Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

March 2022

Feature: Property Management in 2022

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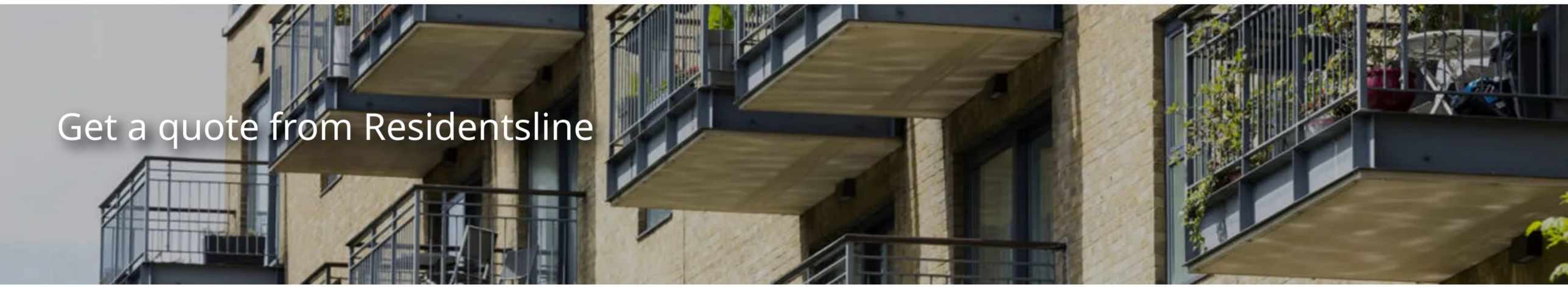

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Welcome

Welcome to the March 2022 issue of Flat Living Magazine

This month we're focussed on what Property Management looks like in 2022. With so much legislative change and the continuing issues arising from the pandemic, along with the usual day-to-day stresses of the industry, this year could be a a head turner.

You'll find articles covering mental health for property managers, round ups of leasehold and building safety reforms, predictions for the future of the housing market and the effect of the cladding crisis on insurance- plus so much more.

As always, we'll also be updating you on the latest industry news, the first confirmation of face to face celebrations and conferences, as well as our usual job vacancy and training highlights from Block Recruit and ARMA.

We hope you find this month's edition informative and you enjoy the read.

Rebecca Kelly
Head of Partnerships, Flat Living

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Flat Living Magazine is free of charge and emailed once a month - to make sure you receive it every month make sure you sign up. By signing up you could earn CPD points and we will respect your email privacy.

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News

All the latest property management news:

Specialist Property Law Firm JB Leitch Launch New Branding for 25th Anniversary ▾

IRPM Announces Return of In-Person Annual Seminar ▾

Earl Kendrick Launch New Surveying and Safety Service: EK Rope Access Surveys ▾

Principle Announces New Year Staff Promotions as Management Structure Evolves ▾

Specialist property law firm JB Leitch, has launched a new website and branding in time for their 25th anniversary later this year

The successful Liverpool based practice, which recently retained Tier 3 status in the Legal 500 rankings, has continued to invest in their communications and IT infrastructure as part of a continued commitment to providing a positive client experience – which have been of particular benefit and value during the pandemic.

The branding and site development follow the successful launch of the market leading IDentify brand and website for online ID verification, led by JB Leitch Real Estate, and an online client learning platform, JBL Learn.

Each of these projects are part of an ongoing programme of development that will see further extension of digital services within the current year, complementing the firm's continued growth and prominence within the property management sector.

Business owner and Principal Solicitor, Jonathan Leitch, comments: "The last two years have amply demonstrated the growing importance of digital engagement in every aspect of our lives, and the continuing shift towards online solutions for legal and property management matters, means that we are building our capability and our capacity to meet future market needs".

Touching upon the firm's approaching anniversary in May, Jonathan further adds: "In 25 years, we have continued to grow - and be resilient - by understanding the need to adapt and be agile. We have retained our core area of focus in leasehold and property management law, allowing us to remain distinctive specialists, but have continually developed a pool of experts and a technical infrastructure that keeps us responsive to change. We hope the new branding reflects this, in that we are keeping the core elements of our identity - but providing a new style that is both progressive, contemporary and professional."

To find out more about JB Leitch, visit: www.jbleitch.co.uk.

IRPM Announces Return of In-Person Annual Seminar

The IRPM announces that after two years of successful online events during the Covid-19 pandemic, the Annual Seminar will return to the QEII Conference Centre in London on 12 May 2022.

Since the beginning of the year there have already been some significant shifts in Government policy affecting property managers working in all sectors of the property industry. We are also increasingly aware of the impact on our businesses of the environmental challenges we face, of the continuing importance of the wellbeing of colleagues and employees and of the changing legislative landscape.

The Seminar will focus on a range of key topics to include:

- Building Safety - where we are now, and what's next?
- Commonhold and Leasehold Reform – How will this impact property managers in future?
- Mental health in the property management sector – all the insights from our 2022 Wellbeing Survey Report

Previous speakers have included:

- Lord Richard Best, Chair of The Property Ombudsman & Member of the House of Lords
- Peter Baker, Chief Inspector of Buildings, HSE
- Dr Shaun Lundy, Tetra Consulting
- Rebecca Marsh, The Property Ombudsman
- Nick Whitten, JLL Head of UK Living Research
- Dr Jonathan Evans, CEO Ash and Lacy

Speakers for the 2022 Annual Seminar will be announced via the IRPM website in the coming weeks. At the May event, the IRPM will also be celebrating the talent and success of the property management profession with the 2022 IRPM Awards.

The Annual Seminar will be supported by a wide range of industry suppliers who will be exhibiting their products and services on the day.

IRPM members can book now using the early bird offer to secure tickets for only £99 (non-members can book here).

IRPM CEO Andrew Bulmer is delighted to once again welcome members back to the QEII Conference Centre:

"Following the success of the first IRPM Winter Conference in December, the IRPM looks forward to reviving the leading event in the property management calendar and once again meeting up in-person for a full day of industry insight and networking."

Earl Kendrick Has Announced the Launch of a New Surveying and Safety Service, EK Rope Access Surveys

This is the latest innovative addition to the EK Building Surveying Group, offering a complete building surveying service to residential and commercial property owners and managers.

EK Group MD Julian Davies explains: "We are always looking at ways to develop our surveying offering, because we know that by giving our clients more solutions, we will drive our business forward; this new service is an excellent example. Rope access (abseil) is an efficient and economical way to get 'hands on' access to roofs, exteriors and other hard-to-reach parts of our clients' buildings. This latest edition to the Group reinforces our position as innovative building surveyors."

Budgets are getting tighter, meaning property owners and managers are often faced with a dilemma: assemble expensive scaffold to reach the area of the problem, or simply ignore the problem until funds are in. Rope access allows surveyors to inspect buildings at close quarters not only to come to a full understanding of their condition, but often to effect the necessary repairs from the ropes at low cost in comparison to scaffolding. In times of strong winds such as those experienced over the last week, mobilising rope access technicians to assess damage and organise repairs is faster and more cost-effective than any rival methodology.

EK Rope Access Surveys arrives 18 months after the creation of EK Digital, which uses aerial drones to take video of entire buildings from the air and stills of problems areas. Being able to provide both drone surveys and rope access surveys, combined with our traditional surveying techniques, enables us to provide a truly comprehensive survey solution.

Having worked with leading rope access specialist Jason Clohessy for many years, Julian Davies says: *"We are delighted to welcome Jason to the EK Group. His extensive rope access experience provides a valuable addition to the surveying services our clients need and perfectly complement aerial drone surveys and more traditional techniques. Jason is an expert in this field where safety is of paramount importance."*

Jason Clohessy explains: *"It has always been a pleasure dealing with EK and I am very pleased to be part of the team. My 20 years' experience in inspections - and repairs – from ropes and mansafes has meant being up close to windows, masonry, gutters and all types of roofs in some of the hardest to access areas. And with our surveyors' expertise, issues can be diagnosed fast and the appropriate repairs recommended and expedited."*

EK Rope Access Surveys goes further than inspections and repairs; the company provides safety testing of mansafe and fall arrest systems, including eyebolts, guardrails, flat roof safety lines and ladders, adhering to the latest British Standards.

For further information on EK Rope Access Surveys, please contact Jason Clohessy or Julian Davies via enquiries@ekropeaccess.com.

Principle Announces New Year Staff Promotions as Management Structure Evolves

Two senior promotions have headed a raft of new year staff elevations at expanding property management firm Principle Estate Management.

As the company evolves its management structure, Stephanie Jobson (pictured), who joined as business operations manager last spring, has been promoted to operations director.

Meanwhile Andrew Winstanley (pictured), who joined as property operations manager last January, has been appointed senior associate director.

Other promotions include Danielle Lannon, who was a property manager and has now become an associate director, and Esme Williams, who was an integration assistant and has now become an integration and operations executive.

Director Joe Jobson has also become joint managing director, and business development partner Robert Simonds has become business development director.

Brett Williams, founder and joint managing director of Principle, said: *"I'm delighted to announce all these promotions and changes, and particularly want to highlight Steph and Andrew's new roles which reflect the great work both have undertaken. Steph is taking on increasing responsibility as we continue to strive to become an even better business for our clients, customers, supply partners and colleagues.*

"Her key 2021 achievements included helping to crystalise and establish Principle's vision to positively impact the everyday lives of our communities. This is underpinned by our values which are: 'We're united; we own it; we choose positivity; we make a difference, every day; and we never settle.' Steph was crucial in presenting these vision and values at client meetings, revising our business development documentation and overseeing the development of the new company website to align with our vision and values, making it more customer focussed.

"As a member of the senior leadership team, she also oversaw the development of our HR strategy, including a new format for personal development reviews, training plans, recruitment processes and talent management strategy all supported by a specialist HR software system, Breathe HR. Steph also led on various projects and focus groups, adding significant value through her strategic thinking and ability to quickly analyse a situation, assimilate all facts then propose and implement an effective solution."

Ms Jobson said: *"I'm thrilled to have been promoted and am looking forward to making 2022 an even more successful year at Principle."*

Mr Williams explained that Mr Winstanley was at the forefront of Principle's property management and customer service team recruitment, setting out the types of people and skills needed.

He said: *"Andrew has succeeded in getting the property management service offering to a great position, showing superb technical knowledge and an ability to apply it to practical situations, as well as having a sympathetic understanding of customer needs. He knows the property manager job inside out having done it for years himself and has a great eye for detail, taking a measured approach to all matters.*

"Andrew leads on all portfolio client reporting and clients have complete faith in his responsibility for the performance of their properties. He's a real people person, adapting his approach when supporting different people, and implementing a platform to share best practice and new ideas with the team of seven property managers."

Mr Winstanley said: *"I'm really enthused with how Principle takes property management so seriously and am pleased that my efforts have been recognised."*

Mr Williams said the promotions were part of the development of Principle's management structure, strategically led by its executive board, and managed by the senior leadership team. He added: *"This business is now in a great position to consolidate on its success and to drive forwards as we continue to grow and improve our service offering across the country."*

Principle employs 40 staff looking after approaching 8,000 units in around 250 developments across the UK, as well as rented commercial and residential properties.

Government Overhauls Its Approach to Building Safety Crisis

By ARMA & IRPM

On Monday 10th January 2022, the Secretary of State for Levelling Up, Housing and Communities, Rt. Hon. Michael Gove gave a statement to the House of Commons, confirming an 'overhaul' of the Government's approach to the building safety crisis.

The statement marks a 'resetting' of government policy, with the relatively new Department for Levelling Up, Housing and Communities (DLUHC) team demonstrating a new commitment to fixing unsafe and dangerous buildings as soon as possible, while keeping costs to a minimum for leaseholders living in those buildings.

The details of the new approach came ahead of the Building Safety Bill returning to the House for Report Stage, and include:

- **Restoring risk proportionality to the remediation of unsafe buildings**, including withdrawing the controversial Consolidated Advice Note and replacing it with the PAS 9980 (expected to launch 19th January 2022), and plans for future engagement with the Royal Institution of Charted Surveyors (RICS) and key lenders to form a new reset approach to the building safety crisis in terms of risk assessment and suitability for lending
- **Scrapping the previously proposed loan scheme for affected 11m – 18m buildings, replacing it with a limited grant scheme for leaseholders**, up to a maximum of £4bn
- **Developers are expected to contribute to this £4bn package**, and if they fail then they can be threatened with approved "use of high-level 'threat' of tax or legal solutions"
- In addition to the £4bn grant funding, there is also going to be **£27m more available for fire alarms in buildings**, in addition to the existing 'waking watch relief fund' of £30m
- The Government will launch '**Operation Apex**' to navigate the intricate webs of SPVs set up by developers which can obscure liability – a move that will be particularly welcomed by leaseholders. Papers seen by The Times note that it will also identify *"egregious behaviour where freeholders have sought to aggressively pass on costs to innocent leaseholders"*.

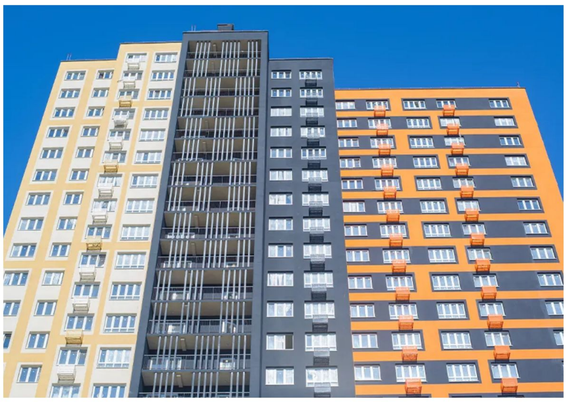
To watch a recording of Mr Gove's statement: CLICK HERE (please set the media player to 15:34)

11M-18M FUNDING SPECIFICATIONS

- Lenders and insurers must not be brought in to the 'polluter pays' piece – no contributions are to be sought from them.
- This grant funding covers cladding/external wall systems ONLY, no other fire or safety defects or problems. Mr Gove expect developers or other responsible parties to make good these defects. He reiterated the principle that leaseholders should not pay.
- The Building Safety Fund delivery for 18m+ buildings must be "accelerated".

DEVELOPER CONTRIBUTIONS

- Mr Gove has warned developers that if they don't agree to fund his new £4bn building safety plan by early March 2022, he may force them to act by using **different restrictions such as public contract bans, planning restrictions or pursuing them through the courts.**
- Gove now expects developers to fund and **undertake all necessary remediation on buildings developed over 11 metres** and provide comprehensive information on all buildings over 11 metres which have **historic fire safety defects spanning the past 30 years.**
- The Government has said that it will only decide on which companies are in scope of the tax following the discussions with industry but expects it to cover all firms with **annual profits exceeding £10million.**
- Over the coming weeks, the Government will host a series of roundtables with ministers, developers and leaseholders that will look to agree a settlement. This will open with the 20 biggest house builders in the sector being invited into Government to start discussions.



In his letter to developers on Monday 10th January, Gove set out three asks and expectations:

1. Agree to make financial contributions this year and in subsequent years to a dedicated fund to cover the full outstanding cost to remediate unsafe cladding on 11-18m buildings, estimated currently to be £4bn;
2. Fund and undertake all necessary remediation of buildings over 11m that you have played a role in developing (i.e., both 11-18m and 18m+). Any work undertaken by developers themselves on 11-18m buildings will reduce the total cost of cladding remediation that has be paid for through the proposed 11-18m fund; and
3. Provide comprehensive information on all buildings over 11m which have historic fire-safety defects and which you have played a part in constructing in the last 30 years.

COMMENTS FROM ARMA & IRPM

Nigel Glen, CEO of the Association of Residential Managing Agents, and Andrew Bulmer, CEO of the Institute of Residential Property Management, who have been at the helm of an industry building safety campaign to represent the concerns and views of members and their leaseholders, have welcomed today's announcement, commenting:

"As early supporters of the "Polluter Pays" principle, ARMA and IRPM congratulate the Government on its decision to scrap the proposed sub-18m loan scheme in favour of grants. This will remove the threat of potentially life-changing bills for leaseholders and allow them to get on with their lives, in a building that is safe.

"The Government's intention to bring a much-needed sense of risk proportionality back into the approach to the building safety crisis is also to be applauded, and something that our industry has been calling for. Of course, there are critical delivery details still to be worked out such as industry capacity to assist with the 'acceleration' of the remediation programme, and we look forward to understanding how other building defects, including compartmentation and any external wall system structural issues, will be dealt with.

