Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

June 2023

Feature: Right to Manage

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Welcome

Welcome to our June issue of Flat Living Magazine!

In line with current trends and the recently proposed changes to leasehold reform, our featured topic for June is the Right to Manage. We believe you will find this issue highly valuable. Our contributors have dedicated their expertise to exploring various aspects of the topic.

Don't forget to visit page 6 for ARMAs 2023 Industry Wellbeing Report. Following that, you can look forward to an article on 5 things to ask your broadband provider by The 4th Utility.

In news - Please find 4site's recent article on the importance of Registering your Tall Buildings (you don't want to miss this deadline!). Also find an announcement from Mainstay on partnering with Macmillan Cancer Support!

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

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

Happy reading!

Belinda Bagnall and The Flat Living Team

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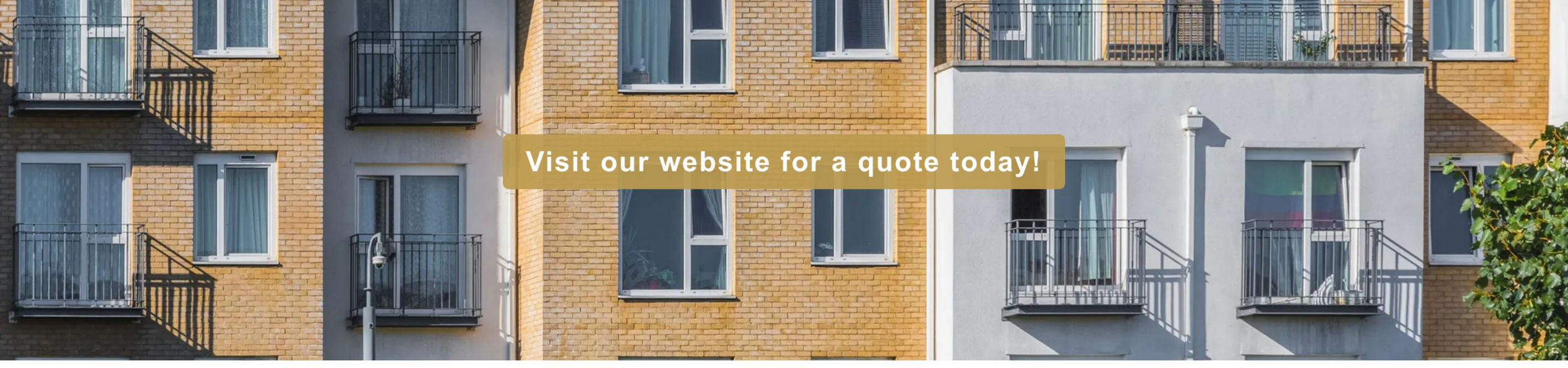

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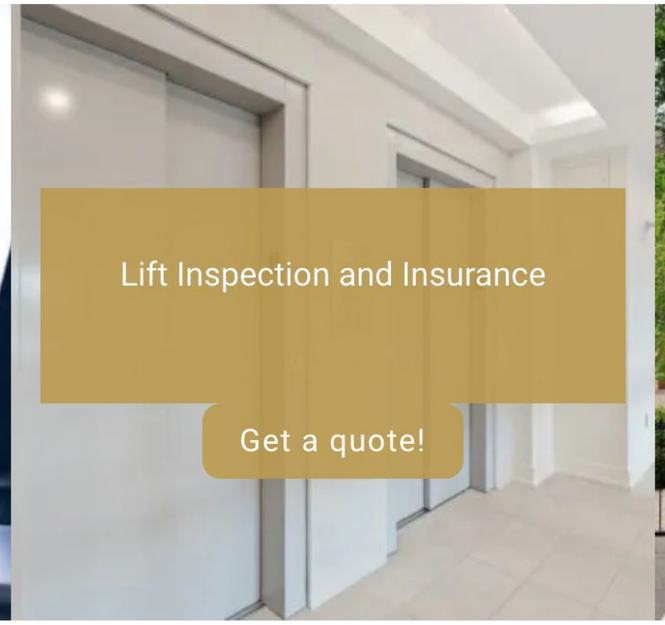

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www.residentsline.co.uk
0800 281 235
info@residentsline.co.uk

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Register your Tall Buildings... Don't Miss The Deadline!

Published by Perry Martin.

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

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

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

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

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

Where to begin?

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

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

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

The Application Process:

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

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

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

After Registration

After registering your residential buildings, you will need to provide additional structure and safety information by the deadline of 30th September 2023. If your properties are registered on or after 30th September as a new build, you will have 28 days to provide this information.

The required information will likely include:

- Basic building information
- Building construction details
- Resident profiles
- Refurbishment information
- Fire prevention and protective measures
- Structural safety information
- Details of services and utilities
- Maintenance and inspection information
- Safety case report

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

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

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

Call To Action

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

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

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

Assistance is available with us

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

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

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

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

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

The fee to register each building is £251.

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

Before Starting Your Application

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

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

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

For further Government information, click here.

To begin the registration process, click here.

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

Structure and Safety Information

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

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

What Happens Next

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

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

New Waking Watch Replacement Fund 2023

The UK government has introduced a new fund worth £18.6 million to cover the expenses of installing alarm systems in residential buildings as a replacement for Waking Watch measures. The fund applies to all residential buildings in England that currently have a Waking Watch in place, regardless of who bears the costs of the waking watch.

This fund builds upon the previous Waking Watch Relief Fund (WWRF) of £35 million, which focused on high-rise buildings with waking watch due to unsafe cladding, and the Waking Watch Replacement Fund 2022 of £27 million, which extended eligibility to residential buildings of any height with waking watch due to fire safety defects.

The new fund provides financial support to a broader range of buildings and aligns with the guidance issued by the National Fire Chief's Council (NFCC) on buildings transitioning to a 'Simultaneous Evacuation' fire safety strategy from a 'Stay Put' approach.

Key points about the fund are as follows:

1. Application guidance: Applications for the fund began on May 25, 2023. Applicants should refer to the "Waking Watch Replacement Fund 2023 – full fund application guidance" document and use the provided application form.
- Beneficiaries: Leaseholders who have faced high costs or delays in implementing interim safety measures will benefit from the fund. It aims to deliver better, long-term fire safety systems in their buildings.
- Eligible buildings: The fund covers the upfront capital costs of installing a common alarm system. The fire alarm system should generally adhere to the recommendations of BS 5839-1 for a Category LS system, as outlined in the NFCC's revised guidance on simultaneous evacuation.

To be eligible, the building must:

- Be in England.
- Be a residential building.
- Have a Waking Watch in place.
- Retrospective costs: The fund will cover the costs of alarm systems where installation work commences on or after May 25, 2023.
- Fund delivery: The Department for Levelling Up, Housing and Communities (DLUHC) will centrally administer the fund to all eligible buildings.
- Waking Watch Relief Fund 2021: Those who applied to the 2021 Waking Watch Relief Fund can find further information and guidance in the "Waking Watch Relief Fund prospectus 2021" document.
- Waking Watch Replacement Fund 2022: Those who applied to the Waking Watch Replacement Fund 2022 can find additional information and guidance in the respective application guidance documents.

Brady Solicitors welcomes back Liz Rowen, as Head of Litigation

Brady Solicitors are thrilled to announce the appointment of a new Head of Litigation, Liz Rowen.

Liz brings with her unprecedented knowledge and experience from within the leasehold property sector, having worked within the industry for over 15 years. Liz is also familiar with Bradys having previously been a Solicitor in the Litigation team 10 years ago.

Clare Brady, Managing Director at Brady Solicitors says: "We are delighted to welcome back Liz, as our new Head of Litigation. Our litigation team are never short on work, so having someone with such extensive experience within the block management industry can only benefit the clients of Bradys. Liz's appointment will support our wider five-year development strategy and will further strengthen our reputation within the property management sector."

Working at the firm's offices in Nottingham, Liz will be assisting clients with breach of lease, service charge disputes, advising on leasehold fire safety issues and much more. Within her new role Liz will also be mentoring a number of Trainee Solicitors, sharing her knowledge and experience to help them become fully qualified.

Liz says: "Having worked at Brady Solicitors in the early stages of my career I am thrilled to be able to return as Head of Litigation. It is wonderful to see that Bradys has maintained its strong values in respect of client service. It is exciting to be again working with this specialist firm that continues to fully understand the property management sector and continually strives to evolve with our client's changing needs."

ALEP announces Clare Grove as new Head of Communications and Strategic Implementation

The Association of Leasehold Enfranchisement Practitioners (ALEP) has announced the appointment of Clare Grove as the new Head of Communications and Strategic Implementation.

A chartered marketer with more than 20 years' experience and a Fellow of the Chartered Institute of Marketing, Clare has supported the development and implementation of marketing and communications initiatives for ALEP since her appointment as Marketing and Communications Manager in 2013.

John Midgley, ALEP Director and Partner at Seddons, said: "This new role is testament to Clare's value and commitment to ALEP and the increasingly important strategic role she plays within the organisation. Clare makes many essential and varied contributions to the implementation of our strategy and business planning, and the development and management of our communications strategy, both within ALEP and externally, and the directors are delighted to recognise her efforts with this well-deserved new role."

Clare said: "The last few years have brought their challenges and I am delighted not only that ALEP has continued to go from strength to strength but that my part in this has been recognised. I am looking forward to supporting ALEP as it evolves and adapts to the changing landscape of our sector."

Mainstay announces corporate charity partnership with Macmillan Cancer Support

Steve Perrett, Managing Director of Mainstay, says: "We are delighted to be partnering with Macmillan Cancer Support. Macmillan provides invaluable support to people affected by cancer, and we are proud to support their work through this partnership. We look forward to working closely with Macmillan to raise funds, increase awareness, and make a positive difference to the lives of people affected by cancer."

Ryan Howarth, Relationship Fundraising Manager for Macmillan Cancer Support, said: "We are so grateful to be chosen as Mainstay's new charity partner and look forward to hearing all about their fundraising efforts for us over the next year. All the money raised helps us with our vital work to support people affected by cancer.

"Sadly, the number of people being diagnosed with cancer is increasing every year and that means Macmillan's support for people living with cancer is in more demand than ever. At Macmillan, we know how much cancer can affect everything. We're here to help everyone with cancer live life as fully as they can, but we can't do it without the amazing people who fundraise for us.

Mainstay will host a range of fundraising and awareness-raising activities, including company-wide fundraising events, and employee volunteer initiatives. To officially launch the partnership, the company is hosting charity 'Bake Off' events at its offices in Worcester, New Milton, and Luton in June.

Mainstay is also giving each employee one day a year for volunteering activities.

This latest collaboration with Macmillan Cancer Support is part of Mainstay's ongoing commitment to supporting charitable causes and making a positive impact in the communities in which it operates.

Scanlans recruits property manager to further bolster Leeds team

Property management and surveying firm Scanlans has expanded its team in Leeds following further growth in demand for its services.

Neve Burnley has joined Scanlans as a property manager to manage sites at locations including Leeds city centre and suburbs, Wetherby, Ilkley and Selby.

In her previous role she was responsible for a large mixed portfolio of over 1,000 properties across 20 residential blocks, new-build estates and commercial buildings.

Neve's appointment follows the recent arrival at Scanlans of Darran Ezard as a property manager looking after apartment blocks and other residential developments across North Yorkshire, including Harrogate, York, Ripon, Boroughbridge and Whitby.

Scanlans has secured new management contracts for a raft of apartment blocks and public open spaces in recent months, including sites in Leeds, Sheffield, Rotherham, Selby and Harrogate.

Nationally Scanlans manages a portfolio comprising over 20,000 units across more than 300 residential sites.

Alongside property management, Scanlans provides building surveying and LPA Receivership services and fire risk assessments from its Leeds operation, which is based at the Thorpe Park business and retail park.

Michael Willans, the head of property management for Scanlans in Yorkshire, said: "Neve has managed a variety of new-build properties, estates and commercial units and is a tremendous addition to our growing team. She is a customer-focused professional who builds excellent working relationships with a positive attitude.

"Her experience and attributes mean she is well-versed in dealing with the requirements of managed developments and estates.

"We are thrilled to welcome her to Scanlans, and her appointment is a further demonstration of our progress in the Yorkshire region. We hope to continue this growth with new exciting ventures throughout this year and beyond."

Neve said: "Scanlans is a hugely respected practice with a high-quality portfolio, and takes a proactive and constructive approach to dealing with clients.

"It's great to be working in such a varied role and alongside such a dedicated and capable team of professionals."

ARMA & IRPM Publish 2023 Industry Wellbeing Report

www.arma.org.uk

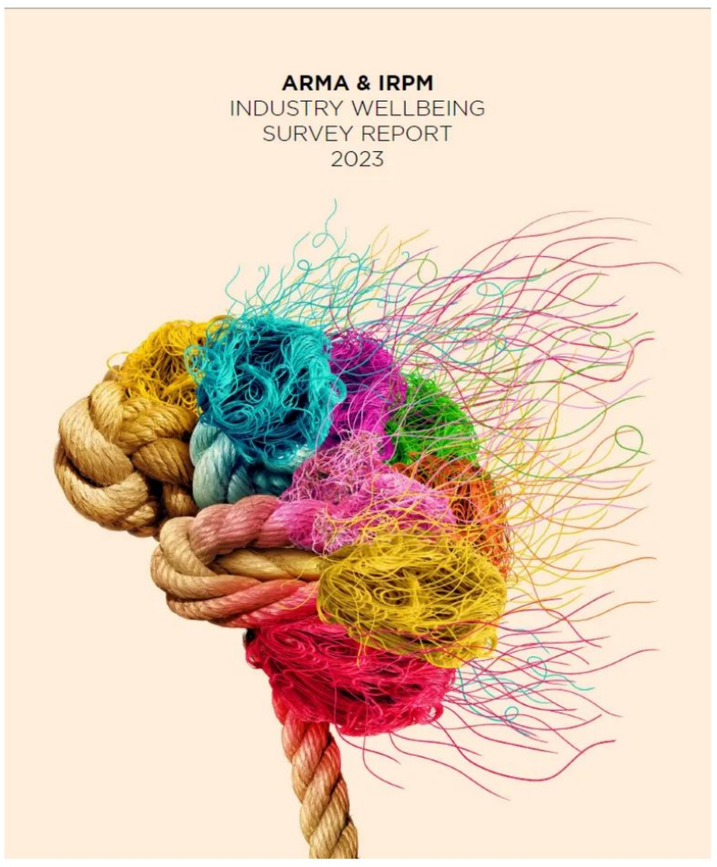
ARMA and IRPM have today published their 2023 Wellbeing Survey report which has been shaped by responses from over 700 property professionals working across the United Kingdom.

Now in its third year, the report reveals that property managers continue to face a range of complex and difficult challenges on a daily basis, many of which are impacting on their mental health.

The 2023 survey highlights the negative impact of high workload pressures on the wellbeing of individuals. Survey data also shows that the average property professional works considerably longer hours (45-per week) compared to the average full-time UK worker (36.4 hours per week). In addition, respondents noted an average 20% vacancy rate at their business over the past year.

The survey was conducted in February 2023, during a time when property managers and support staff have had to support leaseholders feeling the pinch from the current cost-of-living crisis, manage high workloads and navigate the challenges of implementing a new building safety regime.

Download the 2023 report here.



Results At A Glance

Key findings from the 700+ respondents show that:

• Respondents posted an average 'happiness' score that was 18% below the national average.

• 65% of respondents thought their mental health was at risk from their work, up 1% on last year.

• The percentage of those who believe they are physically at risk from their job has gone up from 25% to 29% in 2023.

• Instances of physical assaults and hate crimes have increased slightly from last year.

• In 2023, 75% of respondents said they had had noticed an increase in work-related stress, up from 65% in the previous two years.

• Leaseholder concerns about cost of living and service charges was the second highest cause of pressure at work.

• Implementing the Building Safety Act is the fourth highest source of pressure at work.

• Very low or very high workload pressure scores correlated with people being less likely to stay in the sector over the next three years.

• A high proportion of respondents (71%) continue to take positive steps towards controlling their wellbeing, showing that personal responsibility for wellbeing remains high.

• The 2023 survey included new questions which showed how pressures from the cost-of-living crisis, social media conversations and working with new building safety guidance have impacted wellbeing.

