Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

June 2021

Feature: Listed & Historic Buildings

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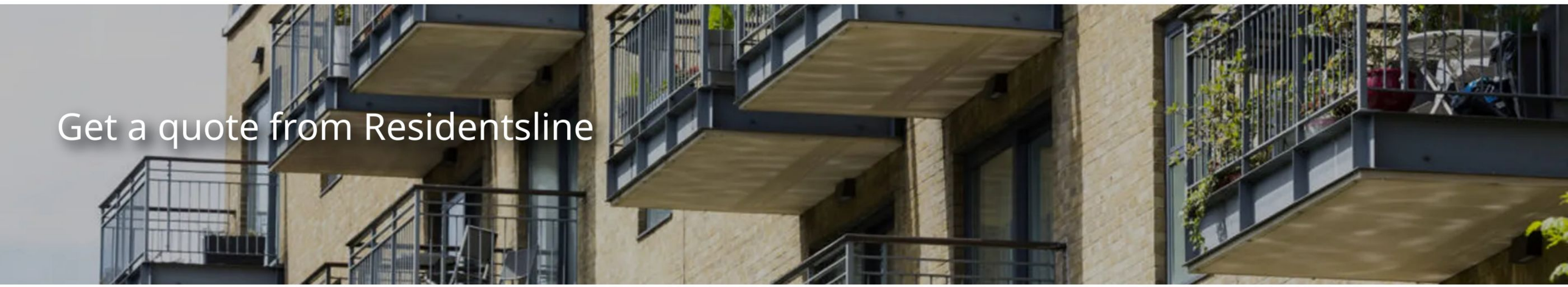

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Welcome

Welcome to the June issue of Flat Living Magazine

I hope you are keeping well and have been enjoying catching up with family and friends.

In our June issue of Flat Living Magazine we are featuring Listed and Historic Buildings as we've been receiving lots of questions about the implications of these.

We take a look at what it means to be listed, common questions, the legalities around them, as well as insurance considerations, making sure they are correctly valued and more.

Looking at the recent IRPM & ARMA Survey in wellbeing survey we get advice on how we can protect employee mental health, and then look at how we can help residents who are considering being involved in their RMC.

We've also got a 10 minutes with... video, all the latest property vacancies from Block Recruit, plus of course the latest news.

Events are starting to pick back up again with some new in-person events taking place later in the year, including the Proper Awards which will be taking place at the Ministry of Sound in September!

I hope you enjoy this issue.

Rebecca Kelly
Head of Partnerships, Flat Living

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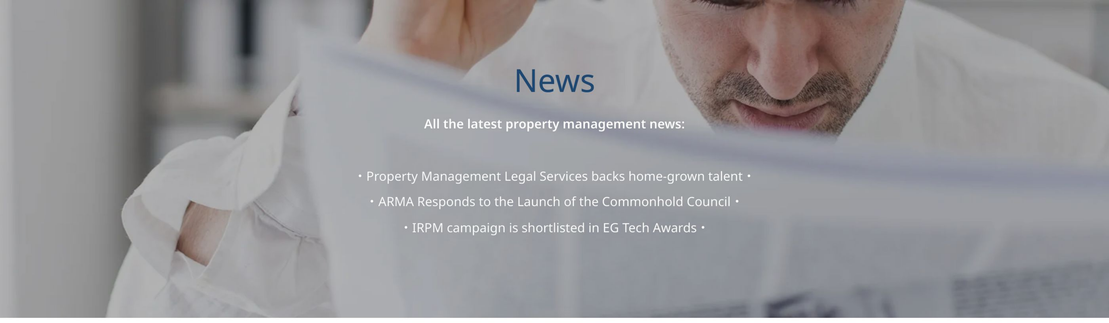


News

All the latest property management news:

• Property Management Legal Services backs home-grown talent •

• ARMA Responds to the Launch of the Commonhold Council •

• IRPM campaign is shortlisted in EG Tech Awards •

Property Management Legal Services backs home-grown talent

Law firm Property Management Legal Services Limited is backing the national apprenticeship scheme by supporting two members of staff through their training in accountancy and business administration. Victoria Staszynska starts her level 3 business administration this month and Hollie Cottam starts her level two account finance assistant.

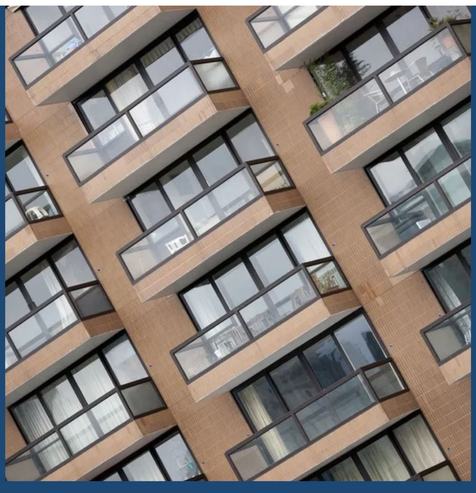
Leading property lawyer Cassandra Zanelli, who has previously worked with both Vicky and Hollie, is delighted to help them continue with their career development at her new firm launched in December 2020.

“I’m a massive supporter of apprenticeships,” said Cassandra. “Having apprentices adds a healthy dynamic to the team. Traditional routes to qualification aren’t for everyone and the apprenticeship “learn and earn” model gives people options in terms of training and qualifications.

I’ve been really proud of how well Vicky and Hollie doing, and how much they’re progressing. They’re both enthusiastic and ambitious, and I hope to be part of their ongoing development. We’re a growing team and I’m a massive fan of growing our own. Their apprenticeships are the next stage in their burgeoning careers. No doubt there’ll be more to come from them and this is just the next stage of a career path for them both,” she said.

Victoria believes apprenticeships are undervalued but she says that following this route has enabled her to “progress and develop personal and working skills suited to my job role as a legal secretary. I have been able to build relationships with my colleagues, as well as gain qualifications whilst working. I am looking forward to completing my level 3 qualification and working along Cassandra and our team of professionals at Property Management Legal Services Limited,” she said.

Hollie is “super-excited” to be a part of the Property Management Legal Services team and start her new career in accounts. “I’m looking forward to starting my Level 2 accounts finance assistant apprenticeship having recently completed my level 2 in business admin,” she said.



ARMA Responds to the Launch of the Commonhold Council

On Thursday 13th May 2021, the Commonhold Council was launched to advise the government on the implementation of a reformed commonhold regime. The Council is formed of an advisory panel of leasehold groups and industry experts who will inform the government on the future of this type of homeownership. Currently, ARMA has not been appointed to serve as one of its members.

Chaired by Building Safety Minister Lord Greenhalgh, and supported by a Technical Support Group, it will advise the government on the implementation of a reformed commonhold regime and bring forward solutions to prepare homeowners and the market for the widespread take up of commonhold for new supply of flats.

ARMA's Response

Responding to the establishment of the Commonhold Council, Nigel Glen, CEO of ARMA, said: "The MHCLG has announced the composition of the Commonhold Council without ARMA’s inclusion. Although not in a hurry to sit on yet another committee, we do believe that in this case this is a serious oversight as the MHCLG will struggle to understand the practical management implications without input from managing agents, the only legal entity other than the Commonhold Association involved. With over 60% of ARMA member blocks being RMC/RTM managed, we have considerable experience and knowledge of working with owner/occupier blocks and boards.

"If Commonhold is to succeed it is vital that it works in its entirety, across contracts, legal aspects, maintenance charges, accounts, flat sales, flat rentals, alterations, managing agent staffing/organisation, commonhold association liaison and debt collection, to name just a few areas. This will prove challenging with no input from those who will be expected to deliver and could cause it to fail, which is in no one’s interest.”

IRPM campaign is shortlisted in EG Tech Awards

The IRPM is delighted to announce that it has made the shortlist for the prestigious EG Tech Awards 2021. The Institute is a front runner in the Big Picture category, showcasing its campaign for industry-wide adoption of the UPRN. This category is open to influential bodies, organisations and government schemes/departments which can demonstrate support for tech and real estate on a grand scale.

irpm setting standards

Former winners in this category include NHS Property Services in 2020.

The IRPM entry demonstrates how we are driving forward the technology agenda in property management via our campaign for industry-wide uptake of the UPRN. We believe this sets the scene for ethical, collaborative digitisation of the customer experience, enhanced compliance and seamless stakeholder engagement. We are actively promoting recognition of the importance of digital connectivity to improve industry performance in tandem with better outcomes for our customer base.

In 2020 IRPM published a series of Tech Insight white papers that aimed at helping members better understand the issues around data use and technology in the buildings they manage, and point to the need for greater connectivity in our sector.

By linking with cross-sector initiatives such as the Golden Thread of tall building safety information, the UPRN in particular has the potential to completely transform the way digital data is utilised to the benefit of the whole industry, our clients and consumers. Many organisations recognise the benefits of a commonly used single identifier, but the real pay-off will come when it is used across the whole market.

We are now spearheading a drive to make this happen via an open letter to government and industry, through ongoing high-level discussions with government and industry stakeholders and our work with the RED Foundation and TLIC.

Feature: Listed & Historic Buildings

What about if you live in a listed building?

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

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I'm sure most of us have heard about Listed Buildings, but do we know what that means if we want to buy a Listed property – and what it means if you are in a managed leasehold property?

What is a listed building?

A Listed building is one that is on the statutory list of 'buildings of special architectural or historic interest', sometimes referred to as The National Heritage List. The building is listed to protect it for future generations.

The listing covers a whole building, including the interior and can also cover:

- any attached structures,
- later extensions
- Pre-1948 buildings on land attached to the building (in the planning system this is called 'curtilage' – attached land).

  Listed buildings are all very unique, so it is worth checking with your local planning authority to find out what exactly is covered by the listing on your building.

Which type of buildings are listed?

The most significant cause for a building to be selected for listing, is its age. The older a building the more likely it will be listed.

All buildings built before 1700, which have survived in their original condition, or as near to it, are listed. Most between 1700 and 1850 are also listed.

Particularly careful selection is required for buildings from the period after 1945 to be listed. It may be that they demonstrate technological advances; possess a notable feature or are the work of a particular architect.

Some recent post-war buildings are now also being considered.

Two recent buildings that fall into the category of being of special importance are the Royal Festival Hall and the BT Tower in London.

In England there are approximately 376,000 listed building entries, which actually amounts to over 500,000 listed buildings. It is hard to be precise, because a row of terraced houses can be a single list entry.

Five points to consider when buying a listed property:

What category does your property or prospective property belong to?

Categories of listing are:

- Grade 1 – Buildings of exceptional interest; only 2.5% of listed buildings are Grade 1
- Grade II* - Buildings are particularly importance, being of more than special interest; 5.5% of listed buildings.
- Grade II – Buildings of special architectural or historic interest; 92% of listed buildings.

You will need special permission to make any changes.

There are controls over what you are allowed to do to the building in terms of alterations. This doesn't mean there is a preservation order preventing change, but consent must be applied for to make any changes to the building that might affect its special interest. Within government planning guidance, listed buildings can be altered, extended and sometimes demolished, but consent has to be gained first.

Repairs are likely to cost more – and sometimes a lot more.

Often, you'll have to hire specialist tradesmen with particular expert skills to do the work. Some buildings retain period design and or building features which require skills that are no longer used regularly by the majority of builders. This will mean hiring specialist tradesmen with a particular skill-sets to do the work, which means they will be more expensive.

You may be able to get a grant for repairs or for a contribution to the works.

Historic England are the body who look after Listed Buildings and they will usually offer grants when the repair will be unable to go ahead without that support.

You may require specialist home insurance.

If you buy a property that is listed, you must inform your insurer.

The insurance should be for a rebuild, not just the market value, because due to being listed, specialist building materials may be required, which are more expensive.

All of this applies even if you have a managed property with a managing agent – such as Fraser Allen Estate Management. My team and I have to consider all of the above too and we often advise our residents if this is relevant to their homes. A rule of thumb is this – if you like heritage properties, and it's also in a heritage setting, this will be an issue to consider from the outside regardless of whether you live in a leasehold or freehold property.

If you are buying a property and think it might be listed, but don't know, you can check on The National Heritage List for England here.

Fraser Allen Estate Management specialise in Residential Block Management and are committed to ensuring your needs are put first.

We bring an innovative, organised and reputable approach to the industry with a friendly team who are on hand to assist you.

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Feature: Listed & Historic Buildings

What Exactly is a “Listed” Building?

Written by Richard Smeeton from Manage Your Block

ManageYourBlock™

Most people are aware of the existence of ‘listed” buildings and the fact that there are extra controls around what can and can’t be altered by their owners, but what does being ‘listed’ actually mean?

The List

Being listed means just that- the building is placed on an actual list held by Historic England called ‘The National Heritage List for England’ (NHLE).

Originating in 1882 (when the first powers of protection were established) this developed into what is known today as statutory ‘Listing’, just after the Second World War. The database was brought together and made publicly available online in 2011 before the public were invited to add their personal knowledge and photographs to listings via an Enriching the List initiative in 2016.

The List currently holds over 400,000 entries and is updated constantly by Historic England, bringing together all:

- Scheduled monuments
- Listed buildings
- Registered landscapes
- Registered battlefields
- Protected wrecks

What Makes a Building or Site Special Enough to be Listed?

Buildings with ‘special architectural and historic interest’ can make it on to the list- partly to simply acknowledge and appreciate their importance but also so that they are considered differently within the planning system to make sure they’re protected.

Generally, the older a building is, and how rare it is to find similar surviving buildings of its kind, the more likely it is to be listed.