"At present, it appears that the government is expecting the developer or other causal entity (the 'polluter') to pay. Extending the claim period for defective buildings to 30 years is helpful. However, if the responsible party does not volunteer to remedy, and if Mr Gove cannot persuade them to do so, it will remain a huge challenge for leaseholders to litigate against a resistant developer and construction sector."

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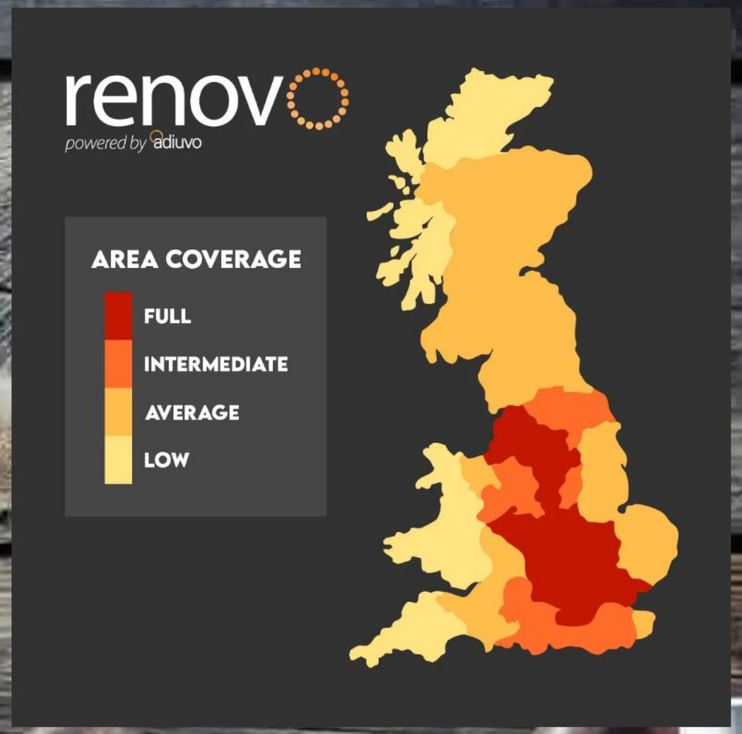
Colin adds *"we hope this will cut down on time and workload for Property Managers when it comes to one of their most time consuming but important duties by utilising our knowledge and expertise gained over the past 13 years where last year alone we dealt with over 60,000 maintenance issues."*



To instruct or find out more, get in touch:

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Feature: Property Management in 2022

2022: A Notable Year for the Property Management Industry

Written by Phil Parkinson, Legal Director at JB Leitch Solicitors

As we look further ahead into 2022, although we are beginning to see the impact of Covid slowly receding, many will be daunted by the prospect of increasing strain on household incomes and escalating inflation, as well as wider concerns voiced by industry on the supply of goods.

Across the property management sector, the first months of 2022 have already heralded significant change; from the revised proposals on remediation costs in the Building Safety Bill, to the progression of leasehold reform with the Royal Assent of the Leasehold Reform (Ground Rents) Bill. Established legal precedents have also be upturned, with the Settlers Court decision establishing that right to manage does not extend to management functions shared with a wider estate. It would seem that 2022 will continue to provide challenges for landlords and managing agents, leaseholders and developers- we highlight some of the key topics and matters to watch below...

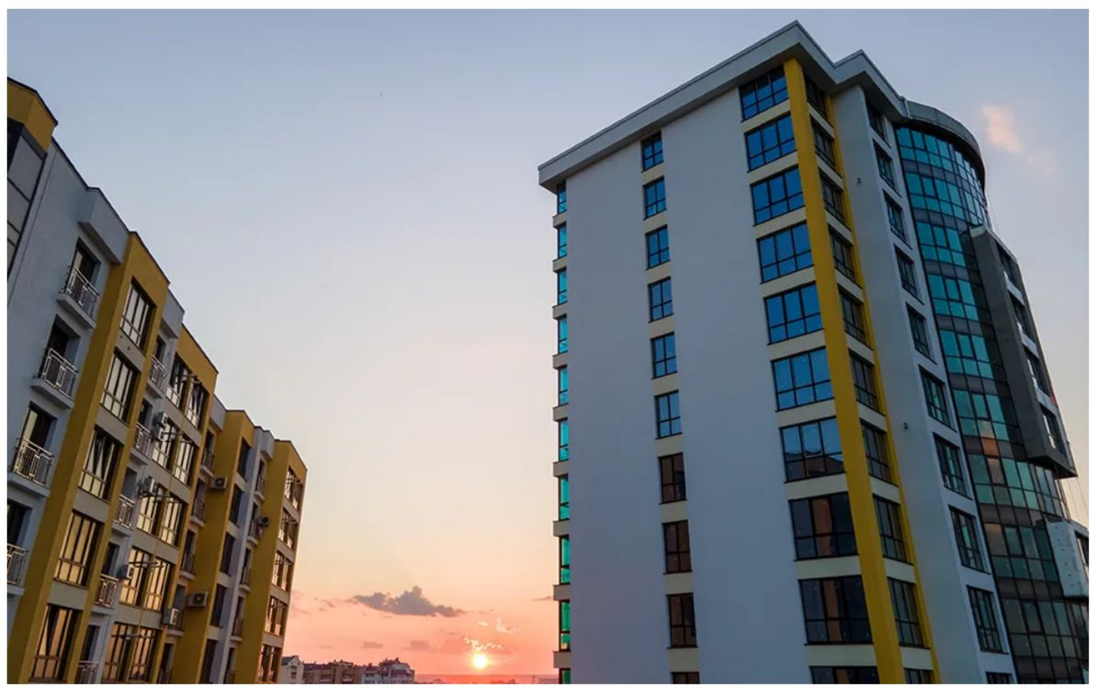
Building Safety

The media have widely covered the updates to the building safety programme announced so far this year. In January the Secretary of State for Housing Michael Gove made an announcement in the Commons setting out the Government's new plan to protect leaseholders and make industry pay for cladding issues. These proposals aim to make Developers and companies pay to fix the cladding crisis and a guarantee which promises that no leaseholder living in their own flat will have to pay to fix unsafe cladding. Industry has been given two months to agree to a financial contributions scheme to fund the new plan that will replace the previous proposed loan scheme for leaseholders in medium-rise flats.

Phil Parkinson

At the time of writing, it is interesting to see that major developers are beginning to challenge the ultimatum. The HBF has openly sought legal advice over the government's threat, early February saw Redrow chief executive Matthew Pratt branding Gove's threats as *"unrealistic"* and *"inequitable"* and, according to the Times, Persimmon is understood to have sought legal advice from a prominent QC over the government's threat to stop house builders from trading if they don't pay into a *"voluntary"* fire safety repair fund, with a letter to government allegedly stating that these sanctions will be unlawful, primarily because *"the secretary of state is threatening to penalise the developers for declining to do what they have no legal obligation to do."*

Mid-February has seen the introduction of further amendments, including a proposal that where building owners do not have the resources to pay, leaseholders will be protected by a cap. The cap will be set at similar levels to 'Florrie's Law' which applies to some repairs to social housing: £10,000 for homes outside London and £15,000 for homes in the capital. Of additional note, any costs paid out by leaseholders over the past five years will count towards the cap. These and further amendments will be debated in the House of Lords during the Committee Stage of the Building Safety Bill which begins at the end of February.



Leasehold Reform

Late February (22nd) will also see the CMA consultation into Law Commission recommendations to broaden access to enfranchisement (buying the freehold) and the 'right to manage' a building, conclude. The consultation has sought views on a number of reforms to the leasehold and commonhold system, including non-residential limits for collective enfranchisement, the non-residential limit for right to manage claims and non-residential limit for individual freehold acquisitions. Coming months will undoubtedly bring considerable debate on the proposals from a broad spectrum of respondents.

The final calendar quarter of the year will likely bring the enactment of the Leasehold Reform (Ground Rent) Bill, which received Royal Assent in early February.

With regard to the implementation of the new legislation, Lord Greenhalgh, the Minister of State (Minister for Building Safety and Fire) and the member of the Lords driving the bill forward, commented that *"the commencement date for this bill being within six-months of Royal Assent"*. Therefore, although it will be prudent to consider the potential implications in advance of the changes, it remains questionable as to whether there will be any immediate short-term action required before the Bill is fully enacted. However, we would highlight that during debate, Lord Greenhalgh added that the first steps would involve industry wide communication, stating that *"After Royal Assent, we will write to solicitors, legal executives, licensed conveyancers and relevant professional bodies, detailing the new peppercorn restrictions"*.

It is also noteworthy that while this first phase of legislation, focusing on new leases, is progressing, the schedule for the anticipated second Bill, concerning existing leaseholders rights, remains uncertain – with Lord Greenhalgh further adding "my expectations are that leasehold reform will be front and centre around his [Michael Gove, secretary of state for housing] ambition for a wider reform of housing."

Evidently, these proposals signify the ongoing drive to resolve the challenges facing the leasehold property sector. All proposals will doubtless be subject to the closest scrutiny and critical comment throughout the year, and likely to address recurring concerns on feasibility, proportionality, sustainability and delivery. As always, we will watch closely and continue to comment.

Should you wish to discuss this article and the subjects of building safety and leasehold reform further, please contact us.

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Feature: Property Management in 2022

Kindness & Compassion in Property Management

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

There is always a lot in the press, discussed in podcasts, webinars, and training about being kind and compassionate when dealing with others.

This is something that I am personally a huge advocate for, and I strongly believe that we all need to be kinder to each other and kinder to ourselves, especially after the past 2 years dealing with the pandemic.

One thing I have noticed is that mentoring young professionals within the property management industry doesn't appear to exist. It may well exist within some individual organisations, but this job is difficult, and I wish I had someone to show me the way when I first started out. Someone who I could turn too after dealing with a difficult client and not just expected to get on with it because that's just part of the job.

The Pressures of Property Management

As a Property Manager you're juggling numerous tasks at once. You're organising for a leak to be fixed, at the same time as a leaseholder wanting a service charge statement that you need to arrange to be issued. There could also be a service charge query that you need to look into, and someone else is shouting at you because they reported that some rubbish was over-flowing, and they think you don't care about them.

Service charge accounts are due, you have 80 emails in your inbox whilst you were on a 2-hour site inspection and then a solicitor is chasing because you need to do the leasehold enquiries for a flat sale.

By the time you're back at your desk, you're organising the actions from your site visit, and before you realise it, the whole day has gone by, and you haven't achieved anything. Then you go home feeling really stressed that you haven't completed what you set out to achieve and you're letting everyone down.

Each company will of course have their own internal processes and ways of working, but one thing that seems to be the same for every property manager is the pressure can be too much. I have spoken to property managers who suffer terribly with anxiety, avoid looking at emails for days because they don't want to be shouted at, have been in tears most days- and even some who have physical symptoms like black outs and heart palpitations.

We get shouted at, sworn at, spat at, and threatened with violence on more occasions than I wish to comment on, and I simply see no reason why this needs to happen. We are all human beings and I really think it's time that there was a little bit more compassion for those working incredibly hard in a tough industry.

A Unique Challenge

This job isn't a typical 9-5. We're responsible for a lot of tasks that need to be done at once. We must ensure everything is compliant from cladding to electrical testing, to fire and health and safety. Each property manager will likely be managing 15-25 developments (or maybe 750-1000 units) with the ever-changing laws and regulations to consider.

From a mental health perspective, just imagine if 100 out of 1000 leaseholders contacted you per week and 50 or those were nasty, spiteful, or even just a bit sarcastic. What does that do to a person's self-worth, self-confidence, and mental wellbeing?

Call to Action for Employers

You don't know what someone is going through behind closed doors, so we're calling for kindness and compassion to be more widely spoken about within Property Management and for all companies, large or small, to take care of their employees, listen to their concerns, support them with their mental health and take time to hold space and understand their needs.

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ARMA and IRPM 2022 Wellbeing and Resilience Survey Opens

The ARMA and IRPM Wellbeing and Resilience Survey is now open. Findings from this survey will form the basis of the annual ARMA and IRPM Industry Wellbeing Survey Report 2022. The survey will close on **Monday 7th March**.

The wellbeing and resilience survey is aimed at those working within the residential property management sector. The results will serve as an annual mental 'health check' for the industry, and ultimately help towards shaping future mental health and wellbeing support for property management professionals.

Complete the Survey

Building A Complete Picture...

As part of our efforts to monitor the wellbeing of the residential property management sector, we're once again checking in with the industry to see how it's coping.

To better understand the individuals that make up the property management workforce, we'll be asking for additional information in this year's survey, including regional locations, years of experience and current ways of working. By gathering more detail, we can better understand which professionals are in need of the most support.

In addition, the survey, which is aimed at property managers as well as onsite and back-office support staff, asks recipients to share their current life pressures, their experiences of aggressive behaviour and the continued impact of coronavirus. It will also highlight the numbers continuing to deal with cladding and external wall systems issues.

The survey will also measure current levels of job satisfaction by establishing whether existing employer support is adequate and gauging what proportion of the workforce is likely to seek employment in a different sector in the near future.

As with our 2021 Wellbeing Report, we will also be distributing an updated unreasonable behaviour policy for firms to use.

Who Can Take the Survey?

We are requesting this survey be completed by any residential property management professional in the UK working as a:

- Property Manager/Property Assistant/Estate co-ordinator etc.
- Onsite support professional (e.g., concierge)
- Back-Office support professional (e.g., maintenance and finance)

The findings and results will be released in a paper that will be distributed to members and made publicly available. We believe survey results will help the sector develop effective initiatives which can support property management professionals at an individual and organisational level.

Nigel Glen, CEO of ARMA and Andrew Bulmer, CEO of IRPM, said: *"Last year's survey saw a huge response from the industry, and the ensuing report shone a light on the unique challenges facing the workforce. This has prompted a powerful sector-wide conversation which we are proud to be a part of.*

"In line with our commitment to publish a current wellbeing report every 12 months, we are pleased to share the 2022 survey with the sector. We encourage professionals to help us and their colleagues by completing it."

The survey will close on Monday 7th March, 2022 with the report and results set to be published this Spring. Survey respondents will remain anonymous.

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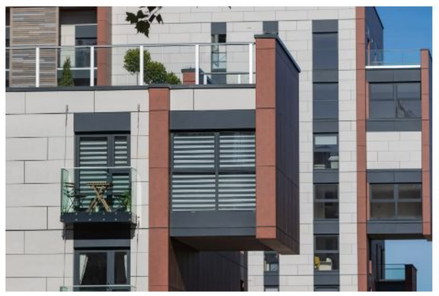

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Feature: Property Management in 2022

Property Predictions for 2022

Written by Nigel Howell, Chief Executive of FirstPort

People-first technology will be vital to customer experience.

Technology underpins the way society operates and how we can support our customers. Ours is an industry that has historically been slower off the mark when it comes to digital engagement, but now is the time to make sure our industry is at the forefront of tech and digital solutions.

FirstPort has spent the last year designing and building cutting-edge technology to support our new ways of working to transform customer experience, making it slicker, quicker and more responsive. But we must not forget the value of good people on the ground and an important aim of creating people-first technology is to give time back to our people in customer-facing roles to provide the very best human experiences too.

The quality of property management will be in the spotlight, and rightly so.

2022 will bring a renewed focus on the Regulation of Property Agents (RoPA). Having good quality property managers has never been more important as the complex Building Safety requirements relating to remediating buildings with cladding issues become clearer.

It's not just about property management companies. Leasehold reform is promoting additional models of building ownership and greater resident decision making. This should be celebrated, but it does present both challenges and opportunities, and Resident Management Companies will need, more than ever, a professional hand to hold to guide them through.

Whether the mechanism is traditional leasehold/freeholder model - which works very well for many - Right To Manage, Resident Managed Company, or Commonhold the legislation is an opportunity for all of us in the sector to bring more meaningful choice to our customers.

Retirement communal living will thrive.

The restrictions over the last year have impacted all our lives, particularly older people. Research by FirstPort shows that Four in 10 over 65s say the pandemic has prompted a move to independent retirement living. Nearly a quarter (23%) of those looking to move into a retirement community had not considered this before lockdown.