Further Resources and Guidance

The survey has helped identify actions that can be implemented and highlighted the need for some larger measures that need to be reviewed on a greater scale within the industry. Based on results, ARMA and IRPM have included several resources within the report that will help equip workers with skills needed to build resilience and improve their wellbeing, including:

• A revised 'Unreasonable Behaviour Policy' and a 'Safeguarding Staff' poster for public display

• Several resources to help property managers meet the requirements of the new building safety regime, support leaseholders concerned with the cost-of-living crisis and manage online conversations.

• Information on Employee Assistance Programmes (EAPs) and their related benefits to employees.

What Happens Next

ARMA and IRPM will jointly be working on deliverables that have derived from the survey, and we will be revisiting this survey again in 2024.

If you have any questions regarding the white paper and the findings please email, marketing@tpi.org.uk.

Please share your thoughts on LinkedIn by using the hashtag #irpmarmamh.

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

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Feature: Right to Manage

The FCA's Proposed Multi-Occupancy Leasehold Insurance Reforms

Residentsline Flats Insurance

www.residentsline.co.uk

Following their government-requested review, the Financial Conduct Authority is proposing "new rights and protections for leaseholders to improve the transparency of the multi-occupancy leasehold buildings insurance market."

They are proposing a change in the rules so that leasehold residents will be defifined as 'customers' when it comes to their buildings insurance. This would create a huge shift in the requirement of the market and will ensure that insurers act in the best interest of the leaseholders themselves.

What's Happened So far?

In January 2022, Michael Gove (Secretary of State for Levelling Up, Housing and Communities) requested that the FCA "review the market for multi-occupancy buildings insurance and consider recommendations to achieve the goal of widely available and affffordable cover", following concern around unfair fees being charged to Leaseholders."

In the same month, the FCA wrote to insurers and brokers to make it clear that they should be "taking leaseholders into consideration when designing and distributing products, and determining whether they are providing fair value", despite the fact that leaseholders are not classed as a 'customer'."

They then started work on the requested review in May of 2022, analysing data from 16 insurance brokers and considering data on policies and remuneration from 1st January 2019 to 30th September 2022. Their fifindings were then published on the 21st September 2022.

The review found that almost a third of the cost of insurance premiums could be made up of commission and fees, and that service charge demands were not transparent enough for this to be easily spotted by Leaseholders

Mr Gove responded to the fifindings as follows:

"The report confifirmed my concerns regarding large buildings insurance premium increases in multi-occupancy residential buildings, evidence of weak competition in the market and unacceptable issues faced by leaseholders around the transparency of their insurance costs.

I will take action to ban managing agents, landlords and freeholders from taking commissions and other payments when they take out buildings insurance, replacing such payments with more transparent fees. I will press insurance fifirms, managing agents, landlords and freeholders to change their practices as a matter of priority.

I will also arm leaseholders with more information to enable them to better scrutinise their insurance costs, while also ensuring that leaseholders are not subject to unjustifified legal costs and that they can claim their legal costs back from their landlord.

These steps will ensure leaseholder insurance costs are fairer, more transparent and will rebalance the legal costs regime to give leaseholders greater confifidence to challenge their costs, supporting fair value for the leaseholder. My offifficials will continue to update you as this work progresses."

The FCA's April 2023 Consultation Paper has been published in response to their fifindings- namely concerns about the amount brokers are earning, the amounts being paid to freeholders and managing agents and the resulting questions around fair value for leaseholders.

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

An FCA's Broker Renumeration Review, also published on the 21st April 23, found that:

- Average per policy insurance broker commission rose by 46% over the review period.
- Firms in the sample paid over £80m of commission away to other parties, usually the freeholder or the property managing agent.

"Significifant shortcomings by some brokers in applying fair value rules to their remuneration practices, and the impact on those ultimately paying the costs of multioccupancy buildings insurance" were also identifified."

Why Not Being the 'Customer' is an Issue

Leaseholders have always paid for buildings insurance premiums via their service charges. But they are not considered the 'customer'. Instead, the choice of insurer and policy is entirely up to the Residents' Management Company, Freeholder or Managing Agent.

This leaves leaseholders open to abuse by unscrupulous insurance firms and the parties that arrange the insurance on their behalf, who have been proven to agree to higher premiums in exchange for a share of inflated broker commission. The unnecessarily high costs are then passed to the Leaseholders who are not protected by the FCA's rules as they are not the policyholder. The FCA's proposals seek to change this and to also provide 'greater disclosure' for leaseholders.

What Does the Consultation Paper Say and What Happens Next?

You can read the Consultation paper here, but in effffect, the FCA are proposing rules changes that should ensure:

- That leaseholders are properly considered during the design of insurance products.
- That the prices of those products provide fair value to leaseholders and freeholders alike.
- That any renumeration received by any of the parties involved in a policy purchase has a fair relationship to the benefifits provided to the leaseholders
- That leaseholders are provided with suffifficient information to be able to spot and challenge any unfair practises or costs.

Some key quotes from the paper include:

"Under the proposals, leaseholders would be defifined as customers of buildings insurance. The rule changes would explicitly require insurance fifirms to act in leaseholders' best interests, and bar fifirms from recommending a policy based on commission or remuneration levels. Insurers and brokers would also need to provide more information about insurance policies to leaseholders, including detail of any commission paid."

"We expect brokers to immediately stop paying commissions to third parties (including property managing agents and freeholders) where they do not have appropriate justifification and evidence for doing so in line with our rules on fair value. We will undertake further reviews across various products and will consider the full range of regulatory tools available to us as this work is progressed."

"The Department for Levelling Up, Housing and Communities has announced that it intends to ban the payment or sharing of insurance commissions with property managing agents, landlords and freeholds. We will work with DLUHC to ensure that this action is fully delivered, including changing FCA rules if required."

The FCA will be gathering responses to its proposals until the 9th June 2023. They will then publish a Policy Statement in the following quarter. This will lay out the FCA's response to the feedback received and lay out its fifinal rules.

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

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5 Things to Ask Your Broadband Provider This Year

4thUtility

www.the4thutility.co.uk

With the global shift to digital and the lasting impact of the Covid pandemic, reliable, super-fast broadband is an essential asset to every property and something that tenants rightly expect.

Beyond the big established providers, there are some up and coming companies that are aiming to shake up the UK's broadband market including full fibre broadband provider 4th Utility.

The company's Chief Digital Officer, Jimmy Acton, works closely with facilities managers (FMs) and managing agents (MAs) across the UK and in this article, he highlights five important points that you should be asking your broadband provider as we head into the new financial year.

1. Understanding the difference between copper and full fibre

If you don't know what infrastructure your buildings rely on for broadband provision, it's time to find out. That's because the UK's copper network is due to be switched off in 2025 in line with the government's goal of providing gigabit connectivity across the UK.

While copper cables have been a common solution for many years, this technology is slowly being retired as the market becomes dominated by the new kid on the block – full fibre.

Unlike the thick, vulnerable copper cables, fibre connects directly to properties, which means faster, more reliable internet with less interference, better reach and greater bandwidth. Traditional broadband providers offer fibre to the cabinet (FTTC), which relies on these old copper wires with slow speeds, whereas fibre to the premises (FTTP) is much faster, more reliable and the best possible option your residents could ask for. Neglecting your broadband infrastructure can lead to complaints and unhappy residents when outages happen, which most FMs want to avoid at all costs.

2. Is broadband accessible to all residents?

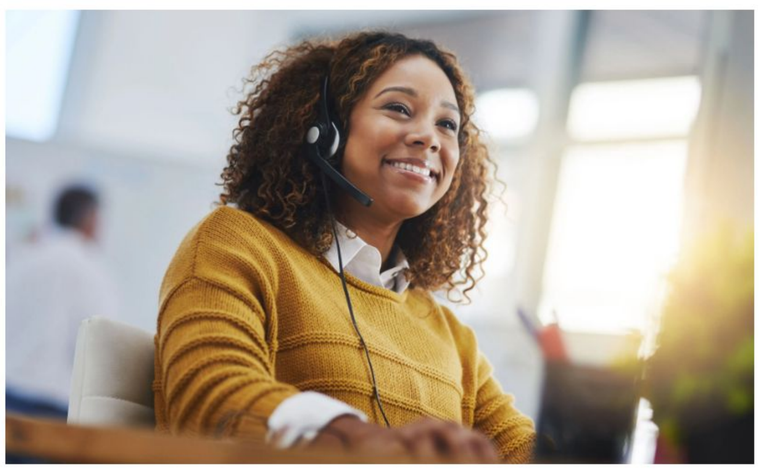
In unexpected circumstances, such as the Covid pandemic, online access might become the only way for residents to carry out their daily activities or socialise. From working and studying at home to shopping, banking or reaching medical help, broadband is now just as important as the other key utilities like water, gas and electricity.

To ensure everyone can keep up with the fast-moving digital world, some broadband providers are now offering social tariffs

Every FM should keep an eye on social tariffs and check to see if these are available for their residents, as they are a fantastic solution to boost digital inclusion across the UK. They also ensure that residents have the ability to get online to do anything they need to, when they need to.

3. Does your provider offer more than just broadband?

The number of broadband providers available on the market grows constantly. Their services may differ slightly with price, installation fee, support services, contract length or area coverage being important, but speed is one that most people focus on. Beyond the copper vs fibre debate, it's important to consider what additional support or added value you get from your broadband provider.



In 2023, service and relationships will continue to be crucial and keeping residents happy is an ongoing focus area for FMs. Make sure the provider you have is proactive and genuinely cares about the residents you serve. Even the most advanced technology can sometimes fail, but installation engineers should be always ready to step in and help if there's ever a problem – and quickly.

4. How easy is it for your residents to get online?

One of the first things a new resident thinks of when they move in is 'Can I connect to the internet?' There's a huge expectation for good infrastructure to underpin broadband, particularly in multiple dwelling units (MDUs).

FMs and MAs want to fill any vacancies they may have and also retain residents to avoid a high turnover rate. The services on offer and what's in the building are fundamental to that. So it's important to understand how easy it is for residents to connect to WiFi when they want to.

With full fibre, installs are also much quicker and in some buildings it's possible to install a small router behind every door if needed.

As well as the customer service and relationship you get from your provider, also make sure you are supported with other marketing information and literature you can share. Many of our sites now have digital noticeboards to help promote broadband and other services that are available for residents, in addition to things like leaflets, flyers, stickers and vinyl.

5. Does your broadband provider help bring your community together?

With increasing demands on digital literacy across the world, the need for connectivity is greater than ever.

In low-income households, broadband might be a gateway to new opportunities, including education possibilities, job vacancies or networking groups. For people facing any challenges in their life, online access can significantly speed up the process of getting support.

If you have shared spaces, community rooms or reception areas that don't currently have broadband that residents can access, check with your provider to see why. It's fully possible for broadband providers to offer this and it's something we've been doing in lots of the buildings where we have a presence. It's a fantastic way to bring the local community together, along with sessions that teach older people how to use their devices. These things come at minimal cost for the network provider, but are of incredible benefit for the community.

I always see FMs as more than just the people who look after the buildings – they have the power to boost residents' wellbeing and connecting families to broadband can significantly lift the living standard of the community and bring life-changing opportunities. Crucially, speaking to residents about doing something like this is a fantastic way to build stronger relationships and show that you care about their needs.

For more from 4th Utility, please click here.

We are an independent Internet Service Provider supplying ultrafast, full fibre connectivity to homes and businesses across the UK. We believe that ultrafast internet is a necessity not a luxury, and should be available to everyone, and that's why all our packages are 30 days rolling contracts.

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Understanding & Improving the Energy Use of Historic Buildings

Written by Mazhar Farid BSc (Hons)

EarlKendrick
Project & Building Consultancy

www.earlkendrick.com

At Earl Kendrick (West) we are seeing an increased interest from owners, property managers and occupants of historic buildings to understand their energy use and how it can be improved.

Whilst improving the energy performance of historic buildings can be undertaken, and is likely to be necessary in the future, it is not always as easy to implement any improvements when compared to more modern structures. The first hurdle when looking at historic buildings is to determine whether the structure is listed, or in a conservation area.

This can be done through Historic England and checking their database of listed buildings and Local Authority maps for conservation areas. Other limitations might include lease agreements, land covenants, estate schemes or similar.

There is, generally, less room for manoeuvre with regard to alterations the more important a building is deemed to be, however this does not preclude it from being improved. It is likely that any alterations proposed to a listed property with the aim of improving its energy efficiency would trigger the need to apply for Listed Building Consent.

Conservation areas are designated by each local authority and can restrict alterations occurring to properties within them, particularly if those alterations would be visible externally. As with listed buildings it is likely that any external changes to a property within a conservation area would trigger the need to (also) apply for Conservation Area Consent.

Once it has been determined if any limitations may affect the building, we can then investigate where the building may be lacking and what can be done to improve any areas of poor energy efficiency. It is important to note that some modern solutions may not be suitable for more historic methods of construction and that professional advice be sought to ensure that the fabric of the building is not compromised or at risk of damage from any new additions.

When a suitable method for improving the building has been established, we can then develop a works specification along with the necessary documentation required for any planning consent matters. Subject to the necessary approvals being granted, we can then undertake the contract admin/project management role to ensure that the approved works are undertaken with the necessary care and attention to detail required when working with these inherently special structures.

Needless to say, we are able to advise and assist with any heritage building queries. We have assisted several clients with their heritage assets, planning applications and major works schemes and have dealt with all kinds of historic properties including residential (from small huts through to grand stately homes), industrial and agricultural buildings, fortifications and more.

Listed buildings are separated into the following (in increasing importance):

- Grade II (buildings of special interest and most common),
- Grade II* (particularly important buildings of more than special interest and less common) and
- Grade I (buildings of exceptional interest and these are the least common of the grades).

Mazhar Farid BSc(Hons)
Director, EK West / Cotswolds
E: mazhar@earlkendrick.com
M: 07799 043 464

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

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How to Deal with the Increase in Angry Customers

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

Colin Stokes, MD of Adiuvo writes regarding the increase of abuse of staff in the property management sector and what we can, as employers, do to combat it.

We recently posted on LinkedIn about the difficulties our staff encounter dealing with angry customers; it was about one specific instance but we published alongside it multiple examples of recent similar abuse our team suffered whilst carrying out their duties.

Whilst we accept our experience, as an emergency provider, our experience is exacerbated by the nature of our service which means the calls are heightened however we have noticed an uplift in these types of calls and the level of abuse within them. Apparently so do a lot of people in the industry according to the responses and comments we received with several property managers who agreed that it was all too common an occurrence both on calls and correspondence.

Reasons are not exactly clear but whether it's a shift in perceived societal norms (and a result of too easily shared anonymous comments on social media?) or an increase in stressors that are apparent over the last few years is not totally clear but to put it in context we are currently finding that almost 1% of calls contain some form of abuse.

Presuming this will continue or even worsens what can we do to equip our teams and colleagues to help them deal with this?

We've been working to create training that enables our teams to understand where this level of intense emotion can come from when a caller becomes irate and empower them to empathise and de-escalate the situation. I'm sure every one of us has been in a situation where we could feel our frustration rising at some point, remembering that behind the anger is a human being just like us, who's feeling stressed and under pressure can make it easier to find the empathy needed to resolve the call peacefully.

We've also ensured a strong focus throughout the training on protecting our employee's mental wellbeing with sessions designed to help them notice when their own emotional safety has been at risk and provide them with some simple techniques they can use to help protect their long-term mental health.

In our industry there will be times when we aren't able to deliver exactly what a caller might be asking for and learning to deliver that news with authority but just enough empathy that they know we'd help if we could is critical.

As our next phase of ensuring our employees have everything they need to protect them from aggressive calls we'll also be looking to provide training on conflict resolution skills for managers.

If anyone is interested in receiving a copy of the guidelines which are too long to publish here please contact us and we would be happy to share.

Email: info@adiuvo.org.uk

For more from Adiuvo, click here.

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

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Feature: Right to Manage

Resident Led Organisations: Rights, Roles & Responsibilities

Written by Katie Orr, Trainee Solicitor.

www.jbleitch.co.uk

As readers will no doubt be aware, there has been considerable focus in recent months on the rights, responsibilities and liabilities for landlords, managing agents and leaseholders under then new building safety regime. But what are the implications for resident led organisations? Katie Orr, Trainee Solicitor at specialist property solicitors JB Leith provides an overview…

Part 4 of the Building Safety Act identifies new dutyholders – who will be known as 'accountable persons' (APs) – for residential high-rise buildings (HRBs). This will be the organisation or person who owns or has responsibility for the building. It may also be an organisation or person who is responsible for maintaining the common parts of a building. Specifically, Section 72 of the Building Safety Act 2022 provides that the accountable person for a higher-risk building (a building which is at least 18 metres in height or has at least 7 storeys) is the person with repairing obligations in respect of its common parts under a lease or by virtue of an enactment.

