Information, advice & guidance
for RMCs and Property Managers

# FlatLiving Magazine

May 2021

## Feature: Fire Safety

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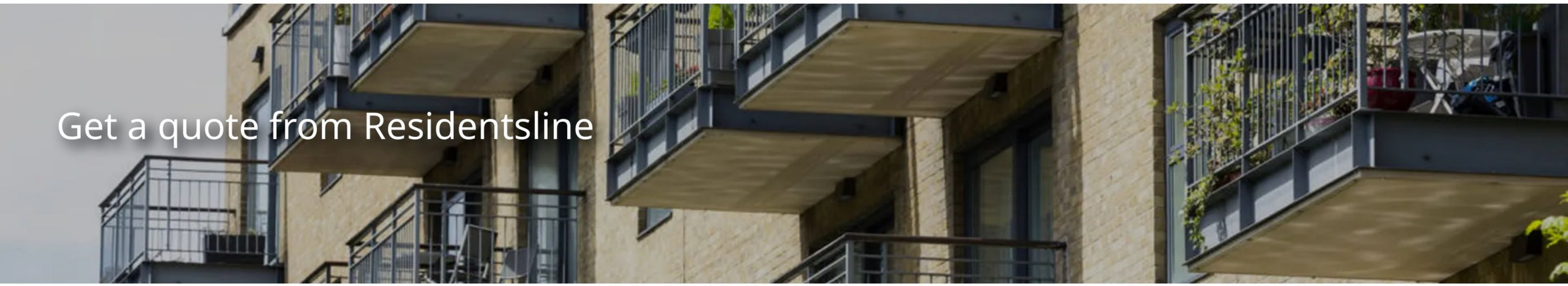




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# Welcome

## Welcome to the May issue of Flat Living Magazine

I hope you've all had a good month and had the opportunity to catch up with family and friends, and maybe even a visit to the pub!

In this months issue, we take a look at the very important issue of Fire Safety in blocks of flats and apartments. We have guidance on First Risk Assessments, Fire Risks, Building and Fire Safety, plus firefighting lifts and smoke detectors – all important topics whether you are a Leaseholder, RMC Director or Property Manager.

We also look at building regulations, construction considerations, bad service, black mould and service charge budgets – phew! And there is even more...

There are three videos in this issue; I caught up with the new Digital Product Director at Firstport, Tom White, to find out more about him, chatted to Colin Stokes about an epic walk he has planned for later in the year, and Mark Allen and I explain about the launch of the 2021 Property Management 50.  With all the videos you can still watch them if you don't have sound, just hit the 'CC' button and subtitles are available.

We are delighted to also have the details of the Property Hero Awards winners and highly commended, it's been great to see individuals in our industry recognised.

As always, we have the latest job vacancies from Block Recruit, a roundup of events taking place this year and our all-important directories.

**Rebecca Kelly**
**Head of Partnerships, Flat Living**

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# News

All the latest property management news:


• ARMA CEO Steps up to lead board •

• FirstPort appoints Andrew Urwin as new Head of Technology •

• New business development specialist joins Principle as company continues growth •

• IRPM launches new Level 3 Leasehold course and exam •




## ARMA CEO Steps up to lead board

The Association of Residential Managing Agents (ARMA) has announced that its Chief Executive Officer, Dr Nigel Glen, will be stepping down from his post after five years and will be seeking election to ARMA's Board as Executive Chairman.

Nigel joined ARMA as Chief Executive in 2016, and has led a far-reaching transformation of the organisation, creating a strategic plan to increase ARMA membership and bolster

ARMA's political influence as the leading trade association for residential managing agents in England and Wales. During this time, ARMA membership has increased by 40%, and now in its 30th year, ARMA is larger than it has ever been, with over 500 firms under membership, cementing its position as the voice of the leasehold management sector.

Dr Nigel Glen commented: *"It has been my honour to lead ARMA through what have been an extraordinary five years. We have had to face up to the harsh realities of the Grenfell tragedy, the long and drawn-out campaign for leaseholder funding, and to help guide our members through the Covid pandemic.*

*"I am proud of what the team at ARMA has achieved over the years – ARMA is now financially secure, fit-for purpose, bigger than ever and has the highest public, media and Government profile that it has ever enjoyed. Although I am leaving ARMA in my current capacity, I am delighted that the Board has seen fit to propose that I join as executive chair, advising on strategy and political policy."*

Chairman of ARMA, Michael Jacobs, added: *"The CEO role at ARMA has exponentially broadened over the last few years, and in agreement with the Board of Directors of ARMA, the timing was right to begin the search for a full-time CEO position, whilst retaining Nigel in a strategic and political capacity and retaining continuity of our high-profile work with government and the wider industry.*

*"During his tenure, Nigel has led the industry through the most tumultuous and challenging years that property management has seen, from the Grenfell tragedy and resulting building safety crisis; the upcoming leasehold reform and regulation of our sector; through to the Covid pandemic and its impact on our industry. During that time, Nigel has driven the turnaround of ARMA in financial and membership terms, strengthened our contribution to Government policy and our political and media profile and influence have never been higher or more positive.*

*"Along with the rest of the ARMA Board, I would like to thank Nigel for all he has done on behalf of ARMA in the past five years and am delighted that he will remain with us for the foreseeable future – we look forward to continuing to drive ARMA's success and growth."*

Nigel Glen will remain in post as ARMA CEO until the end of June 2021, when it is proposed he will take up position as Executive Chair on ARMA's Board. ARMA's current Chairman, Michael Jacobs will become Honorary Chairman. The Board has started the process to identify the next ARMA CEO, and a successor will be announced in due course. Nigel will remain as interim CEO until the new candidate takes up the position.

## FirstPort appoints Andrew Urwin as new Head of Technology

FirstPort, the UK's leading residential property services provider, has appointed Andrew Urwin as its new Head of Technology.

Appointed into the brand new position, Andrew will play a leading role in delivering FirstPort's vision of 'People First' technology.

Through significant investment in its digital integration programme, FirstPort is developing industry-leading solutions, integrating systems to streamline communications and optimise operations for the benefit of FirstPort's customers, employees and partners.

Andrew joins FirstPort having previously worked at DevOpsGroup, helping numerous businesses to integrate new, innovative technologies and brings a wealth of experience and expertise. A specialist in digital transformation, Andrew will play a key role in implementing FirstPort's vision of delivering services underpinned by new technology to help make customers' lives easier.

Andrew is among less than 30 people in the UK to be recognised by Microsoft as a Microsoft Most Valuable Professional, for his skill and solutions he has built in Microsoft Azure.

Andrew said of his appointment: *"I am excited to join FirstPort at a time where digital integration is a key part of the company's vision for future success.*

*"I am passionate about helping businesses optimise their customer experience, through a continual strive for innovation. I look forward to helping FirstPort stay on the cutting edge of technology and constantly remain up to date with any major changes which could help or affect our customers.*

*"Through FirstPort's new digital strategy, we will implement market-leading solutions, to improve the way we work with customers, colleagues and suppliers, allowing us to further enhance the service that we provide."*



## New business development specialist joins Principle as company continues growth

A business development specialist with nearly nine years of experience has been recruited to a key new role at Principle Estate Management.

Stephanie Jobson will join the UK's fastest growing residential management company as business operations manager, taking its headcount to 35 within just three years of its launch.

Mrs Jobson will be analysing business systems to improve customer experience, looking at internal processes to streamline tasks for staff, and working with various teams to help refine customer service performance.

Her new position will further strengthen Principle's senior management team following Andrew Winstanley's appointment as property operations manager in January.

Mrs Jobson comes with a wealth of knowledge from a career that most recently saw her as head of business development for sport at the University of Warwick.

That role saw her leading a team of 15 and managing all commercial and income-generating activities, leading to a 50%-plus increase in turnover to £4.8 million last year.

Before her university role, Mrs Jobson was business development manager at the Birmingham County Football Association, where she had worked since graduating with a first-class degree in the Sociology of Sport from the University of Bath.

Brett Williams, managing director at Principle, explained that he had known Mrs Jobson for a few years, as she was the sister of his business partner Joe Jobson.

He said: *"We are delighted to welcome Stephanie to the team, and pleased at the transferable skills she brings with her that will assist and improve our business and customer offerings.*

*"We had several conversations on the details of her exact role and were impressed with her enthusiasm for high levels of customer service, which is so important at Principle.*

*"One of her key focuses during her time at Warwick was overseeing the customer life cycle and experience, and we'd like her to improve the same themes here at Principle.*

*"What was especially interesting about her role at Warwick was her development of a strategic vision for sport at the university, introducing a streamlined set of objectives to drive business performance with Stephanie leading a project team to achieve them.*

*"With that in mind, we will be involving Stephanie in our new business proposals, including a number of build-to-rent opportunities with developer clients."*

Mr Williams explained that Principle had become an established operator in the block and estate management arena, with over 7,000 units now in management and continuing to grow.

He said this meant the company wanted to add structure to its operations, freeing up the directors to continue developing the business, expanding into other areas such as residential and commercial property portfolio management.

He added: *"Stephanie also has a great sporting background which is a good fit for us as we are all rather competitive!"*

Mrs Jobson, who is currently renovating her house in Kenilworth with her partner, is a keen golfer and has previously represented Warwickshire at cricket.

She said: *"I'm really excited to be joining a company that I have watched grow from a two-man business to one with a staff of 35.*

*"Property is in the blood with my father having been an insurance broker until he retired.*

*"I am very driven and determined to make a difference and build on the great foundations already here at Principle."*

Mrs Jobson added: *"I recognise and share the values at Principle and, with my passion for customer excellence, am keen to get stuck in and start making a difference in helping Principle get to the next level."*

## IRPM launches new Level 3 Leasehold course and exam

IRPM is delighted to announce the launch of its new Level 3 Associate Course and Exam in Leasehold Management qualification.