Modern and purpose-built retirement communities will continue to rise in popularity as more people recognise their value in enhancing later life by providing ample opportunities to foster social connections.

More consideration will be given to how the ESG agenda is embedded into the industry.

Environmental, Social, and Governance (ESG) may have been seen in the past as somewhat aspirational for many in the industry, but organisations are now understanding the need to consider and react to the environmental impact of their work, as well as how best to collaborate with residents and wider communities to make a difference.

The requirements around measuring and reporting on green initiatives will be further enhanced by the Environment Act 2021, but understanding an organisation's carbon footprint, green energy uptake or colleague wellbeing initiatives will become important boardroom metrics to measure success. There will also be a focus on how we can influence sustainable developments and make changes that support our customers and contractors to be more responsible too.

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

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

Taking Control in 2022

Written by Lee Stafford, Partner at Bishop & Sewell

Leaseholder options if they are unhappy with "the management"...

You have purchased a leasehold interest in a flat. Over time you realise that the common parts have been neglected, reports of disrepair from leaseholders are going ignored and you really start to wonder what the point of the service charge payments are. It is almost impossible to speak with the landlord about any of your frustrations and you baulk at having to pay increased management fees and ground rent to a landlord or managing agent that seems to do nothing. The lack of any management of the property has gone on for too long and you have decided that enough is enough.

What now? How can a leaseholder wrestle control of the management of a building?

Collective Enfranchisement

Collective enfranchisement refers to a group of leaseholders who compel the purchase of the freehold interest from the landlord. In practice, the leaseholders will form a company of which they are all shareholders and the company will purchase the freehold interest.

As shareholders of the landlord company, the tenants effectively become their own landlord and can take over the management of the property by entering into their own contracts and ensuring they gain better value for money. Other benefits may include the ability to extend the length of leases at no extra cost and reducing ground rent charges, although there may be tax implications. Moreover, owning a share of the freehold in addition to your leasehold interest can often increase the value of your property and simplify the sale using share interests.

To qualify for collective enfranchisement, a strict set of criteria must be met:

- There must be at least 2 flats in the freehold
- No more than 25% of the freehold building must be used for non-residential purposes
- 50% of the leasehold owners must want to participate in the enfranchisement process
- At least two thirds of the flats must be let to 'qualifying tenants' i.e. who hold a lease granted for 21 years or more.

Whilst this is a summary, caselaw has developed the application and interpretation of these rules and therefore before commencing any application you should check to see whether the property does qualify.

In practice, the enfranchisement process can be expensive for leaseholders as the freehold owner must be paid a sum to reflect the market value of the freehold as well as payment of their legal and valuation costs. Nevertheless, the result is one of ultimate control for leaseholder owned company, which is clearly an attractive prospect.

Right to Manage ("RTM")

Another way of gaining control over the management of the building is to form a Right to Manage company (an "RTM company"). The RTM process does not give the leaseholders an interest in the freehold, but allows them to create a company with a view to managing the building in place of a landlord or other managing agent.

The RTM does not need to prove that the landlord or managing agent are managing the premises poorly, but just needs to ensure that the statutory process is followed for the RTM to become effective.

As the freehold is not being purchased, the process is cheaper and quicker than collective enfranchisement, however, as the RTM company will not become the landlord, it will never have ultimate control over the property – the RTM will still need to deal with a difficult landlords.

The RTM company can only really deal with service charges. It may be attractive to those leaseholders who feel that the landlord is disinterested in ensuring that residents get value for money from their service charge.

Appointment of Manager – First-Tier Tribunal (Property Chamber- Residential Property)

For those leaseholders who are disappointed with the management of their building, but do not qualify for collective enfranchisement or the RTM scheme, relief may come in the form of a claim to the First-Tier Tribunal (Property Chamber- Residential Property) pursuant to section 24 of the Landlord and Tenant Act 1987.

An application can be made by just one leaseholder, or a group of leaseholders, for a new managing agent to be appointed in place of the landlord or existing managing agent. In theory, there is nothing stopping leaseholders from forming their own management company for this purpose, although note the Tribunal's interest in the identity of the managing agent as set out below.

Notwithstanding the above, whilst any leaseholder can make the application, they must show that there has been fault on the part of the landlord or existing managing agent, which will be considered closely by the Tribunal. This is in contrast to the Collective Enfranchisement or RTM scheme, where no fault needs to be demonstrated. For the purposes of the Appointment to Manage claim, fault on the part of the existing managing agent or landlord can be demonstrated where there has been, for example:

- A breach of the terms of the lease; or
- Unreasonable service charges levied; or
- A failure to comply with the Codes of Management Practice; or
- Where some other ground exists to make it just and convenient in all the circumstances to make the order; and
- That it is just and convenient in all the circumstances to make the order

In considering whether it is just and convenient in all the circumstances to make the order, the Tribunal will consider the likely future conduct of the landlord as well as the leaseholder's proposed new managing agent. The new managing agent will be cross examined and scrutinised by the Tribunal and consideration will be given as to whether or not the new managing agent is satisfactory.

If appointed, the new managing agent is deemed to be an officer of the Tribunal and has no duty towards the landlord or the tenants, and be constrained in their activities / longevity by the terms of the Tribunal's appointment. The agent will be deemed independent from either party and can apply to the Tribunal for directions in the event of any difficulty going forward. Indeed, if the tenants remain dissatisfied with the services of the new managing agent, they would need to apply to the Tribunal once again to vary the terms of the order. In light of the Tribunal's involvement this can add significantly to the costs of managing the building which are likely to be paid by the tenants.

Summary

Whilst there are some ways in which leaseholders can exercise control over the management of a building, all of the routes have their pros and cons to contend with. None of the routes are straight forward and some are more costly and more complex than others. Nevertheless, it may well be possible to exercise a degree of control over the management of a property and each matter will need to be considered on a case-by-case basis.

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

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ARHM
Raising standards in retirement housing

Annual Conference
Thursday 26th May 2022 | Sheffield

ARHM's Annual Conference is back for 2022!

Returning after a two-year break, ARHM are delighted to announce that their annual conference will be back, in person, on the 26th May 2022. Key details are below and, for a limited time, ARHM members can book two tickets for the price of one!

Book Your Tickets Now

Content will include:

Key Topics:
The Future of Retirement Living
Leasehold Reform
The Very Latest Case Law
Wellbeing For All

Management:
Developing the Workforce of Tomorrow
Right to Manage
Resales Challenges
Managing Complaints

Training:
Understanding Leases
Affordable Retirement Options
Service Charges Explained
Introduction to Health & Safety

Leading sector experts will deliver a packed programme on all the key issues affecting the Retirement Leasehold Sector.

Confirmed speakers include:

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Sarah Chatfield
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Unlock Your You

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Venue

Novotel, Sheffield Centre

Located in Sheffield city centre, the Novotel is a two-minute walk away from the nearest car park, or if you are arriving by train, it is just five minutes walk from the railway station.

Find out more

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The ARHM Conference is sponsored and supported by:

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£150 (+VAT) for ARHM Members
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For a limited time, members can benefit from two places for the price of one!

Book Your Tickets Now

Feature: Property Management in 2022

Can We Change Managing Agent During the Building Safety Fund Process?

Written by Ian Hollins, Managing Director at Clear Building Management

Clear Building Management
QUALITY | VALUE | TRANSPARENCY

Cladding and fire safety works have left many leaseholders feeling trapped in their properties, unable to plan for the future while the Building Safety Fund (BSF) mechanics play out.

Despite government attempts to move things forward and bring more transparency, the BSF process remains painfully slow for those affected. This is also having an effect on leaseholder and director confidence in changing managing agent when service levels are poor.

The RMC and RTM directors that we speak to at Clear often believe that you can't change managing agent during the BSF process. For many leaseholders this however may not be true: if you are trapped by fire safety issues you need not also be trapped by poor service from your managing agent.

So how can you change agent without jeopardising your BSF application?

The first step is to understand who the 'applicant' to the Building Safety Fund is.

You may know this information already but, if you don't, you can use the government's new BSF progress website for leaseholders and residents and enter your unique building code. This should have been provided to you by the building owner or managing agent.

The website will reveal who the applicant is. If it is the freeholder, or if your managing agent is court appointed, then the advice would be to hold off changing agents for now.

However, if you are an existing RTM / RMC company then you should be listed as the 'applicant' and be able to change the 'representative' – usually the managing agent. This keeps the BSF application intact, and you are simply telling the BSF to liaise with a new managing agent – just as you would with any other contractual agreement handed over to a new agent.

All the information, reports, and plans linked to your BSF application remain with the applicant so there is minimal risk of causing delays – providing of course that you change to a managing agent with solid experience of supporting leaseholders and directors through the BSF process.

At Clear Building Management we understand the Building Safety Fund process and are currently guiding several developments through their applications. For help or advice, including how to ensure a hassle-free switch to a managing agent that puts leaseholders first, please do get in touch. Find out more about our approach at www.clearbuildingmanagement.com.

Clear Building Management offers a fresh approach to residential property management. Formed by qualified and experienced professionals from the UK residential block management agent industry who recognised that there is a better and more inclusive way to manage residential buildings and apartment blocks, a way that embodies our core values of quality, value and transparency.

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Feature: Property Management in 2022

The Leasehold Reform (Ground Rent) Act: How Will it Affect Block Managers?

Written by Joe Goss, Enterprise Sales Executive at Fixflo

Fixflo

On 7 February 2022, the Leasehold Reform (Ground Rent) Act was passed by the UK Government. Part of a package of measures the Government has referred to as "the biggest reforms to English property law for 40 years", the Act effectively abolishes ground rent for new long residential leases in England and Wales. Such a shake-up to the market will affect millions of leaseholders and, in turn, their managing agents and landlords.

What is leasehold reform, and why is the Government interested?

The Government has long been interested in making property ownership more accessible. As part of its 13th Programme of Law Reform, the Law Commission decided the purchase of a freehold or extension of a lease should be "easier, faster, fairer and cheaper."

It published proposals for doing this on 19 July 2018, followed by reports on leasehold ownership on 9 January 2020 and 21 July 2020. From these, then Secretary of State Robert Jenrick announced on 11 January 2021 that two pieces of legislation would tackle leasehold reform. The Leasehold Reform (Ground Rent) Bill was introduced in the House of Lords on 12 May 2021. An amendment to the Bill to ban ground rent for existing leases was introduced on 26 January but roundly defeated.

Why are they targeting ground rent?

When a leaseholder takes on a long-term lease (over 21 years) for a house or flat, they normally pay the freeholder ground rent. This amount is normally quite small compared to the value of the property, particularly because in older properties, the amount does not take inflation into account. Newer developers have been profiting from higher ground rents that increase throughout the course of the lease. The Government thinks this is unfair to the leaseholder as it increases the costs required to extend the lease or purchase the freehold for a property, as well as making it more difficult to sell.

How does the Act apply?

The Act applies only to new long leases of 21 years and above. It effectively abolishes ground rent for these leases by restricting them to 'a peppercorn', a legal term meaning zero financial value. It also bars the payment of admin fees in relation to ground rent.

A landlord or developer caught contravening the Act and charging ground rent could be subject to a civil penalty of up to £30,000, enforced by local authorities and Trading Standards. Leaseholders who have been unlawfully charged ground rents will be able to recover them through a tribunal.

There are some exceptions. Not covered by the Act are business leases, statutory lease extensions of houses and flats, community housing leases and home finance plan leases.

Where does the Act leave leaseholders?

While the Act is good news to those taking on new leases, the defeat of the amendment means those in current leases must continue to pay ground rent. A property lease that requires ground rent will be less desirable than one that doesn't, making it more difficult to sell and mortgage. The outcry from figures in the property industry and MPs may lead to a second bill in the future to address this concern. In 2019, the Government created the Public Pledge for Leaseholders. This featured a number of promises for freeholder signatories, including a pledge to contact any leaseholders with leases that double ground rent more frequently than every twenty years and offer to amend them for something more reasonable. The guidance, though voluntary, was signed by 63 different industry bodies and developers.

How will block managers be affected?

If your block management services include collecting ground rent on a landlord's behalf, you must ensure that the landlord stays within the law, or they could face penalties. It is vital to communicate with all parties involved—landlords and residents—to inform them how this law will affect them. Be ready to answer any questions from residents in current leases who are thinking about extending or negotiating their lease. Those in long leases may also have questions about why they must continue to pay ground rent.

When will the Act come into force?

Though the Act was passed on 7 February 2022, different parts will come into force at different times. Lord Greenhalgh, the Government minister responsible for leasehold reform, has committed for the Act to commence within six months of the date it was passed. Provisions for retirement home leases will apply later, after 1 April 2023. This is intended to give the sector additional time to transition.

The bottom line is that block managers need to be transparent to their leaseholders about how they will be affected. Ensure communication stays open and that they feel free to come to you with any questions they may have.

For more information on the Leasehold Reform (Ground Rent) Act and other legal updates that could affect block managers, catch up on this free webinar, Quarterly Legal and Compliance Updates for Block Managers 2022 Q1, featuring Cassandra Zanelli, Solicitor and CEO of Property Management Legal Services and Fixflo's CEO, Rajeev Nayyar.

Managing residential blocks is a huge responsibility. You could be in charge of the health and safety of thousands of residents in one building alone. On top of that, you need to make sure that communal facilities are serviced regularly. Manage proactive and reactive maintenance tasks, communicate with stakeholders and stay compliant easily with Fixflo's leasehold and block management solution.

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The ARMA ACE Awards Are Back For 2022!

Save the Date: Friday 17th June 2022, 18:30 – 12.30, Old Billingsgate, London EC3

New Categories, A New Venue & Now Open to IRPM Members

We're thrilled to be back in-person for our 2022 ACE Awards, and we can't wait to bring the industry together for another unforgettable night of celebration. The Awards will recognise excellence and exceptional achievements by UK managing agents, their suppliers and the work of their people in improving the lives of millions of leaseholders.

For 2022, attendees can look forward to new categories and a unique London venue on the bank of the Thames. We'll also be opening up our awards to IRPM members, meaning even more competition for each gong. All this will make our 2022 ACE Awards the biggest and best yet!

Sponsorship Opportunities

The ARMA ACE Awards will once again present an excellent marketing opportunity for ARMA Partners and external suppliers. For further information on sponsoring our 2022 awards please contact Yen Ly Nguyen on 020 7978 2607 or yen@arma.org.uk.

Thanking the Industry

With the tidal wave of a pandemic, a growing Building Safety Crisis and ever-increasing demands on workers, there's never been a better time to celebrate the efforts of the sector's professionals. As always, the awards are free to enter and are open to ARMA Members, Associates and Partners along with IRPM Associates and Members. We also have a category for external suppliers – firms who supply excellent products and services to both sets of Members.

Previous Winners

The Venue – Old Billingsgate

In the heart of the City on the North bank of the River Thames, stands a striking historic building that is a remarkable part of London's heritage. Old Billingsgate encompasses three versatile spaces and a beautiful terrace with unrivalled views of Tower Bridge, City Hall, The Shard and London Bridge.

Award Categories

With 15 awards to be handed out on the night, there is set to be even more to celebrate for 2022, with the addition of several exciting new categories dedicated to the services and people who have shone over the past couple of years.

The full list of awards is as follows:

Awards open to ARMA Members & Associates

Managing Agent of the Year (Under 1,000)
Managing Agent of the Year (1,000 - 5,000)
Managing Agent of the Year (5,001 – 15,000)
Managing Agent of the Year (15,001+ units)
On-Site Staff Member of the Year
(Award also open to IRPM Associates/Members)
Service Charge Accountant of the Year
(Award also open to IRPM Associates/Members)
Honorary Industry Award

Award open to ARMA Associates/Members and IRPM Associates/Members

NEW Rising Star Award

Awards open to ARMA Associates/Members, Partners & Network and IRPM Associates/Members

Outstanding Customer Service Award
Unsung Hero Award
NEW Pandemic Hero Award

Awards for ARMA Partners

Partner of the Year
Service Charge Accountancy Firm of the Year
NEW PropTech Solution of the Year
Legal Services Provider of the Year

Nominations Opening Soon

Look out for the announcement that 2022 nominations are open in the coming weeks. We have listened to attendee feedback and streamlined the nomination process significantly for our 2022 ACE Awards, so it's easier than ever to enter.