The 'principal accountable person' (PAP) for a HRB is either the AP or, where there is more than one AP, the person who holds a legal estate in possession of the structure and exterior of the building or the person that has the relevent repairing obligation in respect of the structure and exterior of the building.

It is important to note that this includes resident-led organisations such as resident management companies (RMCs) and right to manage companies (RTM companies).

Further, 72(2) of the Building Safety Act 2022 provides that a person, such as a landlord, who holds a "legal estate in possession" of the common parts of a HRB or any part of them is not an AP if all repairing obligations relating to the common parts are functions of an RTM Company.

- They will assume the statutory duties under Part 4 of the Building Safety Act 2022 including criminal liability in circumstances of non-compliance.
- The AP will have a duty to take all reasonable steps to prevent a building safety risk happening, with building safety risk defined as 'spread of fire and/or structural failure' and reduce the seriousness of an incident if one happens. This is similar to the existing role of "Responsible Person" under the Fire Safety Order 2005 and Fire Safety Act 2021.
- The PAP will have to register existing buildings with the Building Safety Regulator (BSR), they can do this between April 2023 and October 2023. It is an offence if a building is occupied but not registered after this date.
- The PAP will have to register existing buildings with the The PAP must register all new buildings before occupation and compile the mandatory safety case reports based upon maintaining and managing the golden thread of information pertaining to a building's history and level of ongoing safety compliance.Safety Regulator (BSR), they can do this between April 2023 and October 2023. It is an offence if a building is occupied but not registered after this date.
- Section 112 (30E) of the Building Safety Act 2022 amends the Landlord & Tenant Act 1985 by implying terms in leases so that the costs of the appointment of a building safety director can be recoverable as a service charge under the lease. This enables RMCs and RTM companies to recover monies to cover the cost of the appointment of a director appointed for a building safety purpose whatever the terms of the lease.

The government has recently finished consulting on the role of Building Safety Directors, to mitigate the potentially limited competence of some resident directors in charge of RTMs/RMCs in effectively managing and discharging their building safety duties. The consultation proposes that regulations will amend articles of association for an RMC by setting out the eligibility of a building safety director to be appointed for a building safety purpose. For RTMs, there are proposals to amend the model articles to also include provisions which will align with eligibility criteria for RMCs, namely by:

a. ensuring that the proposed building safety director to be appointed by an RTM company has declared all conflicts of interest; and

b. placing an obligation on RTM companies to also consider any conflicts as set out above for RMCs as a minimum.

- Section 161(4) of the Building Safety Act 2022 – provides that where an RMC or RTM company appoints a paid building safety director, all unpaid officers of the company will be relieved of their personal criminal liability for any offences committed under Part 4.

Although this may provide some assurance to resident management companies, there are many issues to be clarified around how remuneration will be determined not to mention the pool of available and suitably qualified resource and how an organisation's Articles of Association will need to be altered and approved to allow appointment as well as eventual de-selection. No further clarification on the specific implications is yet available, although these issues present an immediate practical consideration.

We will continue to monitor and report and should you wish to discuss any of the subjects above further, please contact us: BuildingSafety@jbleitch.co.uk

About the Author:

Katie Orr, Trainee Solicitor.

Katie deals with a wide variety of residential property matters. Katie's workload consists of both making and defending applications in the First-tier Tribunal relating to the reasonableness and payability of service charges and dispensation of section 20 consultation requirements. Katie specialises in issues relating to fire safety, non-standard arrears recovery and right to manage.

Katie's role also includes advising Landlord and Management Company clients in regard to recoverability of service charges and breach of lease.

Katie also frequently provides commentary through articles and blog posts which deliver practical advice on a range of property matters to clients and the wider public, visit our news section here.

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

BuildingSafety@jbleitch.co.uk

JB Leitch are specialist solicitors for freehold investor and property management companies.
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Feature: Right to Manage

RMC's & RTM's – Section 20 and the importance of Consultation for Lift Works

ARDENT LIFT CONSULTANCY

www.ardentlc.co.uk

Whether you are a member of or deal with a Residents' Management Company or Right To Manage company, there will be a point in the lifespan of your lift where planned major works will need to be undertaken to prevent a significant breakdown causing a prolonged period of lift outage.

The Landlord and Tenant Act 1985 (as amended by the Commonhold and Leasehold Reform Act 2002) requires the Section 20 notification process to be followed when undertaking works resulting in a cost of over £250 per single leaseholder.

This means most small repairs to lift equipment will fall under the threshold requirements and can be undertaken without consultation. However, when undertaking more substantial works, the costs involved will mean that consultation is almost a certainty.

Consulting with Residents

Due to the costs associated with major works to lifts, if it becomes clear that a refurbishment or replacement is needed, the project will require the section 20 Notice to be implemented. This is when the plans for the works need to be clearly identified and explained to the leaseholders along with an outline of the objective, expected costs and timescales.

At this stage, supplying correct information to leaseholders is critical to ensure the project is accepted by all. Major works often cost substantial sums of money which can be an emotive issue, but well-produced evidence and plans can clearly demonstrate why such works are necessary.

Property managers, RMCs and RTM's should ensure that meetings are held with residents at the earliest possible stage. Anyone who is unable to attend these meetings should be informed of progress via emails or leaflets to ensure the consultation process is clear, effective and meets statutory requirements. It is important to respond fully to any written comments from leaseholders.

Getting the Specifications Right

A correctly specified level of works has two distinct benefits:

1. It ensures the client's requirements are clearly listed so that a lift that meets and often exceeds expectations can be provided.
2. It ensures that only those areas that need attention are addressed. Flat owners will have to pay for any remedial work, and it is easy to replace too much and leave them liable for the costs.

If the specification is clear, the lift contractors can supply the correct pricing, which will ultimately result in savings for the residents. The specialist consultant will draw up a full specification for your project to ensure adherence to the contractual and technical requirements for the building, client and those using the lift.

Consultation Meetings

Typically, these would have taken place face to face either at the property or Management companies offices. However, the need for these meetings to be held online is increasing to ensure everyone's wellbeing.

The benefits of using this form of consultation, with people becoming more familiar with the technology, allows for more parties to attend at times convenient for residents/managers who ordinarily may have missed out. The project information can easily be shared on screen by the specialist consultant, taking time to explain the proposals and answer anyone's questions.

We have organised and attended many successful meetings of this nature and endorse the use of them to ensure the project is communicated and accepted by all.

Expert Advice

ARDENT Lift Consultancy can assist by undertaking our independent lift survey reports, looking at the current condition of lift equipment and highlighting operational issues, typical energy consumption values, predicted lifespan and recommendations with associated budget costing, as well as follow up consultation meetings to discuss our findings and assist with the planning of any required actions, which is what we do best.

You can contact the Ardent Lift Consultancy team via our website where you can also find details of some of our case studies https://ardentlc.co.uk/case-studies/

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

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Feature: Right to Manage

Fire Risk Assessments, Fire Doors, and Other Services for RTMs

www.4siteconsulting.co.uk

What is considered in a Fire Risk Assessment?

The duty to carry out a Fire Risk Assessment in the communal areas of a residential block or property falls under The Regulatory Reform (Fire Safety) Order 2005. This is because communal areas of managed residential property are deemed a workplace and therefore attract the requirements of The Order. The guidance is somewhat vague and there are no specific time periods for how often Fire Risk Assessments must be carried out or reviewed, only that it should be 'regularly'. In general, Fire Risk Assessments will usually need to be reviewed every 1-3 years; under the discretion of the Risk Assessor and dependent on the severity of the risks found at the property.

The Fire Risk Assessment is considered the foundation from which the whole fire strategy for a property is built. It is a way of preventing a generic one size fits all approach to fire safety that can have potentially devastating effects.

In this article, we discuss some of the crucial things that Fire Risk Advisors look for when carrying out a Fire Risk Assessment on a residential block, as well as discussing when a Fire Risk Assessment may need to go beyond the communal areas and become more intrusive.

What are Risk Assessors looking for when they carry out a Fire Risk Assessment?

Standard (Type 1) Fire Risk Assessments will look at the communal areas of a block of flats and will identify the fire hazards and risks in the building. As well as the slightly more obvious hazards such as combustible items being stored in the communal areas, they will be looking for any process issues, such as inspection regimes and routine tests; these are referred to as legal non-compliances. For instance, they will check for records of:

- Fire Door Inspections that comply with the Fire Safety Regulations 2022
- External Wall Systems including balconies
- Inspection and maintenance of smoke detectors
- Fixed electrical installation inspections
- Testing and maintenance of emergency lighting
- Regular property/ site inspections

In addition to this, the Assessor will be looking for evidence of co-ordination, co-operation and communication with residents, regarding;

1. Their individual flat entrance doors.
2. Fire safety within non communal areas.
3. The emergency plan for the property.

Please note these lists are not exhaustive and will of course differ with every property.

Are Fire Doors considered in Fire Risk Assessments?

As part of your Fire Risk Assessment, the Assessor will comment on doors as far as they can, bearing in mind that access to front doors can be difficult. Some of the issues in regards to fire doors that may be included in a Fire Risk Assessment report can include:

- UPVC doors installed as flat entry doors
- Doors not appearing to meet the minimum half hour standard of fire resistance, e.g., large gaps
- Fire doors not closing into frames correctly
- Cold smoke seal/intumescent strip missing from doors
- Fire doors not labelled "Fire Door Keep Closed"
- Fire doors wedged open

However, in order to fully inspect the doors and comply with the Fire Safety Regulations 2022 a Fire Door Inspection should be arranged to be carried out as well as a Fire Risk Assessment. Communication with the residents is vital here, so that full access to the doors can be gained. Fire Door Inspections are crucial for assessing the whole door set and should be carried out by a competent person or organisation.

When would a Fire Risk Assessment need to go Beyond the Communal Areas?

Type 1 is the most common type of Fire Risk Assessment and is usually sufficient for most purpose-built blocks of flats and conversions. Type 1 is a non-destructive assessment of the communal areas of the building, not the private dwellings.

In general, access to these occupied areas (such as flats) is not expected or required unless there is there is reason to believe that there may be significant fire issues inside.

In which case, a Type 3 or Type 4 Fire Risk Assessment (FRA) may be required. Type 3 FRAs go beyond the requirements of the law by considering the flats as well as the common parts and is usually considered necessary if it is thought there may be a fire risk inside of the flats.

Type 4 FRAs also consider both the common parts and inside of the flat, but have a destructive element. They are required to be more intrusive as they look closely at the compartmentation and fire stopping for the building. Type 4 Fire Risk Assessments are sometimes referred to as Compartmentation Surveys.

What is a Compartmentation Survey and when would it be required?

A Compartmentation Survey is a more intrusive survey that involves an element of destructive sampling and is required when there is good reason to believe there are serious structural flaws that need further investigation due to the risk that this could lead to breaches in compartmentation and the spread of fire throughout the building.

Compartmentation Surveys can include both the communal areas and the tenant's demise (Type 4) or just the common parts (Type 2).

Generally, Compartmentation Surveys, are only necessary in very limited range of circumstances and not be routinely recommended unless there is strong justification. For instance, a Compartmentation Survey may be recommended if a new landlord has acquired a block of flats for which the history of construction work is suspicious. Furthermore, they may also be required in light of an enforcement notice issued to the building.

Should you require further information please give the 4site team a call on 01376 572936.

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

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

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Feature: Right to Manage

The 2023 Truth About Right to Manage!

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

What you need to know about the Right to Manage process and how leaseholders can take control of the way their building is managed.

Some of the issues that impact leaseholders making the choice to take control of their own development, are high service charges, delays with repairs and terrible communication.

These and other issues are why leaseholders are increasingly making their own decisions and appointing a managing agent that best suits their needs.

It is important to know that Right to Manage (RTM) is a now statutory right and can be exercised by serving a formal notice on the freeholder and any other relevant parties.

Above: Jodie Fraser

Also, there is no need for leaseholders to prove any mismanagement by landlords or their agents, however, when leaseholders go down this route, it is usually because they are unhappy with the current situation, and want to make a change for the better

Exercising the leaseholders' right to manage is relatively straight forward

Neither the landlord's consent, or an application to court are required, but, a majority of the leaseholders must be in favour of RTM.

The other qualifying criteria for RTM are:

At least tw0-thirds of the flats must be let to 'qualifying tenants', i.e. leaseholders whose lease was originally granted for a term of more than 21 years.

While part of the building can be commercial, the non-residential part cannot exceed 25% of the buildings total floor area, excluding common parts.

If any qualifying tenant is a tenant of a local housing authority, RTM does not apply.

RTM also, does not apply if the premises fall within the Resident Landlord Exemption. To satisfy this exemption:

- the premises must not be a purpose-built block (so, for example, it might be a converted house); and
- must not comprise of more than four flats: and
- at least one of the flats must be occupied by the landlord (or an adult member of their family) as their only or principal home for not less than the last twelve months.

Right to Manage Company and Company Directors

You need to exercise your RTM, by creating a 'right to manage' company, which is formed by the leaseholders. Once the RTM has been acquired by the leaseholders, it is important to know that the landlord is also entitled to membership of the RTM company. However, the landlord is only allowed one vote.

Volunteers are required to serve as officers of the RTM company. Not only do they have the usual responsibilities of company directors, but also those of residential property landlords. This is a serious task which does require action to be taken and time to be set aside for various 'duties'.

This includes understanding and taking on changes in property law.

For example, from 23rd of January 2023, it is a legal requirement for the Responsible Person for multi-occupied buildings over 11 metres to:

- Carry out quarterly checks of all fire doors in communal areas.
- Carry out annual checks on all flat entrance doors.
- Provide information to residents about the importance of fire doors.
- The Responsible Person is ultimately the person who has legal responsibility for the fire safety in the building.
- They are usually the person who owns or is in control of a building. In a property, it could be the landlord or the managing agent.

This can seem very overwhelming, but with good advice and support it is very straightforward.

What to do next

If you are considering RTM, the first thing to do would be to ensure you have enough qualifying tenants to move forward.

Talking to a managing agent such as Fraser Allen Estate Management at the early stages of this process is advisable so we can discuss whether you satisfy the qualifying criteria and, subject to that, guide you through the procedure.

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: Right to Manage

Unhappy with Your Freeholder? Take Control

www.bishopandsewell.co.uk

Laurent Vaughan, a Senior Associate in Bishop & Sewell's Landlord & Tenant team, outlines the process by which flat owners can take control of their block via the Right to Manage process.

On a daily basis, our newspapers are filled with articles on the rising cost of living crisis. The Government is still expected to introduce legislation in respect of the much-publicised proposals concerning leasehold reform, which would purportedly make the enfranchisement process cheaper and fairer, but in the meantime some leaseholders in large blocks of flats may struggle to raise the capital necessary to acquire the freehold.

Fortunately, a statutory right is afforded to leaseholders to take over the management of their building through a 'right to manage company' (RTM), by virtue of the Commonhold and Leasehold Reform Act 2002. It is a 'no fault' right which leaseholders can exercise without having to demonstrate any complaint against their freeholder or managing agent. The right is not curtailed in instances where the freeholder is absent as an application can be lodged with the First-tier Tribunal for an order entitling the RTM company to acquire the right.

As appealing as it sounds to empower leaseholders to wrestle control from disinterested freeholders and well-remunerated managing agents, the complexity of the process should not be underestimated. Strict eligibility criteria will apply in respect of the building and the leaseholders. The right is exercised by way of service of a formal notice on the freeholder and before the management of the building is transferred to the RTM company, a series of formalities would have to be met.

Above: Laurent Vaughan, Senior Associate in Bishop & Sewell's Landlord & Tenant team.

Ultimately, the RTM company will take over all the management functions previously afforded to freeholders or landlords in the leases including maintenance and repairing obligations, services such as heating, lighting and cleaning the building, demanding and collecting service charges and insurance. In large blocks, it would often be prudent for the RTM company to appoint a professional agent to manage the day-to-day management. The freeholder is also entitled to membership of the RTM company in respect of its interest in the building and in respect of any flat not let on a long lease.