Launch Offer until 30th June 2021 £349 - Standard price from 1st July 2021 £449
Features of this qualification:

- 100% online and on-demand course – study on any device, at any time, at any location with an internet connection
- Online exam – take the exam from your home or work, at one of our online invigilated sittings – no need to travel to an exam hall
- Modular learning – learn in bite sized chunks and see your progress recorded as you move towards your goal
- Video, info-graphic and text-based learning gives you variety and breaks up your learning experience
- End of module quizzes test your understanding, so you can progress to your exam with confidence
- Members who pass are able to use the letters AIRPM after their name for the first time
- Level 3 National Recognition qualification certification from Ofqual

The new course and exam are 100% online so you can learn in bite-sized chunks to suit you, whilst the exam alleviates any pressures of attending a physical location, instead you can sit the exam on your laptop/computer from the comfort of your own home.

We are very happy to also announce that all successful candidates will also receive a Level 3 National Recognition qualification certification from Ofqual.

The Level 3 Associate course in leasehold management includes learning modules based on the IRPM's '4 elements' including:

- Associate level technical competences of residential property management
- Professional ethics and behaviours
- How to serve customer and consumer
- Safety

The Level 3 Associate course and exam in leasehold management is priced at the launch offer of £349 until 30 June 2021 and will revert to the standard price of £449 from 1 July 2021.
On successful completion of this qualification, members are invited to become Associate members of the Institute and to use the AIRPM designation. For more information go to: https://bit.ly/3dRieRz

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

- Melissa Bagot

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

- Max Braun




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Feature: Fire Safety

# Fire Risk Assessment Methodology & Compartmentation Surveys

Written by Gregg Masters, Managing Director at 4site Consulting

4site Consulting Ltd

## The duty to carry out a Fire Risk Assessment in the communal areas of a residential block or property falls under The Regulatory Reform (Fire Safety) Order 2005.

This is because communal areas of managed residential property are rightly considered as non-domestic premises and consequently attract the requirements of The Order. In terms of assessment frequency, the guidance is somewhat vague with no specified time periods for how often Fire Risk Assessments must be reviewed, only that it should be regular. In general, Fire Risk Assessments will usually need to be reviewed every 1-3 years; our recommendations are given at the discretion of the Risk Assessor and ordinarily based upon the type of property, its management processes and the severity of the risks found at the property.

The Fire Risk Assessment is considered as being the best entry point for fire management of an existing property because the Risk Assessment forms the 'Check' element of the Plan, Do, Check, Act cycle of continuous improvement.

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

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



Communal-area only (aka. Type 1) Fire Risk Assessments will review the common parts of a block of flats and will identify the fire hazards and risks in the building. As well as the slightly more self-evident hazards, such as the storage of combustible items on escape routes, they will also look for any process issues, such as inspection regimes and routine tests; these are referred to as legal non-compliances.

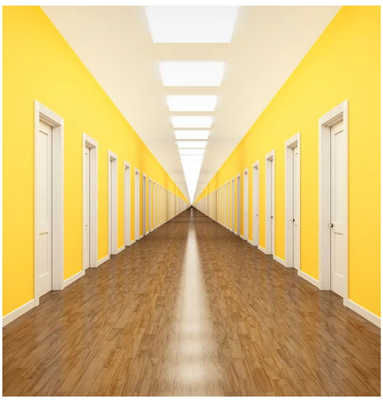
For instance, they will check for records of:

- Fire Door Inspections
- Inspection and maintenance of fire detection and alarm systems
- Fixed electrical installation inspections
- Testing and maintenance of emergency lighting
- Frequency and sufficiency of property inspections
- Means of escape

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

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

These lists are not exhaustive and will of course differ with every property. Should you require further information to prepare for a forthcoming Risk Assessment then please feel free to give our team a call.



## Are resident's entrance doors considered in Fire Risk Assessments?

Such doors often form a vital part of the escape route, plugging the one necessary gap – the flat entrance – in an otherwise perfectly sealed compartment where any fire would theoretically be contained for a known minimum period of time. Therefore, the condition and adequacy of the resident's entrance doors form a vital element of your Fire Risk Assessment.

In a leaseholder owned environment, it is not always simple, or indeed possible, to gain access to inspect the residents entrance doors, although every effort should be made to ascertain the condition of these doors. It can – and should – be done, but priority should be given to access those that are showing clear signs of being insufficient when viewed from the outside, such as;

- Any damaged doors
- Blocks containing multiple visually different entrance doors
- Any UPVC doors
- Doors or door-frames with clear gaps through to the flat behind them
- Any door furniture (handles, locks knockers or letterboxes) that have been added retrospectively
- Any glazing on or around the door that does not appear to be fire rated

Fire Door and Installation certificates will be available for flats in relatively new buildings, but even these doors should still be inspected regularly to ensure that they have not been altered in any way (self-closers removed, letterbox cut in, smoke seals not painted over etc.) and are still operating correctly (closing fully into their frame, self-closer operating adequately etc.).

Importantly, such certificates of installation are not an absolute requirement, but do help to know that you are working from a good starting point. Indeed, in the case of older buildings, they would be almost impossible to obtain retrospectively. A notional Fire Door is a fire door that will theoretically perform adequately in the event of a fire, albeit it hasn't been originally designed or tested to do so. As an example, you may have a listed building containing original large solid oak doors that have had smoke seals and self-closers retrospectively fitted in order to achieve 30-minute protection and comply with any historical conservation restrictions.

A good Fire Risk Assessor and Fire Door inspector should be able to identify any concerns in a clear and concise report, recommending any actions that need taking in order to improve the adequacy of your resident's Fire Doors.

## Compartmentation Surveys / Intrusive Fire Risk Assessments



A Fire Risk Assessment of the communal area only (aka. Type 1) is the most common type of Fire Risk Assessment and is usually sufficient for most purpose-built blocks of flats and also for some conversions. Type 1 is a non-destructive assessment of the communal areas of the building, not including the private dwellings.

A positive assumption must be made that the building was constructed or converted adequately to building regulations at the time of construction; therefore, an assessment of the occupied areas is not expected, or required, unless there is there is reason to believe that there may be significant issues inside the flats or if there are communal service shafts running between units.

If there is any evidence to the contrary of this positive assumption - such as defects indicating questionable construction methods or works that may be suspected of damaging the compartmentation - an intrusive Fire Risk Assessment may be required. These Fire Risk Assessments review the construction and substructure of the building, often including the areas inside the flats, resulting in a definitive evaluation of any defects that are likely to negatively impact how the building might behave in the event of a Fire.

A Compartmentation Survey often tends to be intrusive in nature and so it involves an element of destructive inspection. When carried out unnecessarily, or without good reason, they can often create more risk than they resolve; this is because the intrusive nature will often necessitate the need to breach an otherwise perfect compartment in order to complete the inspection adequately. A reputable Risk Assessor will implement temporary repairs to ensure that this risk is mitigated while a repairs contractor is mobilised, but the risk will always be heightened for that short period of time. There is also the risk of Asbestos to be considered in older buildings, where Asbestos Insulation Boarding is likely to have been used for its fire-retardant qualities as compartmentation.

Generally, Compartmentation Surveys are only necessary in a very limited range of circumstances and not be routinely recommended unless there is strong justification. For instance, a Compartmentation Survey may be recommended if a new landlord has acquired a block of flats for which the history of construction work is unknown and there appear to be multiple breaches in compartmentation noted by the general Fire Risk Assessment for the common parts. Furthermore, they may also be required in light of an enforcement notice issued to the building.

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Feature: Fire Safety

# 5 Common Fire Safety Risks that Residents Can Help Mitigate

Written by Joe Goss MIRPM, Enterprise Sales Executive at Fixflo

Fixflo

## The residents have a part to play too

Fire safety in a residential block of flats is not just the responsibility of the freeholder or management company — the residents have a part to play too. Unfortunately, due to misunderstandings or ignorance of safety issues, residents can sometimes make errors that put themselves and their neighbours at risk.

Here are some of the most common fire safety issues residents are well-placed to help prevent and how block managers can engage residents to reduce these risks.

## Modifying fire doors

To residents, the self-closing mechanism of the fire door to their flat can be seen as an annoyance — it stops them from propping the door open and may cause it to slam when it closes. To this end, residents may modify it by placing dampening strips in the doorway or removing the whole mechanism completely. But the door to a flat is an important safety feature for preventing fires from spreading to other flats in a building and should never be tampered with. Fire doors also have stickers attached to them that list their manufacturer and certify their protection rating. These are important and should not be removed or modified.

To help prevent safety risks, residents should be encouraged to seek advice about repairs relating to the fire doors to their flats and report any issues with those in communal hallways.

Make sure you communicate the importance of having functional fire doors that remain closed and what their role is in preventing fire. Communicate this information via a number of channels — newsletters, emails, flyers and the building's noticeboard to ensure it's accessible to everyone. Consider bringing up any recurring issues at the annual general meeting (AGM) of the RMC, RTM or Residents' Association.

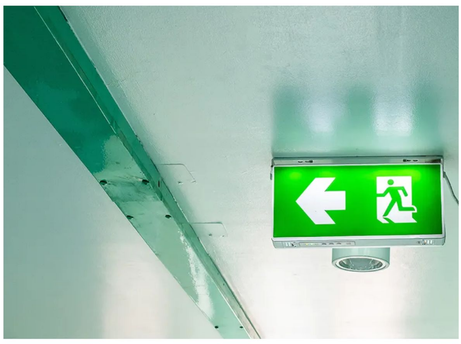



## Leaving objects in common areas

Another common fire safety issue is the leaving of personal objects in common areas. Pushchairs and bikes can take up valuable space in a flat, and residents may choose to leave them outside in the hallway or other common areas instead. This should be discouraged, as, during an emergency, large objects like these may get in the way of escape. If the building has a bike store, ensure residents know about this. Encourage them to work as a community to recognise and deal with hazards or engage in improvements if the lease, site logistics and budget allow.

Residents will sometimes leave combustible items in shared areas, too, such as bags of rubbish. These can ignite and burn easily and residents should be vigilant and remove these immediately if spotted to protect the means of escape and reduce the risk of fire.

If objects in common areas are becoming an issue, consider addressing this in communications to residents. Be sure to explain why bikes and pushchairs cannot be stored outside of flats because the reason why may not be immediately obvious.



