionally, there's been a presumption that human contact, either over the phone or in person, will make for a great outcome when it comes to complaints, but this is no longer the case.

The pandemic forced many of us to get to grips with technology and to utilise social media- in fact, "a significant 64% of people tried a new service channel in 2020" according to Finances Online. Many of us have grown accustomed to this and favour sending a quick message over engaging in personal conversation.

Answering queries and complaints via online services and social media can save so much time, and therefore money.

> *"only 35% of people are willing to wait 30-60 seconds for a response on live chat"*...we live in a fast-paced world and your service avenues should be designed with that in mind."
>
> — According to Comm100

> *"1 in 3 social media users prefer social media care services to telephone or email." And "67% of consumers now use social media networks like Twitter and Facebook to seek resolution for issues.*
>
> — According to Social Media Today

Making Practical Use of Technology

For current residents, technology enables property managers to stay efficiently connected with leaseholders, property owners, vendors and contractors. Platforms such as Manage Your Block allow for seamless communication, so sending notifications, sharing important documents, and handling maintenance requests promptly becomes easy.

You can improve response times, keeps all parties informed, and enhance accessibility, making your life and the life of your residents that little bit easier. Information such as insurance documentation, lease details, payment history and maintenance requests can all be viewed on demand by you and your residents.

You can streamline maintenance and repair processes, track and prioritise requests, assign tasks to contractors, and monitor progress. The right software can facilitate transparency, efficient communication, as well as reducing response times and the likelihood of errors, leading to satisfied leaseholders.

The technology you choose could also provide you with valuable data and analytics, allowing you to make informed decisions to enhance service even further. You could even use online survey tools to collect feedback, demonstrating a proactive approach.

For prospective leaseholders, you can utilise technology to showcase properties through virtual tours and online marketing channels. Prospective tenants can explore properties remotely, view photos and videos, and even take virtual walkthroughs. This technology expands reach, saves time, and enhances the overall experience during the property-hunting process.

How Can Manage Your Block Help?

Aside from the fantastic features that are designed specifically to support Directors in their day-to-day duties, Manage Your Block is also the perfect tool to improve your commitment to great service.

Now that leaseholders must be treated as 'consumers' when it comes to their buildings insurance, Manage Your Block allows you to share the necessary information with your leaseholders to ensure you're working within the new legislation. Your residents can view the policy wording, statement of fact, invoice/premium information, fair value assessment and distribution chain for the policy, ensuring transparency.

Store residents' contact details in the system and utilize the Alerts function to keep everyone informed, reducing communication confusion. If you have scheduled maintenance coming up, let them know. If the lift has broken down, let them know and inform them of the plan to fix it.

When an external light outage is reported or the need for hallway cleaning, you can inform all residents that the matter has been reported and will be addressed.

This can significantly save you time and reduce stress since you won't have to handle multiple reports for the same issue or deal with upset residents caught off guard by inconveniences.

You can also upgrade your package to include our Service Charge Collections feature which will enable you to prepare, process and print out service charge demands for your residents- minimising the need for back-and-fourth over service charge issues.

Read testimonials and watch tutorial videos to determine if Manage Your Block is the software you need.

If you're interested in Manage Your Block, head to our website for more information, tutorial videos and to get in touch.

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

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

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

ManageYourBlock™

Share this page on social media

ManageYourBlock™

Store, Save & Secure – Self management software!

VISIT OUR WEBSITE

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

Who is Manage Your Block For?

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

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

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

Tel: 03335779070 Email: info@manageyourblock.co.uk

OUR FEATURES

Diary

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

Documents

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

Notes

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

Quotes

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

Save

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

Contractors

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

Contacts

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

Calendar

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

Alerts

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

HELPING YOU
BUILD YOUR FUTURE,

BLOCK BY BLOCK

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

- Melissa Bagot

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

- Max Braun

www.blockrecruit.co.uk

Featured Job Vacancies

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

Property Manager

Location: Greater Manchester (Hybrid Working)

Salary: £35,000 - £40,000

Tell me more

Senior Property Manager

Location: East Sussex

Salary: £35,000 - £40,000

Tell me more

Block Manager

Location: Wiltshire (Fully Home Based)

Salary: £30,000 - £38,200

Tell me more

Property Manager

Location: Cornwall

Salary: £27,000 - £30,000

Tell me more

Senior Block Manager

Location: Nottinghamshire

Salary: £40,000 - £50,000

Tell me more

Junior Risk Assessor

Location: Essex

Salary: £32,000

Tell me more

Senior Property Manager

Location: Surrey (Hybrid Working)

Salary: £38,000 - £42,000

Tell me more

Maintenance Engineer

Location: Central London

Salary: £25,000 - £30,000

Tell me more

Client Account Administrator

Location: Shropshire

Salary: £20,000

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Upcoming ARMA Training Courses

TC46 BASIC BUILDING CONSTRUCTION AND COMMON DEFECTS (IN PERSON COURSE)

Dates: 28th September 2023

6 HOURS WITH LUNCH BREAK

Start Time:9:30am

End Time:4:30pm

A one day course covering the basics and jargon of building structures. It will teach you what to look out for and when to advise calling in the experts. It's not designed to convert property managers into building surveyors but it will give you more confidence in your professional reporting, advice and recommendations.

Book your place

TC108: INTRODUCTION TO THE BUILDING SAFETY ACT FOR PROPERTY MANAGERS

Dates: 31/07/2023 - 01/08/2023

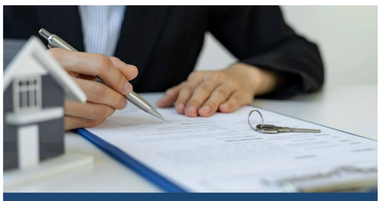
This course delivers guidance on managing buildings in scope under the Building Safety Act 2022. Through interactive and engaging contents participants will gain confidence in delivering positive building safety outcomes in their areas of responsibilities.