As is the case with lease extensions and freehold purchases, a freeholder is entitled to recover costs which it has incurred in the process. The legislation refers to costs in respect of professional services for which the freeholder was personally liable. This includes professional legal services in respect of the service of the notice, any accountancy costs arising from provision of accounts and any managing agent costs associated with the hand-over of management functions and records. It cannot be emphasised enough that the RTM process should be steered by an experienced and specialist solicitor at the helm, as leaseholders would still be liable for the freeholder's 'recoverable' costs if the RTM process was not successfully navigated.

For those leaseholders among you living in smaller blocks or fortunate enough to have deep pockets, the ideal route would always be to take control by acquiring the freehold. Aside of taking over the management functions, this route would enable leaseholders to add value to their respective flats in having long leases granted to them and by removing the obligation to pay ground rent following the introduction of The Leasehold Reform (Ground Rent) Act 2022 last July.

Bishop & Sewell's Landlord and Tenant team are industry experts on Leasehold Reform legislation, including Enfranchisement, Lease Extensions and Right to Manage. If you would like to discuss any of the points raised in this article, please do not hesitate to contact Laurent Vaughan Senior Associate in Bishop & Sewell LLP's Landlord & Tenant team on 0207 079 4193 or lvaughan@bishopandsewell.co.uk.

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

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Unlock the Power of Partnership: Experience the Benefits of B-Hive Block Management and Be Your Own Boss!

B-hive Block Management Partners

www.b-hivepartners.com

Running a successful block management business requires a combination of skills, great people, good systems and the right tools. B-Hive Block Management understands these needs and has garnered praise from numerous partners who have taken the leap and joined forces with them. In this article, we'll explore the testimonials of some of their satisfied partners who have experienced the invaluable benefits of partnering with B-Hive.

Unmatched Support and Guidance:

"I have felt fully supported, allowing me to focus on the day-to-day running of my business. The assistance, guidance, and training have proved to be invaluable."

Andrew Wheeler, APW Leasehold Management

B-Hive Block Management goes above and beyond to provide unwavering support to their partners. With a dedicated team of professionals, they offer expert advice, guidance, and ongoing training, ensuring that partners can navigate any challenges with confidence. By partnering with B-Hive, businesses can tap into a wealth of knowledge and experience.

Unmatched Support and Guidance:

"On behalf of myself and others at CLC, I would like to thank you for your assistance over the past year, it has been so refreshing to have your support and commitment!"

Robert Camm, CLC Estate Management

B-Hive delivers on its promises, providing partners with the support they need to thrive. Their commitment to excellence and dedication to fulfilling partner expectations sets them apart. By collaborating with B-Hive, businesses can experience a truly supportive partnership.

Market-Leading Technology and Innovation:

"I plan on the residents' portal being an integral part of any presentation to potential clients. The portal offers unique features that are difficult to find with other agents."

Tom Lean, Pure Leasehold Management (Brighton and Hove)

B-Hive offers state-of-the-art technology solutions that give partners a competitive edge. With their residents' portal, partners can provide clients with a bespoke website, enhancing customer satisfaction and aiding in business retention. B-Hive's innovative approach ensures partners stay ahead of the curve in the industry.

Bridging the Gap to Entrepreneurship:

"It was only when the opportunity to partner with B-Hive arose that I was able to turn my ambition into a reality. I have the support of an extremely knowledgeable 'back-office' team."

Tom Lean, Pure Leasehold Management (Brighton and Hove)

For experienced professionals looking to start their own block management business, B-Hive offers the missing pieces of the puzzle. By partnering with B-Hive, entrepreneurs gain access to an extensive support network, including accountancy services, compliance expertise, and senior colleagues' advice. B-Hive empowers partners to confidently offer personalized, top-notch services to clients.

Professional Expertise and Collaboration:

"We were looking to partner with a professional organization who could help us with our service charge, Health & Safety compliance, L & T Act understanding, and document serving."

Paul Wogman, BPS (Brickman Property Services)

B-Hive's team of professional consultants and service charge experts collaborates closely with partners, ensuring compliance with regulations and delivering comprehensive solutions. By leveraging B-Hive's expertise, partners can focus on delivering exceptional service and leave the complexities to the experts.

Working in partnership with B-hive Block Management Partners

Partnering with B-Hive Block Management is a decision that has proven to be transformative for many businesses. From unparalleled support and guidance to innovative technology solutions, B-Hive equips partners with the tools they need to succeed in the competitive block management industry. By embracing this partnership, businesses can confidently expand their portfolios, enhance customer satisfaction, and achieve new levels of success. Take the leap and unlock the full potential of your block management business with B-Hive Block Management.

Contact us now to find out more:

0333 032 5920

info@b-hivepartners.com

www.b-hivepartners.com

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

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

B-hive Block Management Partners

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Block Management Partners

TWO OF OUR LATEST PARTNERS CHANGING THE WAY BLOCK MANAGERS LOOK AFTER THEIR CLIENTS

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

"I knew of B-hive Partners and their good reputation from places where I had worked before. When I started speaking to them, the Business Relationship Manager was terrific and I could easily see all the benefits of working with them, rather than trying to do everything by myself.

B-hive have been very responsive and, using their interactive portal streamlines the process, with everything done digitally and key activity logged in a transparent manner. I know that anything to do with finance, compliance, or company secretarial duties will be taken care of and completed professionally. I am really pleased so far and look forward to a long and mutually beneficial relationship as the Olympus Management portfolio continues to grow."

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

OLYMPUS MANAGEMENT

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

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

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

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

SAMAS Property Management

Powered by B•hive

Feature: Right to Manage

Effective Conflict Resolution Strategies Between Neighbours

London Flats Insurance
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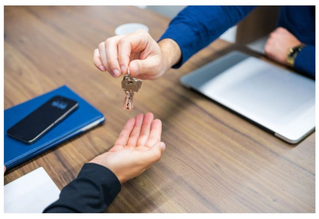
The statutory Right to Manage can be used by Leaseholders who wish to take over the management of their building. This option for self-management relieves the landlord of their responsibilities but doesn't affect their ownership of the property (as would be the case with collective enfranchisement).

If you and your fellow leaseholders are considering taking over the management of your building via RTM, read on as we explain what invoking the Right to Manage entails and what some of the pros and cons to the decision may be.

What is the Right to Manage?



The Right to Manage is part of the Commonhold and Leasehold Reform Act 2002. It allows qualifying leaseholders ws qualifying leaseholders to collectively transfer the freeholder's management responsibilities to a company, known as the RTM Company. This company is set up by the leaseholders as a collective.

The landlord does not need to consent, and nothing needs to go through the courts for it to be enforced. Importantly, leaseholders don't need to prove previous mismanagement- the right is available regardless.

To qualify:

- The building must be made up of individual flats; at least two thirds of which must be leasehold.
- The leasehold flats must have had a lease of more than 21 years when they were granted.
- At least 75% of the building must be residential.
- If there are less than 4 flats in the block, the landlord must live elsewhere (unless the block was purpose-built).

Any number of leaseholders can set up an RTM company, but at least 50% of the flats in the building will have to be members of the company before the RTM can actually take over management.

All qualifying leaseholders will be allowed to become members of the RTM company with no exceptions. No one can be refused, and the landlord is automatically invited to become a member of the company too.

Notices

Once you have decided to form and RTM Company and you fulfil all the qualifying criteria, notices must be served to the landlord. If there is information you need from the landlord before being able to claim the RTM, you can send a 'right to information' notice.

Once you have everything you need, you then supply the landlord with a 'notice of claim'. This must detail when you intend to take over management of the building (the date of acquisition) and provide them a date by which they need to respond (the deadline must be more than one month from the date of the notice).

The landlord can then either accept the claim or dispute it via a counter-notice. The only reasons the landlord can give to dispute the claim are:

- If they believe the building doesn't qualify
- If they believe the RTM company doesn't comply with the legal requirements
- If they don't believe the RTM company members represent half the flats in the building
- If you receive a counter notice and don't agree with the landlord's reasons for disputing the claim, you will then need to apply to the Leasehold Valuation Tribunal (LVT) within 2 months of receipt. The LVT will then decide whether or not your claim is valid.

The Date of Acquisition

Once the decision is made and it's decided that the RTM claim is valid, the date the RTM company takes over management responsibilities will be decided.

- If the landlord simply accepted the claim following the 'notice of claim' then the date of acquisition will be as stated on the notice.
- If the landlord disputed the claim and subsequently lost, then the date of acquisition will be set for three months after the LVT decision became final.
- If the landlord disputed the claim but then later came to an agreement with you outside of the LVT, then the date of acquisition will be set for three months after the agreement was made.

The landlord must transfer any service charge funds over to the RTM Company on the date of acquisition or as soon after as 'reasonably possible'.

Your Ongoing Obligations to the Landlord

The landlord is still the owner of the property and more than likely a member of the RTM Company, and they are therefore afforded the right to be notified of certain events.

You must give the landlord at least 30 days' notice before approving assignment (selling or transferring the flat into someone else's name), approving a sublet or approving a charge to leaseholders.

If the lease states that the landlord's consent is needed, you must give them 30 days' notice before approving any changes to the structure of the building and/or any changes to the use of the building.

For any other approvals, you must give at least 14 days notice.

What Are the Pros of Exercising Your Right to Manage?

- The RTM company assumes full control of all expenses which can result in more affordable service charges for all residents.
- No more Management Fees will be applied to leaseholders.
- RTM companies guarantee fairness in decision-making as all leaseholders have the same voting power.
- With an RTM Company in control, no unnecessary work will be carried out, and delays to necessary works will be minimised.
- RTM also allows residents to choose their own contractors, which could result in higher quality work at a more affordable price.
- No blame is required to exercise your RTM.
- The Landlord can't claim any compensation as you are simply exercising a right.

What Are the Cons of Exercising Your Right to Manage?

- You'll need to cover any reasonable expenses incurred by the landlord during the takeover process (if you deem the amount unreasonable, you can challenge it).
- Any existing service charge disputes will need to resolved before management responsibilities can be transferred.
- RTM companies rely on their members to volunteer their time, and it takes a lot of time and commitment to run a block successfully. Not all members will continuously pull their weight.
- Exercising your RTM can result in a strained relationship with the landlord. They remain the freeholder and they have to be consulted re any major works to the building- if your opinions don't align, there can be trouble.
- As part of an RTM company, you leave yourself open to criticism from other leaseholders who don't support the decisions being made or who didn't want an RTM company to be formed in the first place.
- You'll need to handle some sticky situations with your neighbours including chasing service charge payments and enforcing the terms of their leases (although this can be avoided if you appoint a managing agent of your choice).
- As a Company, annual reporting and accounting is involved. Unless a member of the company is trained in these areas, you may need to take on an accountant

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

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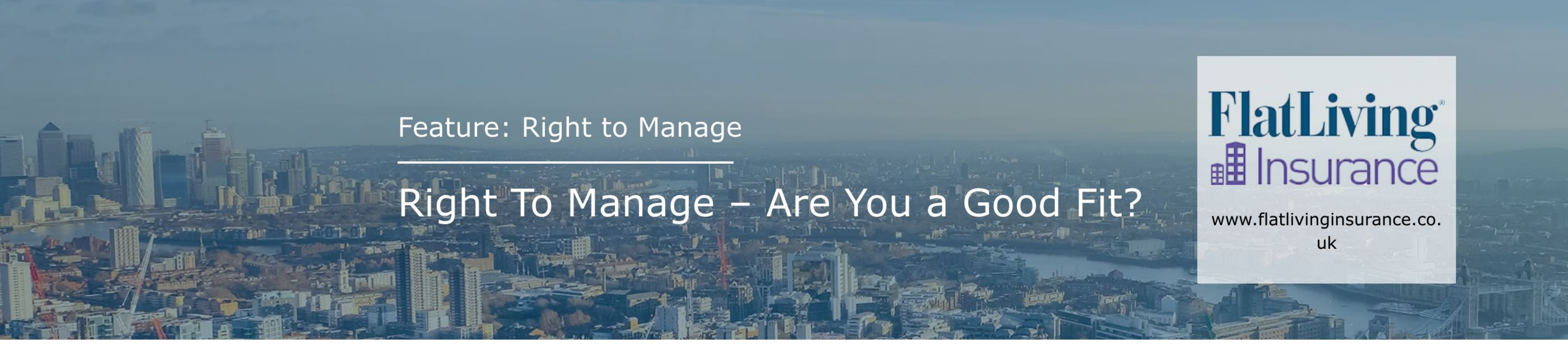
London Flats Insurance



Feature: Right to Manage

Right To Manage – Are You a Good Fit?

www.flatlivinginsurance.co.uk

Property Management is well known for being a challenging, multi-faceted role- and that's for the professionals.

When leaseholders choose to proactively take charge and volunteer to manage their own buildings, they must carefully consider the scope of the role involved.

Here we'll be discussing the challenges of the role, the sort of personalities and backgrounds that can be useful when approaching property management tasks, and how to go about becoming a Director if you decide it's the job for you.

Firstly, What is Right to Manage?

Part of the Commonhold and Leasehold Reform Act 2002, Right to Manage allows leaseholders to take over the management responsibilities for their building via a collective company. Leaseholders have to meet certain qualifying criteria but the landlord does not need to consent and no previous mis-management needs to be proven – it is the leaseholders' right as long as they meet the following requirements:

- The building must be made up of individual flats; at least two thirds of which must be leasehold.
- The leasehold flats must have had a lease of more than 21 years when they were granted.
- At least 75% of the building must be residential.
- If there are less than 4 flats in the block, the landlord must live elsewhere (unless the block was purpose-built).

A minimum of 50% flat ownership is required for RTM management takeover; no specific minimum number of company members exists. No qualifying leaseholders can be refused a seat at the table, they must all be invited to join the company, as must the landlord of the property.

How Are Company Directors Appointed?

Usually, a Right to Manage Company will be headed up by 3-5 Directors who share the responsibilities for managing the building with the support of their fellow company members. There is no legal requirement for the directors to be residents in the building, but it's advised that at least the majority are so that day to day experience of living in the property can be utilised in decision making.

RTM legislation doesn't require a ballot. Instead, Directors are usually selected simply by a show of hands at an initial meeting or at an AGM. If for any reason a ballot is required (if the results are marginal or if there is suspicion that residents are being swayed in an underhand way), then this can be done. Secret ballots aren't possible under the legislation as the Landlord has the right to know the names of everyone who is a part of the Company.

Once elected, Directors must complete the AP01 form to update Companies House.

Who Would Make a Good Director?

While no qualifications are required, the wide range of tasks and the skillset needed to make a great Director can be daunting. Of course, you'll always be working as a team, but as the Director, the buck ultimately stops with you. Oversight across all the legal requirements will be needed, so at the top of the list is organisation.

Without an organised approach, things may well fall into chaos fairly quickly… There will be deadlines to meet, contractors to juggle, resident complaints to handle and service charges to collect. An organised Director is key to keeping on top of things.

Next on our list is communication. You'll need to be something of a 'people person' as you'll be dealing with contractors and residents consistently. You may well experience some friction with your fellow leaseholders and/or company members when difficult decisions needs to be made, so a calm and confident (and fairly tough-skinned) demeanour is key.

Soft skills covered, let's think about the hard skills that would come in handy.

Company accounts and service charge collections fall to the Directors, so an understanding of accountancy would be very beneficial. Experience in property management would obviously be a fantastic attribute, but staying on top of legislative changes is the key.

Directors must actively research to avoid industry pitfalls and adapt to changes effectively.

Any experience of health and safety would also be a bonus as this can be a minefield for new Directors and their teams- as would detailed experience of the insurance market.

All of the above would be useful regardless, but if you or your fellow leaseholders don't feel like you fit the bill perfectly, there is always option two…

Appointing a Managing Agent

Self-Management doesn't have to mean doing everything yourselves. You can choose to appoint a Managing Agent of your choosing to handle the day-to-day with your oversight instead. Bear in mind, the buck will still stop with you , so genuine oversight and management of the relationship is needed.

A quick online search will lead you to multiple Managing Agents in your area- we would advise you to check reviews and shortlist at least 3 to invite to tender.

Always arrange for an on-site visit before expecting a quote. They should want to see the building in-person, as well as get a feel for the residents of the block. If possible, arrange this meeting with the individual Property Manager who would be taking on responsibility for your block as it's important to get on with them- you will be in close contact!

Some questions to ask would be:

- What arrangements do you have for general maintenance inspections?
- How do you promptly address minor repairs and within what timeframe?
- How do you collect service charge funds and what banking arrangements do you have? How do you handle interest in relation to these funds?
- How do you select contractors?
- What arrangements are to be provided for emergency, out-of-hours callouts?
- What commissions would you earn from any contracts resulting from the services provided to us?