## Misunderstanding evacuation strategy

The majority of fires occur in individual flats themselves. Modern flats are designed to be compartmentalised so that fire is less likely to spread from one flat to the other. For this reason, stay-put policies affecting all but the flat in which the fire is occurring are common. However, depending on age and design, some buildings may have a simultaneous evacuation policy instead. It is vital that residents are clear on what they need to do in the event of a fire. As with fire door safety, communicate this information via a number of channels to ensure it is understandable to everyone in the building.

You should also be aware of any vulnerable persons in your block, such as the elderly or disabled, who may require a separate Personal Emergency Evacuation Plan (PEEP) or additional help with escaping.

## Tampering with fire safety equipment

Fire extinguishers, wet and dry risers, automatic opening vents and smoke alarms all play valuable roles in either protecting against or fighting the causes of fire. Ensure that residents know what this equipment looks like and what it does because it's not always clear. Smoke alarm detector sounder units, for example, can be mistakenly covered or blocked.

Residents should feel free to report any issues they have with equipment and once again be discouraged from making any changes themselves. An overly sensitive smoke detector may be an annoyance, but unscrewing it or covering it up is not a solution.

For equipment in common areas, considering having the details for your repair reporting method nearby, such as an online repair reporting portal, to allow residents to see when it is to be serviced and report any issues they have.

For alarms inside flats, you could share educational material via flyer or email to familiarise residents with what is normally installed and how to maintain it. Consider creating a block guide book highlighting what equipment is in the flats. Working on this in collaboration with residents can help foster trust and improve engagement.

## Breaching electrical safety guidance

Many fires in flats come from electrical installations. Sometimes this is because of faulty appliances, and sometimes it is because of unsafe usage. Residents should be reminded of basic electrical safety tenets such as not overloading sockets and avoiding the use of anything with wire or plug damage.

Residents' usage of electricals can also demonstrate wider problems with the building. For example, electric heaters should never be left on unattended or overnight, and reliance on them could show that there is an issue with the insulation or the central heating in a flat. As your duty as a block manager does not extend to inside the flats themselves, encourage any repair and maintenance contractors to report safety issues they see when they visit.



Preventing many fire safety issues relies on clear communication and engagement with residents. The Draft Building Safety Bill requires a Resident Engagement Strategy to be in place to allow the reporting of resident safety concerns. We discussed the Bill on 27 April with Andrew Bulmer, CEO of the Institute of Residential Property Management (IRPM), Nigel Glen, CEO of the Association of Residential Managing Agents (ARMA) and Shaun Lundy, Director of Strategy and Innovation at Tetra Consulting, in the on-demand webinar Building Safety Reform: What It Means for Block Managers.

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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Feature: Fire Safety

# Fire Risk Assessment FAQs

Written by Belinda Thorpe, Managing Director of Residentsline

We're all aware of the importance of fire safety what with the horrific Grenfell tragedy and subsequent cladding crisis that's plaguing the property industry. Everyone involved in the management of residential buildings will be aware of their legal requirements, but sometimes we all need a reminder and a bit of clarity around current legislation.

## What is a Fire Risk Assessment?

Fire risk assessments are a legal requirement of anyone who manages a residential or workplace building in the UK. This could be a freeholder, managing agent or RMC and the legal responsibility lands with them regardless of who actually conducts the assessment or subsequent reviews.

An assessment involves the review of a building and its fire risks- the findings of which must be recorded in written form if more than 5 people regularly occupy the building.

A 'competent person' (more on this later!) must attend the building and assess its fire risk- making recommendations to make the building safer, if necessary.

The law says the assessment must be 'suitable and sufficient' for the building, and an assessor will consider:

- How likely a fire is to start
- What the consequences would be if a fire did start
- What needs to be done in the building to minimise the risk of fire starting and/or spreading






## What Does a Fire Risk Assessment Cover?

The assessment looks at what 'general fire precautions' are currently in place in the building's common areas such as stairwells, hallways and entrance halls.

The complexity of the assessment will depend on the size and usage of the building- a small HMO will require a less in-depth report than a large block of flats, for example.

In all cases, the assessor will look at measures in place to:

- Reduce the risk of a fire starting e.g. 'no smoking' signs or regular electrical safety checks
- Reduce the risk of fire spreading e.g. fire doors
- Alert people about a fire in the building e.g. working smoke alarms
- Enable people to escape from the building e.g. clear escape routes and safety lighting
- Tell people what to do if a fire starts e.g. a displayed emergency plan
- Reduce the harm caused if a fire starts e.g. fire extinguishers or sprinklers

The general fire precautions must protect:

- People who are allowed to be in the building
- People near the building, who may be at risk if a fire started

## Who is Responsible for Carrying Out a Fire Risk Assessment?

The law simply states that the assessments should be carried out by a 'competent person' but that the requirement to fulfil the law lies with the building's 'responsible party' e.g. a managing agent or freeholder.

In other words, as the person looking after a building, you don't need to become a fire risk expert and do the job yourself, but you must do your due diligence when employing someone else to do it for you.

Some useful resources for ascertaining whether a contractor would be deemed 'competent' in the eyes of the law are:

- Guidance from The Leasehold Advisory Service
- Guidance from The National Fire Chiefs Council
- Guidance from the Fire Risk Assessment Competency Council

The NFCC suggest that the following steps are taken to ensure you are complying with Fire Risk Assessment law as the person or agent responsible for a residential building:

- Be satisfied that the fire risk assessor who carries out the work is competent. This can be demonstrated by them providing evidence of compliance with the competency criteria set down by the Fire Risk Assessment Competency Council (see above).
- Check that they have experience of working for your kind of business and premises.
- Be clear about the scope of the work to be carried out and ensure that the assessor is provided with access to all areas of the premises and with relevant information.
- Obtain alternative quotes - make sure they all cover the same scope, so you can draw a proper comparison.
- It is advisable to request references from previous clients in similar premises types; ask them if they were satisfied and if any problems were later identified by the Fire and Rescue Authority.
- It is advisable to ask for proof that they have sufficient professional indemnity insurance and to seek assurance that the contractor is impartial and has a complaints procedure.
- Keep and maintain records of the steps you took in selecting your fire risk assessor



Moral responsibilities to your residents aside, failure to comply with your legal responsibilities when it comes to Fire Risk Assessments could result in prosecution; leading to large fines or even custodial sentences in cases of severe negligence.

Keeping a record of all assessments and assessment reviews as well as your efforts to fulfil your due diligence could well protect you against any claims that may arise should the worst happen.

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.

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Feature: Fire Safety

# What does Grenfell mean for block management and property management?

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

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## After over three years, the inquiry into the tragedy of Grenfell is still underway.

The Phase 1 report (Grenfell Tower Inquiry Phase 1 report: government response - GOV.UK (www.gov.uk)) of the Public Inquiry into the fire was released in October 2019.

The restart for the enquiry was to have been on January 11th, after the Christmas break, but due to Covid restrictions and going into the third lockdown, the enquiry has been suspended, possibly until May.

Predominantly, the Phase 1 document was limited to investigating the course of events during the night of the tragedy; the background of the refurbishment of Grenfell; the role of the London Fire Brigade (LFB) and their policies; the response of the other emergency services, and celebrating and remembering the lives of those who died.

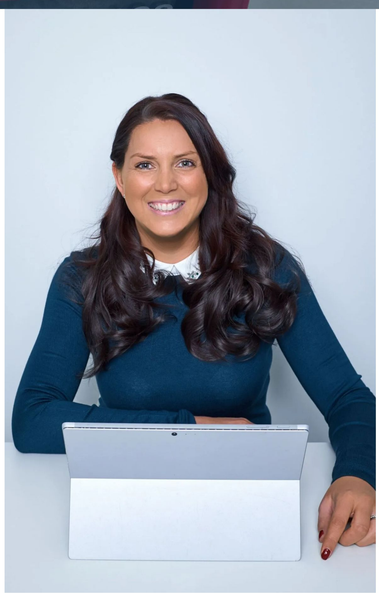
There are many recommendations for the LFB, and also others on how the emergency services can communicate and work together.

The important recommendations for people living in high-rise buildings are those where the report recommends a change in the law to place new requirements on building owners and managers; this process is now underway, notably with the introduction of the Fire Safety Bill.

A further three recommendations are aimed at building owners and managers, but without requiring legal changes.

Nine of the recommendations aimed at the Government or building owners and managers will have significant implications for the London Fire Brigade, which is working to ensure that it is in a position to implement these recommendations in the most effective way.

I'll keep you up to date with developments as they become relevant.





## February 2021 update:

On 10th February 2021, Robert Jenrick, the Housing Secretary announced that there will be a further £3.5 billion funding to be released for the Building Safety Fund.

This takes the amount of funding confirmed by the government to fully fund the cost of replacing unsafe cladding for all leaseholders in residential buildings, 18 metres and over in England, to a £5 billion investment in building safety.

These funds are to try to help the estimated 700,00+ people who are affected. However, there are many voices who are crying out that this is not enough. Also, residents of smaller blocks don't appear to be covered by this, yet are still affected and they feel as if they've been forgotten.

According to a report by the Ministry of Housing, Communities and Local Government, remediation works to remove and replace unsafe Aluminium Composite Material (ACM) cladding systems have either completed or started on 77% (351) of all identified high-rise residential and publicly owned buildings in England.

## Other statistics:

236 buildings (52% of all identified buildings) no longer have ACM cladding systems – an increase of five since the end of August. 189 (41% of all buildings) have fully completed remediation – an increase of 22 since the end of August;

Of those with ACM cladding remaining, a further 115 have started remediation. Of the 105 yet to start, eight are vacant and 80 occupied buildings have a remediation plan in place.

95% (148) of social sector buildings have either completed or started remediation. 74% of the 155 buildings have removed the ACM cladding, with 84 (54%) having completed remediation.

61% (127) of private sector buildings have either completed or started remediation. Of these, 60 have had their ACM cladding removed.

## What does this mean for those who are buying or selling leasehold properties?

You may need an **EWS 1 form**:

The government have reached an agreement with the Royal Institution of Chartered Surveyors (RICS), UK Finance and the Building Societies Association (BSA) around this. Owners of flats in buildings without cladding will no longer need an EWS1 form to sell or re-mortgage their property, thanks to this agreement reached in November 2020.

This form was introduced to support homeowners who have unsafe cladding on their buildings, and there is still more work to do.