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

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

Book your place

TC110: LEASEHOLDER PROTECTIONS AND LANDLORD'S CERTIFICATES AND LEASEHOLDER DEEDS OF CERTIFICATE



Dates: 26/07/2023

A half day course exploring the leaseholder protections under the Building Safety Act

The course will cover

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

Book your place

TC62: FIRE SAFETY MANAGEMENT (SENIOR-LEVEL) FOR RESIDENTIAL MANAGING AGENTS

Dates: 24th/25th/26th July and 17th/18th/19th October

2.5 HOURS A DAY OVER 3 DAYS, 2pm till 4:30pm

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

Audience

This course is suitable for senior property managers/business heads who manage fire safety within their organisations, or are able to influence the way fire safety is managed within the organisation.

Level: Intermediate / Advanced / Refresher

Book your place

TC81: LIFT MANAGEMENT – HALF DAY COURSE

Dates: 19/07/2023

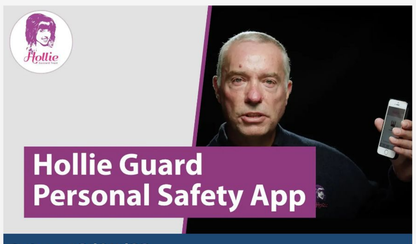
This 3-hour webinar session will introduce managing agents and property managers to lifts, lift maintenance and their responsibilities under legislation.

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.

This course is aimed at estate managers, property managers and anyone who is responsible for the management of a lift within their building.

Book your place

WEBINAR: LONE WORKER SAFTEY & THE HOLLIE GUARD APP FOR PROPERTY MANAGERS



Dates: 18/07/23

Online

Free for ARMA and IRPM members only

Nick Gazzard and Jodie Fraser will be running the first ever webinar with IRPM discussing the Hollie Guard app.

This 45–60-minute presentation will cover Hollie Gazzard's story and the creation of the trust.

It also introduces the FREE personal safety APP Hollie Guard.

The session will look at lone worker safety, the app and its functionality in detail.

The app is a personal alarm, deterrent, evidence catcher and more.

This one hour webinar will introduce the trust, its work, and the app.

Book your place

ARMA Training Costs

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

Online Training Course Costs

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

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

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

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

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Upcoming Events

ARMA & IRPM Newcastle Regional

Dates: Thursday 14th September 2023

Venue: St Mary's Lighthouse Suite, Spanish City Spanish City Plaza, Whitley Bay, Tyne and Wear, NE26 1BG

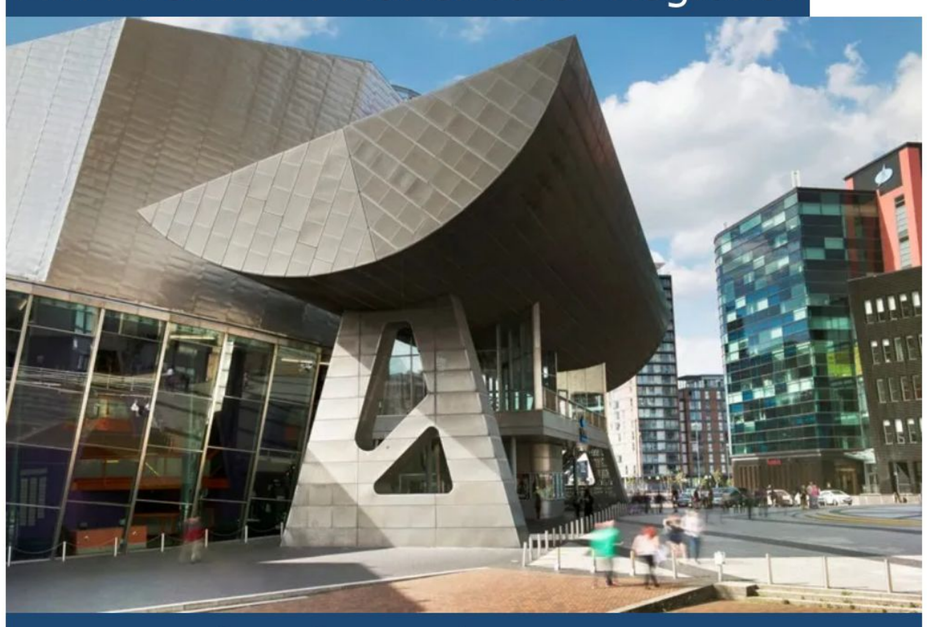
EARLY BIRD OFFER * ARMA & IRPM members can book a ticket for only £89.00 (£50 saving)!

Book before the 27th July 2023 to secure this discount

- **Early Bird Member Rate (available until 27th July 2023) – £89**
- **General Member Rate (applicable from 10th May onwards) – £139**
- **Non-Member Rate – £150**

Book your place

ARMA & IRPM Manchester Regional



Dates: Tuesday 7th November 2023

Venue: Compass Room, The Lowry,Pier 8, Salford Quays, Manchester, M50 3AZ

Discussions and solutions to the challenges of residential property management will be coming to a city near you in 2023 as the ARMA and IRPM Joint Regionals visit the North, East, South and West of England!

Our regionals will blend theory based learning and interactive scenario-based workshops, to allow delegates the opportunity to simulate 'real life' scenarios and discuss the best approaches of dealing with them, with leading industry experts on hand to offer advice and guidance.

A full programme of topics and speakers will be released in due course.

Book your place

ARMA & IRPM London Regional

Dates: Thursday 7th December 2023

Venue: Millennium Gloucester Hotel, 4-18 Harrington Gardens, South Kensington, London SW7 4LH

Our regionals will blend theory based learning and interactive scenario-based workshops, to allow delegates the opportunity to simulate 'real life' scenarios and discuss the best approaches of dealing with them, with leading industry experts on hand to offer advice and guidance.