A good Managing Agent will be only too happy to respond to these questions with simplicity and clarity.

It's also a good idea for you to visit other properties managed by your shortlisted agents. Check the overall maintenance and state of decorative repair and, if possible, chat to a resident or two to get a feel for their experience.

After selecting a Managing Agent, they may offer their own contract or use an RICS standard option.

Once received, seek your own independent legal advice before accepting and signing.

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

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

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Exploring the Impact of Maintenance on Your Insurance Policy

www.blockinabox.co.uk

Darren Bagnall from Block in a Box advises that RMCs must "take all reasonable precautions to prevent or minimise loss, destruction, damage, accident or injury and maintain the premises, machinery, equipment to a good state of repair".

For Residents' Management Company (RMC) Directors, insurance is of upmost importance. It's your responsibility to ensure that your leaseholders' finances and investments are safe in the event of damage, and that means choosing an accurate, full coverage policy that will pay out correctly should the worst happen.
Either in the hope of reducing insurance premiums or through a lack of due diligence, some RMC Directors can find themselves underinsured. Here we want to discuss how that happens, how to avoid it and what the consequences could be in the worst-case scenario.

Things to consider:

- Insurance claims can be rejected and cover can be reduced or even removed if properties are poorly maintained.
- Insurance surveys will comment on the general state of the building and may also suggest which areas of maintenance need to be completed. Some insurers may remove or reduce cover until such works are finished.
- If there are any flat roof areas to the property and the original coverings (or any replacement materials) are over 10 years old, then your insurer may ask for a report to be produced. This report should confirm the condition of the flat roof area as well as any repairs that may be required once it has passed its guarantee period.
- When you start or renew your insurance policy, most 'Statement of Fact' documents will ask you to state that your property is, and will be, maintained in a good state of repair. If you answer incorrectly then claims could be rejected.

It may be convenient to overlook any maintenance issues, even for a short period of time, but what would happen if you experienced a major loss? You should remember this when making a claim; Loss Adjusters will have to pass comment on the general condition of your property and whether they believe the property to be adequately maintained.
Also, if a property is in a poor condition and somebody is injured due to a decision made by the RMC, this could give rise to a personal claim against the RMC.

On a positive note, significant discounts can be secured from insurers where you can prove that maintenance has been completed e.g. ground maintenance, IEE (Institute of Electrical Engineering) tests, Fire Risk Assessments etc.

What Are a Residents' Management Company's Responsibilities?

There is not an exhaustive list of exactly what an RMC must legally do and what the leaseholder's responsibility is, but there are some basics to follow.

You should always err on the side of safety and try to go above and beyond the bare minimum of legal requirements. If anything should happen to either the property or your occupants, you need to be able to prove that you have been diligent and taken reasonable steps to keep both safe and secure.

Here are some things to consider:

- Any electrical installations checks should be carried out by a 'Part P' registered electrician at least every 5 years. In Scotland, this is a legal requirement.
- Fire safety and Health and Safety risk assessments should be carried out. You may feel you're either qualified or responsible enough to complete this yourself, however, there are many companies who can fulfil this role for you; they will make sure that you obtain a thorough, educated and independent report.
- If you have any communal water tanks, you must carry out a Legionella assessment to show whether there is any risk of stagnant water that could harbour this lethal bacteria.
- Gutters and drains should be regularly cleared.
- Banisters and railings should be checked to ensure they are tightly fixed and suitable for purpose.
- Pavements, slabbing and communal area flooring should be in good order to ensure there aren't any trip hazards.
- Slipped or damaged roof tiles should be replaced or repaired.
- Ensure overflow pipes can release water effectively.

Bathrooms

Small water leaks can go undetected for some time and cause significant damage. Check seals around baths and shower fittings regularly – water can seep through the smallest of gaps.

Central Heating

- Carry out an annual check on central heating tanks and systems.
- Ensure "shut off" valves are located in easily accessible places, free from seizure and that you know how to use them.
- Boilers should be serviced annually by a qualified heating engineer who should also test pressure release valves and such like.
- Check radiator valves regularly for leaks.
- Prior to a unit being unoccupied for more than a few days during the winter period leave central heating ON and at a low setting to prevent the pipes from freezing.

Externally

- Check drains annually and clear as necessary.
- Look out for dripping pipe outlets as this may be due to an overflowing cistern.
- Clear gutters regularly, particularly after completion of autumn leaf fall.

Water Leaks

In a block of flats a water leak or burst pipe can cause devastating damage to the structure of the building, electrical wiring, fixtures and fittings as well as damage to contents.

Unfortunately, most water leaks do not inconvenience the leaseholder with the leak, but usually the blameless occupier below. Water management devices such as Sure Stop have become popular with flat and apartment owners; with the mere flick of a switch, water flow is restricted whilst you are out or away.

Actions to take on discovery of a leak:

- Turn off the water supply stopcock. Make sure you know where it is.
- If there is no shut off stopcock located inside the flat then it may have a shared water supply, so make sure you can get to the stop valve – this is normally located where the water enters the building. Then tell your neighbours as their water supply may have been affected.
- If appropriate, turn off central heating and any other water heating systems.
- Drain water pipes and tanks. Once the water heating systems have been shut down, turn on the taps to help drain the system fully of the remaining water to minimise damage.
- Turn off the electrics if the escape of water is near your electrical wiring or appliances. If any live electrical equipment is wet, do not touch it – send for a qualified electrician.
- Warn the occupiers of the flats directly below so that steps may be taken to reduce the likelihood of any damage to their properties.
- If water starts to seep through the ceiling in the flat below, try and collect it in a suitable container. Should the ceiling begin to bulge consider piercing the plaster with a wooden broom handle or suitable pointed object to release the water and prevent the ceiling from collapsing. Care may need to be taken against disturbing any asbestos contained in artex covered ceilings.
- Notify your insurer, Residents' Management Company and maintenance company, as appropriate, as soon as possible and find a reputable plumber to effect repairs. Your insurance company or Residents' Management Company may be able to provide you with details of preferred and competent contractors.

Afterwards, always remember to make sure that your hot water system is completely refilled again without airlocks before switching on boilers, or switching on immersion heaters in tanks etc.

Water damage can cost tens of thousands of pounds in sourcing the leak and repairing the affected area, drying with constant use of dehumidifiers and alternative accommodation for residents. Suitable measures such as those outlined above will help control your insurance costs.

A maintenance schedule for the property/properties you own, detailing what needs to be carried out and when is good practice. If you have a Manage Your Block account, these actions and reports can be held and viewed historically. This is particularly important if you ever need to prove what actions you have taken.

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

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

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

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

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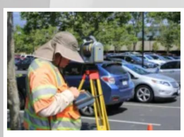
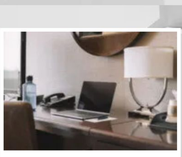


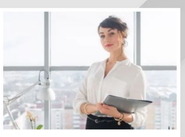
3D Surveys

Accounting Solutions



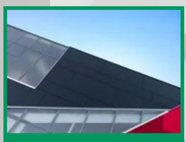
Alternative Accommodation

Asbestos Survey and Management

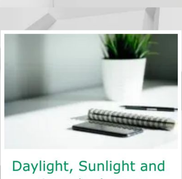


Company Secretarial

Contractor Accreditation

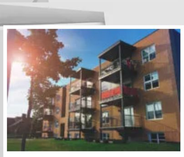


Cladding Consultancy



Daylight, Sunlight and Overshadowing

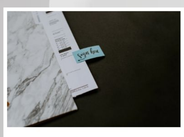
Commercial Property



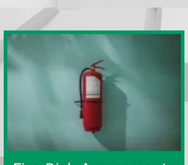
Housing Associations

Retrofit and Green Upgrades

Section 20 Major Works



EWS1 Forms



Fire Risk Assessments

Fire Door Inspection

FPRA

FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

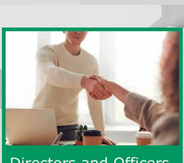
FPRA

Rights of Light

Health and Safety

Cyber Security Training

Drone Surveys



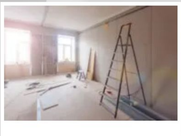
Directors and Officers Liability

FlatLiving Insurance

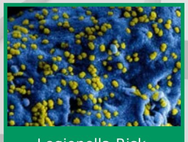
Emergency Assistance

Electrical Charging Points

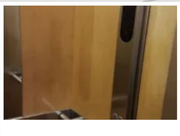
Enfranchisement



License to Alter



Legionella Risk Management



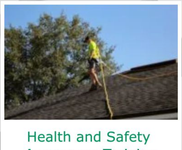
Lift Wrapping

Out of Hours Helpline

Planned Maintenance Program

Party Walls

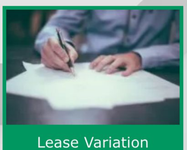
Health and Safety Risk Assessments



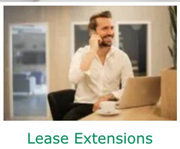
Health and Safety Awareness Training

Historic Building Repair

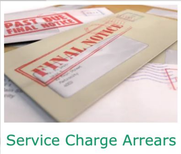
Insurance Solutions



Lease Variation

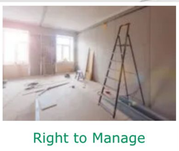


Lease Extensions



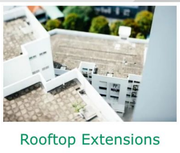
Service Charge Arrears

Reinstatement Cost Assessments



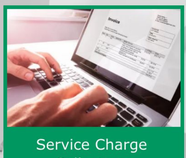
Right to Manage

RMC Director Training



Rooftop Extensions

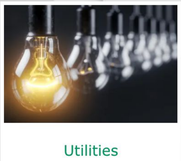
Rope Access Surveys



Service Charge Collections

SmarkLink45 Prepay Meter

Water Leak Detection



Utilities

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

call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Effective Communication with Residents in Block Management

ManageYourBlock™
www.manageyourblock.co.uk
tel: 0333 577 9070

Managing a residential block brings with it a unique set of challenges.

One that is sometimes underestimated is the importance of great communication- with residents, contractors, landlords and managing agents alike

Effective communication doesn't always come naturally to Directors, who may not have handled a property before and aren't used to appeasing several stakeholders while sticking firmly to the legislation and requirements of their lease.

Here we'll be discussing the importance of effective communication, how and why you should be engaging with your residents, and how Mange Your Block can support Directors in this area.

Why is Communication With Residents So Important in Block Management?

A key point to remember when managing a block of flats, is that the residents are all incredibly invested; financially and emotionally. Leaseholders will have, most likely, made the largest investment of their lives when buying their flats and will have faced significant costs through services charges etc. They will have put down roots, made the flat their own, become part of the community and found comfort in their space.

Highly motivated to ensure their block is looking it's best, that their investment is protected, and that they're getting value for money for their fees, leaseholders will expect top-notch communication re the decisions being made on their behalf.

How to Communicate with and Engage Residents

Instead of relaying the bear minimum in terms of works updates, insurance policies and current issues, approach your communication with the residents of the block with a sense of mutual respect.

Some ways to go about this are:

- Establish regular communication channels.

Set up regular communication channels such as newsletters, notice boards, and online forums to keep residents informed about upcoming events, maintenance work, and other important information. Make sure that these channels are easily accessible to all residents and that information is updated regularly.

- Genuinely listen to resident concerns.

Encourage residents to share their concerns and feedback by providing multiple channels for them to do so, such as suggestion boxes, surveys, and feedback forms. Make sure that you listen to and address their concerns promptly.

- Be transparent.

Be open and transparent about the management of the building. Share information about the building's finances, maintenance schedule, and any changes in the management team. This will help build trust and credibility with residents.

- Use clear and concise language

Avoid using technical jargon or complex language that may be difficult for residents to understand.

- Be timely

Ensure that residents are informed of any changes or developments in a timely manner.

- Use multiple channels.

Use multiple communication channels such as emails, text messages, social media, and phone calls to ensure that all residents receive important information.

- Provide opportunities for residents to get involved.

Encourage residents to get involved in the management of the building by joining committees, attending meetings, or volunteering for events. This will help to build a sense of community and ownership among residents.

How Can Manage Your Block Help?

Aside from the fantastic features that are designed specifically to support Directors in their day-to-day duties, Manage Your Block is also the perfect tool to help you communicate effectively with your residents.

You can store all your residents' contact details within the system and then use the Alerts function to make everyone aware of issues or works being carried out, all in one go.

If you have scheduled maintenance coming up, let them know. Say the lift has broken down, let they know and inform them of the plan to fifix it. If a resident reports that an external light is out or that some cleaning is needed in the hallway, you can let all your residents know that the issue is known and will be dealt with.

This can save you so much time and stress as you won't have to deal with multiple reports for the same issue or angry residents who have been inconvenienced without notice.

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

You can read our customer testimonials and watch our easy to follow tutorial videos to decide if Manage Your Block may be the software you've been missing.

Overall, effective communication in block management requires a commitment to transparency, timely communication, and listening to concerns. By establishing regular communication channels, using clear and concise language, and providing opportunities for residents to get involved, you can build a strong sense of community and ensure that residents are engaged and informed.

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

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

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

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

ManageYourBlock™

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ManageYourBlock™

Store, Save & Secure – Self management software!

VISIT OUR WEBSITE

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

Who is Manage Your Block For?

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

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

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

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

OUR FEATURES

Diary

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

Documents

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

Notes

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

Quotes

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

Save

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

Contractors

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

Contacts

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

Calendar

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

Alerts

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

HELPING YOU
BUILD YOUR FUTURE,

BLOCK BY BLOCK

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

- Melissa Bagot

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

- Max Braun

www.blockrecruit.co.uk

Featured Job Vacancies

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

Property Manager

Location: Greater Manchester (Hybrid Working)

Salary: £35,000 - £40,000

Tell me more

Property Admin Assistant

Location: Hampshire

Salary: £20,000 - £22,000

Tell me more

Block Manager

Location: Wiltshire (Fully Home Based)

Salary: £30,000 - £38,200

Tell me more

Block Manager

Location: Buckinghamshire

Salary: £35,000 - £50,000 (DOE)

Tell me more

Block Manager

Location: Central London

Salary: £40,000 - £50,000

Tell me more

Junior Risk Assessor

Location: Essex

Salary: £32,000

Tell me more

Senior Property Manager

Location: Surrey (Hybrid Working)

Salary: £38,000 - £42,000

Tell me more

Maintenance Engineer

Location: Central London

Salary: £25,000 - £30,000

Tell me more

Client Account Administrator

Location: Shropshire

Salary: £20,000

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

London Flats Insurance

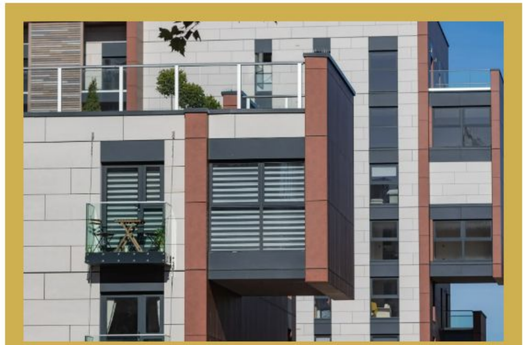
Insurance specialists for blocks of flats and apartments within London

Our team at London Flats Insurance have the experience and expertise to provide you with the best and most suitable insurance policy for your specific block of flats or apartments.

To obtain a quote, simply click the button below or contact us

Tel: 0207 993 3034 Email: info@londonflatsinsurance.co.uk

Click here to get a quote today!

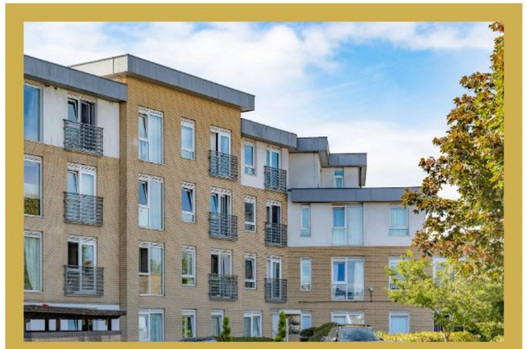


Buildings Insurance

Learn more

Directors & Officers Insurance

Learn more



Terrorism Insurance

Learn more

Lift Insurance and Inspection

Learn more

Upcoming ARMA Training Courses

TC106: EFFECTIVE ARREARS MANAGEMENT AND NAVIGATING THE COST OF LIVING CRISIS

Dates: 05/07/23 - 06/07/23

A 3-hour course being run over 2 consecutive days.