However, the EWS1 form was also being applied to buildings without cladding, and this stopped people from selling or moving home, which was causing unnecessary anxiety for many homeowners.

This new agreement means up to nearly 450,000 flat owners are now able to sell, move or re-mortgage their homes.




## The bigger picture:

These updates may be good news but they are not the whole story!  There are still wide-reaching implications and exclusions from support.

Lower-rise buildings, with a lower risk to safety, between 11 and 18 metres will gain new protection from the costs of cladding removal with a new scheme. However, this will be paid through a long-term, low interest, government-backed financing arrangement. In other words, the residents who own the properties will pay for it themselves eventually.

Under this scheme the government say no leaseholder will ever pay more than £50 a month towards the removal of unsafe cladding (yet for how many years?).

There are still people who are unfairly trapped in a vicious cycle of not being able to move because of pending works, but also not able to stay living at the property and may still be liable for costs.

Also, with the EWS1 form, this is bringing up a number of issues around costs. For example, this includes so-called 'intrusive' surveys to understand what is in the cavity and this will cost around £1500.

The government are looking at ways to address ongoing concerns about the availability of professional indemnity insurance linked to the issues with EWS1 forms.

With some of the intrusive surveys, leaseholders need to consider if the building is listed and consequently they then need to obtain listed building consent to do the work.

And three years after the tragedy people are still living in flats they are unable to sale, are un-mortgageable, uninsurable and unsafe. However, hopefully, the additional funding, and the removal of the EWS1 form where not required, should make things move more quickly.

## Useful resources

Government steps in to help homeowners caught up in 'EWS1' process - GOV.UK (www.gov.uk)

Cladding Q&A (rics.org)

Government to bring an end to unsafe cladding with multi-billion pound intervention - GOV.UK (www.gov.uk)

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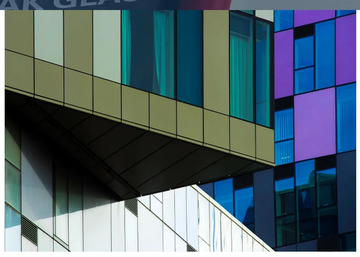
Feature: Fire Safety

# Building Safety Fund Application Process

Written by Katie Edwards, Associate at JB Leitch

## Applied Thinking:

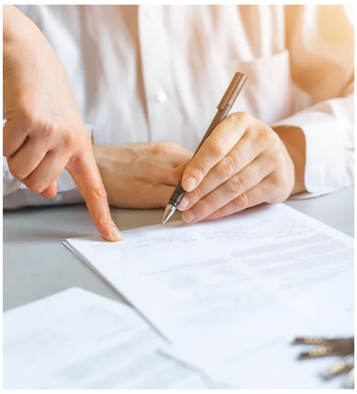
The Building Safety Fund (BSF), introduced in March 2020, provides welcome support for the removal and replacement of unsafe, non-ACM cladding on high rise buildings. The application guidance (the "Guidance") sets out the range of factors considered when an application to the BSF is made which will be considered by MHCLG, Homes England and the Delivery Partner.



Whether these bodies can adequately assess and determine the elements within the BSF application process is questionable - and has become increasingly apparent - but all elements of the funding criteria must be considered in detail, especially where an application has been declined on the basis that the requirements have not been satisfied. We address some of the key requirements within the Guidance below:

## Whether the Applicant details match publicly held records

Although this is potentially a simple issue, the Applicant could be a landlord, management company, right to manage company or First-tier Tribunal ("FTT") appointed manager. It is vital that the Applicant is the correct party, but where there are multiple parties involved in a complex hierarchy of leases and management, matters can become complex in determining who is responsible for the works and to be considered as the "Applicant" for the purposes of the BSF process.



## The legal relationship between the Applicant and the leaseholders and whether the leaseholders are obliged to pay service charge

This is arguably the most important and interpretable element of the application process and encompasses two parts. The first linking to issue above. Having the correct Applicant is important to ensure that they are the correct party to incur the cost and pass the same on to the leaseholders via the service charge.

Secondly, and a point of legal interpretation, is whether the costs for the remediation works are service charges which would be paid by the leaseholders. In some cases, this can be simply assessed on a quick review of the lease terms however some leases are not so easily deciphered.

Where there is an issue of contractual interpretation as to whether a service charge is payable, this is usually an matter to be determined by the FTT Property Chamber, not the Delivery Partner or MHCLG, as provided for under the application process. Applicants should therefore fully assess their leases and if the service charge provisions are not fundamentally clear, advice should be sought as to whether an appeal should be made where an application has been declined on this basis. Such appeals, in most cases, will be advisable.

## Compliance with State Aid rules

Compliance with State Aid rules is imperative as the leaseholders are the parties that ultimately receive the benefit of the funding. The funding is allocated to what would otherwise be paid via the service charge. Any missing Sate Aid forms will prevent the leaseholders who have not submitted their forms from receiving the benefit of the funding.

## Whether the costs are for eligible works and are reasonable

The costs to be incurred for remedial works must meet the criteria of the "eligible works" set out within the Guidance. The BSF does not cover all remedial works which may be present including timber cladding for example. Careful consideration of the eligible works is required. If an application has been made to cover all aspects of the works including elements which are not included within the "eligible works" then part of the application will likely be declined. An expert may be required to assess the finer details of the works in conjunction with the "eligible works".

Whether the costs of the works are "reasonable" is again a matter of legal analysis and one that in most instances, rests within the FTT and not with MHCLG or the Delivery Partner. Whether costs are reasonable can be complex especially for works such as this. Any decision of MHCLG is not determinative if a dispute arises as to reasonableness in the future and where some leaseholders do not receive the benefit of the funding due to State Aid rules. Any dispute as to the reasonableness of the cost of the works can only sensibly be determined by the FTT.

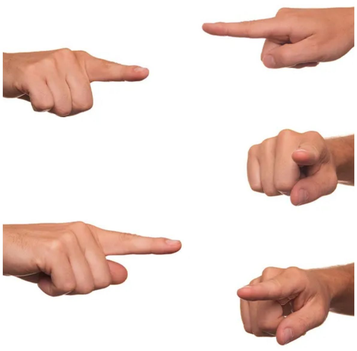


## When the Applicant will start on site or execute the 'Works contract'

The dates within the Guidance have changed previously as it was extremely difficult for many applications to meet the deadlines.

Future issues as to compliance with the commencement of works onsite is that cladding experts and contractors will need to be instructed to remediate many buildings across the country. It is well known within the industry that there are potentially not enough contractors to meet the need within the short deadlines set within the Guidance for works to start.

A decline of funding on this basis would seem grossly unfair.



## The reasonable efforts the Applicant have made to recover costs.

A very complex part of the application process is the evaluation and assessment of whether there are any possible causes of action against any other party in respect of the works. This can include action against any party involved with the construction of the building including the developer and contractors etc., new build warranty providers (albeit the benefit of such warranties do not usually sit with the Applicant) and building control, to name a few.

Setting out a claim against any third party will likely require detailed analysis and could result in lengthy litigation potentially lasting several years if liability is not accepted. A possible claim against a third party could result in the decline of an application, even where such a claim may not necessarily be advisable. Careful consideration should be given as to whether an unsuccessful application on this basis should be appealed and legal advice sought.

In most cases an appeal is likely to be required where costs would otherwise be placed through the service charge, if only to assist in any reasonableness challenges in the future regarding the costs incurred for the works.

At the end of March, government figures that were 2,820 total registrations to the fund in England, with just 624 (22%) of these being advanced to receive funding. A total of 354 were deemed 'ineligible' and 238 were being further checked. A further 364 applications included some, but apparently of the not all of the supporting evidence required. With the deadline of the 30th June drawing ever nearer, ensuring that applications are fully eligible is of paramount importance.

## About the Author:

Associate Katie Edwards joined JB Leitch in 2011. Katie's role within the busy technical and complex department encompasses a variety of litigation and actions (predominantly in the High Court and Upper Tribunal) including acting for landlords and/or management companies as applicant or respondent.

Katie's considerable knowledge and experience encompasses building safety, lease changes, notices, advice on the use of balconies, compartmentation and advising landlords and managing agents on their responsibilities of work.



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Feature: Fire Safety

# Building safety and the golden thread

Written by Mark Varley, Director of Health & Safety at FirstPort

## Fire safety has certainly been an area of work to prioritise in recent years.

Following the tragic events at Grenfell, fire and building safety has become one of the most pressing issues facing residents, homeowners and the residential property sector.

We're seeing higher standards than ever on building safety, and most important are the issues around cladding and fire safety. Our customers rightly want a safe home environment and peace of mind that regulation and standards are being exceeded.

We know this is a big concern to Resident Directors too, with our 2021 survey showing that 70% of Directors are concerned about new and proposed changes to regulation and compliance in building safety.



## The property managers' role in building safety

A property manager's role is to manage the maintenance of buildings, and any shared residential amenities and communal areas. Our role and responsibilities within the current building safety regime include; being the main point of contact for homeowners on building and fire safety matters, using our expertise to identify what works need to be done, and selecting the right specialists to get the job done.

However, it's important to remember that property managers do not build or own the residential buildings they manage so we work closely with freeholders and other parties involved in the building safety agenda – this includes freeholders, developers, the Ministry of Housing, Communities and Local Government (MHCLG) and enforcing authorities among others, to help with problem-solving and decision making.

With building and fire safety being our highest priority, as it is for many in the industry, we've increased the senior input into our health and safety response, with a new Building Safety Director role, alongside a Head of Fire and Head of Health and Safety. We also have a dedicated Building Safety Team dealing with the buildings affected by the new building safety guidance.  This team, as well as our operational colleagues, are communicating regularly with residents at every stage. This includes resident meetings (typically via Zoom at the moment) for those homeowners who feel this is helpful, as well as Q&As and regular updates to our external wall system content on our website.



## Working with the Building Safety Fund

This team is also leading the work on applications to the Building Safety Fund (BSF) where buildings haven't been able to secure funding via alternative sources. We have, so far, seen some good outcomes, with around 50% of the buildings registered having been invited to apply for funding. However, it is understandable that the pace of change is still slower than many homeowners would like. With the Government deadlines to make final decisions on which buildings will receive funding extended to 30 June 2021, and many buildings yet to learn if their application has been successful for the next phase of the Building Safety Fund, there will naturally be uncertainly among many homeowners as they await an outcome.