As a general guide, these buildings will make the List:

- Buildings built before 1700 and that are in something like their original condition
- Buildings built between 1700 and 1850
- Buildings built between 1840 and 1945 and that are of ‘definite quality and character, including those by renowned architects’
- Buildings built after 1945 that are ‘exceptionally important’
- Buildings less than 30 years old are normally only listed if they are both ‘of outstanding quality and under threat’ as they haven’t yet stood the test of time

Historic England find areas/buildings to consider for addition to the list in 3 main ways:

- Spot listing: this is where Historic England will look at individual buildings brought to their attention by local authorities, societies and members of the public
- Area lists: the country is divided into areas which are then visited by expert fieldworkers who select the best buildings using specific criteria
- Thematic listing: searches focussed on particular building types

Grading

Buildings deemed appropriate for the List are then graded based on their importance:

- Grade I: These account for only 2% of the listed buildings and are of ‘exceptional interest’
- Grade II*: These are particularly important buildings of more than just ‘special interest’, accounting for around 6% of listed buildings.
- Grade II: Making up the bulk of the list with around 92% of the entries, these are buildings of ‘special interest’ which warrant preservation. Most domestic listed buildings fall into this category.

How Does Being Listed Affect Owners?

Historic England says *“If you want to alter or extend a listed building in a way that affects its character or appearance as a building of special architectural or historic interest, or even demolish it, you must first apply for listed building consent from your local planning authority.”*

They advise that owners of listed buildings speak to their Local Authority Conservation Officer about any plans they have for alterations before any financial outlay is made and certainly before any work commences. The Officer should be able to advise if the plans are likely to achieve consent or not- a step that could save time, heartache and money. They may be able to advise tweaks to your plan that would make the request more likely to be accepted too.

The process for applying for consent is free and relatively straightforward- you can download an application form for Listed Building Consent for your local authority’s website and there is free guidance available on the Government’s Planning Portal website.

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

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Feature: Listed & Historic Buildings

Common Questions about Listed Buildings

Written by Fiona Bonney-James, Partner at Hamilton Darcey LLP

Listed Buildings are known to be special buildings but owners and occupiers of these buildings usually have bigger hoops to jump through and higher costs to make even simple changes to their property.

In this article we will address the 4 most commonly asked questions we receive at Hamilton Darcey LLP.

What is the difference between a listed building and a building within a Conservation Area?

A Listed building is one included in a list approved by the Secretary of State under the Planning (Listed Buildings and Conservation Areas) Act 1990. A listing means that the building makes a contribution to the specialness of England's diverse historic environment.

The 'List' originated in 1882 when the first powers of protection were established. These developed into what we know today as statutory 'listing' just after the Second World War.

Under the aforementioned Act, every local authority can designate as Conservation Areas, areas they determine to have special architectural or historic interest, to enable their character or appearance to be preserved or enhanced.

A building can be both listed and located in a Conservation Area. A building within a conservation area will be subject to less restrictive obligations than listed buildings.

Can I do any works to a listed building without consent?

Generally listed building consent must be applied for in order to make any changes to the building, which might affect its special interest. You can maintain the property using like-for-like materials and traditional repair and redecoration methods, without prior consent. The term 'like-for-like' put simply means that any repair is exactly the same as the existing in all respects including material, colour, texture and detailing.

It is very important to remember that even wallpaper or bathroom fittings can be listed. Unless parts of it are specifically excluded in the list description, the listing covers the whole building, including the interior.

Hamilton Darcey were recently asked to inspect a property where we found the contractor had tools in hand ready to remove a lath and plaster ceiling. We were just in time to advise that listed building consent was required before any demolition works could be carried out.

Don't forget that it is a criminal offence to carry out work which needs listed building consent without obtaining it beforehand!

If in any doubt we recommend seeking written advice from the local planning authority in advance of any alterations taking place. Not having the correct consents can result in receiving an enforcement notice from the local authority or result in significant cost and time implication in putting works right or reinstating back to original, not to mention any potential fines.

Can I repair or alter my windows?

The majority if queries we received are to do with repairs to windows to listed buildings. Maintenance work, such as redecorating and repair of windows will not generally require listed building consent. Work other than basic maintenance is likely to require permission from the local planning authority.

How long does it take to get consent?

Once the local authority has registered the listed building application, it usually takes eight weeks for a decision. If consent is denied, then the programme can significantly increase as you look to find an agreement with a Conservation Officer. For this reason applications should not be an afterthought and should be prioritised when planning works.

Planning permission may also be required if the works include alteration to the external parts of the listed building, and may affect the character of the building.

As part of our due diligence at Hamilton Darcey LLP we check at the outset whether a property is listed. It is important to tailor our approach to working on a listed building and for us to be open and transparent with any budget implications.

Hamilton Darcey LLP is an RICS regulated Chartered Surveying practice with offices in London and Birmingham. We undertake instructions relating to all aspects of Building Surveying and Design services with particular specialist knowledge in the commercial and high end residential sectors.

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

- Melissa Bagot

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

- Max Braun

www.blockrecruit.co.uk

Feature: Listed & Historic Buildings

Listed Buildings: Pomp & Planning

Written by Charlie Davidson, Associate Solicitor at Bishop & Sewell

A building being listed is a celebration of that building's architectural and cultural value.

Being listed also brings a building under the protection of the English planning system, so that it may be preserved for future generations. Buying a listed property can bring with it unique challenges and responsibilities that you must be alive to during the conveyancing process and beyond.

A listed building is defined by section 1(5) of the Planning (Listing Buildings and Conservation Areas) Act (1990) ("the Act") as "a building which is for the time being included in a list compiled by or approved by the Secretary of State". In this case, the power falls to the Department of Culture, Media, and Sport.

When you own a listed building, you are not just a registered proprietor; you are a custodian of part of this country's heritage. Therefore, whilst this should undoubtedly be considered to be a privilege, you will also be assuming a certain amount of responsibility.

There are three grades of listing, based on a building's architectural and/or historic interest:

Grade I

These are buildings of exceptional national importance. Approximately 2.5% of all listed buildings are Grade I listed.

Grade II*

These are particularly important buildings of more than special interest and have some national significance. Approximately 5.5% of all listed buildings are Grade II* listed.

Grade II

These are buildings of special interest, warranting every effort to preserve them, but tend to be of more local importance.

For the purposes of the Act, a "listed building" can mean each of the following:

- The building itself; and/or
- Any object or structure fixed to the building; and/or
- Any object or structure within the land attached to the building that forms part of the land and has done so since before 1 July 1948.

Once a building has been listed, it will normally require listed building consent before it can be demolished, altered or extended. This is a separate issue from planning permission you would normally encounter. Some normally permitted development rights will also not apply. Listed building consent may be required in tandem to planning permission or on its own. Because of the wide definition of what a listed building may entail, it is important to be extra diligent while undertaking any form of work to any such building.

Listed building consent is required for either:

- The total demolition of a listed building; or
- Any alterations or extensions that would affect the listed building's character, both inside or out.

It is important to note that not all works will require listed building consent. Listed building consent is only required for works, such as internal or external alterations, that affect the character of the building. This can be a matter of individual judgement. As a result, there is scope for differences of opinion (and argument) between the local planning authority, who has the ultimate say so, and listed building's owner. This is where the advice of a surveyor with a background in dealing with listed buildings can be invaluable.

Under the Act, if work is carried out that should have had consent but no such relevant application has been made, the local planning authority has the power to take one or more of the following actions:

- **Criminal Prosecution** of the people who actually carried out the work in question and the people who allowed the work to carried out. Prosecution does not require the reversal any unauthorised works to a listed building. Its purpose is to punish the offender and act as a deterrent to others. The punishment can range from an unlimited fine or up to two years imprisonment (or both); and/or

- Serve a listed building **enforcement notice**. If works are carried out to a listed building without listed building consent, enforcement can require the owner to bring the building back to its former state. Unlike breach of planning permission or building regulations, there is no immunity period for listed building enforcement action; and/or

- Apply to the court for an **injunction**. An injunction, being a court order to halt works and reinstate the building back to its former state. Injunctions allow the local authority to take action against an anticipated or on-going breach of listed building control.

Therefore, if you are planning to buy a listed building, it's important to take steps to ensure that any, or all, of the works that have been undertaken to the property have been fully and properly authorised by the relevant local authority. Whilst the criminal liability noted above can only be imposed on the people who carried out the work or allowed the work to take place, alternative enforcement actions can still be taken against the new owners, who did not undertake or allow the offending works regardless. This can see new owners of a listed building being left in the costly situation of having to reverse works that the previous owners carried out or allowed to be carried out.

It should be noted that this article only addresses the issue of listed properties that are situated in England. Listed properties in Wales, Scotland and Ireland have their own separate legislation and are therefore outside the scope of this article.

The above is accurate as at 10 May 2021. The information above may be subject to change during these ever-changing times.

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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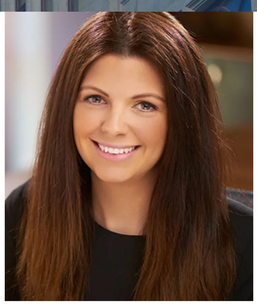
Feature: Listed & Historic Buildings

Historical Perspectives

Written by Phil Parkinson & Katie Edwards from JB Leitch Solicitors

Legal Director Phil Parkinson and Associate Katie Edwards of specialist property solicitors JB Leitch, once again provide insight and practical recommendations for building owners, managers and investors, on the issues surrounding the safe management of historic or listed buildings...



Preserving our built heritage continues to be an important factor in our cultural landscape. With many stately homes, gardens and villages acting as significant contributors to our visitor economy, landlords can understandably see the opportunity in offering desirable homes in properties with distinctive architectural, structural and historical value.

However, with character comes complexity. From safety, repairs and maintenance to insurance and improvements, buildings with listed status are subject to greater constraints, limitations and liabilities for owners and managers.

Historical Context:

Historic England provide three levels of listed building (grades 1 to 3) which broadly encompasses all buildings built before 1700 which survive in anything like their original condition, buildings built between 1700 and 1850 and carefully selected buildings constructed after 1945. The principal aim of the list is to record and protect "buildings of special architectural or historic interest from alterations that may negatively impact the character and historical context of the building.

Maintenance, Repair & Improvement:

Historic England advises that listed buildings should be well maintained, in order to avoid any problems that could lead to major repairs. Local authorities can take action to secure the repair of a listed building when concerned about its continued preservation. For example, they may serve on the owner a 'repairs notice' under Section 115 of the Town and Country Planning Act 1971. This notice must specify the works which the authority consider reasonably necessary and communicate that if it is not complied with within 2 months, the authority may subsequently make a compulsory purchase order (CPO) and submit it to the Secretary of State for confirmation.

Making changes to a listed building also requires additional consideration, with additional processes in place to ensure appropriate preservation and integrity of the property. Landlords and owners will need to recognise that permission will be needed from the local planning authority and that commencement of unauthorised works is regarded as a criminal offence.

Another noteworthy point is that repairs or maintenance for a listed building may be more expensive. If there are specific requirements to use like-for-like materials, specialist tradespeople may be required to repair to the original standards and style, which also raises potential questions of the level of skilled resource available, the time it will take and the additional cost this will present. These are vital considerations in mapping and setting the service charge and potential reserve or sinking funds.

Safety & Insurance:

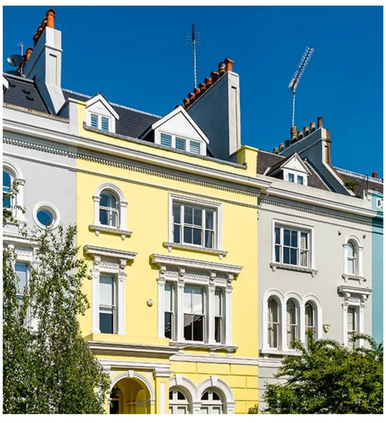
With building safety and escalating insurance premiums very much at the centre of debate across the industry, many of the prevalent issues come into sharp relief when considering older, listed properties.

Fire in particular has always been a risk to older buildings, and Historic England also note increasing risks to property posed by storms, extreme rainfall and flooding and requiring the need for adaptation, adequate protection and insurance. Governing legislation which may require reinstatement of damage on a like-for-like basis, requiring a more comprehensive level of insurance cover being needed, than would be seen with a more modern construction.

As a minimum, it is likely that landlords or managers will require a policy to cover the following: fire, lightning, explosion and aircraft, storm and flood, burst pipes and water leakage, malicious damage, accidental damage, theft, subsidence and structural problems and building contracts – to ensure remedial work is undertaken to the required material standards for the building. Each area will need to be carefully considered and content of the policy should be scrutinised to gain a clear understanding of what restrictive exclusions are being made and their implication on any future claim. Again, the specialist nature of the policy will likely present a higher premium to be factored into service charge calculations. It is also advisable to keep insurers fully informed of any potential works to be conducted in order to mitigate any risk to the cover.

Repair or Replace? Implications on Service Charges - A Case in Point:

In a recent case at the First-tier tribunal, we touched upon a number of important points above in regard to the liability to pay service charges under section 27A of the Landlord and Tenant Act 1985.



The case concerned a listed, five storey Victorian building in central London. The property had 3 separate entrances with eleven flats served by a lift which had suffered from frequent breakdowns and had been out of service for three years. Further to commissioning a number of reports (concluding that replacement of the lift would be safer and more cost effective in the long term than repair) and undertaking an unchallenged section 20 consultation, a series of tender proposals were obtained by the property management company and the leaseholders notified. The respondents, comprising a group of leaseholders, contested that:

- The lift does not serve all of the property and therefore those not benefitting considered they should not need to contribute.
- That the leaseholders are not liable to pay for the works towards the cost of a new lift because Listed Building consent is required which may impose addition conditions for the works.
- The construction and interpretation of the lease is under dispute, with regard to repair versus replacement.