This course deals with providing you with the tools to complete arrears recovery in an effective and professional manner, while also taking into account the challenges both leaseholders and clients face in the current cost of living crisis.

This course is suitable for all professionals within residential block management to whom the responsibility falls to advise clients in determining when to pursue unpaid service charges and whether to retain legal services.

Book your place

TC108: INTRODUCTION TO THE BUILDING SAFETY ACT FOR PROPERTY MANAGERS

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

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

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

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

Book your place

TC1: INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT

Dates: 03/07/2023 - 04/07/2023

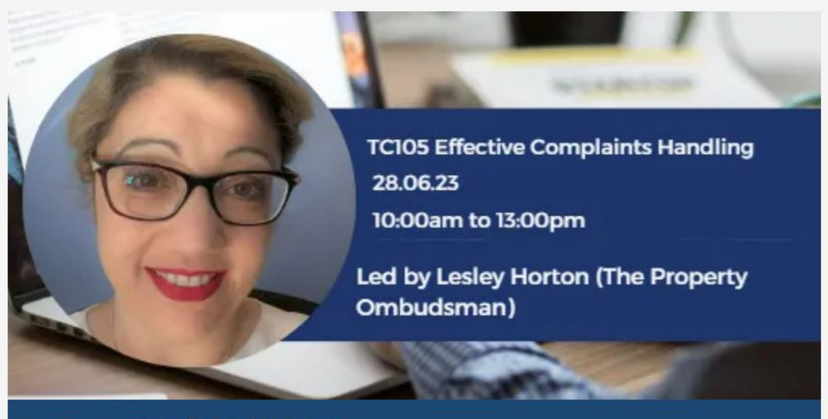
A 6-hour course being run over 2 days (3-hours per day) by Jackie Dickens from HQN, for those new to residential leasehold property management. It will provide an overview of the controls and processes required to effectively manage a leasehold block.

This introductory course is ideal for those new to the sector with less than six month's experience in residential property management and those moving from letting to residential leasehold management..

Please also contact us directly for further information on this: training@arma.org.uk

Book your place

TC105: EFFECTIVE COMPLAINTS HANDLING



Dates: 28/06/2023

The property business is a people business, and good business means you will deal with a range of people. Inevitably some of those people will be dissatisfied and will make complaints.

Dealing with complaints effectively is a key business skill that often gets overlooked. If complaints are poorly handled, complainants become more disgruntled – taking up valuable time and resources of organisation's. An effective complaints process aims to deal with complaints quickly and efficiently, identifying root causes and taking effective action to win back the confidence of the complainant.

The aim of this course is to help you and your team understand how best to deal with complaints to repair the relationship between your organisation and the complainant, so that great customer relations can be built and maintained.

Book your place

TC81: LIFT MANAGEMENT – HALF DAY COURSE

Dates: 19/07/2023

This 3-hour webinar session will introduce managing agents and property managers to lifts, lift maintenance and their responsibilities under legislation. Participants will gain an understanding of how a lift functions, lift maintenance management, applicable codes and standards and how to plan for when a lift reaches the end of its service life.

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

Book your place

W12 – FLAT FRONT DOORS (CONDUCTING BASIC FIRE DOOR CHECKS)

Dates: 28/06/2023

This training course delivers instruction on how to conduct basic fire door checks under Regulation 10 of the Fire Safety (England) Regulations 2022. It will aim to enable those with the responsibility for conducting routine fire door checks to appreciate the purpose and role of a fire door and how to identify common faults in fire doors for remediation.

By the end of the course, you will have gained:

1. An appreciation of what a fire door is and its importance in fire safety.
2. Knowledge of the main components that constitute a fire door.
3. Practical skills on how to conduct a fire door check using the criteria established in the Fire Safety (England) Regulations: fire door guidance published 19th Jan 23
4. An understanding of how to report defects and options for remediation or replacement of fire doors.

Book your place

ARMA Training Costs

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

Online Training Course Costs

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

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

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

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

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Upcoming Events

ACE Awards 2023

Date: FRIDAY 16TH JUNE, 2023

New Programme Timings Below!

18.00 Guests arrive – drinks reception

18.50 Call to dinner

19.05 Welcome and introduction from Host & ARMA

19.10 Insurety – Platinum sponsor

19.15 Charity speaker

19.25 Dinner

21.00 Awards presentation

21.45 DJ and entertainment

00.00 Band and entertainment finish

00.30 Carriages

Please note that timings may vary slightly.

Book your place

ARMA & IRPM Birmingham Regional

Dates: Thursday 29th June 2023

Venue: TheStudio, 7 Cannon Street, Birmingham, B2 5EP

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

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

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

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

Book your place

ARMA & IRPM Southampton Regional

Dates: Wednesday 21st June 2023

Venue: Hilton at the Ageas Bowl, Botley Rd, West End, Southampton, SO30 3XH

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

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

Book your place

ARMA Annual Conference 2023

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

Sponsor the 2023 ARMA Annual Conference

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

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

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

Book your place

NLG Service Charge Conference

This event will take place over 4 days

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

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

Registrations opening soon!

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

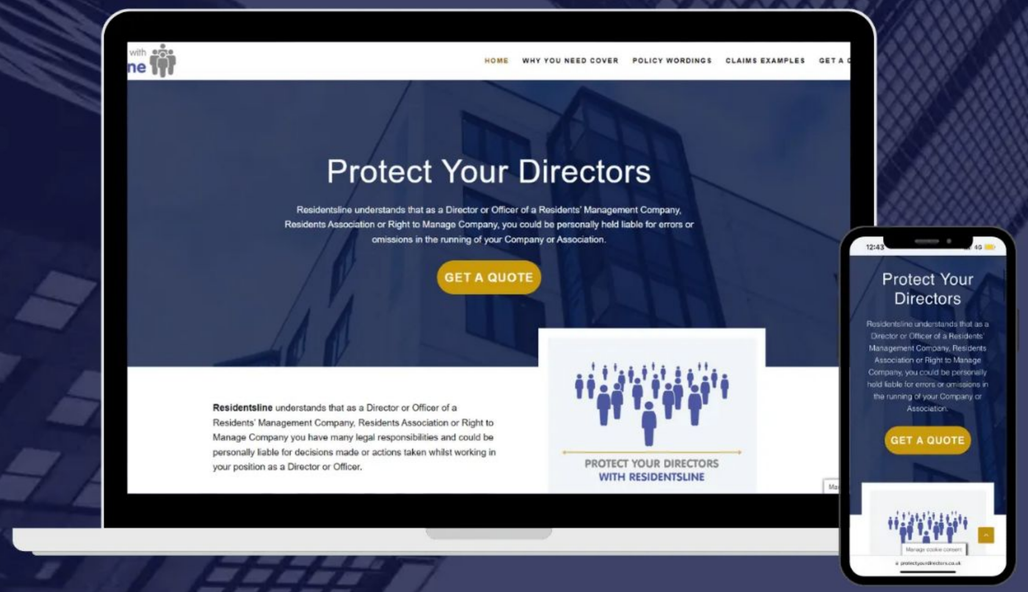
To be the **trusted** source of **expertise**, **knowledge**, & **qualifications**

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

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



Fast, easy online quote in under 5 minutes

No hidden fees or cancellation charges

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

Directories

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

01
Flat Living Directory

02
Recommended Suppliers

03
Find an ARMA Member

Find a Supplier

Featured suppliers from BLOCK in a BOX

3D Surveys

SCANiX

Find out more

Accountants

Flat Management Co. Accounts Limited

Find out more

Alternative Accommodation

ICAB Insurance Claims Accommodation Bureau

Find out more

Asbestos Surveying and Management and many more

4site®

Find out more

Company Secretarial Solutions

Garratts Chartered Accountants

Find out more

Cyber Security Training

intelectGroup eLearning

Find out more

Directors and Officers Liability

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Drone Surveys

MIRU

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Electric charging points

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Landlord Emergency Assistance Insurance Solutions

FlatLiving® Insurance

Find out more

Lease Variations, Lease Extensions, Right to Manage and Enfranchisement

BLOCK in a BOX

Find out more

FPRA

FPRA FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Find out more

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

EarlKendrick Building Surveyors

Find out more

Lift Wrapping

Distinct LIFT WRAPS

Find out more

Out of Hours Helpline

adiuvo

Find out more

Reinstatement Cost Assessments

BARRETT CORP HARRINGTON

Find out more

RMC Director Training

LEASE The Leasehold Advisory Service

Find out more

Rooftop Extensions

Sussex Airspace Developments

Find out more

Rope Access Surveys and Safety Testing

RopeAccess Surveys

Find out more

Service Charge Arrears

pdc

Find out more

Service Charge Collections

ManageYourBlock™

Find out more

Smartlink45 Prepayment Meters

SmartLink45®

Find out more

Utilities

RMC utilities specialists in resident management energy

Find out more

Water leak detection and solutions

Waterguard

Find out more

Insurance

FlatLiving® Insurance

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline Flats Insurance

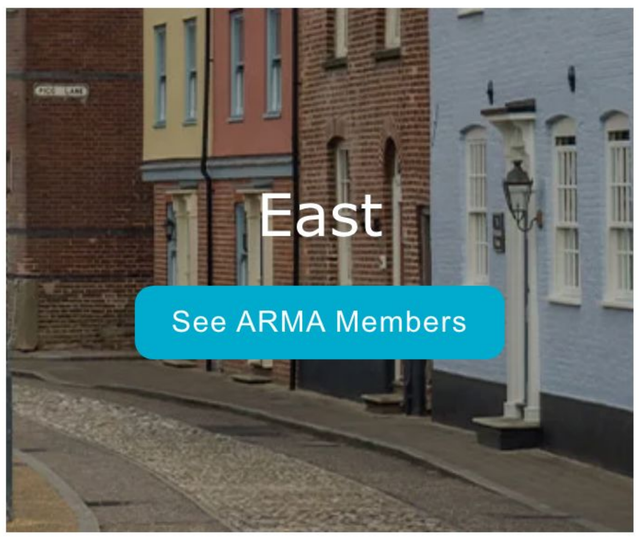
Find out more

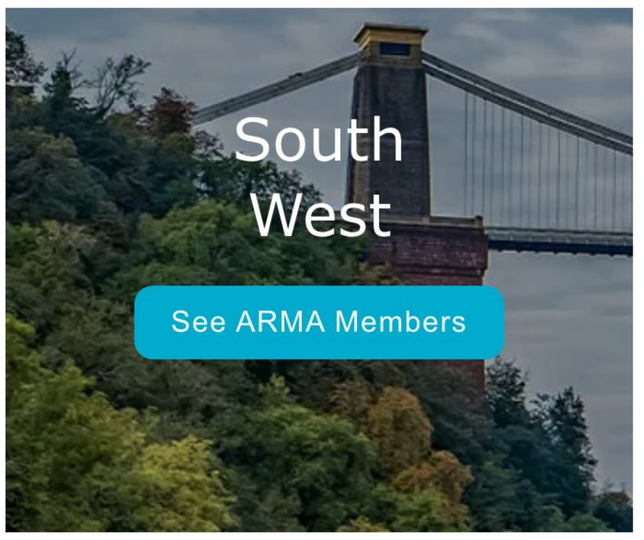
Find an ARMA Member

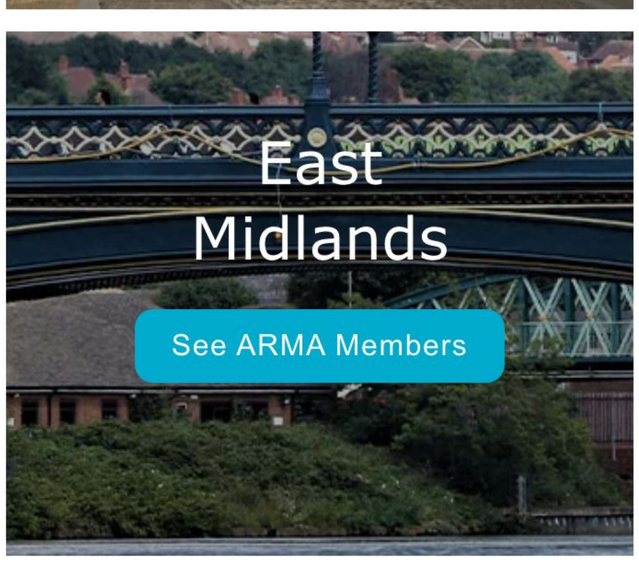
Are you considering a new managing agent?

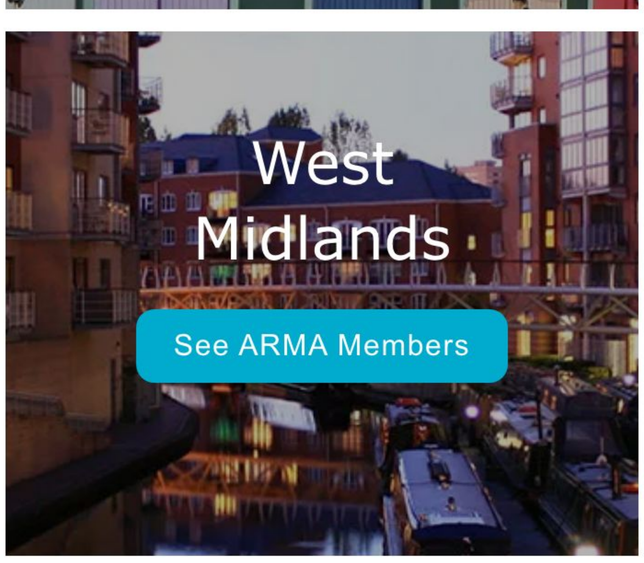
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

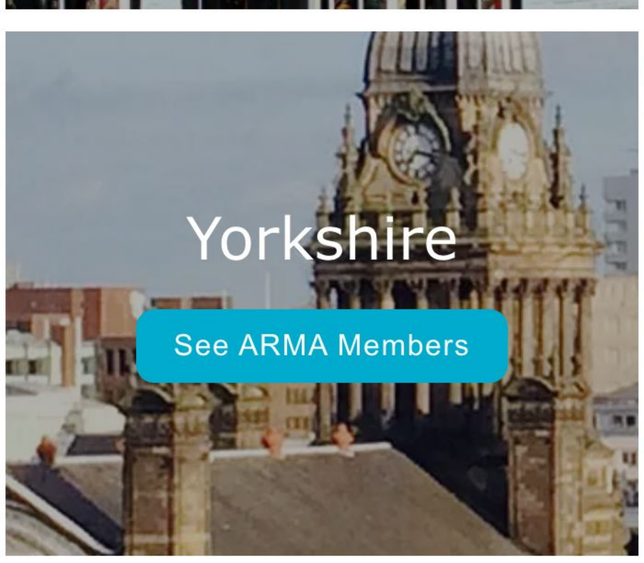
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