Each regional will combine a full programme of expert speakers addressing important sector challenges with the added benefit of unique, regional networking opportunities.

Book your place

ARMA Annual Conference 2023

Dates: Friday 6th October 2023, 09:30 – 17:00

Sponsor the 2023 ARMA Annual Conference

There are a wide range of creative sponsorship opportunities on offer for the ARMA Annual Conference. With over 550 leasehold professionals attending our event on an annual basis, the ARMA conference is an ideal opportunity to get your brand in front of decision-makers.

The modern, bright and spacious venue offers Partners the largest conference space in London on one easy-to-access floor. Take a virtual tour of the venue here https://www.etcvenues.co.uk/vr133.

For further information about the sponsorship opportunities still available for the 2023 Conference, please contact Yen Ly Nguyen on yen@arma.org.uk.

Book your place

NLG Service Charge Conference

This event will take place over 4 days

- 3 Days of Virtual Zoom Sessions **Monday 13th – Wednesday 15th November**

- Full Day Live Conference – **The Royal Institute of British Architects (RIBA), Portland Place, London, W1 Thursday 16th November**

Registrations opening soon!

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

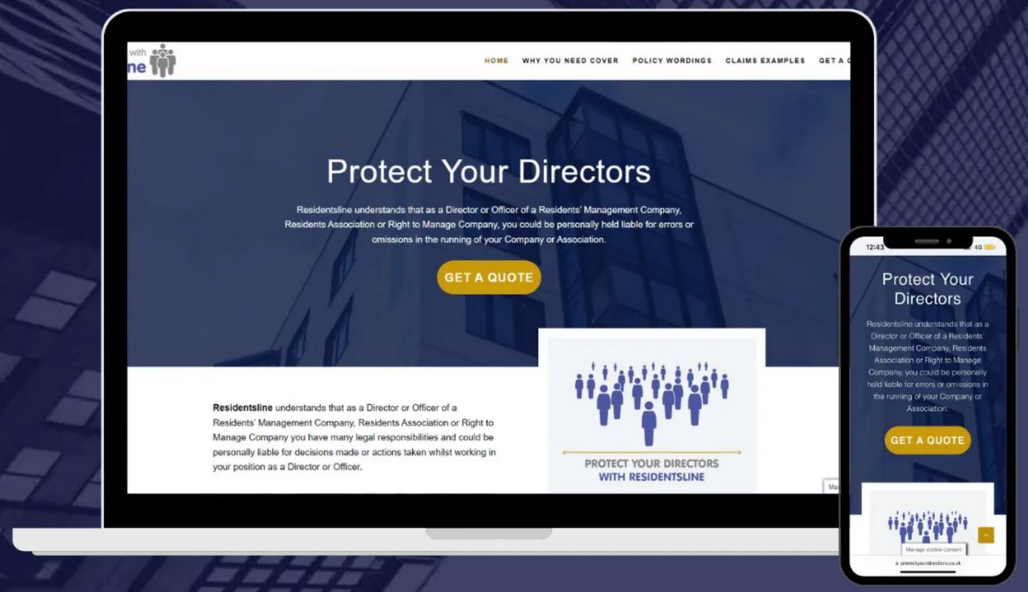
To be the **trusted** source of **expertise**, **knowledge**, & **qualifications**

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

CLICK HERE TO GET A MANAGEMENT LIABILITY INSURANCE QUOTE AND COVER TODAY!



Fast, easy online quote in under 5 minutes

No hidden fees or cancellation charges

Click here and save on admin fees by using our easy online quote form

Directories

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

01
Flat Living Directory

02
Recommended Suppliers

03
Find an ARMA Member

Find a Supplier

Featured suppliers from BLOCK in a BOX

3D Surveys

SCANiX

Find out more

Accountants

Flat Management Co. Accounts Limited

Find out more

Alternative Accommodation

ICAB Insurance Claims Accommodation Bureau

Find out more

Asbestos Surveying and Management and many more

4site®

Find out more

Company Secretarial Solutions

Garratts Chartered Accountants

Find out more

Cyber Security Training

intelectGroup eLearning

Find out more

Directors and Officers Liability

Find out more

Drone Surveys

MIRU

Find out more

Electric charging points

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FlatLiving® Insurance

Find out more

Lease Variations, Lease Extensions, Right to Manage and Enfranchisement

BLOCK in a BOX

Find out more

FPRA

FPRA FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Find out more

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

EarlKendrick Building Surveyors

Find out more

Lift Wrapping

Distinct LIFT WRAPS

Find out more

Out of Hours Helpline

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Reinstatement Cost Assessments

BARRETT CORP HARRINGTON

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RMC Director Training

LEASE The Leasehold Advisory Service

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Rooftop Extensions

Sussex Airspace Developments

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Rope Access Surveys and Safety Testing