With our client bringing an application to determine whether replacement was reasonable and payable in accordance with the demand for on-account service charge, we argued on point one, that the leases are clear, with a clause clearly stating the contractual obligation to "Keep the lifts situate within the Building in repair and replace any parts thereof that require to be replaced" with a further clause outlining that each numbered flat constituted part of the property.

On the second point, we highlighted that the construction of the lease entitled the Landlord to demand on-account service charges for the forthcoming year if the service charge fund held are not sufficient to meet the anticipated expenditure. It was noted that a pre-application for advice on general acceptability for Listed Building consent and a formal application was made in a timely fashion, adding that a decision was likely in a short time and unlikely to have significant impact on the costs.

On the third point regarding repair versus replacement, the key matter was whether a repair of the singular parts would provide a properly functioning lift which complied with current health and safety regulations. Interpretation of the relevant lease clause implied it did not provide for rebuilding/entire replacement, only to "replace any parts". Both parties therefore referred the Tribunal to the case of **The London Borough of Hounslow v Waaler** which considered the approach a Landlord must take when determining the cost of improvement works passed through the service charge were reasonably incurred. Although the Upper Tribunal held in that instance that particular consideration should have been given to the view of the leaseholders, in the context of this matter, the clause of the lease that stipulated keeping "the lifts situate within the building in repair and replace any parts thereof that require to be replaced" and the expert reports, supported the option to replace the lift which was installed in 1935, was currently defective and had not been in use for three years.

The Tribunal determined that the Respondents are contractually bound to contribute towards the cost of the lift, agreed that construction of the lease entitles the Landlord to demand on-account service charges for the forthcoming year and that replacement works would be in accordance with the provisions of the lease. Furthermore, the Tribunal noted that when the Section 20 consultation process was undertaken, no objections whatsoever were received in connection with the choice of contractor or final tender price.

In conclusion, there are many advantages to creating residences in listed and historic properties – their character, distinctiveness and style can be strong attractors to purchasers seeking originality or exclusivity. It should also be recognised that the obligations for both leaseholders (through higher service charges) and landlords (through restrictions, consent processes and inherent risk) may well require greater cost and time. Open and frequent communication between all parties, effective risk management and clear comprehension of leases and accompanying policies are vital.

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Feature: Listed & Historic Buildings

Historic Buildings & Lifts

Written by Gareth Lomax, Director at Ardent Lift Consultancy

With this month's edition of Flat Living focussing on Historic Buildings, we felt it was a good opportunity to look at classic designs of lift through the ages, as many of the designs can still be seen in our major cities today.

Early Years

Whilst there are numerous ideas of the first lifts used by man, with hemp rope devices being pulled by oxen an image frequently conjured up, the modern passenger lift has its roots in more recent history.

The screw drive system was utilised for the first time in a lift system in 1793 by Ivan Kulibin at the Winter Palace, St Petersburg. More remarkable is that the principal of the drive system is still used in modern disabled access platform lifts, some 230 years later.

Elisha Otis is credited with developing the modern lift (elevator) with his invention of the safety gear, an automated braking system, which he first demonstrated at a New York exposition in 1854. The first of these passenger elevators was installed in 1857 at 488 Broadway. The provision of a safety device to stop the lift car if the ropes failed revolutionised the lift industry and in turn, paved the way to high rise construction so familiar in today's skyline.

Modern lift equipment has improved upon the original design and fortunately with the safety factors of ropes/machines now far greater than before, it is a very rare occurrence to have the safety gear deployed in the event of emergency.

However, with the common ancestors of today's lifts dating back over 200 years, it is no surprise to find lifts of all shapes and sizes in some of the most recognisable buildings of the world.

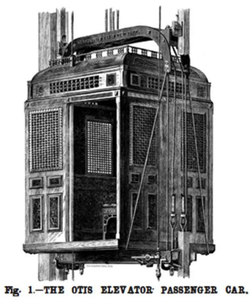
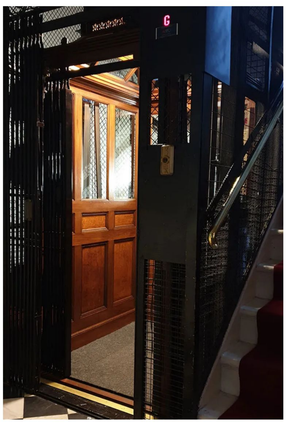


Fig. 1.—THE OTIS ELEVATOR PASSENGER CAR.



Classic Design

When thinking of older lift designs, both London and Paris come to mind, with the stairwell lift, within a mesh shaft structure and with open picket (lattice) gates. There are some pristine examples of these still found within mansion blocks in our major cities (though a great number have lost the originality of the lift cars, with 1960 Formica overlay).

Our earlier article in Flat Living focussed on a particularly well-preserved example of this classic design within a West London property, with a glazed lift car adding to the Art Deco design. We were (and remain) very proud to be able to sympathetically refurbish that lift, with a client who understood the importance of retaining the character of the building, whilst letting us improve the health and safety of the system for future operatives.

The HSE (understandably) want to see the removal of these lattice gates due to the serious risk they can pose. However, English Heritage (equally understandably) would like to preserve the character of these lifts wherever possible, as they are key to the design of these buildings, often forming part of a lightwell to common areas.

We are well versed at finding a balance between these two opposing viewpoints to maximise safety whilst retaining character, an art we want to retain in the Lift Industry!

Unconventional – but Effective

The Paternoster is a now outmoded lift system from the late nineteenth century, where a 'cyclic elevator' provided service to a building. The system is in essence a chain of lift cars linked together, which slowly travel the length of the lift shaft (from bottom to top) only to move horizontally at the top of the building to then descend in the neighbouring shaft. All the while, dozens of identical lift cars make the same journey, meaning a continuous arrival of lift cars at each floor, permitting the public to hop into the nearest cabin in their direction of travel, getting out at their required floor (think of London's Circle Line on a continuous loop).

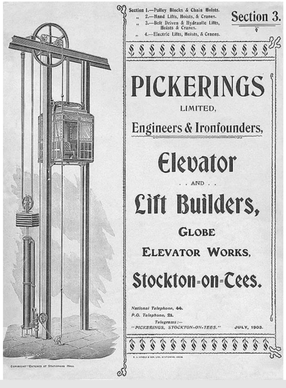
Originally installed in Oriel Chambers in Liverpool (circa 1868), minor design alterations occurred before the Paternoster was adopted into public use and thereafter seen frequently installed throughout the first half of the 20th century. The design gained in popularity because despite the slow speed of each individual car (approximately 1 foot per second – enabling a step on/off to be achieved in travel), the collective number of cars per shaft enabled a faster flow of passengers in a public building (much like escalators).

The Arts Tower in Sheffield had a 22-storey version of the Paternoster installed (the highest in Europe), but simple calculations would indicate at an approximate height of 70m to the top floor of the building, it would take nearly 4 minutes in the lift car to travel from bottom to top floors!

However, the design suffered from a number of high-profile accidents and due to the constant movement of the cabins, they pose risk to anyone of limited mobility (children, elderly and disabled passengers being at most risk) when boarding/alighting the cabin. Subsequently, they are no longer permitted for installation and only very few now survive in operational service.

One notable exception to this was in the 2020 pandemic, where Northwick Park Hospital (London) reinstated their Paternoster for service after originally decommissioning the unit in 2013. The decision to reinstate the lift was undertaken to prevent crowding in the main lifts of the hospital, but the added benefit of no buttons to push and limited passengers per car would seem to play into further benefits obtained from the design. Paternoster lifts hospital's spirits | Latest news | LNWH

One final point on these units; the term Paternoster was applied to the lift as they operate in the form of a loop (with the design resembling rosary beads on a string). Paternoster means 'Our Father' the first two words of the Lord's Prayer in Latin – rather apt when considering the risks they have been deemed to pose.



Under Pressure

Within a number of UK cities, the installation of hydraulic power networks was established at the end of the nineteenth century. Hundreds of miles of high pressure cast iron hydraulic pipes pushed millions of gallons of water each week around the various networks.

It provided a cleaner source of power than the equivalent steam engines and in London alone it was utilised by approximately 8,000 lifts and cranes, using hydraulic pressures to drive pistons upwards, whilst releasing of the pressure would enable them to return to the lower floors.

Electric pumps began to replace the steam engines originally installed, but the system was finally decommissioned in 1977.

However, hydraulic lifts survive and operate using oil reservoirs (rather than mains water pressure), with self-contained pumps within lift motor rooms. The advent of the MRL (machine room less) lift has seen a decline in hydraulic lifts being installed, but there remains a time and place for their installation. Whilst slow in comparison to modern electric passenger lifts, hydraulic units are often found moving heavy loads over shorter distances, for example, car park lifts are often hydraulic in design.

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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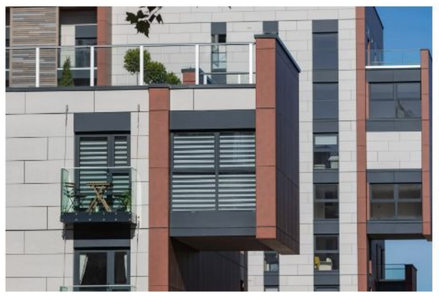

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Feature: Listed & Historic Buildings

How to make safety improvements to listed buildings

Written by Simon Bushell, Sales Director at Fixflo

Fixflo

There is no doubt that when it arrives, the Building Safety Bill will shake up the block management industry. New expectations around the information that should be available about a building's history and the level of accountability owners will have for its safety will be causing many to consider building safety improvements. Making these improvements can be especially difficult for those managing listed buildings, where an absence of information and an extensive permission process can easily mean works not being completed from six months to a year after they have been planned.

What is a listed building?

A listed building is one that has been placed on one of four statutory lists maintained by different local authorities depending on where in the United Kingdom the building is located: Historic England in England, Historic Environment Scotland in Scotland, Cadw in Wales, and the Northern Ireland Environment Agency in Northern Ireland. In Ireland, a listed building is known as a 'protected structure'.

Gathering information

Depending on the date of conversion, the availability of information can be a major block when it comes to listed buildings. This will pose a particular challenge when it comes to the Building Safety Bill's requirements for a 'golden thread' of building information to be available.

Design, planning and construction information can be particularly difficult to come by for listed buildings, especially ones built before the 20th century. Even a more recent conversion can be limited by the availability of details from the developer - especially if they have subsequently gone out of business or restructured. In some circumstances, your local planning office may have useful documentation on your building.

Arranging risk assessments and surveys

In the absence of documented information, the best way to learn about the safety of a listed building is often through risk assessments and surveys. These include assessments for fire safety, asbestos and electrical safety.

Knowing the materials and construction of a building is vital for fire safety. If these details are not known, an intrusive or Type 2 fire risk assessment, in which physical samples are taken of a building's materials, may be required. This will require the permission of the freeholder.

Before an intrusive assessment is carried out, the building should be inspected for asbestos if its presence is unknown. The popularity of asbestos in the 1950s and 60s makes it a particular hazard to be aware of in newer listed buildings. You will need to know if asbestos is in the building and where, if it has been removed properly, what it has been replaced with and whether the procedure has been done safely. Tracking remedial measures like this and keeping records is vital for maintaining safety, especially when it comes to complying with the Building Safety Bill.

Prior to a risk assessment, know your building intimately. The better you are able to instruct the assessor, the more thorough a job they will be able to do. If possible, try and be there when the assessment is carried out.

Getting permission for safety works

If an assessment had identified the need for safety works, permission must be sought from the local authority. A listed building cannot legally be demolished, extended, or altered without this permission.

If you believe the required works to a building will not affect its character as a building of special architectural or historic interest, and therefore do not require planning permission, you can apply for a Certificate of Lawfulness, also known as a Lawful Development Certificate. For a successful application, you must provide enough information to prove why the works should be lawfully permitted.

For other works of alteration, direct permission must be obtained by submitting an application. Authorities aim to have decided on each application within eight weeks. This includes a statutory 21-day consultation period so that neighbours and other interested parties can comment on the proposal. Applications for listed building consent can take a long time to complete because of the level of information required, plus the external documentation that must be provided, such as surveys, plans and certificates. For this reason, many choose to use a third party surveyor to complete the application for them.

If you're unsure whether the works will require permission, consult your local authority's Conservation Officer. Alterations that have been carried out without permission will likely affect an owner's ability to sell the building and reduce its value.

Building Safety Bill

For more information on the Building Safety Bill and how it will affect the industry, watch our on-demand webinar Building Safety Reform: What It Means for Block Managers, featuring discussion and analysis from industry leaders Andrew Bulmer, CEO of The Institute of Residential Property Management (IRPM), Nigel Glen, CEO of The Association of Residential Managing Agents (ARMA) and Shaun Lundy, Director of Strategy and Innovation at Tetra Consulting.

Disclaimer: This article is intended for information only and does not constitute legal advice.

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Feature: Listed & Historic Buildings

Buying and Owning a Listed Property

Written by Darren Bagnall, Managing Director at Block in a Box

Taking on the responsibility of buying and owning a listed building can be understandably daunting, but listed properties can also make fantastic investments. They are often very beautiful, steeped in history and can be a desirable residence for affluent leaseholders if converted into apartments.

However, for all the pros, there are a few things to be aware of when purchasing a listed property and we'd like to give you a heads up on some key points below.

What Does Being 'Listed' Mean?

It's as literal as it sounds- being listed means that the building is on an actual list held by Historic England called 'The National Heritage List for England' (NHLE).

The list is around 400,000 entries long and includes scheduled monuments, listed buildings, registered landscapes and battlefields as well as protected wrecks

Buildings deemed appropriate for the List also graded based on the NHLE's judgement of their importance. Your property may be Grade I or Grade II* but is most likely Grade II as these buildings make up the majority of the List (around 92%). They are buildings of 'special interest' that warrant preservation and most domestic listed buildings fall into this category.