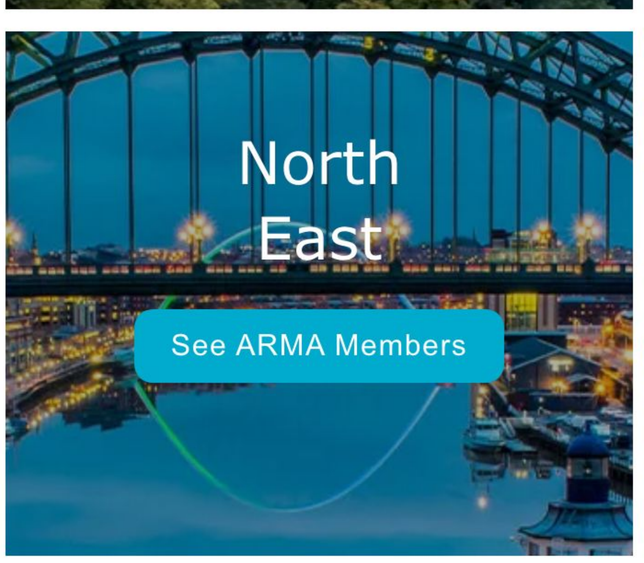


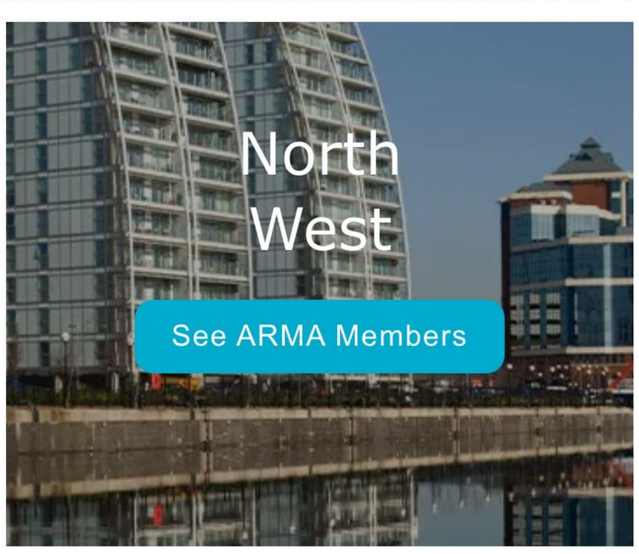


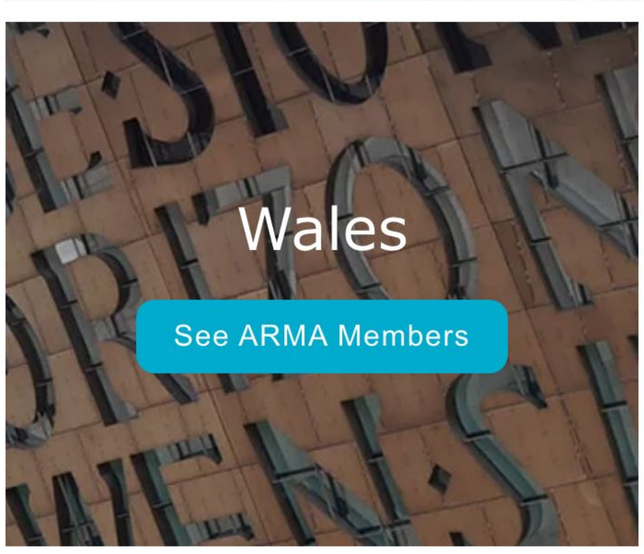


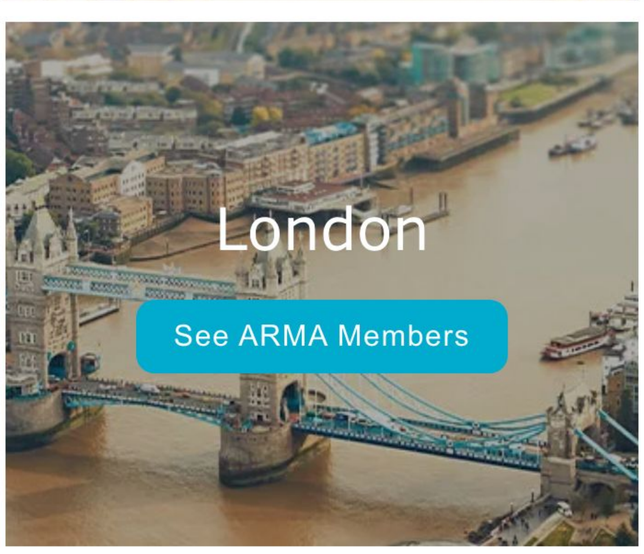


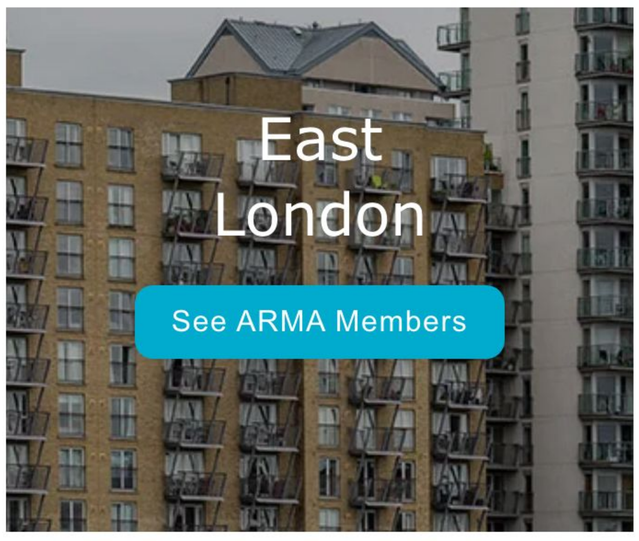












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ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

Find an ALEP Member

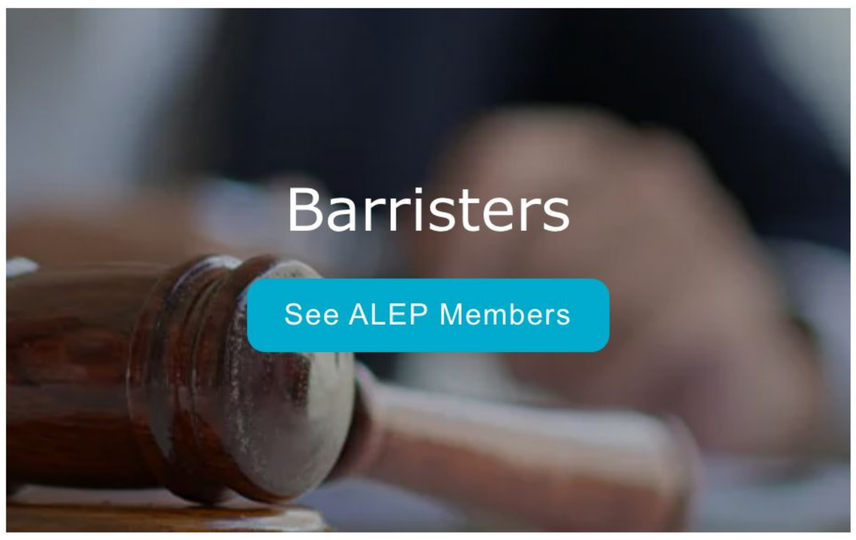
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

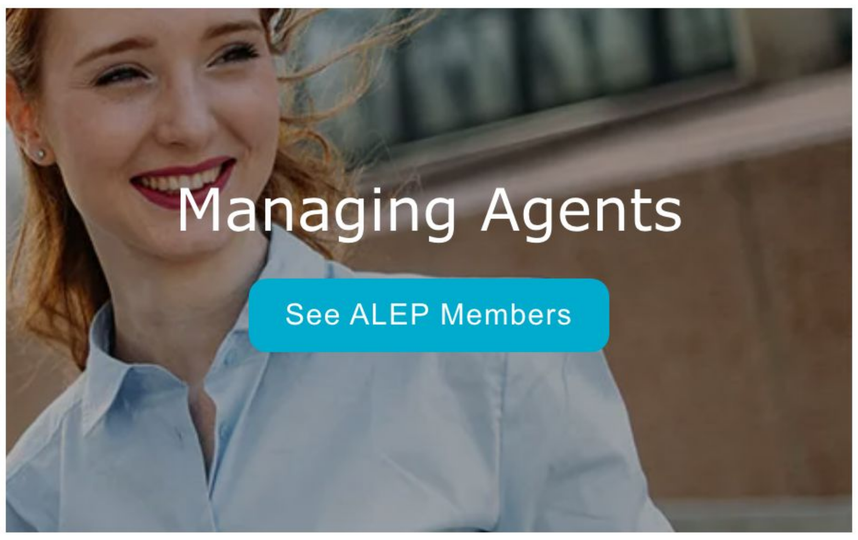
ALEP members can advise or assist with:

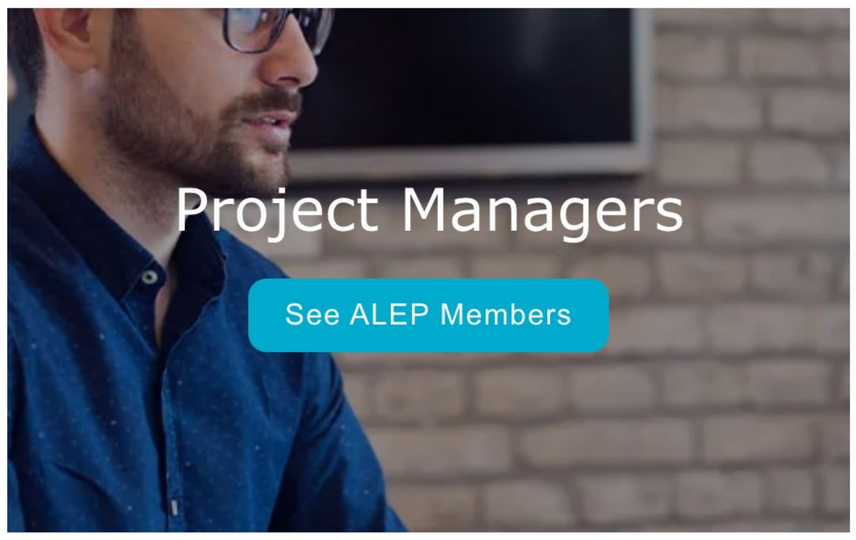
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

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







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ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

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• Alexander Faulkner Partnership	Fareham	01489 296 000	Full Member
• Appointmoor Estates	Westcliff on Sea	01702 719966	Full Member
• APT Property Management	Fenstanton	01480 192 065	Full Member
• Aspire Block & Estate Management Limited	Watford	01923 372169	Full Member
• Belgravia Block Management Ltd	Peterborough	01733 345 278	Full Member
• Broadoak Management Limited	Hocklife	01525 211548	Full Member
• Carringtons Residential Management Ltd	Harlow	01279 7011239	Full Member
• Encore Estate Management	Cambs	01223 866 980	Full Member
• Flaxfields Limited	Linton	01223 941380	Full Member
• Hegarty Property Management	Moulton Park	01604 953890	Full Member
• Hill & Clark	Boston	01205 352019	Full Member
• Home From Home	Ipswitch	01473 858690	Full Member
• Janeteva Estate Management	Melbourn	01223 655734	Full Member
• Letters Block Management	Peterborough	01733 898 589	Full Member
• Norwich Residential Management Ltd	Norwich	01603 670 050	Full Member
• PREIM Ltd	Peterborough	01223 866980	Full Member
• Proactive Block Management Ltd	Letchworth Garden City	01462 376 015	Full Member
• Quay Management Services	Dunstable	07809 74 8820	Full Member
• Redwood Estate Management Ltd	London	0203 962 7222	Full Member
• Rounce & Evans Property Management Ltd	King's Lynn	01553 401580	Full Member
• St Andrews Bureau Ltd	Cambridge	01223 352 170	Full Member
• TLC Estate Agents	London	0207 370 4000	Full Member
• TW Property Block Management	Tunbridge Wells	01892 530 109	Full Member
• Watsons	Norwich	01603 226500	Full Member

ARMA Members
South East

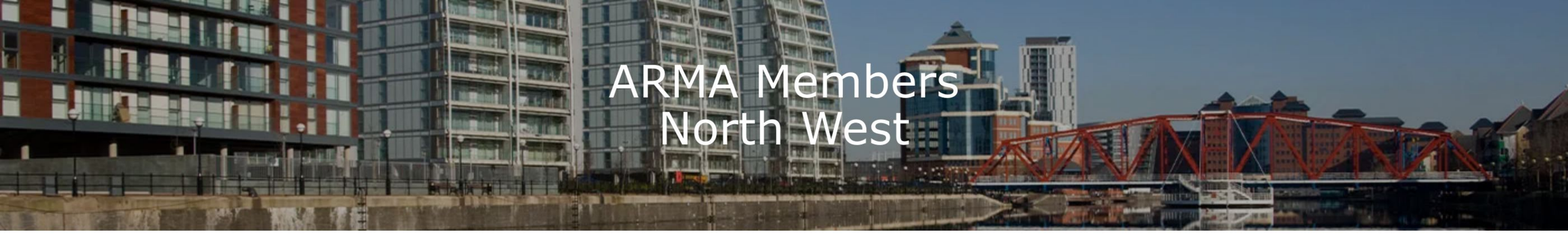
Adur Property Management	Shoreham By Sea	01273 252526	Full Member
Allsop Letting and Management Limited	Brighton	01273 322000	Full Member
AM Surveying & Block Management	Aylesford	01732 220 598	Full Member
Amber Management	Ware	0800 567 7567	Full Member
Appre Management Services Ltd	Leatherhead	01372 376 536	Full Member
Arko Property Management Limited	Hastings	01424 439786	Full Member
Atlantis Estates Ltd	Reading	0118 903 5902	Full Member
Austin Rees	Hove	01273 207 501	Full Member
Bamptons Sustainable Property Management Ltd	Broadstairs	01843 609 388	Full Member
Banner Property Services Limited	High Wycombe	01628 522888	Full Member
Bartley Management Limited	Winchester	0345 017 9969	Full Member
BBM - Burkinshaw Block Management	Tunbridge Wells	0207 978 2607	Full Member
Belgarum Property Management Ltd	Winchester	0800 298 0069	Full Member
Boydens Ltd	Colchester	01206 762244	Full Member
Bridgeford & Co	Lymington	01590 677725	Full Member
Bury Hill Estate Management Ltd	Dorking	01306 881195	Full Member
BW Residential Limited	Southampton	02380 847111	Full Member
Cable Rock Ltd	Eastbourne	01323 345045	Full Member
Canbury Management Ltd	Staines	01784 466501	Full Member
Caxtons Commercial Ltd	Gravesend	01474 537733	Full Member
Charles Cox Property Management	Denton Island	01323 894 400	Full Member
Churchill Estates Management Limited	Ringwood	01425 888 912	Full Member
Cleaver Property Management Ltd	Wokingham	0118 9787182	Full Member
Collinson Hall	St Albans	01727843222	Full Member
Cosgroves Block Management	Southsea	02392 827 827	Full Member
Courtney Green Ltd	Horsham	01403 246 170	Full Member
Covenant Management Limited	Witney	01993 899 840	Full Member
Deacon Crickmay Asset Management	Hove	01273 421 286	Full Member
Denfords Property Management	Southampton	023 8038 6970	Full Member
DFC Property Management Limited	Worthing	01903 874 108	Full Member
DJC Property Management Limited	Wickford	0345 459 2812	Full Member
DMG Property Management Limited	Marden	01622 831017	Full Member
Eastbourne Lettings Limited	Eastbourne	01323 430811	Full Member
Essex Properties Limited	Chelmsford	01245 329652	Full Member
Evolve Block & Estate Management	Ringwood	01425206595	Full Member
Fell Reynolds	Folkestone	01303 228688	Full Member
FirstPort Property Services Limited	Luton	07900 822309	Full Member
FirstPort Retirement Property Services	New Milton	07900 822309	Full Member
FPE Management	Hastings	01424 457750	Full Member
Fresh Property Management Ltd	Borehamwood	020 3651 6000	Full Member
Gem Estate Management Limited	Letchworth	01462 480 481	Full Member
Graves Son & Pilcher LLP	Brighton	01273 321123	Full Member
Hamways Ltd	Oxted	01883 730890	Full Member
Hazelvine Limited	Bourne End	01628 529 765	Full Member
Helen Breeze Block Management	Sevenoaks	01732 740789	Full Member
Hera Management Services	Billericay	0345 683 8812	Full Member
Heritage Management Limited	Kingswood	01737 850260	Full Member
HES Estate Management Ltd	Leatherhead	01372 677968	Full Member
Housemartins Property Management	Seaford	01323 896418	Full Member
HPS	Wokingham	0118 962 7493	Full Member
Hurford Salvi Carr Property Management Ltd	Hertford	01992 500 040	Full Member
Hydehead Ltd	Peacehaven	01273 579796	Full Member
In Block Management Limited	Epsom	02030 111 777	Full Member
Jacksons	Hove	01273 328 556	Full Member
Jennings & Barrett	Erith	0203 598 9665	Full Member
JH Property Management Limited	Sittingbourne	01795 476 249	Full Member
Jordan & Cook Ltd	Worthing	01903 820740	Full Member
Kent Gateway Block Management	Rochester	01634 814867	Full Member
Kent Property Management	Canterbury	01227 678016	Full Member
Leete Estate Management	Windsor	01753 850071	Full Member
Let Solutions	Canterbury	01227 456466	Full Member
MCS	Hertford	01920 466500	Full Member
Metta Property Management Limited	Westcliff-On-Sea	0330 133 0242	Full Member
Oakfield PM Ltd	St Leonards on Sea	01424 854 814	Full Member
PACE Property Lettings & Management Ltd	Southend on Sea	01702 445600	Full Member
Park Lane Block Management Ltd	Southampton	02380 330706	Full Member
Peerless Properties (Oxford) Limited	Oxon	01869 331198	Full Member
Pembroke Property Management Ltd	Tumbridge Wells	0333 3442 100	Full Member
Pinnacle Property Management Ltd	Hurst	01189 320180	Full Member
PJJS Management Services Limited	Maidstone	01622 861 533	Full Member
PMS Managing Estates Limited	Essex	01206 835350	Full Member
Premier Block Management	Borehamwood	020 8236 1270	Full Member
Property Management Solutions	Verwood	01202 901 709	Full Member
Qube Property Management	Hertfordshire	0333 014 3330	Full Member
Rayners	Godstone	01883 742690	Full Member
Residential Management Group Ltd	Hoddesdon	0345 002 4444	Full Member
Roger McMillan Properties Ltd	Cobham	01932 576444	Full Member
Rushbrook & Rathbone Ltd	Hitchin	01462 420201	Full Member
Scott Estates Management Ltd	Hastings	01424 722 586	Full Member
Sebright Property Management Limited	Harrow	020 8863 2767	Full Member
Sennen Property Management Ltd	Camberley	01276 804 781	Full Member
Sensible Property Management (Eastbourne) Ltd	Eastbourne	01323 738886	Full Member
Sheridan's	Beds	01462 814087	Full Member
Sawyer & Co Sales & Lettings Limited	Portslade	01273 778 844	Full Member
Sweetings Property Management Limited	Surrey	020 8941 7799	Full Member
Trent Park Properties LLP	Borehamwood	020 3384 0583	Full Member
Trinity Estates	Hemel Hempstead	0345 345 1584	Full Member
Virtus Property Management	Bishops Stortford	01279 461281	Full Member
Warwick Estates Property Management Ltd	Harlow	01279 626 616	Full Member
Zone Property Management	Sawbridgeworth	07983 447522	Full Member