RopeAccess Surveys

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Service Charge Arrears

pdc

Find out more

Service Charge Collections

ManageYourBlock™

Find out more

Smartlink45 Prepayment Meters

SmartLink45®

Find out more

Utilities

RMC utilities specialists in resident management energy

Find out more

Water leak detection and solutions

Waterguard

Find out more

Insurance

FlatLiving® Insurance

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline Flats Insurance

Find out more

Setting the Standards in Property Management

TRANSPARENT
STANDARDS
AUDITED
SERVICE
REGULATED

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

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

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

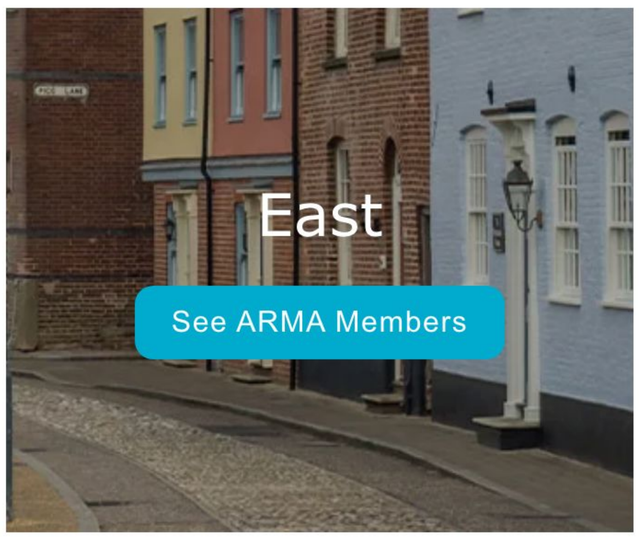
020 7978 2607 | www.arma.org.uk

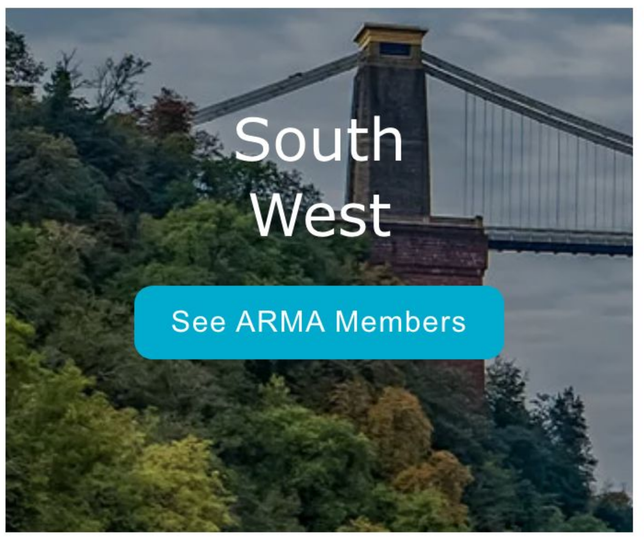
Find an ARMA Member

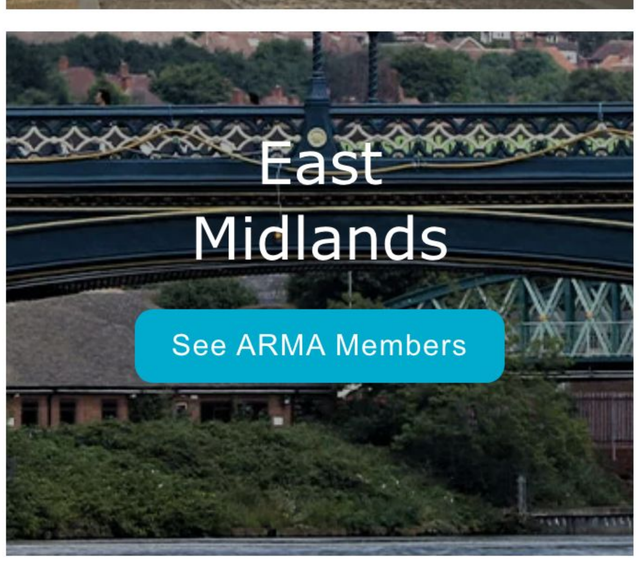
Are you considering a new managing agent?

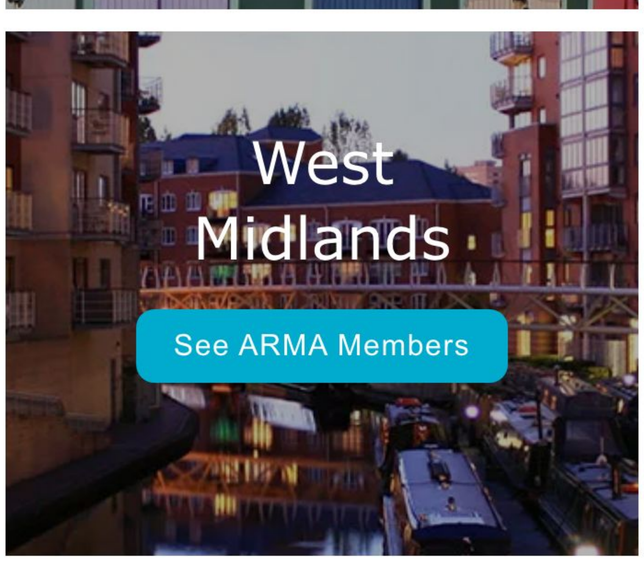
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

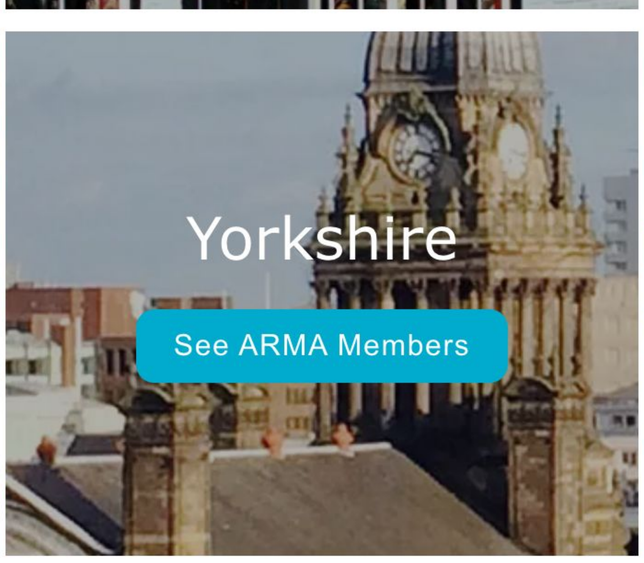
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