FirstPort, alongside industry bodies and many other parties involved, has a continued role in liaising with Government to contribute positively and seek to constructively address issues and outline concerns based on our experiences.

In addition, FirstPort has pledged that it will only recover its costs and will make no profit on the work it does to support buildings remediated through the Building Safety Fund. This pledge can be seen in full, here.

## Update on the Golden Thread

Fire safety is everyone's responsibility, not just fire safety professionals, and the golden thread of information, identified in the Hackitt review into building regulations and fire safety will be an important driver of consistency and accountability across the industry. Ultimately the golden thread is about making sure that those responsible for a building and its safety can demonstrate that they have all the documents and records to allow them to actively look after a building and take ownership of fire and building safety throughout its lifespan.

So that we're ahead of the game with this, we've been trialling our information-gathering approach at specific developments, allowing us to then create an action plan to identify what's missing and how we address the gaps. Next step is to look into hosting platforms for this information, which will allow it to be easily accessible and securely stored. We are also looking at how we support and guide our RMCs through the golden thread requirements.

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

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Feature: Fire Safety

# Gather round the fire and I'll tell you a story...

Written by Charles Jamieson, Solicitor at Bishop & Sewell

## Well, maybe not so much a story as a point of note.

As the lockdown restrictions are lifted I imagine many of the readers of these articles will be clamouring for the release of the outside world.  The sun has returned, shops and restaurants have reopened, and we are teased with the opportunity to socialise with people outside of our households in our gardens.

I often used to joke that the British were an easy nation to please:

simply gather them round a fire

During Winter: a log fire; during Autumn: a bonfire; and during Spring and Summer a barbeque.

Given the salivating scents wafting toward me whilst drafting this article, I can tell that this remains a fairly accurate hypothesis.

With leasehold properties there remain however often unconsidered factors which individuals may fall foul of, and end up in breach of lease for, when engaging in these cornerstones of society activities - meaning that it is not quite so simple as 'let's just do it'.



## With internal fires:

Leases will often contain a catch-all clause as to general obligations toward legislation and regulations.  As such, leaseholders will likely need to be aware of any local authority rules governing which fuels and materials can be burnt, at which times and ensure that any flue / fireplace / chimney etc is compliant with current regulations in place.

## With external fires:

Leaseholders will likely need to be aware of nuisance and annoyance provisions, as whilst one neighbour may enjoy the residual ashen scent, another neighbour may be fairly sensitive toward their flat suddenly changing smell and being compelled to keep their windows shut (often not an appealing outcome particularly as the days get warmer and people are still working from home).

## Finally, and wherever the fire:

Leaseholders will need to be live to the non-vitiating of insurance clauses. Few leaseholders will have actually considered their policy wording and whether there are provisions as to where a fire can be sited, or which safety measures need to be adhered to.



Whilst gathering round a fire is so ingrained into society it has become an activity in itself, it nonetheless remains a dangerous risk to people and property.

In my view there is no exhaustive list to all the considerations which individuals should have when enjoying the simple pleasure of an open fire, but hopefully, this has provided some food for thought on how to potentially avoid breaching your leases as a byproduct.

For me, I will finish my cup of tea and continue to mumble my way through Billy Joel's 'We Didn't Start the Fire' waiting to sing proudly the one or two lines I actually know, whilst looking forward to my first barbeque of the season where I will inevitably begin rehearsing the old lyric that "Hawaiian shirts are always in fashion!"

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The above is accurate as at 26th April 2021. The information above may be subject to change during these ever-changing times and the content of this note should not be considered legal advice and each matter should be considered on a case-by-case basis.

Feature: Fire Safety

# Firefighting / Evacuation Lifts & their role within a property

Written by Chris Eaton, Associate at Ardent Lift Consultancy

ARDENT LIFT CONSULTANCY

Chris Eaton, Associate at Ardent Lift Consultancy looks at the requirements for Firefighting and Evacuation lifts (both within new and existing buildings) and provides an overview of their operational functions when being used in an emergency situation.



## Firefighting / Evacuation function and purpose

As early as the 1930's it was recognised that Firefighting lifts should be provided to offer a prompt means of access to the upper floors of high-rise or large properties. This resulted in conventional passenger lifts being converted to accommodate these requirements (London Buildings Act 1939). As high-rise buildings increased in height and popularity these requirements were revised in 1970, 1979 (BS 5655), and again in 1986 (BS 5588-5). Firefighting lift regulations are now formed under the requirements of BS EN81-72 and BS 9999.

Firefighting and Evacuation lifts differ in roles to standard passenger lifts. In the event of an emergency, a standard passenger lift will home and rest at the exit floor (when a signal is received from the property's fire alarm system). The lift landing and car call buttons will be rendered inoperative and the lift doors will remain open so the Fireman can easily identify the lift car is empty and concentrate their efforts elsewhere.



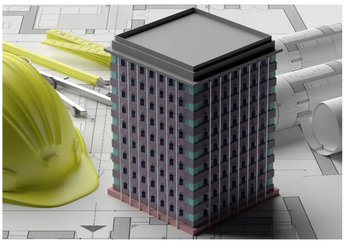

Firefighting lifts behave in a similar manner when in normal operation. The lifts will home to the exit floor as per a standard installation; however, landing or car key switches allow the Fire Service to override this function, enabling the lift to operate under Firefighting control. The landing call pushes are disabled, and the lift will only operate from the car operating panel on a push and hold basis (allowing the fire crew total control of the lift). When operating in Firefighting mode the car doors operate via a 'peekaboo' function (to immediately reverse the doors if the arrival floor has a fire on the landing).

The firefighting lift includes other specialised features to enable the Fire Service to gain access to upper levels of the property (where fire or obstruction prevents access) internally via the lift shaft. Firefighting lifts have trap hatches installed within the ceiling of the lift car to enable the firefighters to gain access to the lift car top. The car top has ladders installed to enable access to the floor above, offering the fire crew alternative option when faced with fire or obstruction in the stair cores.

BS 9999 defines an evacuation lift as a 'lift used as part of the evacuation sequence for persons with disability and persons requiring assistance, which has appropriate structural, electrical and fire protection and is capable of being taken under control by a trained and authorized person'. An Evacuation lift is utilised by building management or assigned persons to assist with the evacuation of a building in the event of an emergency. The Evacuation lift will travel to the exit floor in the event of an emergency (when a signal is received from the property's fire alarm system). The Evacuation mode is initiated by a key switch activated by an authorised person (i.e. fire warden). The lift can then be utilised by the authorised person via the lift car operating panel enabling assistance and rescue to persons on upper floors unable to vacate using the stairs. Evacuation lift regulations are currently contained within BS 9999, Annex G, however, draft regulations are in writing (Greater London Authority, London Plan Guidance Sheet Policy D5(B5) and (EN81-76) further details are included below (so read on).

## Key Firefighting lift requirements within a new property

If a new build has a top floor greater than 18m from the exit floor (or 10m below the exit floor) there is a requirement to install a Firefighting lift to comply with Building Regulations. With new buildings the Firefighting lift requirements can easily be incorporated during the design phase. Key components include secondary incoming power supplies (via a separate supply or generator) Firefighting lobbies (self-closing fire rated doors), ramped landing entrances or the installation of drainage gullies (to prevent the ingress of water into the lift shaft). Landing control switches and intercoms to provide two-way communication from the exit floor to car top. Fire-rated landing doors and shaft. Newly installed Firefighting lifts should offer full compliance to EN81-72 and BS 9999.



## Internal lift shaft requirements

Generally, in residential developments, firefighting lifts are passenger lifts adapted to undertake the Firefighting role in an emergency. Therefore, the car top electrical equipment is IP rated; splash guarding is installed to the car door operator and landing doors. The shaft wiring is installed 1m from the lift shaft front to protect the electrical wiring from water ingress into the shaft. The lift pit lighting and electrical components are installed above 500mm from the pit floor or IP65 rated.



## Firefighting/Evacuation Lifts in Existing Buildings

When refurbishing Firefighting lifts that have been previously installed (at a time were both building and lift requirements were less evolved), it can be sometimes difficult to undertake a refurbishment scheme that fully adheres to modern standards. When planning a refurbishment of a lift within an existing building it is essential that all items that can be adhered to are addressed.

Within the BS 8899:2016: Improvement of firefighting and evacuation provisions in existing lifts. A code of practice was drafted to provide guidance for the improvement and maintenance of evacuation lifts. Whilst change of building use often dictates upgrade to modern standards is required, it is advisable to improve compliancy for firefighting or evacuation when undertaking lift upgrade works.

Where lifts do not fully comply after refurbishment (which is generally due to the existing building design rather than specific lift requirements) it is essential for the local fire brigade to inspect the buildings fire plan and lift equipment to acknowledge the level of firefighting functionality the lift can provide. Measures will then by noted and amended to provide a site-specific and robust fire strategy.

## Draft publications for Evacuation lifts in new buildings

The Greater London Authority, London Plan Guidance Sheet Policy D5(B5) which will be later supported by EN81-76 Evacuation of persons with disabilities using lifts are currently both in draft format and expected to be published in 2021.

The standards are looking to make provision of an Evacuation lift mandatory, rather than provided under the guise of firefighting standards previously adhered to. The Evacuation lift will be a standalone entity within a buildings fire and evacuation strategy.

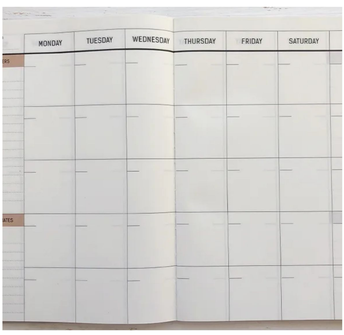
The key area in these standards is that persons should be allowed to vacate their property in a dignified manner, with Evacuation lifts seen as the best way to achieve this.

## Useful tips for maintenance and lift aftercare

Secondary supplies are required for both Evacuation and Firefighting lifts. However, the maintenance of their secondary supplies is often overlooked after the installation and commissioning phase of a scheme, it is recommended that lifts secondary power supplies are tested on a MONTHLY basis.