ARMA Members
North London

• Ariston Property	London	020 7272 9988	Full Member
• City Estates	London	02088 095 051	Full Member
• Colin Cohen Property Management	London	020 8959 6870	Full Member
• Cotleigh Property	London	02088 020 111	Full Member
• Defries & Associates Ltd	Edgware	02082 020 759	Full Member
• Dillons	London	02075 615 230	Full Member
• Drivers & Norris	London	02076 075 001	Full Member
• Hallmark Property Management Ltd	Enfield	01992 761 419	Full Member
• Islington Properties Limited	London	02078 120 480	Full Member
• James Andrew Residential Ltd	London	02083 497 171	Full Member
• K&M Property Management Limited	Barnet	02084 401 034	Full Member
• Lamberts Chartered Surveyors	London	02071 486 784	Full Member
• London Block Management Ltd	London	02078 704 000	Full Member
• Parkgate-Aspen Property Management	London	02087 328 888	Full Member
• Parkwood Management Company (London) Ltd	London	02083 688 111	Full Member
• Sterling Property Management (UK) Limited	London	02030 310 850	Full Member
• Trust Property Management Ltd	London	08452 601 515	Full Member
• Y & Y Management Ltd	London	02082 111 550	Full Member

ARMA Members
North East

• Clear Building Management Limited	Manchester	03333 444 996	Full Member
• Fraser Lake Ltd	Gateshead	01914 783 456	Full Member
• Kingston Property Services Limited	Newcastle upon Tyne	03301 231 133	Full Member
• Potts Gray Management Company Ltd	South Shields	03300 104 188	Full Member
• Town & City Management Limited	Darlington	01325 389 689	Full Member



ARMA Members North West

• Anthony James Consultancy Ltd	Merseyside	01704 545 800	Full Member
• BRPA Ltd	Thornton-Cleveleys	07495 499 613	Full Member
• Casserly Property Management	Manchester	01617 876 197	Full Member
• Haymarket Block Management	Salford	01615 490 909	Full Member
• Homestead Consultancy Services Ltd	Lytham St Annes	01253 640 040	Full Member
• Livingcity Asset Management Ltd	Manchester	01612 741 400	Full Member
• Manchester Residential Management Ltd	Manchester	01617 074 873	Full Member
• Matthew's Block Management Limited	Chester	01244 346 226	Full Member
• Oakland Residential Management Limited	Hale	0161 929 6151	Full Member
• Premier Estates Limited	Cheshire	03454 918 899	Full Member
• Realty Management Limited	Stockport	01614 747 677	Full Member
• Red Rock Estate & Property Management Ltd	Beaumont	03331 235 670	Full Member
• Regency Estates	Bolton	01204 695 919	Full Member
• Revolution Property Management Ltd	Salford	01618 500 022	Full Member
• Scanlans Property Management LLP	Manchester	01612 368 888	Full Member
• Stevenson Whyte	Manchester	0161 312 7171	Full Member
• Urbanbubble Limited	Manchester	01612 363 336	Full Member
• Zenith Management Limited	Manchester	01612 451 166	Full Member

ARMA Members
West London

• Aspect Property Management Limited	London	020 7828 1664	Full Member
• Berkshire Hathaway Home Services Kay & Co	London	020 7467 2027	Full Member
• Bold and Reeves Limited	London	020 7408 7590	Full Member
• Brunsfield Ltd	London	020 3601 7676	Full Member
• Burlington Estates (London) Limited	London	020 7499 3207	Full Member
• Castlereagh Management Limited	London	020 7258 9670	Full Member
• Homes Property Management Limited	London	020 8960 7730	Full Member
• KDG Property Ltd	London	020 7887 6413	Full Member
• Knight Frank LLP	London	020 7861 1242	Full Member
• Lanigan Estates Ltd	London	020 7223 0851	Full Member
• Lee Baron	London	020 7758 5627	Full Member
• Lewis & Tucker	London	020 7323 2321	Full Member
• London Residential Management Ltd	London	020 7438 1080	Full Member
• Lornham	London	020 7724 4777	Full Member
• Mayfair Property Management Limited	London	020 7576 9435	Full Member
• MIH Property Management Ltd	London	020 3637 7968	Full Member
• Principia Estate & Asset Management	London	020 7341 0220	Full Member
• Quadrant Property Management Limited	London	020 7386 8800	Full Member
• Raglan Limited	London	020 7937 5272	Full Member
• RMD Properties (London) LLP	London	020 7723 2111	Full Member
• SAFE Property Management	London	020 8762 0167	Full Member
• SBA Property Management	London	020 7629 4949	Full Member
• Sears Morgan Property Management Limited	London	0844 257 2222	Full Member
• SHW	London	020 7389 1500	Full Member
• Sloan Block Management	London	020 7221 4935	Full Member
• Susan Metcalfe Residential Property Management Ltd	England	020 7591 0931	Full Member
• Tideway Property Managers	London	020 7409 0609	Full Member

ARMA Members East London

• Fortune Block Management Ltd	Potters Bar	02089 051 621	Full Member
• Galleons Point Management Ltd	London	02075 118 585	Full Member
• Ian Gibbs	Middlesex	02083 704 810	Full Member
• Longbridge Estates	Barking	020 8591 4455	Full Member
• Maunder Taylor	Potters Bar	01707 665 666	Full Member
• Montalt Management Ltd	London	02082 239 820	Full Member
• Omnicroft Ltd	Rainham	01634 362 097	Full Member
• Parc Properties Management Ltd	London	02075 153 553	Full Member
• POD Management	London	03335 776 656	Full Member
• Stock Page Stock	London	020 7251 4171	Full Member
• Strangford Management Ltd	London	02039 462 650	Full Member
• Vision PEM & Vision RTM	London	08454 568 775	Full Member

ARMA Members
South West

• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	Full Member
• Apex Property Management	Plymouth	01752 210 970	Full Member
• Belmont Property Management	Truro	01872 260606	Full Member
• Blenheims Estate & Asset Management Limited	Paignton	01803 668 730	Full Member
• Bloq Management Services Limited	Bristol	0117 942 3112	Full Member
• BNS Management Services	Bristol	0117 9570 809	Full Member
• Castleford Property Management	Poole	01202 757 050	Full Member
• DNA Property Management	Bristol	01934 863925	Full Member
• Easton Bevins	Bristol	0117 944 3000	Full Member
• Freehold Management Services Ltd	Plymouth	01752 603 900	Full Member
• Hillcrest Estate Management Limited	Somerset	0117 973 0600	Full Member
• Hillsdon Management Ltd	Sidmouth	01395 517950	Full Member
• Koti Property Management Ltd	Bodmin	01208 510050	Full Member
• Plymouth Block Management	Plymouth	01752 717311	Full Member
• Saturley Garner & Co Ltd	Churchill	01934 628174	Full Member
• Stephen & Co Block Management Ltd	Weston super Mare	01934 621101	Full Member
• Tuffin & Co Property Management Ltd	Plymouth	01752 254 222	Full Member
• West of England Estate Mgmt Co Ltd	Bath	01225 485910	Full Member

ARMA Members
Wales

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

ARMA Members
Yorkshire

• Commerson Estate Management Ltd	Leeds	03301 112 610	Full Member
• Horizon Management	Sheffield	0300 030 1035	Full Member
• Hunters RBM	Elland	01422 893 726	Full Member
• Inspired Property Management Limited	Doncaster	01302 729 500	Full Member
• LIV Group Limited	Leeds	0113 244 2444	Full Member
• Mulberry PM	York	01904 655200	Full Member
• Omnia Estates Ltd	Sheffield	0114 2792840	Full Member
• Premier Property Management & Maintenance	Barnsley	01226 770088	Full Member
• Spencers Estate Agents	Sheffield	0114 268 3682	Full Member
• Watson Property Management	Leeds	0113 273 8788	Full Member

ARMA Members
London

2 Manage Property Ltd	Egham	01932 765 493	Full Member
Acorn Estate Management	Bromley	02083 156 980	Full Member
Adelaide Jones	London	02077 255 800	Full Member
Alliance Managing Agents Ltd	London	02033 281 950	Full Member
Andrew Purnell & Co	London	02088 797 888	Full Member
ARMA Staff	London	0207 978 2607	Full Member
ART-M Block Management	London	07984 587246	Full Member
Blenheims Estate and Asset Management Limited	London	02073 684 150	Full Member
Bowood (London) Limited	London	02072 236 940	Full Member
Brackenbury Property Management Ltd	London	02030 023 600	Full Member
Centro Plc	Sutton	02084 011 000	Full Member
Cluttons LLP	London	02074 081 010	Full Member
Colin Bibra Estate Agents Limited	London	02085 670 077	Full Member
Crabtree PM Limited	London	02083 717 070	Full Member
Craig Sheehan Chartered Surveyors	London	03452 077 400	Full Member
D&G Block Management	London	02079 328 500	Full Member
Dauntons Soar Management Limited	London	02078 341 032	Full Member
Esskay Management Services LLP	London	02073 318 888	Full Member
Fairoak Estate Management	London	02030 789 824	Full Member
Fifield Glyn	London	02076 296 457	Full Member
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• Alison Stone	Alison Stone Surveyors	07917 106437
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• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Grace Clarke	Arnold & Baldwin	020 8642 2999
• Patrick Oliver	Aston James Associates	0800 035 6473
• Stewart Gray	Austin Gray LLP	01273 201988
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
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• Thomas Dogger	BN Surveyors Ltd	020 7101 3382
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• Christopher Spratt	C G Spratt & Son	01903 234343
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• David Graham	David Graham (Chartered Surveyors)	07973 364162
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
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• Colin Horton	Hortons Valuers Ltd	020 3058 3200
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• Adrian Hau	John D Wood & Company	020 7802 3279
• Joe Fraser	Joe Fraser Chartered Surveyors	0330 1740 644
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• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
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• Jeremy Dharmasena	Knight Frank	020 7861 1587
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• Sarah Abel	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
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• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
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• John Keenan	Mathieson Keenan	07710 475 094
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
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• Marc Granger	M Granger Consulting	0208 343 2200
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Mark Wilson	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
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• Panicos Loizides	Quest Property Consultants LTD	020 7813 9155
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Solicitors/Legal

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Gabriel Alterman	Altermans Solicitors Ltd	020 8346 1777
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Ian Mitchell	Anthony Gold Solicitors LLP	020 7940 4000
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Tony Wilson	Ashley Wilson	0207 802 4807
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Dee Puckering	Axiom DWFM incorporating Philip Ross	0208 090 9191
John D Chart	BACI	020 8349 7680
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Darren Coleran	Bolt Burdon	020 7288 4700
Jake Holmes	Bonallack & Bishop	01722 424414
Gracy Ashton Santana	Boodle Hatfield LLP	020 7079 8112
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
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Daniel Tang	Judge and Priestley LLP	020 8290 7373
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Belinda Walkinshaw	Jury O'Shea LLP	020 3176 4255
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Liz Rowen	Keebles LLP	0114 276 5555
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Jade Wilson	Lease Law Limited	0204 511 9100
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Matthew Hearsum	Morr & Co LLP	020 8971 1085
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Adam Davis	Naylor Solicitors LLP	020 7963 8689
Nazmin Choudhury	NC Law	020 8879 9400
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Chris Connor	Norton Connor Limited	0113 239 0088
Tim Morgan	ODT Solicitors	01273 221582
Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
Guy Osborn	Osbornes Solicitors LLP	020 7681 8667
Nick Demos	P George & Co Solicitors	020 8341 9080
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Jennifer Sanders	Paris Smith LLP	02380 482125
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Stephen Eccles	Pinney Talfourd LLP	01708 511000
Daniel Gardner	Daniel Gardner	01202 292424
John Sheldrick	Redferns	020 8424 7070
Stuart Jacobs	RIAA Barker Gillette incorporating Tibber Marks	020 8954 4705
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Caroline Knowles-Ley	Rix & Kay Solicitors LLP	01273 766917
David Moore	Rodgers & Burton	020 8939 6300
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Shabnam Ali-Khan	Russell-Cooke LLP	020 3826 7306
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John Midgley	Seddons	020 7725 8068
John Summers	Setfords Law Limited	020 3962 4031
Jane Canham	Solomon Taylor Shaw	0207 431 1912
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Yasmin Benlafki	Streathers Solicitors LLP	020 8347 2480
Iris-Ann Stapleton	Streathers Solicitors LLP	020 7034 4200
Tim Farrington	Streeter Marshall	01883 622433
Nilloosha Ponnuthurai	Taylor Rose MW	0203 004 5460
James Khakpour-Smith	Taylor Walton LLP	01727 818513
Jim McKeever	Teacher Stern LLP	020 7242 3191
Vikki Herbert	Thackray Williams LLP	020 8290 0440
John Crosbie	The Chambers Property Group T/a Brendons & Bunting Surveyors	0208 566 3323
Frances Watts	The Head Partnership Solicitors LLP	07789 764571
Jason Winton	Thirsk Winton LLP	020 8505 4777
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Chris Ledgerwood	Womble Bond Dickinson (UK) LLP	0191 279 9808
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Mark Curtis	Z Group	020 8944 1180

ALEP Members
Managing Agents

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• Fiona Docherty	James Andrew Residential	020 8349 7171
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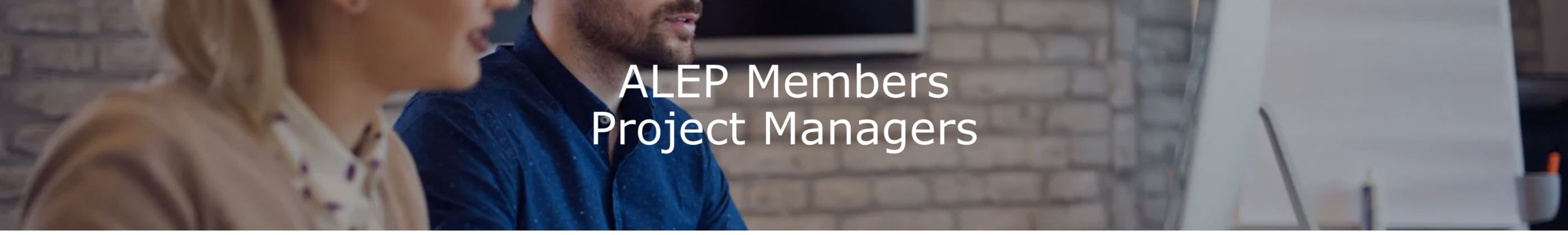
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850



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Project Managers

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• Silvana Goddard	Start Lease Extensions	020 8315 6901