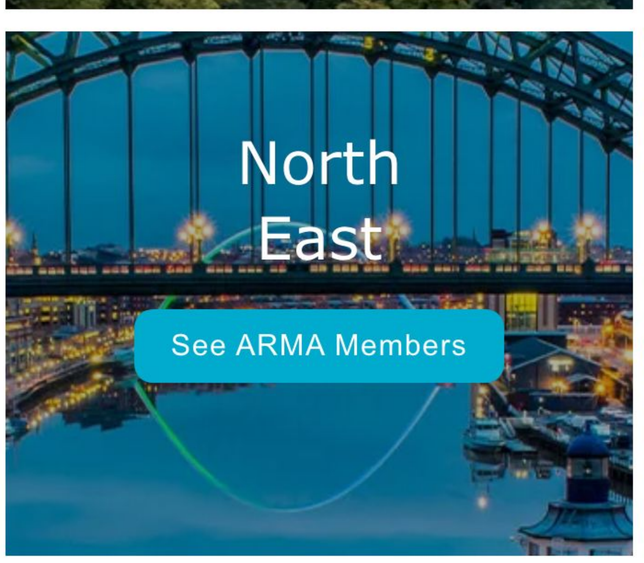


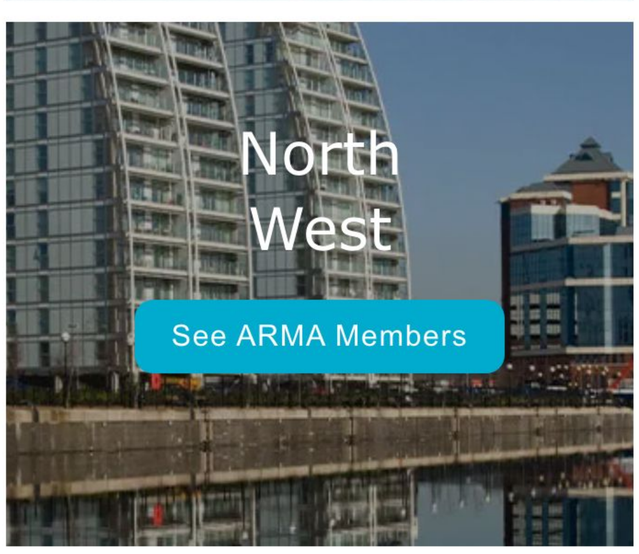


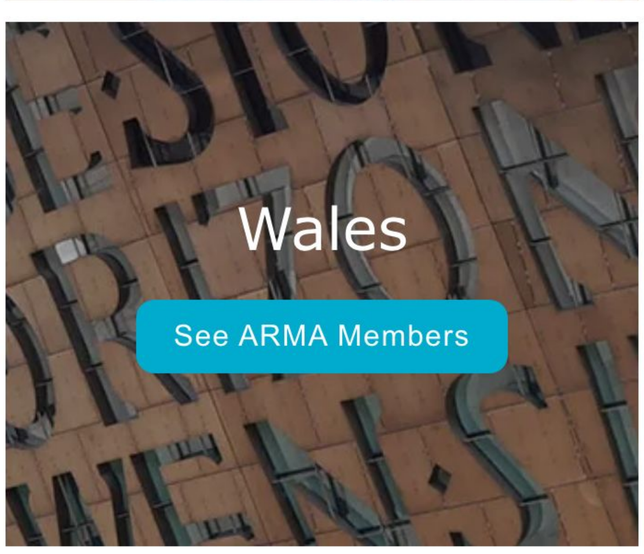


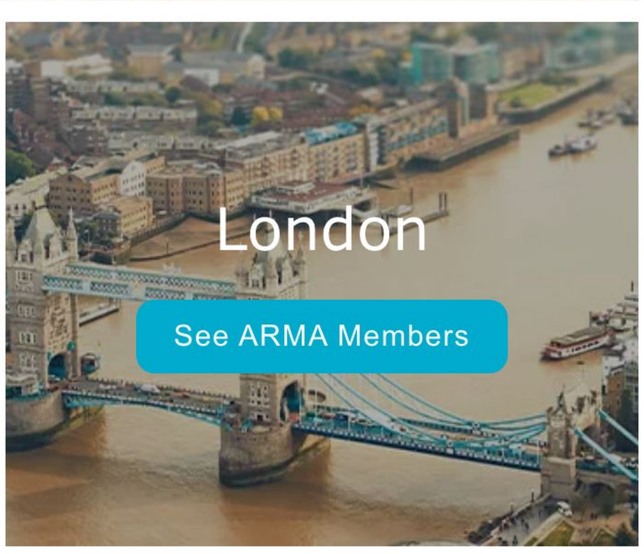


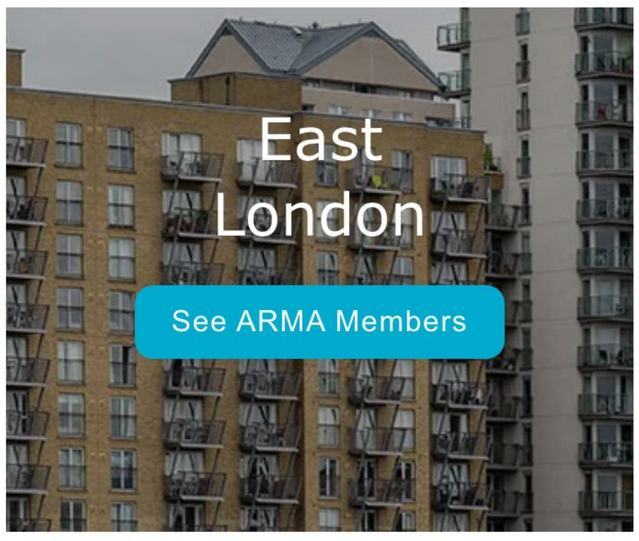












ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

Find an ALEP Member

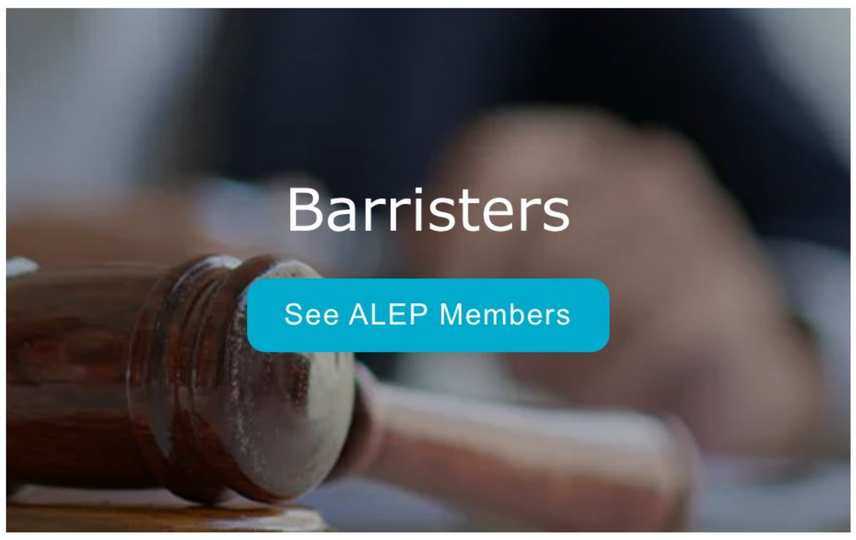
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

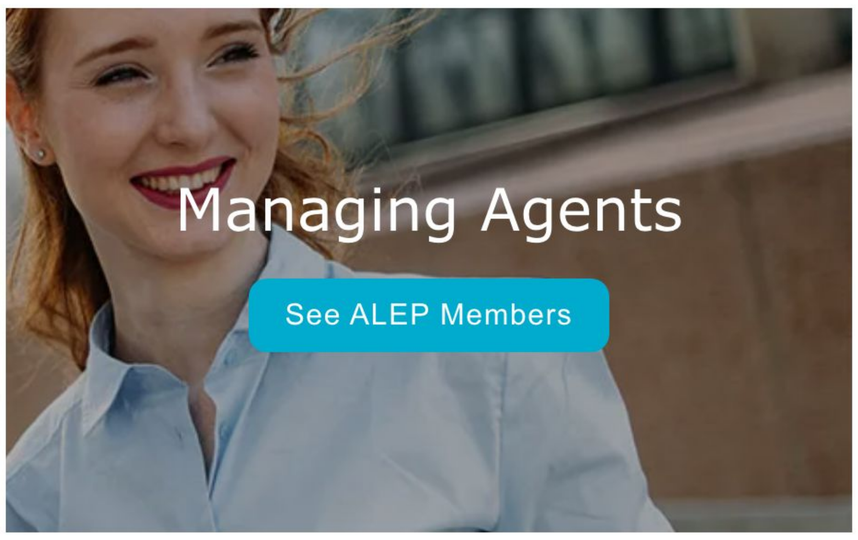
ALEP members can advise or assist with:

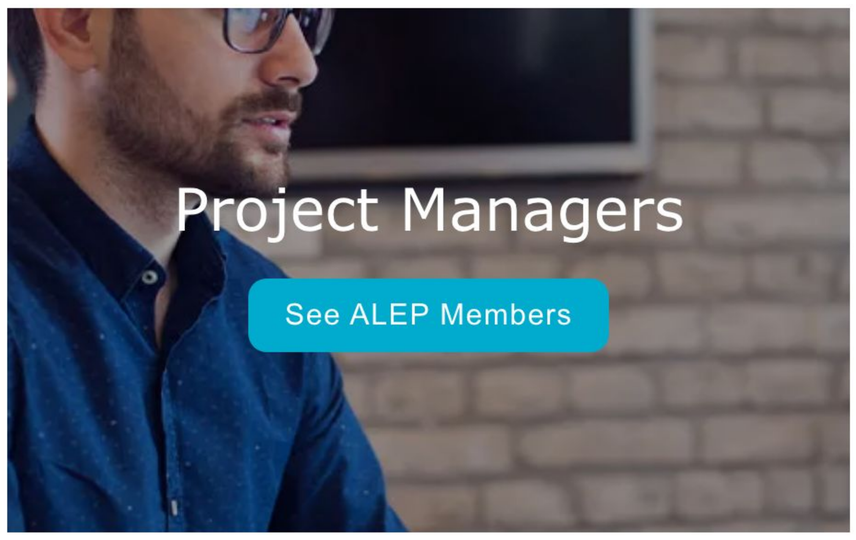
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

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







ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

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www.lease-advice.org

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Burns Hamilton	Bournemouth	01202 391663	Full Member
Freemont Property Managers Limited	Lymington	01590 610 555	Full Member
GH Property Management Services Limited	Southampton	03453 080 988	Full Member
Hobdens Property Management Ltd	Littlehampton	01903 724 040	Full Member
Hunters Estate & Property Management Ltd	Burgess Hill	01444 254 400	Full Member
Itsyourplace Limited	Fleet	0330 660 0699	Full Member
Kites Property Services Limited	Camberley	01252 837514	Full Member
KTS Estate Management Limited	Arundel	01903 889 799	Full Member
MJ Staples t/a Deacon Crickmay Asset Mgmt	Horsham	01403 218 975	Full Member
Minster Property Management Limited	Wimborne	01202 883 360	Full Member
MSMS - McCarthy & Stone Management Services	Bournemouth	01202 508 190	Full Member
Napier Management Services Limited	Fordingbridge	01425 650 656	Full Member
Rebbeck Brothers Ltd	Bournemouth	01202 438 908	Full Member
Retirement Lease Housing Association (RLHA)	Frimley	01252 356 000	Full Member
Stride & Son	Chichester	01243 813 760	Full Member
PS&B - Estate Management Limited	Portsmouth	07887 621 824	Full Member