There are numerous ways to provide secondary supplies (all of which should have automatic changeover switchgear), these include:

- Incoming mains from alternative supply to the primary power source
- Generators can be used to provide the secondary supply, though these too need to be tested monthly
- UPS (uninterruptable power supply) systems (i.e. large energy stores such as batteries) can be used for standalone supplies for Evacuation lifts, but the lift must be able to run for the time required to implement the Evacuation Plan.




The lift key switchgear for both Firefighting units and Evacuation lifts should be checked for correct operation and their functionality under their respective control proven at regular intervals. This includes any intercom systems associated with the lift function.

The property's fire alarm should also be regularly tested, with the lift(s) connected to the building's fire alarm. Upon the fire alarm signal the lift(s) should home to the exit floor with the car/landing doors held open. The landing pushes (on all floors) should remain inoperative until normal service is reinstated.

Additionally, the lift car emergency auto dialling system should also be routinely tested to ensure it connects to the incumbent's service providers 24-hour help desk.

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Feature: Fire Safety

# Health & Safety in Your Block

Written by Sinead Campbell from London Flats Insurance

## Fundamental points of health & safety you need to be aware of in your block of flats or apartments.

As a Managing Agent, Residents' Management Company (RMC) or RTM company director, we're sure you are aware of the (rather long) list of responsibilities you accept when taking on the management of a building, with Health and Safety taking pride of place somewhere very near the top!

Should any accidents happen, steps will normally be taken to judge whether the accident could have been prevented- meaning that those in charge of the maintenance of the block could be held accountable if they can't evidence their compliance with Health and Safety law.

Failure to comply can lead to serious consequences as well as resulting in unhappy residents with little faith in the building's management.

## Who is Responsible?

The RMC are ultimately responsible for health and safety within their building- which also includes the actions/work of anybody they choose to employ on either a part-time, full-time or casual basis as well as anybody visiting the property.

This means RMCs need to be incredibly vigilant in their efforts to maintain sufficient health and safety checks, reviews, attention to and knowledge of requirements and the accurate documentation of all of the above.





## Keeping Employees Safe

According to the Management of Health and Safety at Work Regulations 1999, risk assessments must be carried out to ensure that the property is safe for any contractors or workers to work in.

Some working from height is inevitable when it comes to high-rise blocks so, to ensure proper health and safety standards are maintained at all times, the RMC must ensure the following steps are taken:

- All work at height should be properly planned and organised
- Those involved in work at height must be deemed competent
- The risks from work at height should be assessed
- Appropriate work equipment should be selected and used
- Equipment for work at height is properly maintained and inspected
- The risks from fragile surfaces must be properly controlled

## Slips, Trips and Hazards

It is important to remember that proper maintenance and achieving health and safety standards often go hand-in-hand.

Most health and safety-related accidents involve a slip or trip and can have surprisingly serious consequences. While RMCs cannot be held liable for mere clumsiness, they must ensure that they are doing everything they can to maintain their properties to help avoid simple trips. This means ensuring that common pathways, rooms, corridors, halls, driveways, roads and courtyards etc. are clear of any debris or tripping hazards as well as any spillage.

Tripping hazards could be defined as anything from rickety stairs or a misplaced box to broken handrails and insecure carpets. For outside the premises, branches and rocks must be removed from footpaths and trees must be maintained to avoid injury (especially following severe weather).

Poor lighting can also contribute to falls, slips or trips so it's crucial to ensure that pathways, corridors and outside areas are always properly lit to allow residents or visitors to safely navigate their way around the premises.





## Fire Safety

Since 1st October 2006, every party responsible for a block of flats is legally required to undertake a Fire Risk Assessment with regular reviews. This again applies only to common parts and not to the inside of individual units.

While assessments can be carried out by a 'competent person' and so are often contracted out to professionals, the buck ultimately stops with the RMC or Managing Agent, so due diligence is advised before choosing a contractor to complete the task.

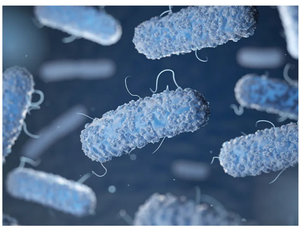
Fire Officers will be able to enter any block of flats to inspect, ask to see the risk assessment paperwork and issue enforcement notices to improve fire safety should the need arise. Keeping a paper trail of assessments, reviews and any improvements made is vital.

## Electrical Safety

If electrical equipment is supplied to any contractors (e.g. a hoover for a cleaner) then it must be regularly tested and properly maintained.

Communal area wiring should be tested by a qualified engineer every five years.





## Legionella

Legionella is a bacterium commonly found in water systems. Infection by the bacterium can result in Legionnaires' disease, which can be fatal. Keeping the risks of Legionella at bay is crucial and every step should be taken to ensure contamination is avoided.

The person or party responsible for a block of flats has a duty to control the risks of Legionella in any pipes, tanks and taps in common parts (including a cleaner's cupboard).

To ensure the necessary health and safety measures are upheld, a risk assessment should be carried out by an expert and reviewed annually. If any risks are identified, then a written action plan should be produced and followed to reduce the risks.

## Asbestos

According to the UK Asbestos Training Association, around 5000 people die from asbestos-related diseases every year.

Incidents involving asbestos-containing materials (ACM) and the exposures they cause are avoidable by simply ensuring that the asbestos is not disturbed.

If your building was built before the year 2000 then it almost certainly should have an asbestos survey completed in order for you to comply with the Control of Asbestos Regulations. You must take reasonable steps to identify ACM by presuming the presence of asbestos until proven otherwise.

According to Regulation 4 of the Control of Asbestos Regulations (CAR 2006), if you own, occupy, manage or have responsibility for property, you have a legal duty to assess and manage the risk from ACM.

Where asbestos is located, you are required to keep an Asbestos Register which lists where ACM are present while highlighting the risks posed as well and making recommendations to avoid disturbance.

More often than not, the ACM can remain in situ if it can remain undisturbed indefinitely.



## Signage

Safety signs are a vital component in ensuring the health, safety and general welfare of employees, residents and visitors to your building. They can be used to alert people to hazards as well as to demonstrate safe working procedures:

- Green Signs can either tell people the location of certain safety equipment (such as first aid equipment) or where fire exits are located
- Red Signs are used solely to show the location of fire extinguishers and other fire safety equipment
- Blue Circles provide instructions- a prime example in blocks of flats would be a fire action notice
- Red Circles with a diagonal line through the centre show that whatever is demonstrated by the image is prohibited e.g. no smoking signs
- Yellow Triangles are used to make people aware of something that is dangerous- asbestos for example

Signs are used so that messages can be quickly relayed and understood without worrying about language barriers. In many workplaces, health and safety signage is now required by law.




## Property Owners and Employers Liability Insurance

Poor health and safety standards can very easily lead to accidents taking place within your block of flats. Even with the best of efforts in place, accidents still happen. This can unfortunately lead to claims being made against the RMC.

Should any situation escalate to this point, it is wise to have legal protection in place to protect you and your fellow directors against any claims.

Specialist Flats Insurance policies will normally provide Property Owners Liability as well as Employers Liability Insurance. Check your policy to make sure you are protected.



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 great solution when insuring your block of flats.

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Feature: Fire Safety

# The Importance of Risk Awareness for RMCs

Written by Sinead Campbell at Block in a Box

Taking on the responsibility of organising the Health & Safety for your block can be understandably daunting, so the team at Block in a Box have teamed up with 4Site Consulting to offer you a range of services for your block.

## Read our essential cover guide below.

When it comes to health and safety, it can be tempting for Residents' Management Company (RMC) Directors to fall into an 'it won't happen to us' mentality- a very dangerous mindset to adopt.

A huge part of a director's role (legally and morally) is to ensure the safety of residents, staff and building visitors. Without proper risk assessments for the common areas of your building, how can you be sure that you've done your duty and met your legal requirements?

If you need some guidance on what is expected of you and how risk assessment experts can help, read on.





## Fire Safety

This topic has been at the forefront of the minds of property professionals for the last few years. Since the Grenfell tragedy the conversation has, quite rightly, barely been out of the news. The obvious reasons for necessity aside, Fire Risk Assessments are a legal obligation for those managing blocks of flats.

Current guidance states only that the person or agent who manages the block is responsible for either carrying out or arranging 'regular' assessments and that the person who actually carries out the assessment must be 'competent'.

## The guidance is fairly vague but can be clarified with some digging- luckily, we've done the hard work for you:




## Regularity:

As a general rule and according to The Leasehold Advisory Service and The Local Government Association, assessments should be reviewed if:

- There is reason to believe the current assessment for the block is no longer valid
- There have been any significant changes within the block such as major works

For purpose-built blocks that are less than 20 years old and up to 3 storeys above ground level:

- Re-assessments should be carried out every 2 years if no significant changes have occurred
- A full re-assessment should be carried out every 4 years if no significant changes have occurred

For older buildings or with more than 3 storeys:

- Re-assessments should be carried out every year even if no significant changes have occurred
- A full re-assessment should be carried out every 3 years even if no significant changes have occurred

For buildings considered extremely high risk, a full re-assessment on an annual basis is advised.



## Competency:

While the law simply states that the assessor must be competent enough to complete a 'suitable and sufficient' assessment of your particular building, it's only with reference to leading industry bodies that some clarity is provided.

The Leasehold Advisory Service states that *"If you don't have the expertise or time to do a fire risk assessment yourself, you should appoint a specialist to do it for you...if you live in a large or complex building it is recommended that you get a professional to carry out the assessment."*

They go on to refer to The National Fire Chiefs Council who state that *"No matter who carries out your fire risk assessment, duty holders retain responsibility for ensuring that the assessment fulfils the requirements of the law. If you have duties under Fire Safety law, you are not expected to be an expert in assessing and controlling fire safety risks, but even when employing a contractor to help with an assessment or additional safety measures, reasonable checks should be made to ensure that the contractor is competent to properly undertake the work."*

As well as making it clear that you should feel confident in approaching your local Fire and Rescue Authority for guidance (although it's worth noting that they can't carry out assessments or reviews for you), they also provide a handy download from the Fire Risk Assessment Competency Council that outlines a set of criteria which can be used to judge whether or not a person is deemed 'competent' in their eyes.