How do I Know if My Building is Listed?

If you're buying through an agency then you'll most likely be made aware before you even view the property. Being listed is viewed as a selling point so the grade of the building will probably be mentioned within the first few sentences of the advert!

However, if you're interested in a property that's not openly on the market through an agency and want to know its status then you can head to the Historic England website and use their search function where you can search the entire list by keyword or by postcode. The map search function can be even better when it comes to pinpointing the grade of the building.

If you want any extra reassurance, Historic England are happy to be contacted via email or you can also contact your local authority for clarification.

Knowing What the Listing Covers

Not all listed buildings are protected as a whole. If the Historic England listing doesn't mention any particulars, then yes, the protection extends to the building in its entirety (including the interior). However, in some cases, parts of the building may be excluded from the listing and these will be specifically detailed.

It's also important to note that the listing can also extend to:

- Other attached structures and fixtures
- More recent extensions or additions
- Any pre-1948 buildings on the land attached to the building (described as 'curtilage' within the planning system).

Because all listed buildings are unique, what is actually covered by a listing can vary quite widely- Historic England advise that you check all details with your local authority before making a purchase.

How Does Listing Affect Owners?

There are a few considerations to be aware of when it comes to buying listed properties:

Alterations

Historic England says *"If you want to alter or extend a listed building in a way that affects its character or appearance as a building of special architectural or historic interest, or even demolish it, you must first apply for listed building consent from your local planning authority."*

They advise that owners of listed buildings speak to their Local Authority Conservation Officer about any plans they have for alterations before any financial outlay is made and certainly before any work commences. The Officer should be able to advise if the plans are likely to achieve consent or not- a step that could save time, heartache and money. They may be able to advise tweaks to your plan that would make the request more likely to be accepted too.

You can download an application form for Listed Building Consent for your local authority's website and there is free guidance available on the Government's Planning Portal website.

Repairs

Listed buildings can't simply be repaired to modern standards. While repairs may have to comply with modern Building Regulations, original materials and methods must be used wherever possible and the overall original look of the property must be maintained.

As you can imagine, repairs of this nature require specialists and rare materials- both of which can be very costly.

A fully comprehensive survey is an absolute must when buying a Listed property; to avoid any nasty surprises and to also give you the opportunity to negotiate on price if works are needed.

Historic England do run a grant scheme to help with the cost of repairs to listed properties- you can find out more about that here.

Insurance

While there's no legal requirement to maintain appropriate insurance for a listed building or a building in a conservation area, legislation does impose various duties on the owner when it comes to repair and maintenance, making adequate insurance an absolute must.

Going through an experienced, specialist broker is most likely the best way to avoid issues such as under-insurance (due to higher-than-average rebuild costs), sub-par loss adjusters (who are chosen and paid by your insurer) and lack of coverage for unexpected costs (which can pile up when claiming for listed properties).

Specialist cover can also make the process of restoration or repairs easier due to insurers' little black book of expert craftsman. They may also be more adept at working with affluent residents- something to keep in mind if your property will be occupied by leaseholders.

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

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Feature: Listed & Historic Buildings

Insuring a Listed Building

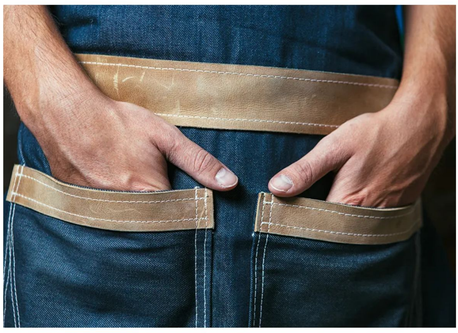
Written by Belinda Thorpe, Managing Director of Residentsline

If you own or are responsible for a listed building, the necessity to insure it correctly is two-fold: you must insure it appropriately to protect any leaseholders, residents and contractors living or working in the building, but you also have to make sure you're financially covered when it comes to the upkeep of the building to its original, protected specifications.

This double-edged sword means that careful policy selection is paramount.

When looked at in simple terms, ideal insurance protection for listed buildings is just a mix of appropriate cover and an insurer with the capability to handle any claims- it may well be advisable to hand the task over to a seasoned broker with great experience in this area.

Why do I Need Specialised Insurance?



Taking on a listed building means accepting responsibility for maintaining it in as close to its original state as possible.

By nature, the majority of listed buildings are very old, and the construction may involve rare materials or craftsmanship that is hard to come by among modern-day contractors. If the property suffers damage for any reason, you may well be legally obliged to restore the property to as close to its original state as possible which can be extremely costly.

While there's no legal requirement to maintain appropriate insurance for a listed building or a building in a conservation area, legislation does impose various duties on the owner when it comes to repair and maintenance- making adequate insurance an absolute must.

Before You Start Searching for a Policy

Getting the details of your policy requirements right is essential- your broker can only work with the information provided and, if anything is incorrect, you may lose out in the event of a claim.

Before you approach a broker or do any of your own research, gather the following information:

- The year the property was built
- The grade that has been allocated to the building
- The year you purchased the property
- The types of locks and alarms in use throughout (inc windows)
- The details and costs of any claims you've made for the property in the past 5 years
- The value of your contents if you live at the property (Confused.com have a handy calculator tool for this) as well as details of any items worth over £1000 that you want to be specifically insured
- The rebuild cost of your house (we recommend asking a chartered surveyor to assess this for you as estimating the rebuild costs of listed building is particularly tricky and it's imperative that this figure is accurate)

You also need to be aware of some of the unusual elements of cover that may be required in when insuring a heritage property, including:

- Cover for costs incurred by the necessity to meet the requirements of your local authority under the Planning (Listed Building and Conservation Areas) Act 1990.
- Archaeological costs that may be incurred if buildings are damaged. For example, analysis by conservation bodies (this can be necessary if the damage exposes parts of the original fabric of the building that are of significance and need to be examined and recorded).
- Any monuments, memorials or statues in the grounds that need to be included in any cover.

Appropriate Buildings Sum Insured

One more thing to keep in mind when searching for quotes is that the reinstatement of a heritage building will be significantly more expensive than other types of flats and it is vitally important to ensure that the sum insured is adequate. Under-insurance is a common issue for all property owners but it's even more common with listed buildings due to the complex considerations required- specialist advice and periodic re-evaluation are strongly advised.

Typically, where properties are constructed of traditional materials such as stone, slate and timber, the valuation will be based on rebuilding using similar materials, but not necessarily original identical materials. For example, stone may have to be freshly quarried and recently seasoned timber may have to be used. Appropriate use of modern building techniques should also be allowed for e.g. timber that has been sawn mechanically rather than by hand.

The building sum insured should always include the cost of demolition, site clearance and professional fees along with provision for unrecoverable VAT in respect of these costs. It should also include consideration of the cost of meeting current building regulations.

You may also want to consider additional coverage for the more unexpected such as:

- A policy extension to cover the cost of complying with requirements of the EU or the Local Authority in rebuilding in a different form.
- A large day one uplift to protect against the cost of unexpected inflation over and above the normal buildings cost index. This can be common in heritage properties where the cost of specialist materials can inflate rapidly.
- An unrecoverable VAT clause which protects against additional VAT costs not included in your buildings sum insured.
- A waiver of average clause which can prevent a partial loss claim being reduced if the buildings sum insured is discovered to be inadequate.

Making A Claim

A claim will not only test the adequacy of the insurance policy wording, but also the claims handling capability of both the insurer and the loss adjuster they appoint.

Loss adjusters are independent claims experts (whose actions are monitored by the Chartered Institute of Loss Adjusters) and their role is to ensure your claim is handled fairly and in accordance with the terms of your insurance policy. However, they are appointed and paid by the insurer to act on their behalf. With this in mind it is always a good idea to agree which firm will act as the loss adjuster in the event of a claim (and ensure that they have the necessary experience).

Good communication between all the parties involved is an essential ingredient to the efficient handling of any claim- and in respect of listed properties, this is even more important due to the additional parties involved such as English Heritage.

The loss adjuster will also need to be familiar with the specialist terms and challenges involved in repairing or reinstating this type of property. The use of specialist contractors may be necessary- or even understanding how to resource specialist materials. For example, it might be that a quarry has to be opened just to source the stone required to make a repair. This may sound extreme but actually it's fairly typical of the challenges faced when preserving historical buildings.

Listed properties will often be occupied by affluent residents and no doubt they will expect the insurer and loss adjuster to reflect this in the handling of a claim- just something to bear in mind during the selection process!

Specialist restoration work will need to be conducted by competent experts and any professionals, such as surveyors or contractors, will need to be experienced in reinstating this type of property- ensuring that your insurance provider has the capability and associated professional firms in place when you arrange cover can help you to avoid many pitfalls when it comes to a claim.

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Feature: Listed & Historic Buildings

Understanding Your Listed Building Insurance Policy

Written by Darren Bagnall, Managing Director of Flat Living Insurance

We know that the complicated language and terminology used in normal insurance policies can be a challenge to read and digest. When it comes to policies for listed buildings, the jargon is even more apparent! We thought it may be useful to highlight some of the key terms used and to explain them in plain English.

Duty of Care

All insurance policies will likely refer to your 'Duty of Care'. Put simply, this means that it's on you to make sure that all the details you've provided to your broker/insurer are correct.

The policy you end up with is built on the assumption that correct information has been provided- if there are any inaccuracies, you may suffer the consequences if you have to claim. Pay outs could be lower than expected or the policy may be considered entirely void.

You can double check everything by reading your Statement of Insurance once your documents are received- if you don't understand anything or you're not sure you've given the right information, give your insurer a call to discuss asap.

Unauthorised Work

This one is specific to listed properties- it means that work has taken place at the property without the necessary Listed Building Consent being sought and granted.

Unauthorised Work will lead to more than just a slap on the wrist or a reduced pay out if you need to claim- it's illegal and can result in a fine or even a prison sentence.

Even if your property was altered by a previous owner without consent, you may have to reverse the alterations at your own cost- yet another reason for a specialist survey and searches to be done before you purchase.

Specific cover is available to insure you against the costs of reverting unauthorised alterations carried out by previous owners (as long as you can show that you were not aware of them, of course).

Curtilage Listed

Curtilage is legally defined as "the enclosed space of ground and buildings immediately surrounding a dwelling-house", or "the open space situated within a common enclosure belonging to a dwelling-house."

To explain it in terms of a listed property: if your property is within the grounds of or is attached to a listed building, it may also be listed despite not having a listing of its own.

If you're in any doubt, contact your local authority or Historic England who will be happy to help.

Endorsements

Endorsements are just amendments made by your insurer to add additional cover, remove cover or to change the scope of cover. They can also add specific terms and conditions to the policy.

You can find any endorsements to your policy in either a separate specific document provided in your pack or as part of the policy schedule- make sure you've read them and understood their effect on the policy. Always speak to your insurer to clarify anything you're unsure of.

Building Sums Insured

We've covered this in a few previous articles, but it always bears repeating and especially in the context of listed buildings.

The reinstatement of a listed building will be significantly more expensive than other types of property so it's vital to ensure that the Sum Insured is adequate. Under-insurance is a common issue for all property owners but it's even more common with listed buildings due to the complex considerations required- specialist advice and periodic re-evaluation are strongly advised.

Your policy will mention 3 'Sum Insured' values: one for the building, one for the contents and one for any valuables you've specifically listed on the policy. These values are what you would receive if your property and contents were completely destroyed.

Your overall Sum Insured will be higher than the reinstatement value of the property and contents replacement combined as it should also include the cost of rebuilding the boundaries and any outbuildings, professional fees, debris removal, solicitor's fees, fees involved in securing consents and any other costs involved in correctly reinstating your property.

When it comes to calculating your Sum Insured for a listed property, don't forget that the building's Sum Insured is not the same as the market value of the property. It's the amount it would cost to rebuild the property from the ground up while complying with the original design, materials and (where possible) techniques that were used to build the original property.

Non-Standard Construction

This a common one for listed property policies. Standard Construction generally refers to properties with brick cavity walls, tiled roofs and concrete floors. Non-Standard Construction can mean timber-framing, cob stone, traditional brickwork etc- all common techniques and materials used in the construction of listed properties.

These antiquated methods of construction and use of materials tend to require specialist craftsmanship- making them more expensive when it comes to reinstatement or repairs. Your policy should reflect this.

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Feature: Listed & Historic Buildings

Valuing listed blocks of flats for insurance

Written by Lorna Harrington, Founding Director of BCH

BARRETT CORP HARRINGTON

As valuers of residential property all over the United Kingdom, our experience is that Listed buildings cost significantly more to rebuild following a loss than unlisted buildings.

Naturally, the question on everyone's lips is ..."We know they cost more to rebuild; but how much more? If there was a simple answer to this, for any building, we would all be out of a job, and the claims process in the event of a loss would be a breeze. Every building is unique, and they should all be valued as such.

Here are a few factors of many, which contribute to the additional costs of reinstating the Listed block;

Professional Fees

The professional experts who might be involved in reinstating a Listed building (architects, surveyors, mechanical and electrical engineers, planning consultants, interior designers etc.) will have specific experience and relevant qualifications for working on Listed buildings. Subsequently, they may command higher fees than, for example, those working on a modern new build.

Time delays – of various types!

Planning approvals for the reinstatement of Listed buildings will need to be referred to more governing bodies than a modern development might be and we frequently see a longer timescales for remediation and planning before work can begin on reinstatement. A longer programme of works incurs higher costs than a shorter one would.

Construction on Listed buildings also tends to take longer than on a more conventional building. For example, even something as simple as an internal wall in modern buildings are often formed with plasterboard sheets nailed to timber studwork, whereas, in a Listed building, timber laths and lime plaster might be used which takes much longer to construct and will involve more expensive, specialist trades.