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• Appointmoor Estates	Westcliff on Sea	01702 719966	Full Member
• APT Property Management	Fenstanton	01480 192 065	Full Member
• Aspire Block & Estate Management Limited	Watford	01923 372169	Full Member
• Belgravia Block Management Ltd	Peterborough	01733 345 278	Full Member
• Broadoak Management Limited	Hocklife	01525 211548	Full Member
• Carringtons Residential Management Ltd	Harlow	01279 7011239	Full Member
• Encore Estate Management	Cambs	01223 866 980	Full Member
• Flaxfields Limited	Linton	01223 941380	Full Member
• Hegarty Property Management	Moulton Park	01604 953890	Full Member
• Hill & Clark Limited	Boston	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	01223 866980	Full Member
• Proactive Block Management Ltd	Letchworth Garden City	01462 376 015	Full Member
• Redwood Estate Management Ltd	London	0203 962 7222	Full Member
• Rounce & Evans Property Management Ltd	King's Lynn	01553 401580	Full Member
• St Andrews Bureau Ltd	Cambridge	01223 352 170	Full Member
• TLC Estate Agents	London	0207 370 4000	Full Member
• TW Property Block Management	Tunbridge Wells	01892 530 109	Full Member
• Watsons	Norwich	01603 226500	Full Member

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2 Manage Property Ltd	Egham	01932 765 493	Full Member
Acorn Estate Management	Bromley	02083 156 980	Full Member
Adelaide Jones & Co Ltd	London	02077 255 800	Full Member
Alliance Managing Agents Ltd	London	02033 281 950	Full Member
Andrew Purnell & Co	London	02088 797 888	Full Member
ART-M Block Management Ltd	London	07984 587246	Full Member
Blenheims Estate and Asset Management Limited	London	02073 684 150	Full Member
Bowood (London) Limited	London	02072 236 940	Full Member
Brackenbury Property Management Ltd	London	02030 023 600	Full Member
Centro Plc	Sutton	02084 011 000	Full Member
Cluttons LLP	London	02074 081 010	Full Member
Colin Bibra Estate Agents Limited	London	02085 670 077	Full Member
Crabtree PM Limited	London	02083 717 070	Full Member
Craig Sheehan Chartered Surveyors	London	03452 077 400	Full Member
D&G Block Management	London	02079 328 500	Full Member
Dauntons Soar Management Limited	London	02078 341 032	Full Member
Esskay Management Services LLP	London	02073 318 888	Full Member
Fairoak Estate Management	London	02030 789 824	Full Member
Fifield Glyn Limited	London	02076 296 457	Full Member
Fry & Company	London	02078 210 099	Full Member
Grace Miller & Co.	New Malden	02086 051 200	Full Member
Hammond Properties	Sidcup	02083 004 811	Full Member
HML	Croydon	02086 628 800	Full Member
JCF Property Management Limited	London	02087 889 700	Full Member
JFM Block And Estate Management	Harrow	02038 657 789	Full Member
Kinleigh Folkard & Hayward	London	02045 792 931	Full Member
KMP Solutions Limited	London	02083 719 171	Full Member
London Wharf Property Management Co Ltd	Erith	07543 247 144	Full Member
May & Co Management Ltd	London	02073 763 726	Full Member
Michael Laurie Magar Ltd	Borehamwood	02084 929 850	Full Member
Moonstone Management	London	02083 009 281	Full Member
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Pinnacle Housing Limited	London	02074 275 182	Full Member
Platinum Associates Ltd	London	020 7863 7555	Full Member
Prime Management (PS) Limited	Bromley	02037 008 733	Full Member
Prime Portfolio Ltd	London	020 7409 0209	Full Member
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Urang Property Management Limited	London	02077 518 355	Full Member