Media Partner

We are delighted to partner with Flat Living for our 2022 ACE Awards.

FlatLiving®

Feature: Property Management in 2022

Premiums and Insurance Valuations in 2022

Written by Zoe Davenport, Appraiser for Barrett Corp Harrington

Zoe Davenport, Appraiser for BCH and leaseholder, writes with a unique perspective on the issue of premiums and insurance valuations.

This year, 70% of the Service Charge Budget for my flat is allocated to pay insurance premiums. This is the highest I've seen it and unsurprisingly, the response from my neighbours was less than positive. I'm fortunate to see flat block insurance from both sides, and would argue that though these costs are increasing, insurance will remain one of the best 'investments' we make, should we need it.

It's a fact of life, claims happen.

That's the very reason we have insurance. In the last year, at my block of flats the property manager has submitted two insurance claims on behalf of the leaseholders. A mains water pipe burst, flooding a lower ground floor car park and 4 lift pits. More recently, during storm Eunice, some roof slates were relocated from the mansard roof to the pavement 5 storeys below. Thankfully nobody was hurt.

When the loss adjuster attended the development in both of these instances, we were found to be accurately insured. The claims were actioned with little disruption or impact to us all.

Had we not been insured for the right value, the financial implication of a short fall in the claim pay-out could have been significant.

The factors at play in the insurance market currently are well publicised, and certainly worth reading up on. Our insurance hard market article focuses on the factors that are undoubtedly leading to higher insurance premiums and a tougher stance on claims.

Unfortunately, a hardening of insurance rates has coincided with what some are calling hyperinflation, in buildings costs. Specifically from a building insurance perspective, the situation has been compounded by many factors as outlined in our article on the impact of rising building costs on insurance. This in itself has added to the cost of claims, creating further inflationary impact on insurance premiums, particularly if prudent property owners are making sure their insurance values are adjusted to reflect rising costs.

An RICS compliant Reinstatement Cost Assessment (RCA) remains the most accurate way to value a building for insurance purposes.

With the volatility of building cost inflation, it has never been more important to ensure the adequacy of buildings sum insured. Furthermore, it's never been more important to regularly review this sum insured and BCH are making it easier than ever to do so. In recent years it has been normal to use the level of indexation suggested by insurers at annual review.

The RICS themselves recommend that once an RCA is carried out and a buildings sum insured is set, this figure is subject to a major review three years after the initial RCA. Provided there have been no significant material changes to the development, we will review all of the information collated from our initial site visit (the measured areas, building pathology, influencing site factors) and use our live market data to correctly re-calculate the sum insured. As this is done remotely and does not require a visit to site, we are able to issue these Major Reviews promptly. Furthermore, we are committed to making this RICS compliant product a high value, low cost solution to our customers. As such, a Major Review of our original RCA report is charged at just £99+VAT.

In 2021, in a significant sample of our attended RCAs of flats and mixed use developments, we found under insurance in 66% of cases. Under insurance remains prevalent, and though there are implications of increased insurance premiums, we're really proud of our contribution to reducing under insurance.

If you would like to discuss the lifecycle of an RCA with us further, please feel free to email myself directly or call the office today on 01455 293510.

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

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

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Feature: Property Management in 2022

Why Have My Insurance Premiums Increased?

Written by Darren Bagnall of Flat Living Insurance

Darren Bagnall of Flat Living Insurance looks at some of the reasons block insurance has increased in recent years.

We've been hearing this question a lot lately and the short answer is always "because the industry has entered into what is known as a 'hard market' for property and commercial insurances". But for those not familiar with such terms, this doesn't really help clear up the confusion!

So, for anyone facing a higher renewal quote than expected, we thought we'd clarify what has actually pushed prices up through 2021 and into this year.

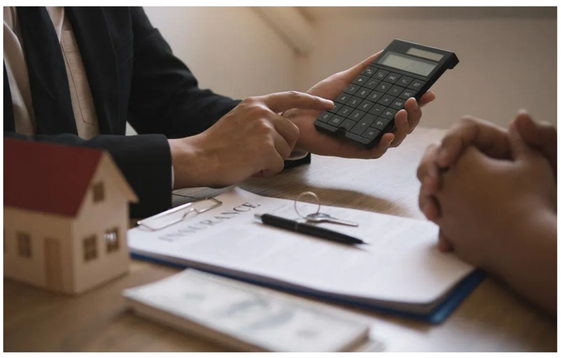
What Does 'Hard Market' Mean?

A generally tougher attitude to risk and pricing across the breadth of the insurance market has pushed us into a 'hard market', which simply means that demand is currently exceeding supply.

2021 saw more claims than usual and the cost of those claims increased due to various factors including:

- Lack of availability of contractors
- Widespread increase in the cost of raw materials (more on this below)
- Higher costs for alternative accommodation due to a housing shortage

The effect has been felt by many providers so severely that they have simply stopped offering residential property insurance due to the losses they have experienced recently. The insurers that continue to offer cover have had to increase their premiums in an attempt to remain profitable.



The Cost of Reinsurance Has Increased

Companies are also facing higher costs for reinsurance (the cover insurance companies take out to cover themselves against major losses that may affect their ability to pay out for valid claims). This has been a general increase across the market due to significant international events; most notably, the Covid pandemic, but also due to large-scale fires and storms.

Storm and flood frequency and severity have increased both nationally and internationally- resulting in insurance companies paying out far more in claims than they have in previous years. This has forced many companies to increase their premiums to remain solvent.

Higher Costs for Raw Materials

A combination of both short and long-term factors such as Brexit, world commodity prices, the pandemic and just general supply and demand have resulted in increased costs in this area.

For a very long time, indexation (the method by which the sum insured is adjusted in line with inflation using data from several sources) has been as low as 3%. In some cases, there has been an increase to 7% or higher.

Declared Value Accuracy at Renewal

It is vital to make sure your declared value is always adequate to cover the cost of completely rebuilding your property when you come to renew your policy.

Each block of flats insurance premium is determined by the potential cost to the insurer in the event of a claim. We will re-underwrite your policy at each renewal based on the information that is shown on your statement of fact to make sure you are obtaining a premium that is suitable for your property.

It is never advisable to minimise your declared value- you could find yourself in huge trouble in the event of a claim.

What Can You Do to Keep Premiums to a Minimum?

The key here is to be proactive in both your preventative measures and in volunteering information about your block.

Some great examples are:

- If you've had a claim, provide us with evidence of the measures you've taken since to minimise the risk of the same issue occurring again
- If you've had a Rebuilding Cost Assessment, let us know and provide the report
- If you've had a Fire Risk or H&S Assessment completed, let us know and provide the reports alongside any evidence of measures taken on the back of their advice

Let us know if you have any additional features in place to reduce risk in your block such as an automatic fire alarm, CCTV, sprinklers or a door entry system. All of the above can lead to your insurer to provide a discount on your premium.

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 577 2044.

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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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

Feature: Property Management in 2022

Why is Index Linking so High in 2022?

Written by Belinda Thorpe, Managing Director at Residentsline

Residentsline Flats Insurance

Index Linking (also known as Indexation) is “the adjustment of an asset’s value to reflect inflation and deflation”. In terms of asset-linked insurance policies such as your Flats Insurance, it’s use means that any pay-out will reflect the current rebuild value of the insured items.

There is always ebb and flow to index linking, but why are figures soaring so significantly this year? Belinda Thorpe, Managing Director of Residentsline explains.

How Does Index Linking Work?

Before we can discuss the reasons for the increase in figures this year, we first need to understand how index linking works.

At each renewal of your policy, we will adjust the declared value of the property by applying the index provided by your insurer. Your insurer calculates these indices from data provided by the Royal Institution of Chartered Surveyors (RICS), The Association of British Insurers (ABI) and The Office for National Statistics (ONS).

In recent years these indices have increased at a fairly steady rate, but in 2021, the rate of growth has been far more significant and sustained than what we have been used to. In fact, prices are reportedly at a 40 year high due to a range of factors that have come into play over the past few years and that come to something of a head in 2022.

Reasons for Higher Index Linking

Multiple factors are coming into play- most obvious are the effects of our exit from the European Union and, of course, the Coronavirus pandemic:

- A significant rise in demand for building materials following the pandemic, causing increased pricing globally
- Escalating shipping prices and delays at British ports causing shortages of crucial parts and materials
- An unanticipated surge in demand for renovation works have played a role in creating supply chain challenges and labour shortages
- Severe shortages of professionals (architects, legal, planning)
- Shortages of insulation, plaster, concrete products and even power tools have been experienced in recent months
- Figures from the Construction Products Association (CPA) show that the UK lost more than a quarter of its EU-born construction workforce between January 2020 and January 2021.

Why do we Index Link?

Declared values are index linked to ensure that your assets are consistently valued correctly and are therefore adequately insured at the time of a claim (rather than being insured only for their value at the of the policy start date). Without index linking, you run the risk of your property being underinsured which, in the event of a claim, could leave you high and dry if the costs incurred exceed the maximum that can be settled by the insurance company.

Without index linking, you risk a shortfall as a policyholder and serious financial losses for yourself and your fellow flat owners.

Occasionally, and contrary to clear advice, policyholders may choose not to index link their policy to obtain a reduction in their premiums. This puts them at significant risk financially and can also void their cover all together.

Ensuring Your Declared Value is Adequate

Your declared value is the amount it would take to cover the full reinstatement of your property, including:

- Demolition and clearance of debris
- Surveyor and architect fees
- Groundwork
- Materials and labour
- Alternative accommodation
- Permanent fittings (e.g. plumbing, built in wardrobes)
- Any outbuildings, boundary walls, pathways, gates or fences covered by the policy

The only way to be completely sure that your property’s declared value is to have a professional Reinstatement Cost Assessment carried out on a regular basis. These should be carried out by qualified building surveyors whose activities are regulated by RICS.

Your flat is often your biggest asset, it’s important to protect it.

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

Residentsline’s sole focus has always been insurance for blocks of flats. Today, 25 years on, Residentsline is still the best choice for flats insurance.

At Residentsline, our flats insurance policies are tailored to your needs; created for all sizes and types of blocks of flats and apartments. Our insurance cover also includes the option to include directors and officer’s liability insurance, terrorism insurance, lift cover or legal expenses protection as part of your policy or as a separate policy if desired.

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Residentsline Flats Insurance

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Feature: Property Management in 2022

The Cladding Crisis & Your Insurance

Written by Sinead Campbell of London Flats Insurance

The Cladding Crisis has loomed large over UK leaseholders for years now. It's a multi-faceted issue with safety and financial concerns front and centre, but the effect of unsafe cladding on flats insurance is now in the spotlight.

Clarifying Common Questions RE Unsafe Cladding and Premiums

James Dalton, Director of General Insurance Policy at the Association of British Insurers fields some of the most common queries he receives regarding the increase in insurance premiums for dangerously cladded buildings in his article from February last year.

We've summarised some of his key points below:

- Why have insurance costs increased for our block even though the cladding has always been in place?

"Historically, insurers of high-rise buildings would have only had to prepare for a loss caused by damage to just a few flats within a building. That is because the design and construction of that building, with the right materials and fire safety provisions in place, should have limited the spread of fire...

The reality is that today, insuring a ten-storey building of 60 flats, is a very different proposition when the maximum loss could well be the whole building. Insurers therefore have to work on the basis that the costs of fire in these buildings are significantly higher than originally thought and that some of them are an ongoing fire risk."

- Are insurers exploiting vulnerable people and profiteering by significantly increasing premiums?

"There is no evidence for the 'profiteering' jibe and given the efforts insurers have made to provide ongoing coverage to high-risk buildings since the Grenfell fire tragedy, such occasional claims feel in poor taste.

Firstly, the cost of a premium – for any insurance product – is primarily driven by risk and, for the reasons set out earlier, a number of the buildings that we're discussing are dangerous and present a higher insurance risk.

Secondly, insurance is a highly regulated industry where firms not only have to hold enough money to be able to pay out on a claim, they have to hold significant additional amounts in reserves on top. That means for every building with combustible cladding that an insurer has on its books, millions of pounds need to be put aside in case anything should happen. With more and more risky buildings being discovered and more and more issues beyond cladding causing concern, this has become a significantly more costly exercise. It is not surprising therefore that highly-regulated insurers have to manage their finances accordingly.

Thirdly, it's worth remembering that 12% of every insurance premium is Insurance Premium Tax (IPT) meaning that 12% of the premium being paid is going to the Treasury. This has been doubled by the UK Government since 2014."

- Why is establishing a waking watch or installing a fire alarm not always reflected in the insurance premium?

"While waking watches are a tool to assist evacuation and save lives, they are not a solution for preventing costly damage to the building.

The addition of sprinklers to a building is one fire safety measure that might have an impact on an insurer's risk perspective, but sadly it generally remains the case that buildings with combustible cladding are a higher risk and the premium will continue to reflect that."

Government Intervention

Michael Gove, Housing Secretary, has been very vocal about his feeling towards the insurance industry and has openly criticised firms in a letter to the Financial Conduct Authority in January of this year.

Regarding his letter to the FCA, Gove is quoted as saying: *"I have been particularly concerned to hear of cases where insurance premiums have escalated by over 100% year-on-year, leaving residents with crippling costs. It is clear to me that the insurance market is failing some leaseholders."*

He has asked the Financial Conduct Authority (FCA) to review the buildings insurance market for multiple-occupancy residential buildings, together with the Competition and Markets Authority (CMA).

In response to Mr Gove's request for a review, the FCA said it shared his concern about rising costs and the lack of understanding around data, with Nikhil Rathi, chief executive of the FCA, saying *"While accurate, risk-based pricing is fundamental to an insurer's obligations to maintain solvency, there are other elements, such as distribution costs, which also affect price. We therefore want to ensure that products provide fair value, and premiums fairly and accurately reflect risk."*

James Dalton (ABI) has responded by welcoming the request to the FCA: *"Insurers recognise and sympathise with the challenges leaseholders are facing in terms of the increased cost of buildings insurance and have been working with the government and FCA to identify options to assist leaseholders until the necessary remediation work has been completed."*

Mr Gove expects a final report to be out by June 22 after some initial feedback on the issue by March 22.

A Compounding Issue: Professional Indemnity Insurance for Inspectors

To add another layer of difficulty to the situation, many leaseholders are unable to sell their homes due to delays in having the cladding on their building competently inspected.

Inspectors are struggling to secure suitable PI cover (insurance that covers construction professionals from negligence claims) due to firms either withdrawing from the market or radically reducing the level of cover available because of concerns over potentially huge pay-outs that could result if another tragedy, like Grenfell, was to occur.

This is leading to a backlog of inspections and EWS form completions for mortgage providers as well as 'deadlock' when inspectors refuse to accept liability and sign off on buildings.

A spokesperson for the ABI said: "There is a level of uncertainty on insuring the construction industry, who are currently operating in a regulatory environment that has been classed as not fit for purpose, and a general view that there is a lack of competence around all those involved in fire safety of a building.

"The ABI has emphasised the importance of meaningful change through the review of building regulations to provide greater confidence to the market. Regulations on which PI insurers had previously relied upon, but which ultimately had proven to be flawed, are in need of fundamental reform."

As you can see, there is no simple or quick fix for the current insurance situation for those in unsafely cladded buildings. All we can hope for is for a level-headed approach to be taken by insurance firms, for the Government to continue its work in protecting leaseholders from unfair costs and for the market to settle in turn.

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

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Feature: Property Management in 2022

Is Apartment Living Losing its Appeal?

Written by the team at Block in a Box

BLOCK in a BOX

As we emerge from the pandemic, research is starting to show that the property market is changing, significantly. The new lean towards working from home, a reminder of the importance of time with family and a renewed appreciation for a personal, outside space are all noted as factors.

In this article we wanted to explore some of the trends noted in in investment firm FJP's recent research, using the statistics that sprung from their survey of over 1,100 UK adults who were either home owners or who were in the market to buy in December 2021.

Most notably, the study found that ***24% of those surveyed felt that the pandemic had fundamentally changed what they look for in a home***– so let's explore the reasons behind that as well as what it may mean for apartment living in years to come.

23% believe their priorities have evolved given the rise of remote working

The most obvious shift in people's lives post-pandemic is the new availability of flexible, hybrid or completely remote roles on the jobs market.