## Other Assessments

Once you've sorted your Fire Risk Assessment you can move on to other areas that need your attention. It may be best to engage with a professional company that can handle all of your assessments for you for the sake of ease, simplicity and ensuring all bases are covered.

A great Health and Safety Consultant, such as 4Site Consulting may be able to cover all of the below for you:

- Fire Risk Assessments and Fire Door Inspections
- General Health and Safety Assessments
- Asbestos Surveys and subsequent management
- Legionella Risk Management
- Contractor Management
- Staff Training




## What Next?

Once you've received your assessment reports, the recommendations made must be acted upon in full. Be sure to document your actions so you can defend yourself effectively in the event of a claim.

A good risk assessor will clearly identify the importance of each risk item on any assessment document and will state whether or not there is an urgent risk that requires immediate attention. The risk assessor should then set clear guidelines and timescales for any work to be carried out.

## In summary

Taking on the role of RMC Director can be daunting and, with a to-do list as long as your arm, it can be easy to become overwhelmed and to plant your head firmly in the sand.

If you find yourself in this position, it's best to do some research and find an assessment consultant that can come in and make sure all the boxes are ticked for you. Trying to do all the necessary assessments yourself may save money in the short term, it doesn't guarantee that you've met your obligations, may cause more stress than it's worth and may not serve you well if an accident does happen and a claim arises.

Residents are likely to fully understand the value of professional risk assessments for their homes and will most likely accept the additional cost involved in ensuring their safety.

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

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

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Feature: Fire Safety

# The Importance of Working Smoke Detectors

Written by Richard Smeeton from Manage Your Block

ManageYourBlock™

## Home Safety

The importance of fire safety, both from an insurance point of view and simply for the sake of those in your household, should not be underestimated.

According to Government statistics, in the year to September 2020, there were 27,797 primary dwelling fires in England alone- 74% of which were in houses, bungalows, converted flats and other properties and 26% were in purpose-built flats.

These fires, unfortunately, resulted in 179 fatalities and 6596 casualties- 2823 of which required hospital treatment.

With the majority of house fire-related fatalities occurring during overnight incidents (between 10pm and 6am), working smoke alarms are absolutely imperative to improve the level of safety in your home or block.

## Every Second Counts

While smoke alarms can't ensure your safety, they can provide valuable seconds for you to react should the worst happen. According to First Alert, a home can be engulfed in flames in under 4 minutes with small fires raging beyond control within 30 seconds.

Within just a couple of minutes of outbreak, a fire can create enough thick, dark smoke to make it impossible to see your hand at the end of your arm, let alone your way out. Add to that a sleepy, confused state (and the intense heat) and you have a recipe for disaster.

Having a working smoke alarm in place has been associated with lower casualty rates and reduced damage with some studies suggesting that you are 4 times more likely to survive with a working smoke alarm in place.





## Positioning

Wondering where your fire alarms should be installed? As a general guide, AICO suggest:

- They should be 300mm from walls, light fittings or any obstructions
- They should be fitted as centrally in the room as possible
- There should be a smoke alarm within 3 metres of every bedroom door
- There should be an alarm in between high-risk rooms (for example, the kitchen) and any bedrooms
- They ideally shouldn't be fitted too closely to bathrooms as steam and moisture can affect their functionality




## Personal Household Escape Plans

Having a clear, well-rehearsed fire escape plan for your household is also good practise. This can help avoid blind panic and send everyone into 'action mode' rather than allowing precious seconds to slip away while sense is made of the situation.

The plan should include 2 possible escape routes from each room with considerations made for less physically able members of the household and a twice-yearly rehearsal with the fire alarm sounding.

It's also a good idea to teach children not to hide in the event of a fire and to involve them in the escape plan from the beginning.



## Testing

We all know we should be testing our fire alarms, but how often is enough?

According to the Devon and Somerset Fire Rescue Service, to keep your smoke alarm in good working order, you should:

- Test it once a month by pressing the test button until the alarm sounds
- Change the battery once a year (unless it's a ten-year alarm)
- Replace the whole unit every ten years
- Clean your smoke alarm once every three months using the soft brush of your vacuum cleaner to remove any excess dust or insects

Setting regular alarms in your calendar and allocating duties among the adults in your household can help ensure that what needs to be done gets done. Some people find it useful to use the bi-annual clock change for Daylight Savings as a reminder to replace the batteries in their alarms just to be sure.

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

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

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# The Building Regulations - do they affect me?

Written by Fiona Bonney-James, Partner at Hamilton Darcey

HAMILTON DARCEY LLP



The Building Regulations are familiar to most people in name, but knowing when you actually need to obtain consent or comply with the Regulations can be challenging.

Within this article, Hamilton Darcey LLP will highlight examples of when landlords, leaseholders and property managers need to comply with these regulations, particularly in the leasehold and block management world.

## What are The Building Regulations and when are they required?

The Building Regulations are established standards for the design, alteration and construction of buildings, and are concerned with the health and safety of people in or around buildings and energy efficiency.

The Building Regulations will apply when you plan to carry out 'building work'. In terms of alterations to flats, building work could typically include the following:

- Extension or alteration of a building, in particular structural alterations and the formation of additional bedrooms.
- Provision of services and/or fittings in a building such as hot water cylinders or fuse boxes.
- Replacement windows or balcony and guarding works.
- Provision of an air-conditioning system.
- Replacing thermal elements such as wall or roof coverings on pitched and flat roofs.



## What's changed?

The current version is The Building Regulation 2010. A set of Approved Documents was introduced to provide guidance to help meet the Regulations and are added to and amended to remain current. The most frequently updated section of this is fire safety.

In May 2020, 'Approved Document B: Fire safety Volume 1 – Dwellings' was amended. One of the main changes in relation to flats was to sprinkler systems. A block where the floor level is over 11m (previously 18m) from ground level and where there is 'material change of use', i.e. where alterations are being carried out to form either a new flat, or creating a greater or fewer number of flats than before, are likely to be subject to the this regulation.

This regulation states that sprinklers should be provided within the individual flats but not in the common areas such as stairs, communal corridors or landings, as long as these areas are fire protected.

## Why comply?

The main reason to ensure compliance with the Regulations is obviously safety, but there are other reasons that you need to appreciate. The risk of prosecution for carrying out building work that contravenes The Building Regulations, liabilities for injury or loss of life, and the challenges an owner can face when trying to sell their property without the appropriate consents.

Retrospective consent is possible, but may be difficult. The leaseholder could be asked to open up works to reveal the construction or reinstate to the original design, at their own cost.

## Who should I speak to about building regulations?

Your relevant local authority or an Approved Inspector can also provide help. Approved Inspectors are businesses, which work in the private sector as an alternative to Local Authority Building Control.

Hamilton Darcey LLP has extensive experience in helping flat owners understand when building regulations apply and submit applications, where required, on the leaseholders' behalf.



## What will building regulations consent cost?

Most local authorities offer fee calculators on their websites. The fees are dependant on the type of work involved, size of the project and number of visits required.

Approved Inspectors can negotiate their fees with you directly however they are usually comparable with the local authority.

## The answer to the title question is yes, they probably do affect you.

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

With a wealth of experience spanning a range of disciplines, including major works project management, party wall and neighbourly matters, Licence for Alterations, Dilapidations and technical due diligence, we act as a trusted advisor to both individuals and corporate entities.

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# Key construction considerations when carrying out works to a property

Written by James Badger and Liz Rowen at Keebles LLP





If you are thinking of having works carried out on your property or procuring works as an agent on behalf of clients, you will need to appoint a building contractor and, in some circumstances, a professional team.

This may not be as easy as it sounds and there are a number of key points to consider before the works are started. James Badger, Senior Associate and Liz Rowen, Legal Director and Head of Residential Property Management, at UK-top 200 Yorkshire law firm Keebles LLP, outline the key considerations and why they are important.



## Appointing a building contractor

When embarking on a construction project, the natural starting point for many is, "I need some building works, so I need to appoint a building contractor". For many, this is not actually correct. Before contacting any building contractor, it is important to consider whether the works require planning permission, often procured through an architect, and whether there are any structural factors that need specialist advice.

Before any building contractor can tender for the works, he or she needs to be clear on what the works involve. Without this information, a building contractor is unlikely to be in a position to price the works due to the uncertainty over what the works actually involve.

Once a building contractor has received the required information and a price has been agreed, it is important that a building contract is entered into.

For works to buildings that are not intended to be used for residential occupancy (the application of which is sometimes not straightforward and is therefore outside the scope of this article), the Housing Grants, Construction and Regeneration Act 1996 ('the Construction Act') applies. In short, this means the building contract must contain an adequate payment mechanism and appropriate adjudication provisions. If it does not, the Act's provisions, in whole or in part, are implied into the building contract.

## Identifying and appointing a professional team member

The size of the project, including the scope and value of the works, is likely to dictate what professional team, if any, is needed. For instance, on a small project where planning permission or a design scope is needed, an architect is likely to be required. If the works relate only to structural matters, then a structural engineer is likely to be needed to advise on the necessary calculations.

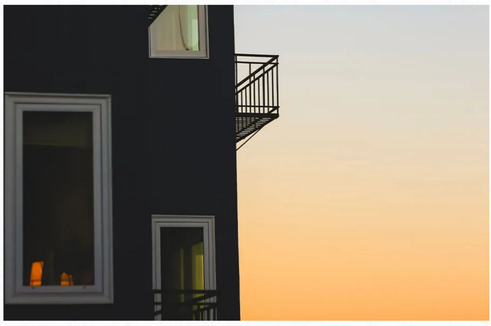
For larger projects, in addition to any architect and structural engineer, a quantity surveyor, mechanical and electrical engineer, contract administrator and/or CDM advisor (see below) may be required. The usual way to appoint these professional team members is through appointment documents.

When dealing with projects that fall within the remit of the Construction Act, it is also important to ensure compliance with the Construction Act's requirements in these appointment documents. Appointment documents are often entered into to set out the risks and liabilities between the parties and to ensure compliance with the Construction Act's provisions.