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• Birt & Co	Tenby	01834 842 204	Full Member
• Compton Property Management Ltd	Swansea	01792 315 488	Full Member
• RH Seel & Co Ltd	Cardiff	02920 370 100	Full Member
• Western Permanent Property	Cardiff	02920 235 151	Full Member
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• Manchester Residential Management Ltd	Manchester	01617 074 873	Full Member
• Matthew's Block Management Limited	Chester	01244 346 226	Full Member
• Oakland Residential Management Limited	Hale	0161 929 6151	Full Member
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• Realty Management Limited	Stockport	01614 747 677	Full Member
• Red Rock Estate & Property Management Ltd	Beaumont	03331 235 670	Full Member
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• Revolution Property Management Ltd	Salford	01618 500 022	Full Member
• Scanlans Property Management LLP	Manchester	01612 368 888	Full Member
• Select Retirement Service Ltd	Wilmslow	0161 656 5649	Full Member
• Stevenson Whyte	Manchester	0161 312 7171	Full Member
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• James Andrew Residential Ltd	London	02083 497 171	Full Member
• K&M Property Management Limited	Barnet	02084 401 034	Full Member
• Lamberts Chartered Surveyors	London	02071 486 784	Full Member
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• 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
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Banner Property Services Limited	High Wycombe	01628 522888	Full Member
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Belgarum Property Management Ltd	Winchester	0800 298 0069	Full Member
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Cable Rock Ltd	Eastbourne	01323 345045	Full Member
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Charles Cox Property Management	Denton Island	01323 894 400	Full Member
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Cleaver Property Management Ltd	Wokingham	0118 9787182	Full Member
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Cosgroves Block Management	Southsea	02392 827 827	Full Member
Courtney Green Ltd	Horsham	01403 246 170	Full Member
Covenant Management Limited	Witney	01993 899 840	Full Member
Deacon Asset Management	Hove	01273 421 286	Full Member
Denfords Property Management	Southampton	023 8038 6970	Full Member
DFC Property Management Limited	Worthing	01903 874 108	Full Member
DJC Property Management Limited	Wickford	0345 459 2812	Full Member
DMG Property Management Limited	Marden	01622 831017	Full Member
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Evolve Block & Estate Management	Ringwood	01425206595	Full Member
Fell Reynolds	Folkestone	01303 228688	Full Member
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FirstPort Retirement Property Services	New Milton	07900 822309	Full Member
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Gem Estate Management Limited	Letchworth	01462 480 481	Full Member
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Hazelvine Limited	Bourne End	01628 529 765	Full Member
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Hera Management Services	Billericay	0345 683 8812	Full Member
Heritage Management Limited	Kingswood	01737 850260	Full Member
HES Estate Management Ltd	Leatherhead	01372 677968	Full Member
Housemartins Property Management	Seaford	01323 896418	Full Member
HPS	Wokingham	0118 962 7493	Full Member
Hurford Salvi Carr Property Management Ltd	Hertford	01992 500 040	Full Member
Hydehead Ltd	Peacehaven	01273 579796	Full Member
In Block Management Limited	Epsom	02030 111 777	Full Member
Jacksons	Hove	01273 328 556	Full Member
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JH Property Management Limited	Sittingbourne	01795 476 249	Full Member
Jordan & Cook Ltd	Worthing	01903 820740	Full Member
Kent Gateway Block Management	Rochester	01634 814867	Full Member
Kent Property Management	Canterbury	01227 678016	Full Member
Leete Estate Management	Windsor	01753 850071	Full Member
Let Solutions	Canterbury	01227 456466	Full Member
MCS	Hertford	01920 466500	Full Member
Metta Property Management	Westcliff-On-Sea	0330 133 0242	Full Member
Oakfield Estate Agents	St Leonards on Sea	01424 854 814	Full Member
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Peerless Properties (Oxford) Limited	Oxon	01869 331198	Full Member
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PMS Managing Estates Limited	Essex	01206 835350	Full Member
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Qube Property Management	Hertfordshire	0333 014 3330	Full Member
Rayners	Godstone	01883 742690	Full Member
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Scott Estates Management Ltd	Hastings	01424 722 586	Full Member
Sebright Property Management Limited	Harrow	020 8863 2767	Full Member
Sennen Property Management	Camberley	01276 817893	Full Member
Sensible Property Management (Eastbourne) Ltd	Eastbourne	01323 738886	Full Member
Sheridan's (Block Management) Limited	Beds	01462 814087	Full Member
Sawyer & Co Sales & Lettings Limited	Portslade	01273 778 844	Full Member
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Trent Park Properties LLP	Borehamwood	020 3384 0583	Full Member
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Warwick Estates Property Management Ltd	Harlow	01279 626 616	Full Member
Zone Property Management	Sawbridgeworth	02038 589 579	Full Member

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• Potts Gray Management Company Ltd	South Shields	03300 104 188	Full Member
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• Bold and Reeves Limited	London	020 7408 7590	Full Member
• Brunsfield Ltd	London	020 3601 7676	Full Member
• Burlington Estates (London) Limited	London	020 7499 3207	Full Member
• Castlereagh Management Limited	London	020 7258 9670	Full Member
• Homes Property Management Limited	London	020 8960 7730	Full Member
• KDG Property Ltd	London	020 7887 6413	Full Member
• Lanigan Estates Ltd	London	020 7223 0851	Full Member
• Lee Baron	London	020 7758 5627	Full Member
• Lewis & Tucker	London	020 7323 2321	Full Member
• London Residential Management Ltd	London	020 7438 1080	Full Member
• Lornham	London	020 7724 4777	Full Member
• Mayfair Property Management Limited	London	020 7576 9435	Full Member
• MIH Property Management Ltd	London	020 3637 7968	Full Member
• Principia Estate & Asset Management	London	020 7341 0220	Full Member
• Quadrant Property Management Limited	London	020 7386 8800	Full Member
• Raglan Limited	London	020 7937 5272	Full Member
• RMD Properties (London) LLP	London	020 7723 2111	Full Member
• SAFE Property Management	London	020 8762 0167	Full Member
• SBA Property Management	London	020 7629 4949	Full Member
• Sears Morgan Property Management Limited	London	0844 257 2222	Full Member
• SHW	London	020 7389 1500	Full Member
• Sloan Block Management	London	020 7221 4935	Full Member
• Susan Metcalfe Residential Property Management Ltd	England	020 7591 0931	Full Member
• Tideway Property Managers	London	020 7409 0609	Full Member

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• 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
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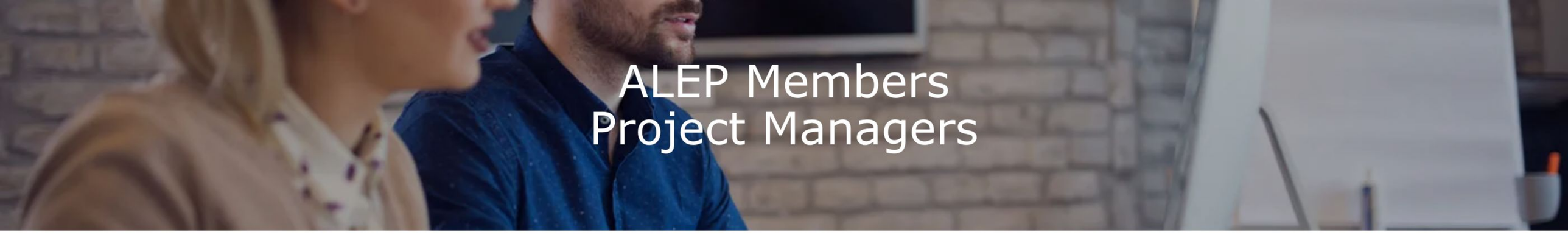

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