During the Government-enforced lockdowns, employers were forced into a nationwide home working experiment and, as it turns out, they found that productivity quite often increased, worker were happier and employees felt a better work-life balance had been struck.

This has left many employers much more open to flexible working options, with 85% of managers now believing that having teams with remote workers will become the new norm- a shift that has been largely embraced by those previously tied to a desk to complete tasks that can be completed anywhere with a decent internet connection.

The daily commute to urban areas may also be biting the dust for many (a win for exhausted commuters, empty wallets and eco-warriors everywhere), meaning that options are opening up for moving further out into the countryside.

Rural properties often also have the added allure of outside space- another factor that became an issue for many homeowners during the lockdowns. Spending so much time at home has opened many people's eyes to the need for private gardens and proximity to public spaces for exercise and general enjoyment.

17% are now inclined to live in a different part of the UK

The pandemic certainly made us all acutely aware of the precious time we have with family and friends and this unsurprising statistic shows that many people may also be taking the opportunity to move closer to loved ones and/or to more affordable areas of the country now that they can maintain their employment regardless of location.

Covid has lessened the appeal of living in an urban area for 26% of respondents

Home-working enables workers complete their tasks from anywhere, which begs the question, why would people continue to snap up extortionately expensive, low square footage, leasehold flats in a city centre, when they could just as easily get more for their money elsewhere?

Mental wellbeing, self-care and quality of life has also moved to the forefront as the pandemic has made us all aware of our own mortality and the fragility of life.

It's common knowledge that countryside living has a positive impact on both physical and mental wellbeing with fresher air, access to outside space, larger homes and a lower cost of living.

In fact The Southern Medical Association states that *"On average in the UK, people living in predominantly rural areas have a two-year longer life expectancy and rate their wellbeing as slightly higher than those in predominantly urban areas."*

19% say the pandemic has made them dissatisfied with their current home

With homeworking and lockdowns came ample opportunity for scrutiny of our surroundings. That bit of DIY you've been meaning to do became a glaring necessity. The office space you've always dreamed of now became essential. For some people, especially those with no outside space and in smaller apartments, the walls felt like they were closing in.

Share to Buy and housing association Peabody's early 2021 survey found that:

- For 64% of first-time buyers, having a private garden is more important to them since the start of the pandemic
- 61% also said access to nearby open space was now more important to them, rising to 68% for the Londoners surveyed
- 50% stated that a space to work from home was a priority

Lisa Crush, Director of Sales and Marketing for Peabody, commented: *"People's appreciation of the space they inhabit, their immediate surroundings and the lifestyle that can be enjoyed from it, is more significant than ever. We know that a home is more than just a place to live and we are placing greater emphasis on amenities such as outdoor space, roof gardens, fitness areas and co-working facilities. The home has become far more than just the four walls that surround it."*

What does this mean for the flats market?

Before we all start revising our CVs, it's not all doom and gloom for the leasehold flats market.

Property Market Eye did report that January 2022 saw a *"record high demand for family homes"*, however, they also went on to report that *"In the flats market, we are already seeing a 'normalisation' – with a returning appetite from international markets, workers and students moving to the city for lifestyle and careers, leading to bounce-back in demand for flats in city centres after more muted market conditions during the pandemic."*

A comforting read for those in the block management industry.

It seems the allure of night life, convenience culture and a close proximity to workplaces may be enough to keep the flats market stable, or even allow it to thrive once more. Written in December 2021, the title of an article in the Guardian gives even more assurance: *"UK cities attract more property hunters as searches for flats soar."*

The article goes on the state that *"UK property prices hit record levels during the pandemic as factors including the rise of home and flexible working fuelled a buying boom outside cities. However, as staff returned to offices with flexible and hybrid working patterns through the autumn – prior to the emergence of Omicron – interest in flats has surged...Rightmove said that flats had become the most in-demand property type among prospective buyers, supplanting the popularity of houses throughout the pandemic."*

Block in a Box not only provides information on how to protect your block of flats against emergencies over winter, we can also help with utilities, repairs, insurance, health and safety, and just about any other issue a flat owner or manager might face. To learn more about leasehold management companies or freehold management companies, contact our friendly and professional team today using the details below.

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

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

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

BLOCK in a BOX

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Case Rules Leaseholders Exercising their Rights to Manage a Building Do Not Acquire the Right to Manage the Surrounding Estate

By Cassandra Zanelli of Property Management Legal Services Limited and Rupert Cohen of Landmark Chambers

Since its introduction by the Commonhold and Leasehold Reform Act 2002, many leaseholders have acquired the right to manage their block. By acquiring the right to manage, leaseholders get the right to perform the “management functions” in place either of the landlord or any other person upon whom management rights are conferred under the terms of the leases of the flats.

But often a block of flats forms part of a wider estate, containing other blocks of flats or houses. And there’s likely to be shared facilities or amenities. These so-called estate facilities will be managed either by a common landlord or other third party, and the associated costs recovered from lessees and owners within the estate.
An issue that (until now) has caused problems with the ongoing management of the estate facilities was what rights of management the RTM company has in relation to the estate facilities.

This was the issue under consideration by the Supreme Court in FirstPort Property Services Ltd v Settlers Court RTM Company Ltd and others.

ARMA Intervention

Given the importance of this issue, ARMA were given permission to intervene in the appeal and were represented by Rupert Cohen and Cassandra Zanelli. ARMA duly produced a witness statement from Dr Nigel Glen, CEO of ARMA, describing the real-world challenges arising from shared management responsibility which accompanied its written submissions. Its involvement as intervener was assisted by the responses received from ARMA members who explained some of the common challenges and difficulties they faced when managing estates where there are shared services (i.e., between the RTM block and other parts of the estate).

Ruling

The case reached the Supreme Court after the UT issued a leapfrog certificate for an appeal.

The Supreme Court unanimously allowed the appeal and, in doing so, held that the 2012 Court of Appeal case known as Gala Unity was wrongly decided.

The Supreme Court found that the right to manage does not extend to the RTM company managing the shared estate facilities, which do not form part of the “premises” over which the RTM is exercisable. Gala Unity is now overruled.

What Does the Decision Mean for Agents?

This decision is welcome clarification on the dual management issue, and we now have a clear decision from the Supreme Court on who performs the estate facilities, and how the associated costs are recovered. The practical challenges of dual management were highlighted in the submissions made by ARMA, as intervener. Those submissions and the witness statement of Dr Nigel Glen, CEO of ARMA formed a core part of the Court’s reasoning and were commented on with approval in the judgment at paragraph 55.

It was also recognised that Gala Unity has stood as binding authority for several years, and that estate facilities in many estates may at present be being managed under sharing agreements made by RTM companies and others on the assumption that the law was as set out in that case. No further guidance was given by the Court as to what happens in these circumstances.

Access the judgement summary and watch videos of the hearings here:

Judgement Summary & Hearings

ManageYourBlock™

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

Call for a free demo on 0333 577 9070

Who can use Manage Your Block?

We've designed Manage Your Block portal for:

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

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

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

What can I do on the Manage Your Block portal?

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

Share account information with other directors

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

Have access to a contact list

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

Use the calendar

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

Send alerts

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

Keep contact info for your contractors

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

Quotes

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

Manage your documentation

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

Keep a diary

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

Notes

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

And now also collect service charges

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

ManageYourBlock™

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

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.

Assistant Property Manager

Location: Central London

Salary: £30,000

Tell me more

Accounts Manager

Location: Essex

Salary: £40,000 - £45,000

Tell me more

Client-Side Portfolio Manager

Location: Essex

Salary: £27,000 - £40,000

Tell me more

Property Manager (Part Home-Based)

Location: Dorset

Salary: £28,000 - £38,000

Tell me more

Block Manager (Home Working)

Location: East Sussex

Salary: £35,000 - £40,000

Tell me more

Senior Block Manager

Location: South West London

Salary: £40,000 - £45,000

Tell me more

Property Manager (Office Based)

Location: Cheshire

Salary: £30,000 - £35,000

Tell me more

Block Manager (Office Based)

Location: Kent

Salary: £35,000 - £45,000

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Property Management Events

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

1st - 3rd April 2022

IRPM & PM Legal: Oxford Weekender

The Oxford Weekender is back! A three day conference to be held at St Hugh's College, Oxford.

Book your place

12th May 2022

IRPM Annual Seminar

Thrilled to back in-person for 2022's IRPM Annual Seminar, delegates will be welcomed back to the QEII Centre, London on the 12th of May 2022.

Book your place

26th May 2022

ARHM
Raising standards in retirement housing

ARHM Annual Conference

After a two year break, the ARHM is delighted to return to an in-person Annual Conference at a new venue in Sheffield.

Leading sector experts will deliver a packed programme on all the key issues affecting the Retirement Leasehold Sector and, for a limited time, members can benefit from two places for the price of one!

Book your place

November 2022

NLG Strengthening Leasehold Management

NLG Annual Conference

Date and details to be released soon.

Find out more

Bishop & Sewell
Monro Wright & Wasbrough

LIFE'S CHALLENGES

We know the challenges life brings. We're here with you.

We're flexible. We can meet in any way you feel safe.

If we can't meet face-to-face, we can call, Zoom or Microsoft Teams.

Our teams:

Corporate and Commercial	Landlord & Tenant
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Family Law	Private Wealth
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March ARMA Training Courses & Webinar

ARMA's March training courses cover a range of topics which can help keep staff prepared for the modern world of property management. Led by industry experts, our first batch of Spring courses will focus on residential service charges, managing contractors, fire safety, leisure facility management, lift maintenance and much more. We also have a webinar covering Section 20B.

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

Information on Block Booking discounts can be found after the listings below.

Upcoming Training Courses

TC62: Fire Safety Management (Senior Level) for Residential Managing Agents

Dates: 01.03.22 – 03.03.22

Times: 10:00 - 12:00

Tutors: Mark Snelling and Cassandra Zanelli

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

Book your place

TC39: Reading Leases

Dates: 09.03.22 – 10.03.22

Times: 09:30 - 12:30

A 6-hour course being be run over 2 consecutive days (3-hours per day) where you will be learning to read leases constructively and understanding the practical application of the principles. This course is for the relatively inexperienced who have some knowledge of the legal framework governing residential long leasehold management but who need to become familiar with the essential information needed to safely and efficiently assist or manage a portfolio.

Book your place

TC69: Pools and Gyms in Residential Blocks

Dates: 24.03.22

Times: 09:30 - 12:30

Tutors: Rob Clarke

A 3 hour webinar in best practice of the management and maintenance of leisure facilities in residential blocks which will give property managers and organisations an understanding of current best practice when managing blocks with gyms, swimming pools and other leisure facilities.

Book your place

TC55: Introduction to General Health and Safety for Property Managers

Dates: 30.03.22 - 31.03.22

Times: 09:30 - 12:30

Tutors: Shaun Lundy

A 6-hour course being run over 2 consecutive days (3-hours per day). This course is designed to introduce new entrants to the sector to the minimum Health & Safety knowledge essential to their career path. This course is not intending to turn beginners or new on-site staff into Fire Safety Risk Assessors, CDM experts, etc. merely to furnish them with the awareness to perform the day job safely and give comfort to their employers.

Book your place

TC44: Introduction to Accounting for Service Charges

Dates: 07.03.22 – 08.03.22

Times: 09:30 - 12:30

Tutor: Lisa Warren

A 6-hour course being run over 2 consecutive days (3-hours per day) walking through the financial year of a property. This course is aimed at individuals with less than 18 months experience in the industry.

Book your place

TC53: Managing Contractors and Implementing CDM 2015

Dates: 22.03.22 – 23.03.22

Times: 09:30 - 12:30

A 6-hour course covering a managing agents' duties under the Health and Safety at Work etc. Act 1974 when instructing or employing contractors and the duties under the Construction (Design and Management) Regulations 2015 when the work 'requires construction skills and uses construction materials.' It will help you understand your legal duties and will explain what actions you need to take to comply with those duties. Please note that this course will not address Section 20 issues which are the subject of a separate course.

Book your place

TC81: Lift Maintenance

Dates: 29.03.22

Times: 09:30 - 13:30

Tutor: David Pickering

This 4-hour webinar session will introduce managing agents and property managers to lifts, lift maintenance and their responsibilities under legislation. Participants will gain an understanding of how a lift functions, lift maintenance management, applicable codes and standards and how to plan for when a lift reaches the end of its service life.

Book your place

Upcoming Webinars

W11: Dealing with Section 20B: The "18-Month" Rule

Dates: 18.03.22

Times: 11:00 - 12:00

Tutor: Cassandra Zanelli

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

Book your place

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

Block Booking Discount Extended Until 2022!

ARMA members who invest in staff training in 2022 can now save money on block bookings of ARMA online training courses.

Simply pay for 10 or more full-day training course places (they can be different courses) in one booking and you'll save 20% ON THE USUAL MEMBER PRICE – a saving of £20 per place!

How to claim your discount:

Drop us an email on info@arma.org.uk to book your 10+ places and claim your 20% discount on the usual Members price of £100 + VAT per place. Please note this offer is only available to ARMA members & all course places must be booked by **31/03/2022.**

To book on to a training session via our online portal, click here.

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

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

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

BLOCK in a BOX

Block in a Box is a tool-kit of services and solutions to help you Manage Your Block

3D Surveys

Accounting Solutions

Company Secretarial

Contractor Accreditation

Cyber Security Training

Drone Surveys

Electrical Charging Points

Emergency Assistance

Flat Living

FPRA
FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Health & Safety

Insurance Solutions

Legal Support & Assistance

Out of Hours

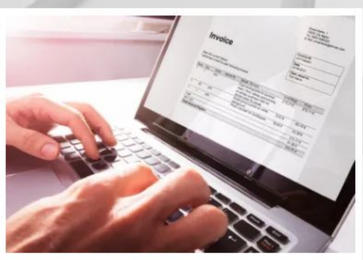
Reinstatement Cost Assessments

Repair & Maintenance

RMC Director Training

Rooftop Extensions

Service Charge Arrears



Service Charge Collections

SmarkLink45 Prepay Meter

Utilities

Water Leak Detection

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

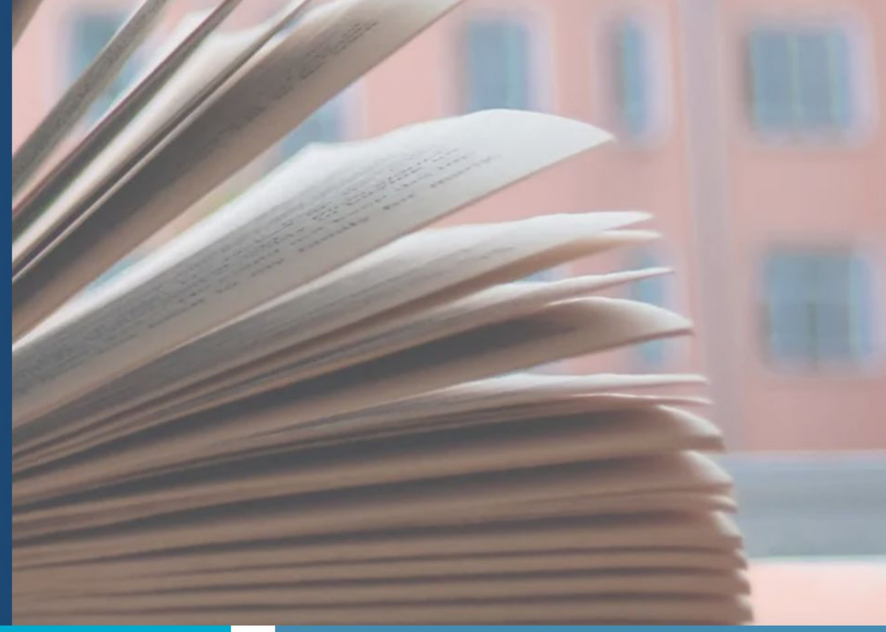
call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Directories

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



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members

Find an Agent

Featured Managing Agents are listed alphabetically.

Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

Find out more

Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

Find out more

Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

Find out more

Homestead

Find out more

Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

Find out more

Find a Supplier

Featured suppliers are listed by category and then alphabetically.