Very sought-after teams and skilled suppliers, as those mentioned above, may be busy at the time of a loss and having to wait for them, may also increase costs.

Time delays cost money as there are still various professionals working in the background and prices tend to increase with inflation.

A modern masonry-built block of flats might cost of the order of £2,000/m² to rebuild. We frequently visit Listed properties which cost at least three times this amount and if the property is complex in construction with fine internal features, then the cost might be in excess of £10,000/m² to reinstate.

Conservation Approval

All work to a seriously damaged Listed building will need approval from the Local Authority who may also engage with Historic England, CADW or Historic Environment Scotland.

Although some modern materials may be accepted, the cost of rebuilding will increase greatly if they insist on retaining the original form of construction. This requirement is not unusual, especially for those buildings with Listings higher than Grade II.

A BCH Reinstatement Cost Assessment will take into account the specific materials used on a site. If constructed from ashlar stone, for example, this could increase the total cost of the building by over 50% compared to rebuilding in good quality brickwork. A significant impact for what may have previously be presumed, a small material difference.

Complexity

A compliant Reinstatement Cost Assessment values a property for a total loss situation on a like for like basis. An attended site visit is the best way to a certain level of finish and the best way to accurately appraise more complex finishes.

Internal finishes for a Listed building often have higher levels of detailed finish. Allowances for items such as door architraves, bespoke ceiling finishes such as cornice and ceiling roses, fitted storage to alcoves and fireplaces, can all contribute to a significant portion of a rebuild valuation.

Many converted blocks also have high sums added for external features such as garden walls, paths, driveways and many structures within the curtilage all of which should be included in the valuation, upon which the premium will be calculated.

It is not simply the Listed status which increases the sum insured. It is the type of materials and labour required to reinstate an historic building, the additional fees that will be incurred, complexity of design and finish, specific location factors and timing; all of which increase the valuation for insurance purposes.

If you're looking for a practice that focuses exclusively on buildings insurance valuations, you've come to the right place. That's all we do and we do it very well. We survey all types of property from private homes and blocks of flats to commercial and industrial premises. And that includes historical and Grade II* Listed buildings.

In order to continue offering a first-rate service, we always welcome feedback and are happy as always to discuss any queries you may have.

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BARRETT CORP HARRINGTON

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Feature: Listed & Historic Buildings

Preserving for the future

Written by Michael Willians, Senior Property Manager at Scanlans

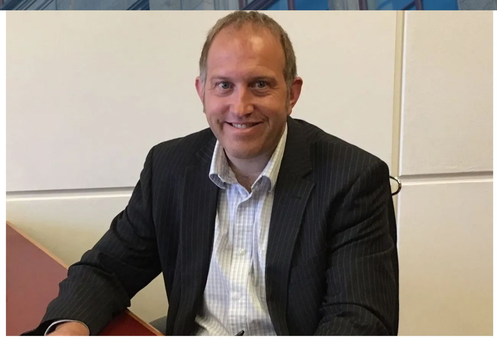
SCANLANS Property Management LLP

At Scanlans our property management portfolio is now approaching 20,000 units across more than 300 sites throughout England.

A number of these sites are listed buildings, which places responsibilities on their owners and leaseholders as custodians of premises which are of historical or architectural significance and are therefore protected under the law.

In turn, we as managing agents form part of this shield of protection, which presents a number of interesting challenges as we fulfil our role.

One of our latest instructions is to manage a listed apartment block in Bradford.



Law Russell House

Law Russell House, in the Little Germany area of the city, was built in 1873 as a textile warehouse, during a period when Bradford's woollen industry was booming.
The seven-storey, grade II listed building was recently converted into 71 apartments in a £4.5m scheme by Trajan Estates.

It's an iconic building with bags of history, and we are proud to be managing the block. It represents a brilliant instruction where we can put our expertise to good use.

We need to appreciate, enjoy and cherish our listed buildings to preserve them for future generations.

When it comes to remedial works at such properties, we have to use contractors who have the necessary specialist experience and have met the criteria to be on a local authority list of recommended firms.

If the external façade of a building is listed, triple-glazed uPVC windows will be a no-no despite any clamour for more thermal-efficient properties.

Our role is often educational, and involves making apartment owners realise and understand that there are limitations to the alterations that are permitted at a listed property. Most are aware that they have a duty to protect listed buildings, and accept the restrictions placed upon them.

It's vital that listed buildings are treated with respect, so heavy-handed drilling, for example, in some areas would be off limits.

These buildings are filled with charm and need to be authentically preserved.

Communication with owners and leaseholders is vital, and we regularly send out newsletters reminding them about their buildings' listed status and emphasising that they must not undertake any works that would breach the regulations concerning their property. We also make regular visits, which gives us the opportunity to inspect the sites. These may be monthly, bi-monthly or quarterly, depending on the agreement with our client.

Our property managers love going to buildings with eye-catching architectural features or where their history oozes from every corner.

While many apartment schemes spring up in converted existing buildings, new-build projects abound and at those it is a very different story. You simply have to find the the best contractor for the job, give them the specification and tell them to 'crack on'.

Because of their nature, listed buildings tend to be costlier to maintain on a like-for-like basis than unlisted ones. This invariably means that leaseholders are required to pay proportionately higher service charges than their counterparts at a new-build scheme. There has to be a higher reserve fund to cover the increased cost of hiring specialist heritage contractors.

No two buildings are the same, and there could be very different reasons why each has listed status.

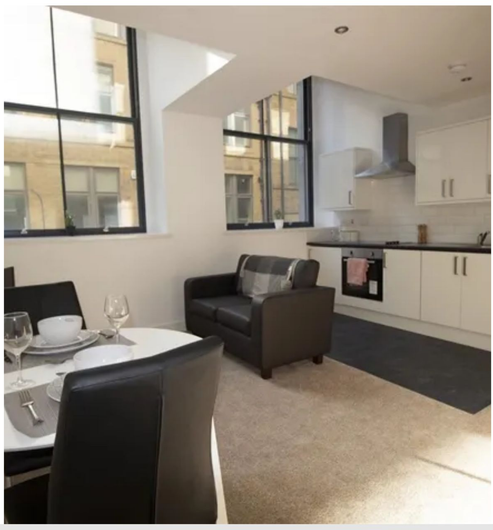
Often, it is because of external features or the façade, but it could be on account of internal aspects of a building. At Law Russell House, the staircase is a listed feature. At another site we manage, an original Tudor fireplace in a communal area has given rise to the building acquiring listed status.

There is a certain level of wider, social responsibility resting on the shoulders of listed building owners and leaseholders. Because such properties are of historical or architectural interest or significance, whoever owns them is their custodian, acting on behalf of the rest of society, and not just for themselves.

Inevitably, limitations are placed on the scope and extent of works that can be carried out at listed buildings. Even the paint used has to be of a certain type and be sympathetic to the surroundings.

The expectations of owners in the 21st century have to be balanced against the regulations which protect listed buildings.

For example, people may want external CCTV cameras erected around a listed building, but this would fall foul of the rules. Similarly with satellite TV dishes.



Scanlans is a property management and surveying practice with 50 staff based at offices in Leeds, Manchester, Birmingham and London.

Its property management division specialises in residential block management across the north west, Yorkshire and the Midlands.

The surveying consultancy focuses on commercial and residential property, as well as building surveying and LPA receiverships.

SCANLANS Property Management LLP

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Feature: Listed & Historic Buildings

London's Great Estates

Written by Sinead Campbell from London Flats Insurance

Sinead Campbell from London Flats Insurance looks at London's Great Estates. As most are aware London is a wonderfully diverse city characterised as a melting pot of people, cultures, and architecture. But it may be surprising to know that the bulk of it's high-end leasehold property is owned by just a handful of families.

In this article, we'll look at the history of four of London's most prolific landowners.

The Grosvenor Estate

Gerald Cavendish Grosvenor, the 6th Duke of Westminster, was London's wealthiest landlord. He passed away in 2016 and at that time, according to his obituary, his fortune was estimated at 8.3bn by Forbes magazine- making him the 68th richest person in the world the 3rd richest person in the UK. His son, Hugh, inherited the estate.

The family own around 300 acres of land including some of London's most exclusive addresses which make up part of the Grosvenor Estate. The estate is most famous for its landmark residential properties in Mayfair and Belgravia but it also owns a portfolio of businesses, rural estates and other assets. According to figures from 2016, the organisation employs more than 10,800 people.

The history of the Grosvenor Estate began in 1677 with the marriage of Mary Davies and Sir Thomas Grosvenor, who was part of a family that can trace its roots back to William the Conqueror.

Mary had inherited 500 acres of land north of the Thames to the west of the City of London but it remained largely untouched until the 1720s when the Grosvenors developed the northern part (now known as Mayfair) around Grosvenor Square.

In the 1820s, building on their success in Mayfair, the family began to develop the area known as Belgravia, building Eaton Square, Chester Square and other famous addresses.

Later in the 19th century, Pimlico was developed but Grosvenor's property holdings in this part of London were sold in 1953. Despite much of the family's present-day portfolio now being located in other parts of Britain and Ireland, it is the London estate that is most often associated with the Grosvenor family.

The best known of Grosvenor's properties in Mayfair are located in and around Mount Street, Grosvenor Street, North Audley Street, Duke Street, and Park Street. In Belgravia, Grosvenor owns freehold properties in Eaton Square, Motcomb Street, Elizabeth Street, Pimlico Road, and Ebury Street.

The Cadogan Estate

The Earl of Cadogan comes a close second to the Duke of Westminster in the London property stakes as the main landlord in the west London districts of Chelsea and Knightsbridge. The portfolio covers 93 acres in fact!

Cadogan Estates Ltd is particularly associated with the area around Cadogan Square, Sloane Street and the King's Road in Chelsea where the company owns the freehold on a mix of residential, retail and commercial property. It also owns property in London's exclusive Knightsbridge.

The company's origins date back to Sir Hans Sloane, the eighteenth-century scientist who purchased what was then known as the manor of Chelsea in 1712. On his death, the Chelsea estate was split between his two daughters, one of whom was married to a member of the Cadogan family.

On the death of Sloane's other daughter, her share of the estate was left to her son Hans Stanley who in turn passed it to his sisters when he died. On their death, their half of the estate reverted to the Cadogans in 1821.

The Cadogan estate includes some of London's most sought after retail locations and residential property in some of the capital's most exclusive squares. In 2000, the company acquired the Duke of York's Headquarters, a former barracks adjoining Sloane Square, which has been converted to retail, office and residential use, as well as providing a home for the Saatchi Gallery.

The Chelsea estate comprises approximately 3,000 flats, 200 houses, 300 shops, 500,000 square feet of office space and over a dozen gardens covering 15 acres.

The Howard de Walden Estate

As of 2020, the Howard de Walden Estate in Marylebone was reported to be worth £4.7 billion.

The estate manages and leases around 92 acres of property in Marylebone, covering the streets running east to west from Portland Place to Marylebone High Street and north to south from Marylebone Road to Wigmore Street.

The Estate's portfolio is largely made up of Georgian property, including Harley Street, with a mix of medical, residential, office, retail/restaurant and education space- particularly in and around Marylebone High Street.

Much of the property now owned by the Howard de Walden family, was designed in the eighteenth century by architect John Prince. He was commissioned by the Earl of Oxford to produce a masterplan for a housing development centred around Cavendish Square, with Oxford Street acting as the southern boundary. In 1719, he drew up the first plan for the Estate, but progress was slow.

When the Earl died in 1741, his daughter, Margaret, who was married to the second duke of Portland, inherited the estate. The Duke of Portland continued the building programme- overseeing construction of the elegant properties that visitors to London are familiar with in Portland Place, Wimpole Street and Harley Street.

By the 1790s, the whole area from Oxford Street to what is now the Marylebone Road had been developed. Leading architects, the Adam brothers, were commissioned to design Chandos House in Queen Anne Street as well as houses in Mansfield Street and Portland Place (which was described as "the most magnificent street in London" by John Nash who designed Buckingham Palace and the Brighton Pavilion).

The Portland Estate, as it was then known, remained in family ownership until1879 when Lucy Joan Bentinck, widow of the 6th Baron Howard de Walden, inherited the land and the Howard de Walden Estate came into being, with the first family estate company established at the end of the First World War.

By the mid-1990s the area had fallen into decline with a third of the shops sitting vacant. By undertaking a major project to re-inject life into the area including providing schools and making buildings available for community use, the Estate has successfully revitalised the High Street with a trendy and eclectic mix of shops. Residential property in the area now commands top end rents in what has become one of central London's most desirable locations.

The Portman Estate

To the west of Marylebone High Street are the 110 acres of London land owned by the Portman Estate. The Estate is held in trust for the benefit of the wider family, with over 130 beneficiaries.

With a history dating back to the 16th century, the Estate covers Oxford Street from Marble Arch to Orchard Street, from the Edgeware Road in the west to Baker Street in the east and north almost to Crawford Street. It includes Portman Square, Manchester Square and the residential properties located in Bryanston and Montagu Square as well as two rural estates in Buckinghamshire and Herefordshire.

In addition to its core landlord operation, The Portman Estate runs The Portman Foundation- a charitable trust which supports charities and other causes located in or that are of benefit to the Marylebone area.

Henry William Portman, followed by his son Edward Berkeley Portman, built Portman Square in 1764 and then Manchester Square in 1770, followed in around 1810 by Bryanston and Montagu Squares. But building work wasn't carried out by the Estate themselves.

Instead, design was commissioned for the streets and the land then leased to private developers and builders, much in the same way that major regeneration projects are achieved today.