Accountants

FORTUS
BUSINESS ADVISORS & ACCOUNTANTS

Find out more

Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
CHARTERED CERTIFIED ACCOUNTANTS

Find out more

Fire Protection

PLP
FIRE PROTECTION

Find out more

Health & Safety

4site®

Find out more

Insurance

FlatLiving
INSURANCE

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline
Flats Insurance

Find out more

Insurance Valuations

BARRETT CORP HARRINGTON

Find out more

Lifts

ARDENT
LIFT CONSULTANCY

Find out more

Lifts

Hemsworth
Lift Consultants

Find out more

Lifts

ilecs
LIFT CONSULTANTS

Find out more

Out of Hours Response

adiuvo

Find out more

Maintenance

tna building services
elite property maintenance

Find out more

Mailboxes

POST BOXES UK
VALUE ENGINEERED SOLUTIONS

Find out more

Parcel Delivery

Locker
simply smart

Find out more

Principal Contractor

STONE
CONTRACTS LIMITED

Find out more

Recruitment

BLOCK RECRUIT

Find out more

Software

Fixflo

Find out more

Software

ManageYourBlock™

Find out more

Solicitors

Bishop & Sewell
Monro Wright & Wasbrough

Find out more

Solicitors

JB LEITCH
SOLICITORS

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Keebles

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HAMILTON DARCEY LLP

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Training

PROPel
Learning & Development for the Property Industry

Find out more

ARHM

Raising standards in retirement housing

RAISING STANDARDS FOR OVER 25 YEARS

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

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

About Us

Discover more about the ARHM and our mission

Code of Practice

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

Events & Training

Regional training, events and conferences

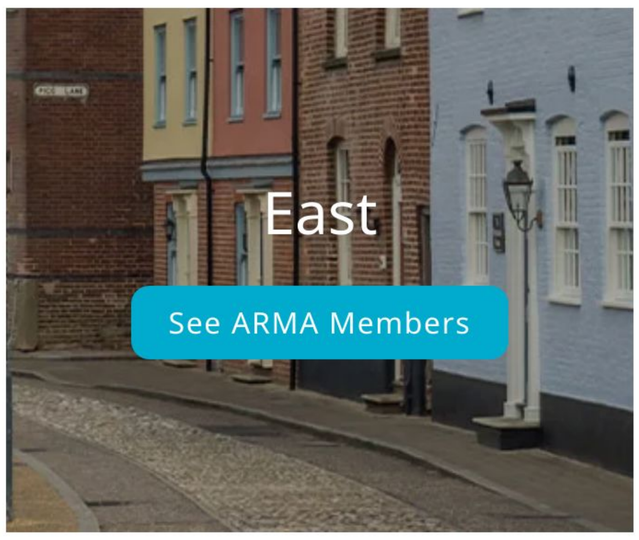
arhm.org | enquries@arhm.org | 07974 311 421

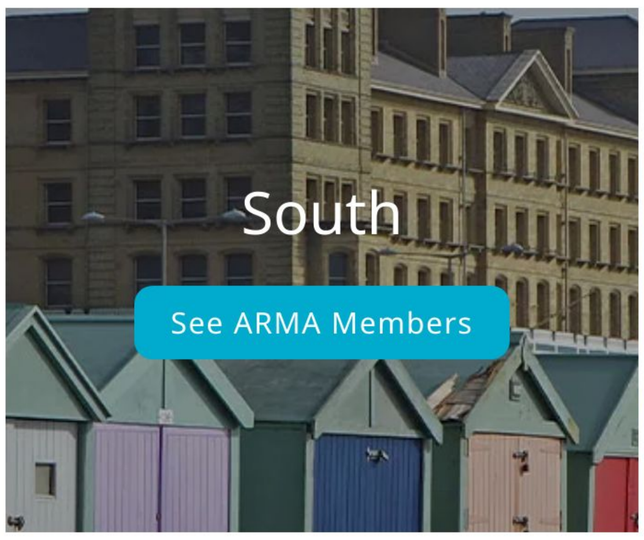
Find an ARMA Member

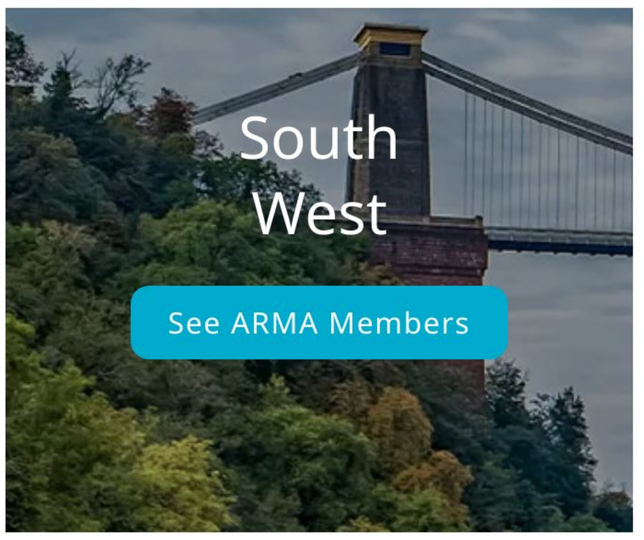
Are you considering a new managing agent?

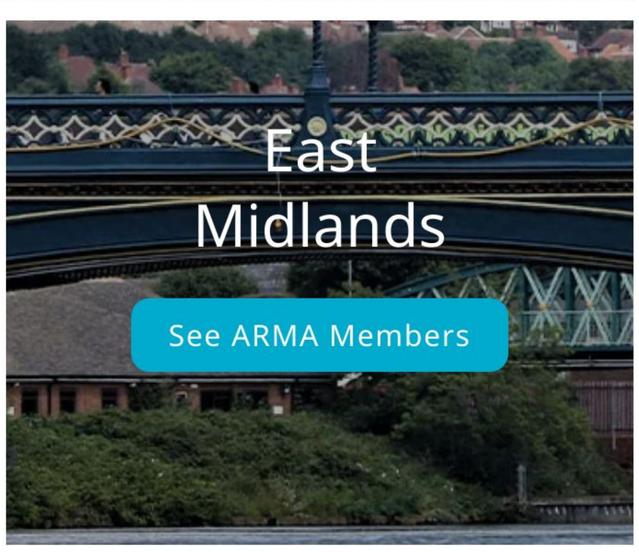
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

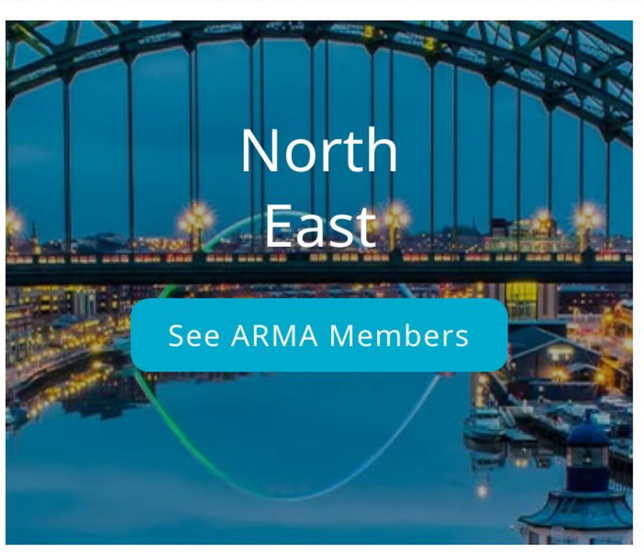
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.











Setting the Standards in Property Management

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

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

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

020 7978 2607 | www.arma.org.uk

Find an ALEP Member

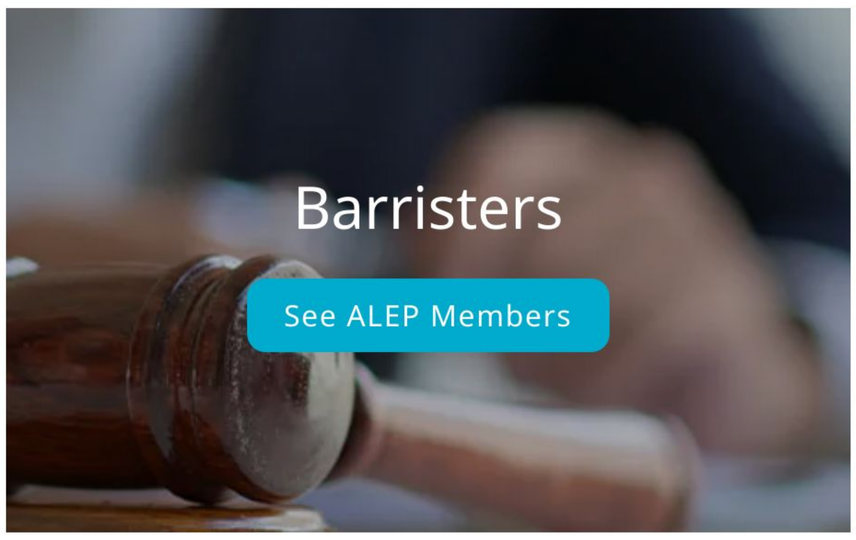
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

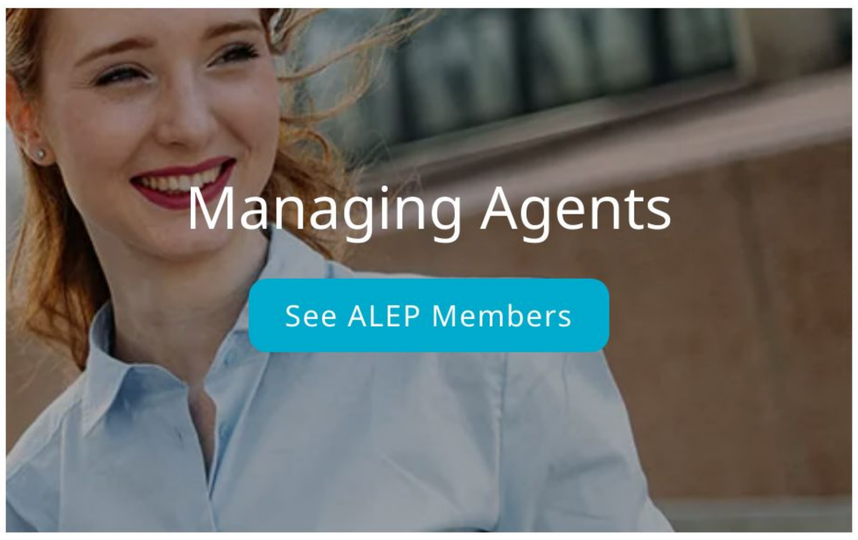
ALEP members can advise or assist with:

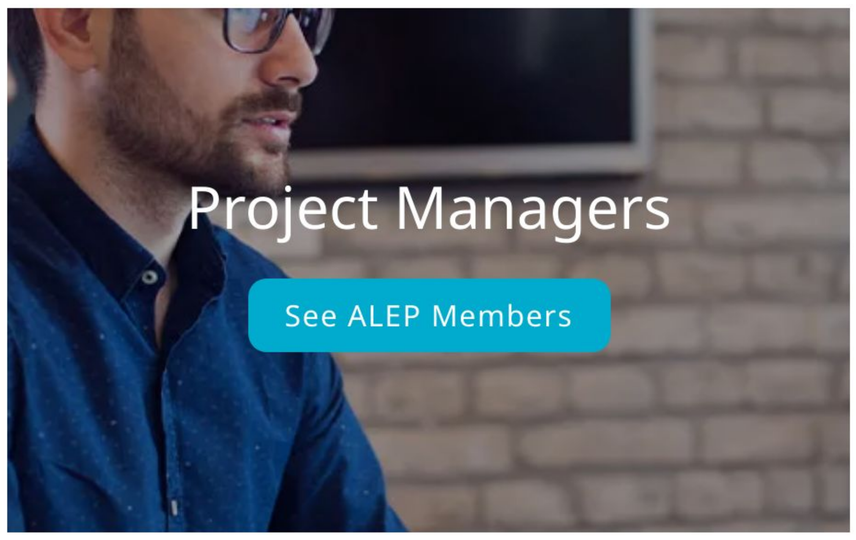
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

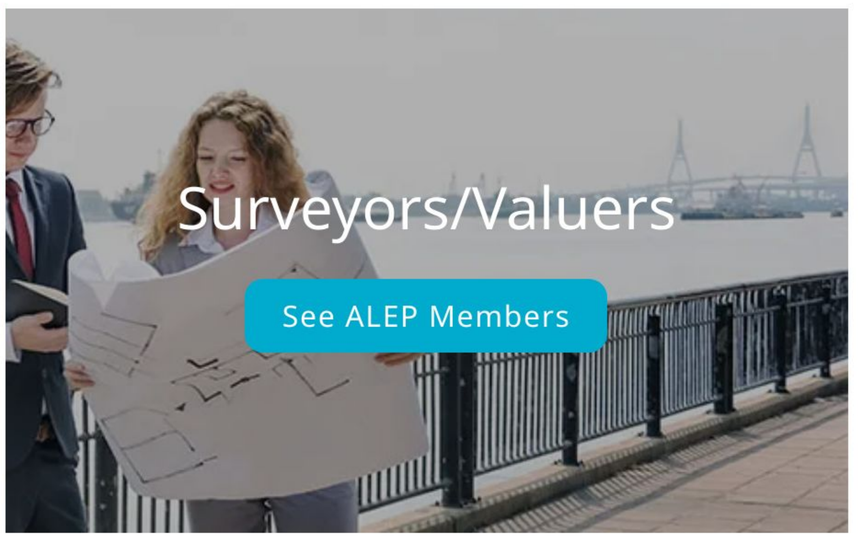
Below are details of ALEP Professionals (alphabetically) in the following areas:

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









ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

LEASE

THE LEASEHOLD ADVISORY SERVICE

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

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

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

Flat Living Website

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

LinkedIn

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

Sign Up

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

Contact Us

ARMA Members
North East

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

ARMA Members East London

- ERA Property Services Ltd London 02078 376 186 Full Member
- Fortune Block Management Ltd Potters Bar 02089 051 621 Full Member
- Galleons Point Management Ltd London 02075 118 585 Full Member
- Ian Gibbs Middlesex 02083 704 810 Full Member
- Maunder Taylor Potters Bar 01707 665 666 Full Member
- Montalt Management Ltd London 02082 239 820 Full Member
- Omnicroft Ltd Rainham 01634 362 097 Full Member
- Parc Properties Management Ltd London 02075 153 553 Full Member
- POD Management London 03335 776 656 Full Member
- Stock Page Stock London 020 7251 4171 Full Member
- Strangford Management Ltd London 02039 462 650 Full Member
- Strettons Limited London 02085 094 435 Full Member
- Vision PEM & Vision RTM London 08454 568 775 Full Member
- Charlesons Ilford 02085502221 Associate
- Hawk Block Management London 02080 161 178 Associate
- Letting International Limited Ilford 02085 549 999 Associate
- Managed Partnerships Limited Romford 0203 475 9067 Associate

ARMA Members
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
- Number One Property Management Newport 01633 492777 Associate

ARMA Members South West

• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	Full Member
• Apex Property Management	Plymouth	01752 210 970	Full Member
• Belmont Property Management	Truro	01872 260606	Full Member
• Blenheims Estate & Asset Management Limited	Paignton	01803 668 730	Full Member
• Bloq Management Services Limited	Bristol	0117 942 3112	Full Member
• BNS Management Services	Bristol	0117 9570 809	Full Member
• DNA Property Management	Bristol	0117 9200 141	Full Member
• Easton Bevins	Bristol	0117 944 3000	Full Member
• Freehold Management Services Ltd	Plymouth	01752 603 900	Full Member
• Hillcrest Estate Management Limited	Somerset	0117 973 0600	Full Member
• Hillsdon Management Ltd	Sidmouth	01395 517950	Full Member
• Koti Property Management Ltd	Bodmin	01208 510050	Full Member
• Peninsula Management SW Limited	Barnstaple	01271 386306	Full Member
• Plymouth Block Management	Plymouth	01752 717311	Full Member
• Saturley Garner & Co Ltd	Somerset	01934 628174	Full Member
• Stephen & Co Block Management Ltd	Weston super Mare	01934 621101	Full Member
• Tuffin & Co Property Management Ltd	Plymouth	01752 254 222	Full Member
• West of England Estate Mgmt Co Ltd	Bath	01225 485910	Full Member
• Bath Leasehold Management	Bath	07775 444432	Associate
• JW Block Management Limited	Compton Dundon	07762 857617	Associate
• Smeaton Block Ltd	Plymouth	01752 938208	Associate
• Southernhay Estates Limited	Exeter	07788 437522	Associate