Financial pressures during the last century have changed the nature of the Estate, with what had been mainly residential property converted to hotels and commercial premises. A key feature has been the redevelopment of many of the original grand Georgian houses as mansion blocks which were let on long leases.

These blocks of flats and hotels are mainly located behind the Oxford Street/Edgware Road boundary of the Estate and today the area remains one of the most vibrant in London; a cosmopolitan, multicultural mix of tourism, retail, commercial and residential property.

The Evolving Role of the Estate

Each of these great London estates has survived for more than 200 years despite dramatic changes in society, the swings to right and left of government policy, two world wars and financial booms and busts as well as changes to the tax regime, landlord and tenant legislation and successive town and country planning acts.

This is a testament to the business dexterity of the families that own these estates and their ability to move with the times- as well as their undoubted desire to 'keep it in the family' and provide for future generations.

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Feature: Listed & Historic Buildings

The Perfect Heating Solution for Large Listed Properties

Written by Matthew Billington, Managing Director of Jigsaw Infrared

Listed properties are notoriously difficult to heat and keeping them warm in an efficient, effective and environmentally friendly manner is a tall order. They are often very poorly insulated and lose heat very quickly- an issue exacerbated in very large buildings as gas radiators can take an age to heat a room and then that heat is lost almost immediately once the heating is turned off.

This problem is particularly common in religious buildings where congregations are often uncomfortably cold during the winter months. With such a cavernous space to heat and with several small rooms to cater for too, the solutions may need a little more thought than a standard house. Another issue is that many areas of churches are only used sporadically- so why waste energy heating them all the time?

We are approached by Churches on a regular basis and with very good reason- infrared heating can be the best all-round solution for heating such uniquely challenging spaces (due to age, construction, wiring and the delicacy needed when planning and installing).

Here we'll detail a case study from one of our projects completed in April this year which may help you decide if infrared heating is the perfect solution for you.

Case Study: Mansfield Church Infrared Heating Installation

Initial Enquiry

The Jigsaw team recently completed a three-week installation at Mansfield Baptist Church, Nottingham. We were originally approached along with five other companies to offer our solution for heating multiple rooms of various sizes.

One of the main issues was that there were so many rooms, each of which would require different infrared solutions. The previous convection/gas system was taking too long to heat the various spaces and some rooms never quite came up to a comfortable temperature.

The areas for installation on the first phase were the:

- Reception area
- Manager's office
- Central corridorNave (10m+ high vaulted ceiling)
- Balcony
- Vestry office
- Parent and baby room
- 3 x large meeting rooms
- 3 x bathrooms

Heater Selection and Demonstration

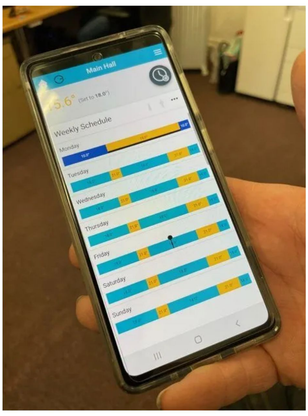
From our first visit, we knew that our Mid Range of Infrared heaters would be required for the larger spaces and that our Made in Britain Infrared Panels would be best for the others. Our team utilised their expertise in calculating the requirements of the rooms including the heaters and control systems needed, as well as confirming an effective installation process.

Once an initial estimation had been made, the custodians of the church visited one of our previous church installations in the Midlands. This gave them a sense of what IR heat feels like and how quickly it can heat a large space- providing confidence in their investment. Two demonstration heaters were also loaned to the church to aid their decision. We know that with Infrared, you need to feel it to know what it does and how far it reaches.

The Installation Process

Due to the size of the installation, the incoming feed of power to the church had to be updated. The electrical company were very quick to complete the work and Jigsaw worked with the church to advise them on their requirements for the installation.

The whole installation took a team of 3 electricians 14 working days to complete. This was mainly due to the number of heaters required and because of the shear amount of cabling and additional consumer unit updates or rewiring needed. The church custodians were impressed at how well this was all hidden from view and our control supplier noted that it was one of the cleanest installations he had seen.



Controls

One of the most important elements of our installations is always the control system. Without a well-engineered system, it could cost an extra 20-50% in the recipient's energy bills.

As part of our planning, we specify that each room is controlled independently. This allows for each room to be set at different temperatures when required. The clever addition to our system means that this can be controlled in the room, on the app and also by movement in the room.

The system looks for a number of things before turning on the power:

1. What is the required temperature?
2. Is the room required to be heated at this time?
3. Is there anyone in the room?
4. Can I override this in the room? (Tamper proof maximum temperature settings and time controls)

Why heat a room if no one is using it? With our setup you don't need to make that decision. The control system does it for you. This saves energy and gives you confidence that the heating is being used wisely as the system will go to a lower fall-back mode when the room is not occupied.

With our training session at the end of the installation, we helped set up and demonstrate the control system with the custodians who were surprised at how simple it was to have all this control in the room, on the computer and on the app.

Results

Thanks to Jigsaw, the Church now have a system that warms up quickly. Infrared heating heats objects and people directly within five minutes of switching on. This ensures that you feel the warmth much quicker than you do with convection-based heating systems.

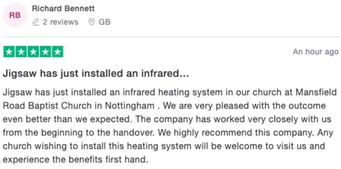
The heating is proactive and targeted, resulting in less energy wastage. This is now saving the Church a lot of money on their energy bills- so much so they are already looking at installing IR throughout the rest of the building.

Feedback

The custodians of the church let us know the reasons they went with Jigsaw for the completion of their project:

- Clear presentation of the heating requirements
- Support throughout the decision-making process
- Clear designs for the installation
- Clear costings for each room
- A tutorial of the control system at the completion of the installation
- Staff that cared about the process from start to finish
- Quality products that worked as specified

It was a pleasure working with the custodians of Mansfield Baptist Church and we're so pleased they are elated with the outcome. In their online review they welcomed any visitors to the church who want to see if IR may be the right solution for them and we're so pleased with their recommendation.



Infrared heating is the efficient, greener and comfortable heating system that is made in the UK. Unlike 'normal' convection heating, infrared warms the surfaces and the people in the room first. This is more efficient and more natural as it replicates how we feel when we're in the sun.

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How can managing agents protect employees' mental health and wellbeing?

Written by Ian Hollins, Managing Director at Clear Building Management

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As property managers we are used to carrying out a variety of roles for our customers and residents – fixers in chief, neighbourhood negotiators and, of course, agony aunts!

Add to this the 15 months and counting of COVID and, of course, the emotional and practical challenges presented by the ongoing wrangles over who pays for fire safety works – and it's no wonder many property managers and their site staff are feeling pretty frazzled.

With this in mind, Clear Building Management welcomes the recent ARMA and IRPM wellbeing survey report. In this latest piece for Flat Living, we highlight some of the key issues raised in the report and share some advice on how to protect property management and site staff's wellbeing, whilst delivering excellent block management and happy leaseholder relationships.

Physical and emotional safety

Property managers taking part in the survey were asked about the types of abuse they had received in the last 12 months, with the results showing that 74% noted being shouted at, 25% said they had been sworn at and 30% recalled being threatened in a non-physical way. Perhaps most alarmingly, 7% of respondents had been physically threatened and 5% of respondents were victims of hate crimes.

74% being shouted at

25% sworn at

7% physically threatened

Clear BM advice:

While it's important that residents are able to air reasonable complaints, absolutely no staff member should be subject to abuse under any circumstances. ARMA and IRPM agree, and since conducting the survey they have created an 'Unreasonable Behaviour Policy' – a framework that managing agents can use to better safeguard their staff against unreasonable or abusive behaviour. The framework can be downloaded here.

We believe it's important for all managing agents to have a framework like this in place, tailored to your business. It should clearly state that unreasonable behaviour towards staff should not be tolerated, no matter the context, and explain how such behaviours will be dealt with.

Tackling complaints or addressing issues quickly can however help de-escalate a situation before things get heated. Though making it easy for a customer to complain may seem counter-intuitive to hassle-free property management, an easy-access complaints policy can actually help to reduce complaints going forward. If you can demonstrate both empathy and urgency when addressing reasonable complaints, then a disgruntled customer can quickly become an advocate.

Impact of the cladding crisis

The post-Grenfell cladding crisis has been handled extremely poorly, with leaseholders left footing the bill for remedial costs on properties they bought in good faith and with the understanding that they met agreed building standards.

Despite the fact that responsibility really has to lie with those who approved these original building standards, it is leaseholders and property management staff who are taking the brunt of people's frustration. This in turn has serious implications for mental wellbeing. It is perhaps no surprise that the survey reported 70% of staff managing cladding remediation thought their mental health was at risk - 37% more than the staff not involved in cladding.

70% mental health at risk

37% more than staff not involved in cladding

Clear BM advice:

Talk to your leaseholders and be empathetic but ensure they understand that your property managers and site staff are only the messenger and not the cause of the problem!

Managing agents have been made de-facto gatekeepers of the government's fire safety funding lottery, creating an incredibly difficult and stressful situation. Many of us are leaseholders too and we desperately want to see a fair resolution to the fire safety situation - we share leaseholders' anger and understand their stress.

On a practical basis, it is vital that you request access to every pot of funding possible and look for solutions that can mitigate the need for expensive waking watch solutions.

Job Satisfaction

Encouragingly, a key takeaway from the survey is that property managers and their teams are generally a resilient bunch. When asked if they saw themselves remaining in property management for the long term, just over half say yes, with 29% feeling unsure and 19% saying no. Retaining this committed workforce is one of the biggest challenges the sector faces and looking after staff wellbeing is pivotal.

It can sometimes feel like property managers are a sponge for every bit of negativity; complaints about dropped litter and neighbour disputes are important to the individual concerned, but the increased workloads due to the pressure of fire safety works and COVID-related delays has taken its toll on individuals' wellbeing.

54% yes - they will remain in property management long term

19% no - they won't remain in property management long term

29% unsure - if they will remain in property management long term

Clear BM advice:

Sometimes, keeping the human touch can go a long way. Sharing positive reviews or messages of encouragement from RMC directors, leaseholders and residents who are pleased with the service being provided, can really bolster team spirit. Team motivation is important - and so is giving them space to let off steam!

At the end of the day, property management is a people business, look after your staff and they, in turn, will look after your customers – a mantra that is now more important than ever.

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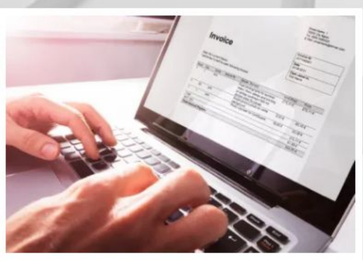
Rooftop Extensions

Service Charge Arrears



Service Charge Collections

SmarkLink45 Prepay Meter

Utilities

Water Leak Detection

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

call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Setting Resident-Managed Developments Up For Success

Written by Paul Atkinson, Director of Client Services and Business Development at FirstPort

The Government is making significant moves to give homeowners more control of their homes and the areas in which they live, so encouraging residents to get involved in the management of their development is more important than ever.

FirstPort works with over 1,000 resident-managed developments across the UK and has seen first-hand how a Resident Management Company (RMC) can add real value, if inducted in the right way. Paul Atkinson, Director of Client Services and Business Development shares his five-step approach for helping residents who are considering being involved in the RMC at the start of a development's life have a positive experience.

Educate

It's really important that residents have a full understanding of what they are signing up for from the outset. This involves helping homeowners understand resident management as a concept and the benefits as soon as possible, as well as explaining the role of a managing agent.

It's also important that the practicalities of being a Resident Director are clearly laid out. A recent survey of over 200 Resident Directors by FirstPort showed that 57% did not fully understand their role when they took it on. For residents, being aware of the benefits of feeding into, and influencing, decisions about their home is often a real motivator. As well as the positives, it is important residents understand the consequences of not having an operational RMC to consider residents' views and make decisions.

Engage

Our Resident Director Survey revealed that the biggest incentive to become a Director was a sense of pride in their development (70%), followed by a desire to support their neighbours (36%) and finding residents that this resonates with is really important to forming a successful RMC.

We find that often residents want to be involved in their community but may not know how to go about this. In addition, many of the Directors we work with already had other voluntary duties before they agreed to become a Director – such as board and committee members, school governors and charity trustees. These were all good candidates for the job, as it meant they already had a sense of the commitment they were being asked to make and were a natural fit for a Director role.

Involve

Getting interested residents involved as early as possible is key so that they can begin to contribute to how their development is run even before it's handed over. That way, they feel involved, empowered, and motivated.

In our role as managing agent, we would encourage engaged homeowners to set up a committee (at this stage without decision-making powers) that allows for training on Resident Director responsibilities and familiarises them with management matters. The committee can act as a sounding board for the developer Directors and the managing agent as they manage the development, ensuring they feel part of key decisions. In time, the committee would assume full control from the developer, already aware of how to operate an RMC.

Support

Ensuring residents have the support and advice they need during the transitional period (before they actually assume responsibility from the developer) is key to the whole process, making the handover as smooth as possible for both the developer and the homeowners and setting the foundations for long-term success.

Our Resident Director Survey reveals that eight in ten (80%) Directors go to their managing agent as their first port of call when they need help in their role, so we know how important it is to have a suite of support materials and services available, as well as regular catch-ups. We can also arrange training specifically for new directors of resident management companies.

Handover

In reality, if steps one to four are handled well, a smooth handover to residents should just happen. A good managing agent will be there supporting every step of the way, with the end goal of ensuring that there is a bright future ahead for the development and its residents.

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

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

Share this page on social media

10 minutes with...

The second in a series of interviews, this month we met with Matthew Billington, Managing Director of Jigsaw Infrared.