ARMA Members
East Midlands

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

ARMA Members
London

- 2 Manage Property Ltd Sunbury on Thames 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
- Blenheims Estate and Asset Management Limited London 02073 684 150 Full Member
- Bowood (London) Limited London 02072 236 940 Full Member
- Brackenbury Property Management Ltd London 02030 023 600 Full Member
- Centro Plc Sutton 02084 011 000 Full Member
- Cluttons LLP London 02074 081 010 Full Member
- Colin Bibra Estate Agents Limited London 02085 670 077 Full Member
- Crabtree PM Limited London 02083 717 070 Full Member
- Craig Sheehan Chartered Surveyors London 03452 077 400 Full Member
- D&G Block Management London 02079 328 500 Full Member
- Dauntons Soar Management Limited London 02078 341 032 Full Member
- Esskay Management Services LLP London 02073 318 888 Full Member
- Fairoak Estate Management London 02030 789 824 Full Member
- Fifield Glyn London 02076 296 457 Full Member
- Fry & Company London 02078 210 099 Full Member
- Grace Miller & Co. New Malden 02086 051 200 Full Member
- Hammond Properties Sidcup 02083 004 811 Full Member
- HML Croydon 02086 628 800 Full Member
- Houston Lawrence Management Ltd London 02078 013 201 Full Member
- JCF Property Management Limited London 02087 889 700 Full Member
- JFM Block And Estate Management Harrow 02038 657 789 Full Member
- Kensington Flats London 02075 896 699 Full Member
- Kinleigh Folkard & Hayward London 02035 420 147 Full Member
- KMP Solutions Limited London 02083 719 171 Full Member
- London Wharf Property Management Co Ltd Erith 07543 247 144 Full Member
- May & Co Management Ltd London 02073 763 726 Full Member
- Michael Laurie Magar Ltd Borehamwood 02084 929 850 Full Member
- Moonstone Management London 02083 009 281 Full Member
- Pinnacle Housing Limited London 02074 275 182 Full Member
- Prime Management (PS) Limited Bromley 02037 008 733 Full Member
- Prime Portfolio Ltd London 020 7409 0209 Full Member
- Property Hub Wembley 0208 459 3333 Full Member
- Urang Property Management Limited London 02077 518 355 Full Member
- Aston Square Ltd London 020 3982 8282 Associate
- Barosa Property Limited Stanmore 02030 867 130 Associate
- Blue Crystal Residential Ltd London 020 8994 7327 Associate
- Charles David James Ltd London 020 7704 0660 Associate
- Davies Daniel Ltd London 02034 170 425 Associate
- Eight Asset Management London 07951 622 643 Associate
- JSG Block Management Ltd Ruislip Manor 01895 604 446 Associate
- Navana Asset Management Limited London 0203 9979 918 Associate
- Nicolas Van Patrick Ltd London 02075 901 200 Associate

ARMA Members
South London

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

ARMA Members
South East

- Adur Property Management — Shoreham By Sea — 01273 252526 — Full Member
- Allsop Letting and Management Limited — Brighton — 01273 322000 — Full Member
- AM Surveying & Block Management — Aylesford — 01732 220 598 — Full Member
- Amber Management — Ware — 0800 567 7567 — Full Member
- Appre Management Services Ltd — Leatherhead — 01372 376 536 — Full Member
- Arko Property Management Limited — Hastings — 01424 439786 — Full Member
- Atlantis Estates Ltd — Reading — 0118 903 5902 — Full Member
- Austin Rees — Hove — 01273 207 501 — Full Member
- Bamptons Sustainable Property Management Ltd — Broadstairs — 01843 609 388 — Full Member
- Banner Property Services Limited — High Wycombe — 01628 522888 — Full Member
- Bartley Management Limited — Winchester — 0345 017 9969 — Full Member
- BBM - Burkinshaw Block Management — Tunbridge Wells — 0207 978 2607 — Full Member
- Belgarum Property Management Ltd — Winchester — 0800 298 0069 — Full Member
- Boydens Ltd — Colchester — 01206 762244 — Full Member
- Bridgeford & Co — Lymington — 01590 677725 — Full Member
- BW Residential Limited — Southampton — 02380 847111 — Full Member
- Cable Rock Ltd — Eastbourne — 01323 345045 — Full Member
- Canbury Management Ltd — Staines — 01784 466501 — Full Member
- Caxtons — Gravesend — 01474 537733 — Full Member
- Charles Cox Property Management — Denton Island — 01323 894 400 — Full Member
- Cleaver Property Management Ltd — Wokingham — 0844 499 3411 — Full Member
- Collinson Hall — St Albans — 01727843222 — Full Member
- Cosgroves Block Management — Southsea — 02392 827 827 — Full Member
- Courtney Green Ltd — Horsham — 01403 246 170 — Full Member
- Covenant Management Limited — Witney — 01993 899 840 — Full Member
- Deacon Crickmay Asset Management — Hove — 01273 421 286 — Full Member
- Denfords Property Management — Southampton — 023 8038 6970 — Full Member
- DJC Property Management Limited — Wickford — 0345 459 2812 — Full Member
- DMG Property Management Limited — Marden — 01622 831017 — Full Member
- Eastbourne Lettings Limited — Eastbourne — 01323 430811 — Full Member
- Essex Properties Limited — Chelmsford — 01245 329652 — Full Member
- Evolve Block & Estate Management — Ringwood — 01425206595 — Full Member
- Fell Reynolds — Folkestone — 01303 228688 — Full Member
- FirstPort Property Services Limited — Luton — 01582 393700 — Full Member
- FirstPort Retirement Property Services — New Milton — 020 3117 2612 — Full Member
- FPE Management — Hastings — 01424 457750 — Full Member
- Fresh Property Management Ltd — Borehamwood — 020 3651 6000 — Full Member
- Gem Estate Management Limited — Letchworth — 01462 480 481 — Full Member
- Graves Son & Pilcher LLP — Brighton — 01273 321123 — Full Member
- Hamways Ltd — Oxted — 01883 730890 — Full Member
- Helen Breeze Block Management — Sevenoaks — 01732 740789 — Full Member
- Hera Management Services — Billericay — 0345 683 8812 — Full Member
- Heritage Management Limited — Kingswood — 01737 850260 — Full Member
- HES Estate Management Ltd — Leatherhead — 01372 450 655 — Full Member
- Housemartins Property Management — Seaford — 01323 896418 — Full Member
- HPS — Wokingham — 0118 962 7493 — Full Member
- Hunt Property Management — Eastbourne — 01323 644288 — Full Member
- Hurford Salvi Carr Property Management Ltd — Hertford — 01992 500 040 — Full Member
- Hydehead Ltd — Peacehaven — 01273 579796 — Full Member
- Jacksons — Hove — 01273 328 556 — Full Member
- Jennings & Barrett — Erith — 0203 598 9665 — Full Member
- JH Property Management Limited — Sittingbourne — 01795 476 249 — Full Member
- Jordan & Cook Ltd — Worthing — 01903 820740 — Full Member
- Kent Gateway Block Management — Rochester — 01634 814867 — Full Member
- Kent Property Management — Canterbury — 01227 678016 — Full Member
- Let Solutions — Canterbury — 01227 456466 — Full Member
- MCS — Hertford — 01920 466500 — Full Member
- Metta Property Management Limited — Westcliff-On-Sea — 0330 133 0242 — Full Member
- Oakfield PM Ltd — St Leonards on Sea — 01424 854 814 — Full Member
- PACE Property Lettings & Management Ltd — Southend on Sea — 07810 801485 — Full Member
- Park Lane Block Management Ltd — Southampton — 02380 330706 — Full Member
- Peerless Properties (Oxford) Limited — Oxon — 01869 331198 — Full Member
- Pembroke Property Management Ltd — Tumbridge Wells — 0333 3442 100 — Full Member
- Pinnacle Property Management Ltd — Hurst — 01189 320180 — Full Member
- PJJS Management Services Limited — Maidstone — 01622 861 533 — Full Member
- PMS Managing Estates Limited — Essex — 01206 835350 — Full Member
- Premier Block Management — Borehamwood — 020 8236 1270 — Full Member
- Property Management Solutions — Bournemouth — 01202 901 709 — Full Member
- Qube Property Management — Hertfordshire — 0333 014 3330 — Full Member
- Rayners — Godstone — 01883 742690 — Full Member
- Residential Management Group Ltd — Hoddesdon — 0345 002 4444 — Full Member
- Roger McMillan Properties Ltd — Cobham — 01932 576444 — Full Member
- Rushbrook & Rathbone Ltd — Hitchin — 01462 420201 — Full Member
- Scott Estates Management Ltd — Hastings — 01424 722 586 — Full Member
- Sebright Property Management Limited — Harrow — 020 8863 2767 — Full Member
- Sensible Property Management (Eastbourne) Ltd — Eastbourne — 01323 738886 — Full Member
- Sheridan's — Beds — 01462 814087 — Full Member
- Sweetings Property Management Limited — Surrey — 020 8941 7799 — Full Member
- Trent Park Properties LLP — Borehamwood — 020 3384 0583 — Full Member
- Trinity Estates — Hemel Hempstead — 01442 437 656 — Full Member
- Virtus Property Management — Bishops Stortford — 01279 461281 — Full Member
- Warwick Estates Property Management Ltd — Harlow — 01279 626 616 — Full Member
- Acquis Management Limited — Dorking — 01306 881884 — Associate
- Eaves Property Management Services Limited — Maidenhead — 01628 947908 — Associate
- LevelUP Property Management — Northfleet — 07920 000144 — Associate
- Orchard PM Limited — Worthing — 01273 030 271 — Associate
- Reed Block Management — Essex — 01702 606888 — Associate
- Sennen Property Management Ltd — Camberley — 01276 804 781 — Associate
- Vertical Village — Esher — 020 8399 0170 — Associate
- Warmans 1859 Limited — Royston — 08000 383858 — Associate
- Zone Property Management — Sawbridgeworth — 07983 447522 — Associate

ARMA Members
West London

- Aspect Property Management Limited London 020 7828 1664 Full Member
- Berkshire Hathaway Home Services Kay & Co London 020 7467 2027 Full Member
- Bold and Reeves Limited London 020 7408 7590 Full Member
- Brunsfield Ltd London 020 3601 7676 Full Member
- Burlington Estates (London) Limited London 020 7499 3207 Full Member
- Castlereagh Management Limited London 020 7258 9670 Full Member
- Homes Property Management Limited London 020 8960 7730 Full Member
- KDG Property Ltd London 020 7887 6413 Full Member
- Knight Frank LLP London 020 7861 1242 Full Member
- Lanigan Estates Ltd London 020 7223 0851 Full Member
- Lee Baron London 020 7758 5600 Full Member
- Lewis & Tucker London 020 7323 2321 Full Member
- London Residential Management Ltd London 020 7438 1080 Full Member
- Lornham London 020 7724 4777 Full Member
- Mayfair Property Management Limited London 020 7576 9435 Full Member
- MIH Property Management Ltd London 020 3637 7968 Full Member
- Principia Estate & Asset Management London 020 7341 0220 Full Member
- Quadrant Property Management Limited London 020 7386 8800 Full Member
- Raglan Limited London 020 7937 5272 Full Member
- RMD Properties (London) LLP London 020 7723 2111 Full Member
- SAFE Property Management London 020 8762 0167 Full Member
- SBA Property Management London 020 7629 4949 Full Member
- Sears Morgan Property Management Limited London 0844 257 2222 Full Member
- SHW London 020 7389 1500 Full Member
- Sloan Block Management London 020 7221 4935 Full Member
- Smith Waters LLP London 020 7839 3950 Full Member
- Susan Metcalfe Residential Property Management Ltd England 020 7591 0931 Full Member
- Tideway Property Managers London 020 7409 0609 Full Member
- Parallel Property Management London 020 3828 0180 Associate

ARMA Members
West Midlands

- Blocsphere Property Management Ludlow 03333 601 601 Full Member
- Centrick Limited Birmingham 0333 012 4125 Full Member
- Compass Block Management Birmingham 0121 236 5757 Full Member
- Cottons Birmingham 0121 247 2030 Full Member
- Exclusive Property Management Ltd Solihull 0121 707 7727 Full Member
- Hadrian Property Management Company Limited Lichfield 01543 410922 Full Member
- KT Management Co (UK) Ltd Merry Hill 01384 573 637 Full Member
- KWB Property Management Limited Birmingham 0121 233 2330 Full Member
- Longlease Property Management Stratford upon Avon 01789 333 464 Full Member
- Mainstay Residential Ltd Worcester 01905 357777 Full Member
- Metro PM Birmingham 0121 428 4747 Full Member
- Pennycuick Collins Birmingham 01214 561 700 Full Member
- Philip Laney & Jolly Great Malvern 01684 580974 Full Member
- Principle Estate Management Birmingham 0121 289 4315 Full Member
- Proxim Property Management Ltd Alcester 01789 713112 Full Member
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ARMA Members
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- City Estates London 02088 095 051 Full Member
- Colin Cohen Property Management London 020 8959 6870 Full Member
- Cotleigh Property London 02088 020 111 Full Member
- Defries & Associates Ltd Edgware 02082 020 759 Full Member
- Dillons London 02075 615 230 Full Member
- Drivers & Norris London 02076 075 001 Full Member
- Hallmark Property Management Ltd Enfield 01992 761 419 Full Member
- Islington Properties Limited London 02078 120 480 Full Member
- James Andrew Residential Ltd London 02083 497 171 Full Member
- K&M Property Management Limited Barnet 02084 401 034 Full Member
- Lamberts Chartered Surveyors London 02071 486 797 Full Member
- London Block Management Ltd London 02078 704 000 Full Member
- Parkgate-Aspen Property Management London 02087 328 888 Full Member
- Parkwood Management Company (London) Ltd London 02083 688 111 Full Member
- Sterling Property Management (UK) Limited London 02030 310 850 Full Member
- Trust Property Management Ltd London 08452 601 515 Full Member
- Y & Y Management Ltd London 02082 111 550 Full Member
- A Dandy Wren London 0345 034 0683 Associate

ARMA Members South

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

ARMA Members
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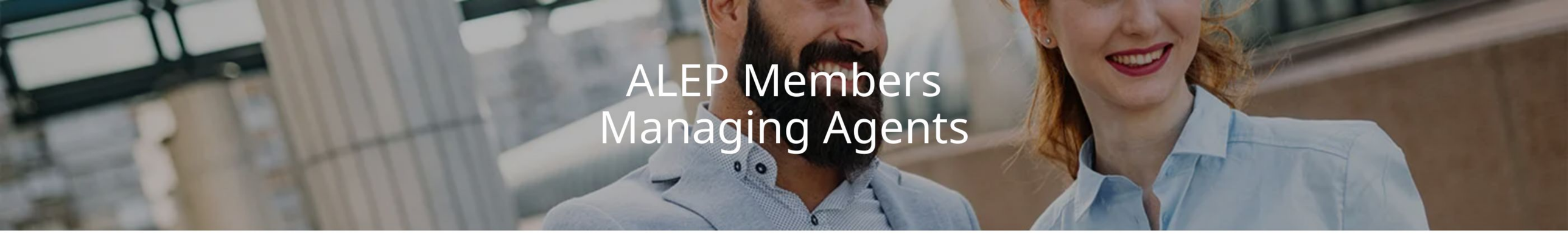
- Commerson Estate Management Ltd — Leeds — 03301 112 610 — Full Member
- Horizon Management — Sheffield — 0300 030 1035 — Full Member
- Hunters RBM — Elland — 01422 893 726 — Full Member
- Inspired Property Management Limited — Doncaster — 01302 729 500 — Full Member
- LIV Group Limited — Leeds — 0113 244 2444 — Full Member
- Mulberry PM — York — 01904 655200 — Full Member
- Omnia Estates Ltd — Sheffield — 0114 2792840 — Full Member
- Premier Property Management & Maintenance — Barnsley — 01226 770088 — Full Member
- Spencers Estate Agents — Sheffield — 0114 268 3682 — Full Member
- Venture Block Management Ltd — Leeds — 01138 313 235 — Full Member
- Watson Property Management — Leeds — 0113 273 8788 — Full Member
- Elmfield Real Estate — Bedale — 01677 450300 — Associate