We find out about Matthew, Jigsaw, their plans for the future and more...

If you don't have sound press CC for subtitles

Share this page on social media

Featured Job Vacancies

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

Insurance & Conveyancing Supervisor

Location: Kent

Salary: £25-£30k

Tell me more

Property Manager

Location: Surrey

Salary: £35-£40k

Tell me more

Block Manager

Location: Hampshire

Salary: £26-£30k

Tell me more

Block Manager

Location: East Sussex

Salary: £25-£30k

Tell me more

Block Manager

Location: Buckinghamshire

Salary: £30-35k

Tell me more

Assistant Block Manager

Location: West Midlands

Salary: £20-25k

Tell me more

Property Manager

Location: South West London

Salary: £35-£45k

Tell me more

Senior Property Manager

Location: Hampshire

Salary: £36-40k

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Nominations for the Property Management 50 are open

Now in its 3rd year, the Property Management 50 recognises and celebrates excellence within the Property Management industry.

Watch the video below to find out more, or scroll down to read.

Make a nomination

Recognition

We believe it's important to recognise the commitment, drive and determination of the people that push our sector forward. There are amazing individuals working at all levels within the property management industry; from managing agents to build to rent providers and the suppliers who support them.

Now in its 3rd year, the Property Management 50 aims to celebrate these individuals and their contribution to our sector.

Key dates

Nominations close: Friday 18th June 2021

Winners announced: Friday 23rd July 2021

Nominations

You can nominate people from your organisation or others who you think are deserving of recognition for the contributions they have made to their colleagues, clients or the industry as a whole during the last 12 months.

There are six categories that you nominate people for: Property Managers, Rising Stars, Influencers, Legends, Suppliers and Build to Rent.

Property Managers

Judges

Our judges have been selected as they are all previous winners of the Property Management 50 and are legends in their own right, we are delighted to have them involved in the process of choosing our 2021 winners.

Our judges are:

Samantha Massey

Head of Training & Block Management at SDL Property

Cassandra Zanelli

Solicitor & CEO, Property Management Legal Services

Michael Howard

Owner & Managing Director, urbanbubble

Matthew Mackintosh

Owner, AM Surveying & Block Management

Rajeev Nayyar

Managing Director, Fixflo

Make a nomination

Organisers:

FlatLiving

PMR PROPERTY MANAGEMENT RECRUITMENT

PROPel

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ManageYourBlock™

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

Call for a free demo on 0333 577 9070

Who can use Manage Your Block?

We've designed Manage Your Block portal for:

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

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

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

What can I do on the Manage Your Block portal?

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

Share account information with other directors

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

Have access to a contact list

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

Use the calendar

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

Send alerts

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

Keep contact info for your contractors

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

Quotes

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

Manage your documentation

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

Keep a diary

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

Notes

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

And now also collect service charges

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

ManageYourBlock™

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

Property Management Events

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

June 2021

ARMA Training

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

Find out more

2nd June 2021

#LawUnleased: Major Works - Part 1

Join Amanda Gourley for a Zoom session to review the sections of the the Landlord and Tenant Act 1985 that relate to major works, and look in detail at the consultation procedure prescribed by the Service Charges (Consultation Procedure) (England) Regulations 2003/1987.

Find out more

16th September 2021

Proper Awards

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

Find out more

23rd September 2021

NLG Service Charge Conference

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

Find out more

14th October 2021

ARMA Annual Conference

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

More details coming soon

18th November 2021

NLG Annual Conference

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

More details coming soon

Proper Awards

Forget everything you think
you know about
property awards

The Event

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

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

And (because this is what you really care about)

A 2-HOUR UNLIMITED FREE BAR

Plus! A very special celebrity host...

Tickets

At £175+VAT (early bird 30% off) it's a steal!

Hurry! Early bird ends on 31st May.

Buy Tickets

Review deadline 31st July 2021

Any reviews collected after this date will count towards your score in 2022. Even if you don't have many reviews (or any at all) you've still got plenty of time to get reviews in. It really doesn't take much time to get setup and start requesting reviews.

How it Works

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

CLAWS Consultants
ACTION FOR A-T
adiuvo
PLP FIRE PROTECTION Protecting Life & Property
GHRIAN HEATING SOLUTIONS
PROPEYE
J&E LIFTS
FlatLiving
Property tv
JACKSON SIMS RECRUITMENT
HORTONS

ARMA Training Courses in June

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

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

Training Courses

TC27: Section 20

Date: 01/06/21 – 03/05/21
Timings: 10:00 – 12:00
Tutor: Jeff Platt

A six-hour course being be run over three consecutive days (two-hours per day) covering the requirements and procedures of Section 20 (qualifying works and qualifying long term agreements), exemptions, OJEU Public Notices and the growing body of Case Law. The course will looks at when consultation is required, the Regulations (5 variations on a theme!), the requirements of notices to satisfy each of the regulations and much more.

Book your place

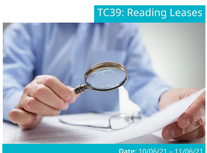
TC83: Developing Resilience

Date: 07/06/21 – 09/06/21
Timings: 10:00 - 12:00
Tutor: Shelley Jacobs

This practical and highly engaging six-hour course being run over three consecutive days (two-hours per day) provides delegates with a range of tools and techniques to develop and maintain their own resilience, providing significant benefits to mental, physical and emotional well-being. The speed of change in business today, especially in property management, can be very overwhelming. We are constantly bombarded with new challenges, new information, new technologies, new threats and new opportunities alongside the ever-increasing expectations of leaseholders and clients. Therefore, the need to be resilient has never been greater!

Book your place

TC39: Reading Leases



Date: 10/06/21 – 11/06/21
Timings: 09:30 – 12:30
Tutors: Robert Brown, Richard Bagwell

A 6-hour course being run over 2 consecutive days (3-hours per day) where you will be learning to read leases constructively and understanding the practical application of the principles.

Book your place

TC1: Introduction to Residential Property Management

Date: 14/06/21 - 16/06/21
Timings: 10:00 - 12:00
Tutor: Helen Christie

A six-hour course being run over three days (two-hours per day) by ARMA's Technical Officer, for those new to residential leasehold property management. It will provide an overview of the controls and processes required to effectively manage a leasehold block. The course will cover regulation and codes of practice, terminology and statistics, the role of the managing agent, and more.

Book your place

TC11: Residential Service Charge Accounts Guidance

Date: 21/06/21 – 22/06/21
Timings: 09:30 – 12:30
Tutor: Lisa Warren

A two-day interactive webinar discussion addressing best practice for service charge accounting. You will cover: the differences between corporate and service charge accounting, an overview of corporate accounts: RMCs, dormant companies, legal requirements, etc., best practice for service charge accounting from budget to year end and much more.

Book your place

TC103: Property Transfers – Implications For Property Managers

Date: 23/06/21 – 24/06/21
Timings: 09:30 – 12:30
Tutor: Cassandra Zanelli

Leasehold properties change hands on a regular basis. During the life of a lease, the leasehold interest is likely to be sold, transferred or otherwise disposed of. And the lease will set out the requirements that outgoing (and incoming) lessees need to adhere to. In this training course, we'll explore the typical requirements found in leases relating to property transfers, equipping attendees with the confidence to read leases constructively and deal with the process to ensure a smooth transfer of the property to the purchaser.

Book your place

TC55: Introduction to General Health And Safety For Property Managers

Date: 28/06/21 – 29/06/21
Timings: 09:30 – 12:30
Tutor: Shaun Lundy

A 6-hour course being run over 2 consecutive days (3-hours per day). This course is designed to introduce new entrants to the sector to the minimum Health & Safety knowledge essential to their career path.

Book your place

TC59: Managing Your First Portfolio – Legal Workshop

Date: 30/06/21 – 01/07/21
Timings: 09:30 – 12:30
Tutor: Cassandra Zanelli

A 6-hour course being run over 2 consecutive days (3-hours per day). Being a property manager is a demanding job; on any given day you can be required to demonstrate a variety of skills and knowledge. In this interactive legal workshop, we'll explore some of the common legal challenges that you might face and how to deal with them.

Book your place

Webinars

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

Date: 09/06/21
Time: 14:00 – 15:00
Tutor: Cassandra Zanelli

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

Book your place

W2: Leasehold Assignment: Who's Liable For The Arrears?

Date: 17.06.21
Time: 10:00 - 11:00
Tutor: Cassandra Zanelli

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

Book your place

W9: Dealing With Property Transfers

Date: 17/06/21
Time: 12:00 – 13:00
Tutor: Cassandra Zanelli

During the life of a lease, the leasehold interest is likely to be sold, transferred or otherwise disposed of. And the lease will set out the requirements that outgoing (and incoming) lessees need to adhere to. In this webinar we'll explore the typical requirements found in leases, and consider how managing agents should approach and enforce compliance with those requirements.

Book your place

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

Block Booking Discounts

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

How to claim your discount:

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

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

Get in touch

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

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

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

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

National Leasehold Group

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

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

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

Upcoming Training & Events

Leasehold Management Training

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

Find out more

Service Charge Conference

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

Find out more

Annual Conference

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

Find out more

With thanks to our 2021 Partners

bolt burdon SOLICITORS

CLAWS Consultants

EarlKendrick Building Surveyors

FORTUS BUSINESS ADVISORS & ACCOUNTANTS

liquid Recruit Smarter

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Tetra

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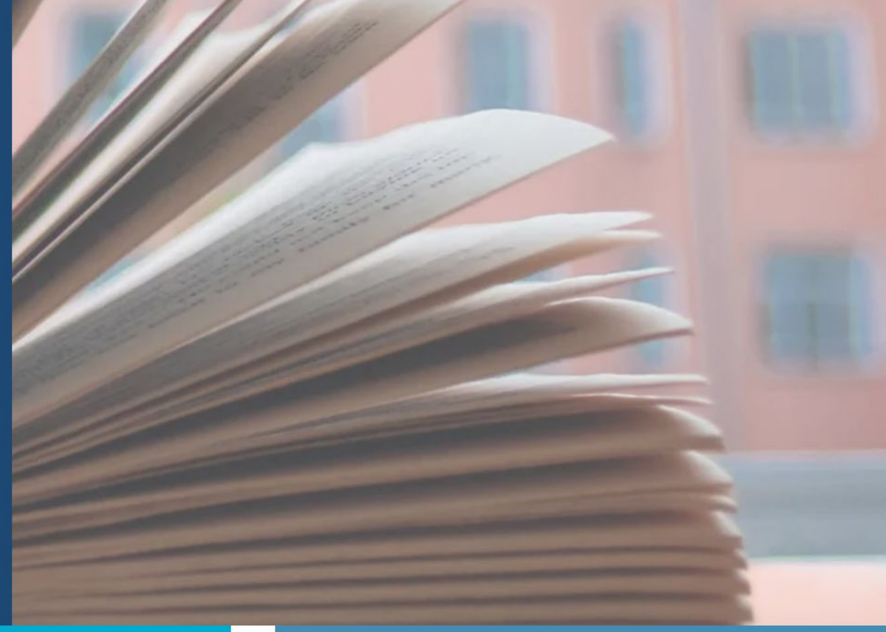
Directories

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



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members

Find an Agent

Featured Managing Agents are listed alphabetically.

Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

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Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

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Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

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Homestead

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Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

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Find a Supplier

Featured suppliers are listed by category and then alphabetically.

Accountants

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BUSINESS ADVISORS & ACCOUNTANTS

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Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
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PLP
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FlatLiving
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Insurance

London Flats Insurance

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Residentsline
Flats Insurance

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Insurance Valuations

BARRETT CORP HARRINGTON

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Lifts

ARDENT
LIFT CONSULTANCY

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Lifts

Hemsworth
Lift Consultants

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Lifts

ilecs
LIFT CONSULTANTS

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Out of Hours Response

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Maintenance

tna building services
elite property maintenance

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Mailboxes

POST BOXES UK
VALUE ENGINEERED SOLUTIONS

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Locker
simply smart

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STONE
CONTRACTS LIMITED

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Fixflo

Find out more

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ManageYourBlock™

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Bishop & Sewell
Monro Wright & Wasbrough

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Solicitors

JB LEITCH
SOLICITORS

Find out more

Solicitors

Keebles

Find out more

Surveyors

HAMILTON DARCEY LLP

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Surveyors

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Training

LEARNING CURVE GROUP

Find out more

Training

PROPel
Learning & Development for the Property Industry

Find out more

ARHM

Raising standards in retirement housing

RAISING STANDARDS FOR OVER 25 YEARS

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

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

About Us

Discover more about the ARHM and our mission

Code of Practice

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

Events & Training

Regional training, events and conferences

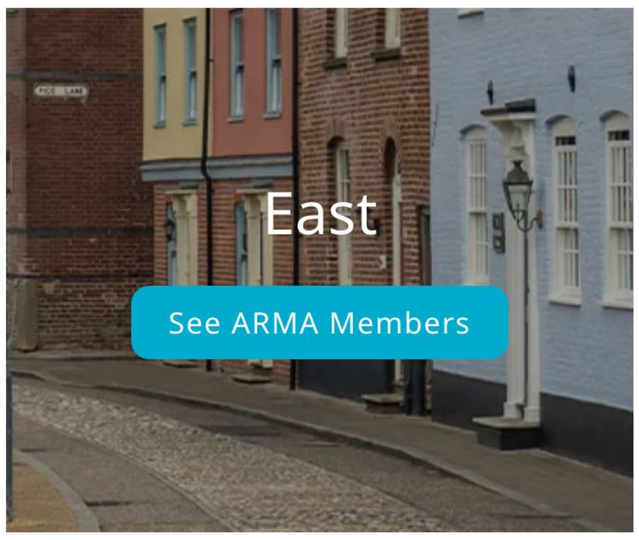
arhm.org | enquries@arhm.org | 07974 311 421

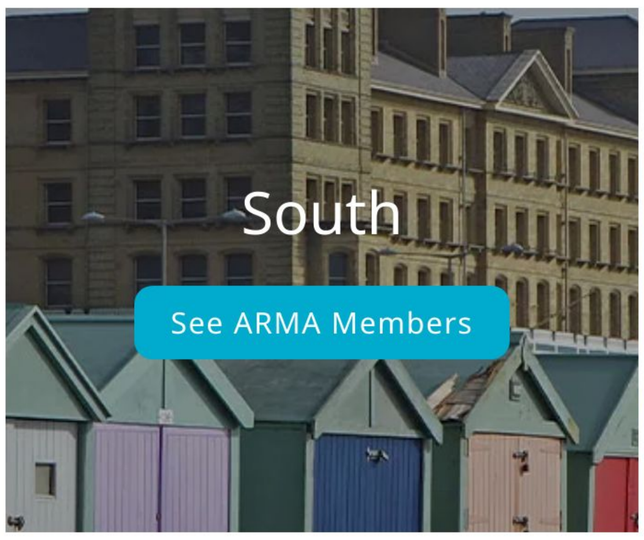
Find an ARMA Member

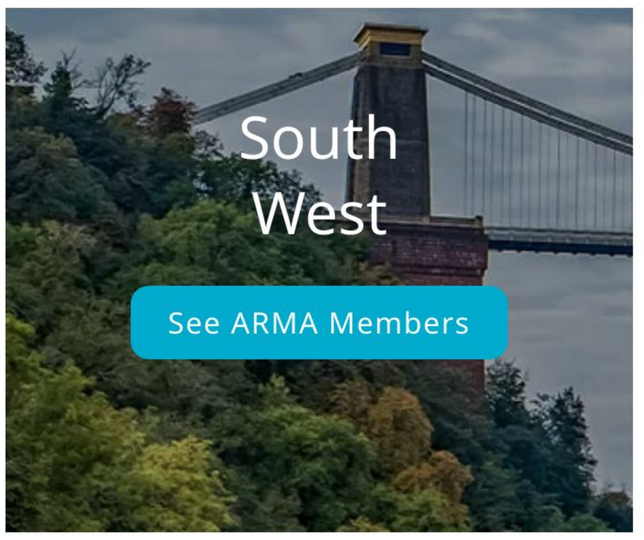
Are you considering a new managing agent?

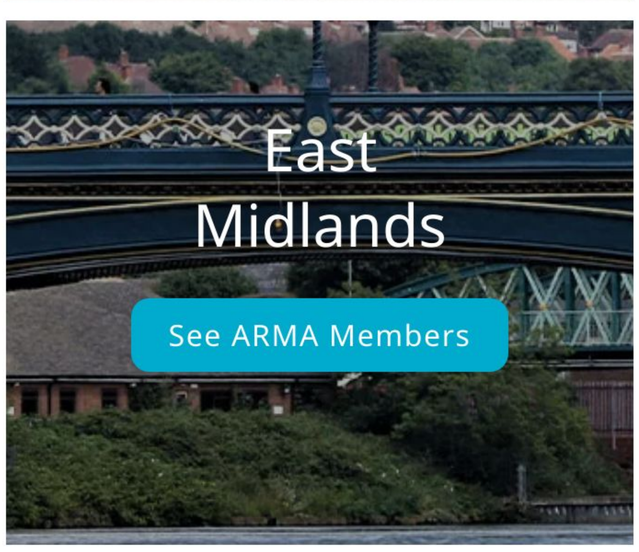
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

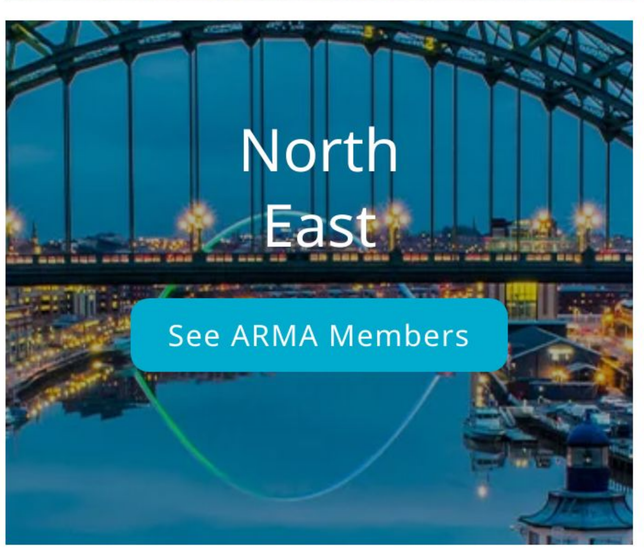
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.











Setting the Standards in Property Management

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

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

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

020 7978 2607 | www.arma.org.uk

Find an ALEP Member

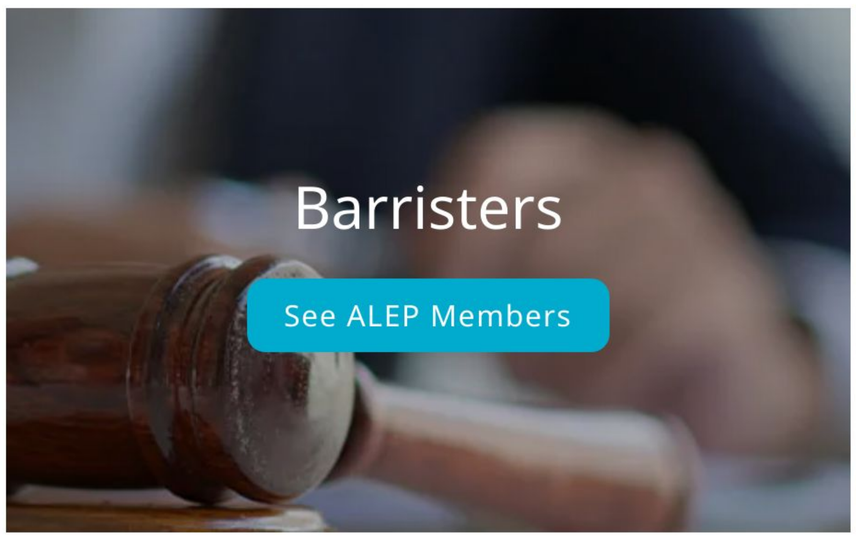
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

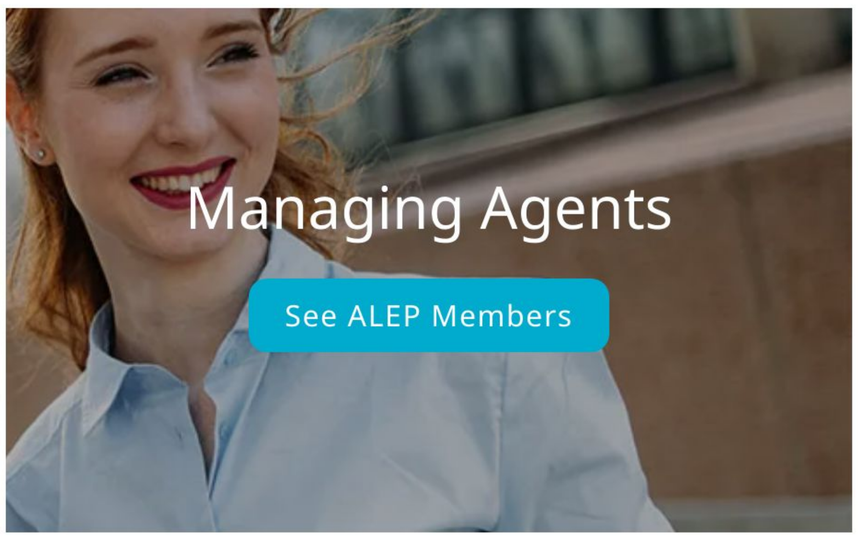
ALEP members can advise or assist with:

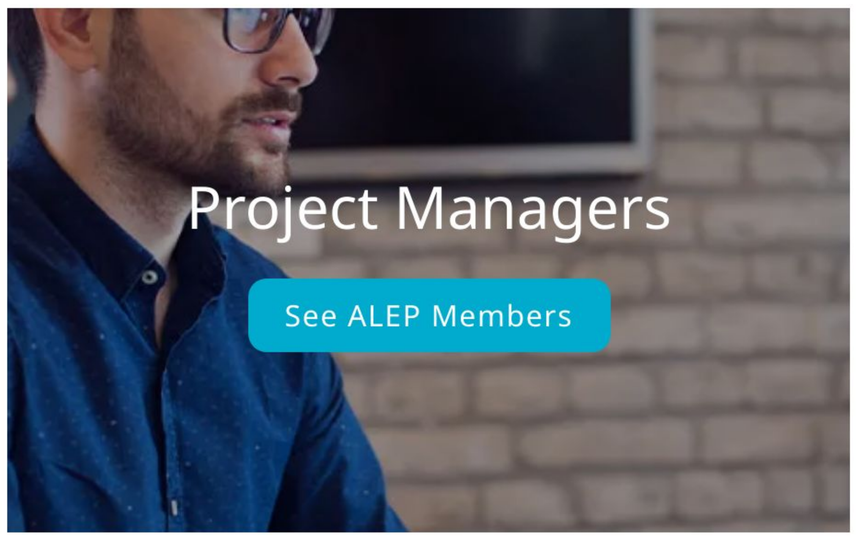
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

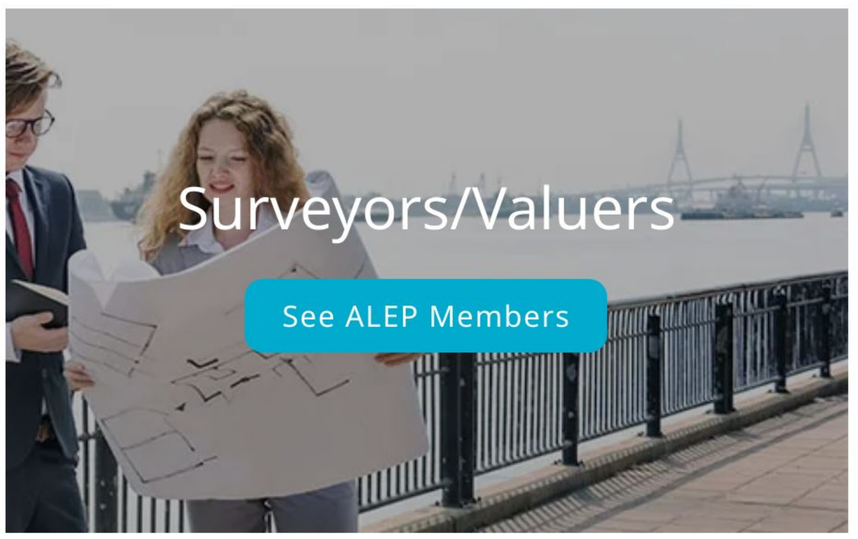
Below are details of ALEP Professionals (alphabetically) in the following areas:

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









ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

LEASE

THE LEASEHOLD ADVISORY SERVICE

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

www.lease-advice.org

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• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
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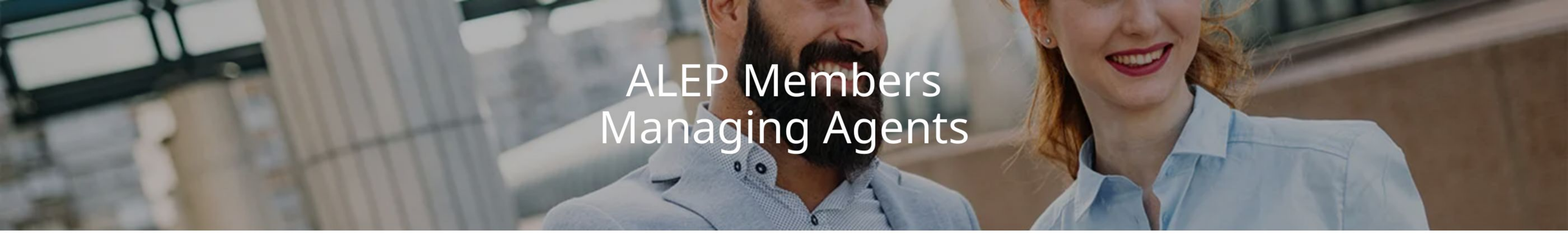

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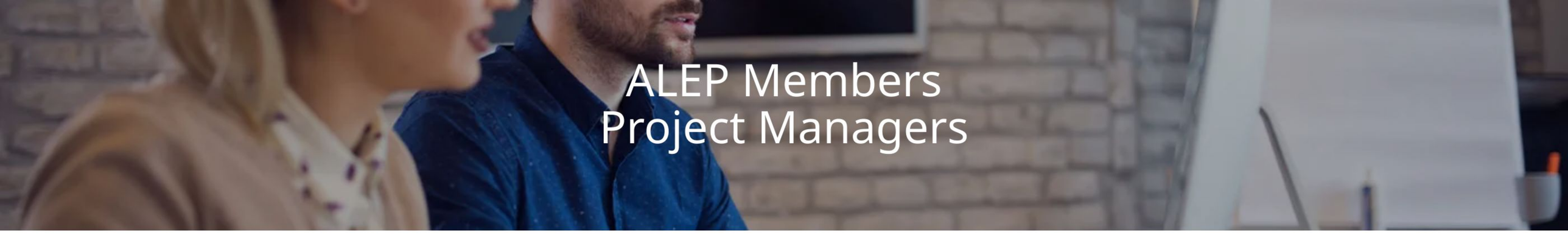

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