ARMA Members North West

• Anthony James Consultancy Ltd	Merseyside	01704 545 800	Full Member
• Casserly Property Management	Manchester	01617 876 197	Full Member
• Haymarket Block Management	Salford	01615 490 909	Full Member
• Homestead Consultancy Services Ltd	Lytham St Annes	01253 640 040	Full Member
• Livingcity Asset Management Ltd	Manchester	01612 741 400	Full Member
• Manchester Residential Management Ltd	Manchester	01617 074 873	Full Member
• Matthew's Of Chester Limited	Chester	01244 346 226	Full Member
• Oakland Residential Management Limited	Hale	0161 929 6151	Full Member
• Premier Estates Limited	Cheshire	03454 918 899	Full Member
• Realty Management Limited	Stockport	01614 747 677	Full Member
• Red Rock Estate & Property Management Ltd	Beaumont	03331 235 670	Full Member
• Regency Estates	Bolton	01204 695 919	Full Member
• Revolution Property Management Ltd	Salford	01618 500 022	Full Member
• Scanlans Property Management LLP	Manchester	01612 368 888	Full Member
• Stevenson Whyte	Manchester	0161 832 5060	Full Member
• Urbanbubble Limited	Manchester	01612 363 336	Full Member
• Zenith Management Limited	Manchester	01612 451 166	Full Member
• Entire Spaces	Manchester	0161 826 6807	Associate

ARMA Members East

- Alexander Faulkner Partnership Fareham 01489 296 000 Full Member
- APT Property Management Fenstanton 01480 192 065 Full Member
- Belgravia Block Management Ltd Peterborough 01733 345 278 Full Member
- Block Management Uk Limited Sudbury 01787 211 801 Full Member
- Carringtons Residential Management Ltd Harlow 01279 408 740 Full Member
- Encore Estate Management Cambs 01223 866 980 Full Member
- Flaxfields Limited Linton 01223 941380 Full Member
- Hegarty Property Management Market Harborough 07890 064 232 Associate
- Hill & Clark Boston 01205 352019 Full Member
- Home From Home Ipswitch 01473 858690 Full Member
- Janeteva Estate Management Melbourn 01223 655734 Full Member
- Letters Block Management Peterborough 01733 898 589 Full Member
- Norwich Residential Management Ltd Norwich 01603 670 050 Full Member
- PREIM Ltd Peterborough 01778 382 210 Full Member
- Redwood Estate Management Ltd London 02083 168 990 Full Member
- Rounce & Evans Property Management Ltd King's Lynn 01485 544 740 Full Member
- St Andrews Bureau Ltd Cambridge 01223 352 170 Full Member
- TLC Estate Agents London 0207 370 4000 Full Member
- TW Property Block Management Tunbridge Wells 01892 530 109 Full Member



ALEP Members Managing Agents

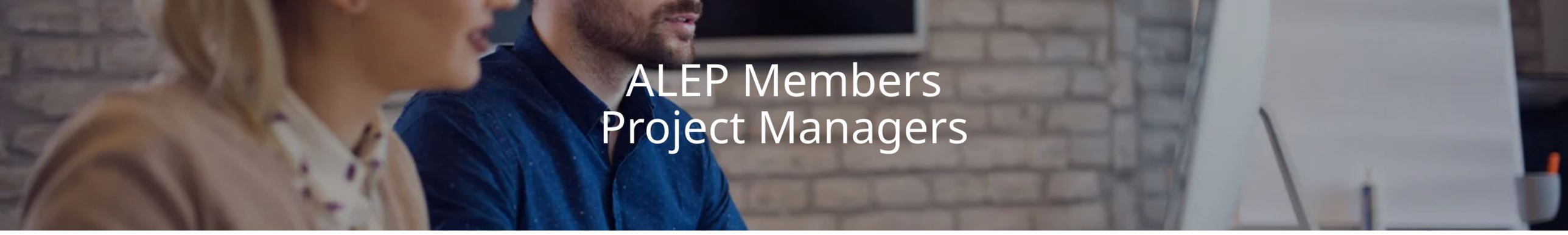
• Colin Cohen	Colin Cohen Property Management	020 8959 6870
• Fiona Docherty	James Andrew Residential	020 8349 7171
• Michael Maunder Taylor	Maunder Taylor	01707 871711
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850

ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	0161 242 1334
• Bruce Collinson	Adair Paxton LTD	07740 321999
• Alison Stone	Alison Stone Surveyors	07917 106437
• Andrew Lester	AML Surveys & Valuation Ltd	020 8960 7573
• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Patrick Oliver	Aston James Associates	020 8771 5035
• Stewart Gray	Austin Gray LLP	01273 201988
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Investment Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	01707 392080
• Christopher Spratt	C G Spratt & Son	01903 234343
• Paulina Reade	Carter Jonas	020 7581 3215
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Colin Rickard	Colin Rickard & Partners	020 8364 2609
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	0845 812 1954
• Adrian Hau	Douglas and Gordon	020 7591 8746
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	01737 237811
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• David Haines	Extend Your Lease	020 7586 0044
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• David Toogood	Harding Chartered Surveyors	020 7736 2383
• Harriet Fleming	Harriet Fleming Surveyors Ltd	07855 454707
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Joe Fraser	Joe Fraser Chartered Surveyors	01642 262728
• Andrew Tucker	Johnson Tucker LLP	0191 269 7890
• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
• Jean Howe	Kirkby Diamond	01582 738866
• Jeremy Dharmasena	Knight Frank	020 7861 1587
• David Parkin	Lamberts Chartered Surveyors	020 7520 2317
• Keith Chew	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Robert Kaye	Leasehold Assist Ltd	07714 570858
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	01932 345698
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Tim Palmer	McNeill Lowe & Palmer	01582 469946
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Chris Glew	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
• Michael Aldous	Perry Hill Chartered Surveyors	01483 237333
• June Dunne	Prickett and Ellis Surveyors Ltd	020 8442 2491
• Paul Holder	PS&B	01273 274018
• Panicos Loizides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	0207 9711 240
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Angela Commons	Richard John Clarke Chartered Surveyors	020 7499 8043
• David Robson	Robsons	020 8402 6666
• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills Commercial Ltd	020 7016 3728
• Clive Scrivener	Scrivener Tibbatts Ltd - Chartered Surveyors	020 8947 7040
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
• Matthew Gawne	Shaw & Company (Surveyors) Ltd	020 8948 1122
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	01273 821969
• Andrew Symington	Symington Elvery Ltd	020 3324 0360
• Ray Smith	Watsons	01603 751577
• Richard Stacey	Websters Surveyors	020 3011 5310
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• Simon Hanton	Willmotts Chartered Surveyors	07734 022826
• James Bush	Woodward Chartered Surveyors	01923 920950
• Ian Young	YA Property	01635 262590

ALEP Members Solicitors/Legal

Linda Ball	Adcocks Solicitors	01543 442100
Thomas Roberts	AK Law (London) Limited	020 8280 0810
Daniel O'Doherty	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	07525 071699
Joe Arnold	Arnold & Baldwin	020 8642 2999
Marjorie Batten	Ashfords LLP	01392 333962
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Ricky Coleman	Bate & Albon Solicitors	01903 369959
Nick Tompkin	Bennett Griffin LLP	01903 229910
Simon Elliott	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 232300
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Caroline Wild	Blake Morgan LLP	020 7405 2000
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4775
Kim Higgs	Bonallack & Bishop	01722 422300
Simon Kerrigan	Boodle Hatfield LLP	020 7079 8112
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Dani Green	Brethertons LLP	01295 661 458
Shimmie Pariente	Bude Nathan Iwanier LLP	020 8209 2481
Roland Pingree	Carter Bells LLP	020 8939 4000
James Souter	Charles Russell Speechlys LLP	020 7427 6716
David Haines	Charles Russell Speechlys LLP	01483 252525
Claire Allan	Child and Child	020 7235 8000
Erin Iley	Clarke Mairs LLP	0191 245 4725
Eleanor Murray	CMS Cameron McKenna Nabarro Olswang LLP	020 7367 2739
Nick Leedham	Coles Miller LLP	01202 204 624
Mark Brassey	Collins Benson Goldhill LLP	020 7436 5151
Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons	020 7485 0888
Carla Figueira	Cook Taylor Woodhouse	01322 394164
Jonathan Everett	Coole Bevis LLP	01903 534505
Thomas Lumsden	CooperBurnett	01892 515022
Mike Brown	Couchman Hanson Solicitors	01428 722189
Bonnie Twiggs	Crane & Staples	01707 329333
Anna Favre	Cripps Pemberton Greenish LLP	020 7591 3318
Tim Selley	Crosse & Crosse Solicitors LLP	01392 258 451
Jason Richardson	Davies and Partners Solicitors	01454 619619
Claire Whiteman	Dean Wilson LLP	01273 249229
David Payton	Dentons UK & Middle East LLP	020 7320 6857
Tina George	DMH Stallard	01293 605193
Chris Sykes	Druces LLP	020 7638 9271
Paul Sams	Dutton Gregory LLP	023 8022 1344
Katherine Simpson	Edwin Coe LLP	020 7691 4000
Kate Chatters	Farrer & Co	020 3375 7219
Paul Dench	Field Seymour Parkes	0118 951 6253
Primal Laxman	Fitz Solicitors Ltd	01753 592000
Natasha Rees	Forsters LLP	020 7863 8400
Niki Adkins	Frettens LLP	01202 920 237
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8858 6971
Graham Jaffe	Gregory Abrams Davidson	020 8209 2653
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
Andrew Pluck	Hart Reade	01323 727321
Daniel Winslow	Healys LLP	020 7822 4179
Joshua Watkins	Herrington Carmichael LLP	01276 854948
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
Phil Davies	Holmes & Hills LLP	01206 593 933
Ash Oberoi	Housing and Property Law Partnership Solicitors	020 7553 9000
Amanda McNeil	Howard Kennedy LLP	020 3755 5598
Craig Rennie	HRJ Foreman Laws	01462 458711
Joanna Themistokli	Irwin Mitchell LLP	020 7650 3809
Marcelle Turner	Irwin Mitchell LLP	01243 813101
Amelia Hayes	Jefferies Essex LLP	01702 332311
Daniel Swimer	Joelson JD LLP	020 7580 5721
Yashmin Mistry	JPC LLP	020 7625 4424
Daniel Tang	Judge and Priestley LLP	020 8290 7373
Julie West	Julie West Solicitors	01372 383273
Belinda Walkinshaw	Jury O'Shea LLP	020 3176 4255
Katie Cohen	Katie Cohen operating as Keystone Law	020 3319 3700
Patrick Kelly	Keebles LLP	0114 276 5555
Harriet Thornton	LCF Law	01274 386597
Jade Wilson	Lease Law Limited	01622 750851
Suki Samra	Lester Aldridge LLP	01202 786317
Polja Atkins	Longmores Solicitors	01992 305211
Richard Hornby	Lynch Hall & Hornby	020 8864 0722
Tamara Lester	Manuel Swaden Limited	020 7431 4999
Ricky Coleman	Mayo Wynne Baxter LLP	01273 407459
Ricky Coleman	Mayo Wynne Baxter LLP	01342 310600
Ricky Coleman	Mayo Wynne Baxter LLP	01323 730543
Ricky Coleman	Mayo Wynne Baxter LLP	01903 743201
William Essex	McGlennons Solicitors	020 8946 6015
Nicky Cleightonhills	Meaby & Co Solicitors LLP	020 7703 5034
Tim Wild	Mills & Reeve LLP	020 7648 5289
Shazda Ahmed	Monarch Solicitors	0161 820 8888
Shazda Ahmed	Monarch Solicitors	020 8889 8888
Louise Uphill	Moore Barlow LLP	023 8071 8885
Matthew Hearsum	Morrisons Solicitors LLP	020 8971 1085
Shelley Fitzpatrick	Mullis & Peake LLP	01708 784000
Adam Davis	Naylor Solicitors LLP	020 7963 8689
Lucy Riley	Nockolds Solicitors Limited	01279 712586
Chris Connor	Norton Connor Limited	0113 239 0088
Tim Morgan	ODT Solicitors	01273 710712
Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
Guy Osborn	Osbornes Solicitors LLP	020 7485 8811
Nick Demos	P George & Co Solicitors	020 8341 9080
Laura Simpson	PainSmith Solicitors	01420 565310
Jennifer Sanders	Paris Smith LLP	02380 482125
Lorraine Lancaster	Paul Robinson Solicitors LLP	01702 338338
Reece Wheeldon	PDC Law	01992 668168
Martin Codd	Penningtons Manches Cooper LLP	020 7457 3000
Lease Extension Team	Peter Brown & Co	020 8447 3277
Dee Puckering	Philip Ross Solicitors	020 7636 6969
Stephen Eccles	Pinney Talfourd LLP	01708 463202
Stephen Soper	Powells Law	01934 623501
Rebecca Kefford	Preston Redman	01202 292424
Stephen Simmons	Redferns	020 8424 7070
Alan Tibber	RIAA Barker Gillette incorporating Tibber Marks	020 8954 4705
Stuart Jacobs	RIAA Barker Gillette incorporating Tibber Marks	020 7636 0555
Lee Harle	Ringley Law LLP	020 7428 1977
Caroline Knowles-Ley	Rix & Kay Solicitors LLP	01273 766929
David Moore	Rodgers & Burton	020 8939 6300
Elizabeth Clarkson	Rollits LLP	01482 337260
Jacqui Walton	Royds Withy King	01225 730154
Shabnam Ali-Khan	Russell-Cooke LLP	020 3826 7306
Gary Dunger	SA Law	020 7183 5683
Gary Dunger	SA Law	01727 798020
Stephen Kenmir	Sampson Coward LLP with Whitehead Vizard	01722 410664
Saul Marine	Saul Marine and Company	020 8959 6090
John Midgley	Seddons	020 7725 8068
John Summers	Setfords Law Limited	020 3962 4031
Sarah Goodall	Shoosmiths LLP	03700 86 8498
Julian Spalter	Spalter Fisher LLP	020 3328 5822
Gary Scott	Spector Constant & Williams	020 7269 5120
Glenn Stevenson	Stevensons Solicitors	01362 869100
Elizabeth Cobb	Stone Rowe Brewer LLP	020 8891 6141
Jane Canham	Storrar Cowdry Solicitors	01244 400567
Matthew Strain	Strain Keville LLP	020 7323 5000
Iris-Ann Stapleton	Streathers Solicitors LLP	020 7034 4200
Kathryn Millner	Streather Highgate LLP	020 8347 2480
Tim Farrington	Streeter Marshall	01883 622433
James Khakpour-Smith	Taylor Walton LLP	01727 818513
Jim McKeever	Teacher Stern LLP	020 7242 3191
Vikki Herbert	Thackray Williams LLP	020 8290 0440
Frances Watts	The Head Partnership Solicitors LLP	0118 920 9499
Jason Winton	Thirsk Winton LLP	020 8505 4777
Shmuel Portnoy	Thirsk Winton LLP	020 7043 1621
Laura-Pauline Adcock-Jones	Thompson Smith and Puxon	01206 574431
Gemma Featonby	Thrings LLP	01793 412107
Samantha Wicks	Tinklin Springall Solicitors	020 8402 7222
Robert Plant	Tolhurst Fisher LLP	01702 352 511
Becky Budd	TWM Solicitors	01483 752700
Christina Le Riche	Veale Wasbrough Vizards LLP	020 7665 0929
Samantha Bone	Wallace LLP	020 7636 4422
Matthew Jones	Weightmans LLP	0113 213 4008
Richard Barca	Wilson Barca LLP	020 7272 2072
Alexandra Sollohub	Wilsons Solicitors LLP	01722 427741
Mark Vinall	Winckworth Sherwood LLP	020 7593 5163
Chris Ledgerwood	Womble Bond Dickinson (UK) LLP	0191 279 9000
Nick Kephalas	YVA Solicitors LLP	020 8445 9898
Nick Kephalas	YVA Solicitors LLP	020 7493 7888
Mark Curtis	Z Group	020 8944 1180



ALEP Members
Project Managers

- Linz Darlington — Homehold Services Limited — 020 3997 8950
- Mike Somekh — The Freehold Collective — 07775 531 321
- Jane Pilkington — Start Lease Extensions — 020 8315 6901

ALEP Members
Barristers

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