## Construction, Design and Management Regulations 2015 (CDM Regulations)

The CDM Regulations are a key piece of health and safety legislation and apply to all construction projects, whether domestic or commercial. It is beyond the scope of this article to address these in any detail but you, as a client procuring the works (whether domestic or commercial), are bound by the CDM Regulations meaning specialist advice may be required through the appointment of a CDM advisor.

The CDM Regulations also apply to all contractors and designers involved in the project and breaches of them can carry both civil and criminal prosecutions.



## Building contract and appointments

Irrespective of the size of the project, it is strongly advised that appropriate construction advice is always obtained, and construction contracts are put in place.

If you would like to discuss any of the issues above or have any other questions around how Keebles can help you, contact the firm's Residential Property Management team today.

As leading experts within the sector, we understand the services that you require, and we work with you at every stage to achieve the right outcome.

We pride ourselves in our expertise within the field but also going above and beyond for our clients and the positive partnerships we have with the people we work with.

Not only do our range of services make us your ideal legal partner, our Residential Property Management team will guide you through every step of the way.

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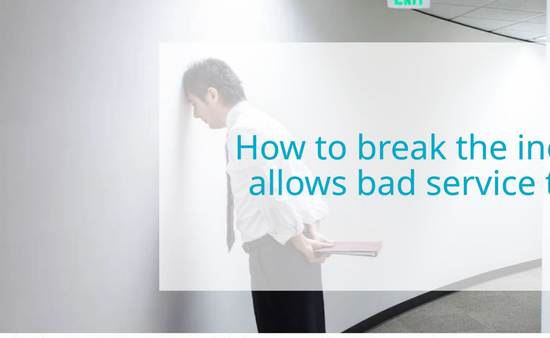


# How to break the inertia that allows bad service to thrive

Written by Ian Hollins, Managing Director of Clear Building Management

Clear Building Management
QUALITY | VALUE | TRANSPARENCY

## Most people avoid change, believing it will mean hassle and work – and they're probably right.

Whether it's changing energy provider or moving house, making a big change almost always involves time, energy, and a tower of paperwork. It can feel simply be easier to continue enduring the slow pain of something familiar, despite knowing it's no longer good enough, rather than run the risk of making life more difficult in the short term, even in the knowledge there's a better deal to be had.

RMC directors know when a managing agent has run its course, and they also understand the everyday impact that a poor service can have on residents' lives. But, as well as the hassle of it all, changing your property management company can also feel like a big risk: what if the new agent doesn't deliver on their promises? This fear of change, and the worry that they will be blamed if the new agent doesn't work out, is often enough to dissuade directors from taking any active steps to help better the situation for everyone involved.

However, if you work with a supportive managing agent that is committed to helping you to escape poor service, the rewards gained from switching will almost always outweigh the difficulty of the process.

Clear Building Management answer some FAQs on switching managing agent and explains why it might not be as much hassle as you'd think.





## Does it take a long time to switch managing agents?

Despite knowing the benefits of switching, like improved service or reduced cost, the effort it takes to move everything over can be a key reason why poor service is allowed to continue. Directors worry the process of switching will be simply too time consuming, particularly with larger blocks.

But a good managing agent will handle this all for you. During the selection process, your new agent should be able to reassure you from the outset that they will make the handover process as painless as possible, provide a smooth transition for your block – no matter its size – and that business will continue as normal.

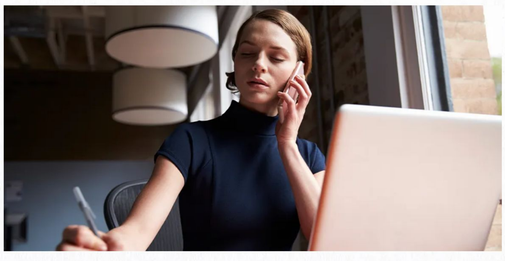
At Clear Building Management, our 'one signature switch' process means we take care of all the administration, from informing the outgoing management company, to overseeing changes in utility contracts. Directors retain the control and the decision making, but are freed of the paperwork and stress – all documents and arrangements sorted with just a single signature.

## How can you get leaseholders and tenants on board?

Where possible, the new managing agent should engage with leaseholders and tenants throughout the handover process. If residents feel their ideas will be listened to, we find they are far more likely to be engaged with your block management plans in the long term.

Communications must be focused, particularly for larger blocks with a higher number of residents, to ensure everyone understands and feels included in any changes. From helping with satisfaction surveys and leafleting, to organising meetings, Clear helps RMC directors to ensure leaseholders and tenants are involved in the conversation throughout the process.





## Can you avoid confrontation with your previous managing agent?

When relationships come to an end, particularly those that have become strained, it can be difficult to avoid confrontation. But this is another example of where your new managing agency can step in and take the pain away by having this tricky conversation on your behalf.

All in all, the overriding role of a new managing agent is to listen, understand the historic and current issues, and then to put in place an action plan that will restore the development and gain the faith of all residents.

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 Integrity, Quality & Value.

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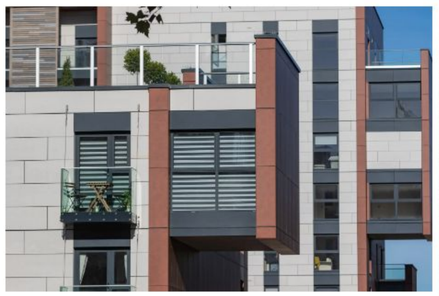

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# Setting a Service Charge Budget

Written by Richard Thorougood, Business Development Manager at Trinity Estates

trinity

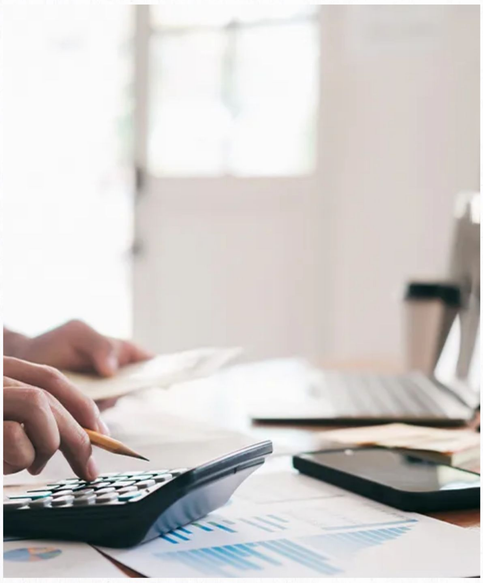
Service charge is the money a leaseholder or a freeholder of a property, pays towards the day-to-day running costs of your development. Every resident will pay a service charge based on the terms of their lease and the money is used to cover items such as buildings insurance, maintenance, repairs, gardening and communal facilities, as well as the services of your Managing Agent

All funds are paid into a ringfenced client account which is used only for the purpose of the upkeep of your property. Funds are then paid to 3rd party suppliers as and when the services are provided and the managing agent is responsible for managing that fund on behalf of the residents. For that service the agent will charge a management fee. This in the main is the only funds the agent will collect and earn unless others are specified.



## What is a service charge budget?

In order for us to collect money to manage your property we need to look at every service line required and estimate the costs expected to maintain your development to a standard you would expect.



## How do we calculate your budget?

The lease usually dictates how the service charge will be structured. With newly built developments, the service charge and management proposal is usually prepared before the lease is drafted and so it is essential the Managing Agent understands the service requirements fully. Trinity has gained considerable experience in providing management proposals for Developer clients off plan over the last 20 years.

Setting a realistic service charge budget that allows the Property Manager to provide the service the residents require is one of the Managing Agents most important responsibilities. Regular retendering of contracts, and close management of the income and expenditure are essential to successful management. At Trinity, we work hard to ensure our service charge budgets are as transparent as possible. This includes everything from the presentation and layout of our documentation to the tendering of services. We have dedicated in house teams who ensure our service levels, and associated costs, meet our client's needs. As Managing Agents, we are very aware we are spending our client's money and so the services we provide must match their requirements. Our Property Managers work closely with our Contracts, Insurance, Utilities, Surveying, Accountancy and Legal Teams to ensure we provide a full all-encompassing service at the best possible price.

For transparency and reasonableness, we will set up a service charge such that each property will contribute towards the services they are benefitting from. This may result in multiple charge schedules, and different sized properties contributing different proportions, but it does ensure the charges are fair and reasonable.

## Is the lowest price best?

Managing Agents are often under pressure to keep costs as low as possible and it is often perceived that the lowest price is the best price. This is simply not the case and in an industry where Managing Agents fees are generally comparable, there are only really three ways to reduce a service charge budget.

1. By reducing the provisions for each service, and hence the associated service levels resulting in a reduced service being provided.
2. By underestimating a service charge with the intention of charging more at the end of the year.
3. Leave out Reserve funds to keep the levels low. This again is not good practice. Reserve funds are designed to build up a fund for the future maintenance of the buildings so there are no surprise larger charges when major things go wrong or break down. These would include a lift replacement fund or roof replacement or just simply the redecoration of the common parts as stated in the lease.



Trinity will not knowingly underestimate service charges during a management tender process to win the instruction. This practice is unfortunately becoming more common within the industry, and is neither good for the Agent or the leaseholder in the long term. We are confident our stringent budget management processes, and ethical approach to estimating service charges, reduces the risk of any surprise charges being issued.

This approach has resulted in a high retention of our management portfolio and we are proud to manage in excess of 2,100 schemes totalling over 82,000 homes under management and a further 50,000 plus awaiting handover to us.

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

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# The Simple Way to Eradicate Black Spot Mould

Written by Simon Sharp
from Jigsaw Infrared



Mould is the bane of many homeowners and tenants' lives and a complaint received all too regularly by property managers and RMCs alike. It's such a common issue but one that is still misunderstood by many- leading to conflict between residents and those they rely on for the maintenance of their properties.

With many 'miracle cures' on the market and misleading information online, it's important to really understand the cause of this nuisance, how to treat it and, most importantly, how to prevent it.

## What Causes Black Spot Mould?

The cause of black spot mould (otherwise known as mildew) is plain and simple: condensation.

Condensation occurs when warm air touches cold surfaces which is why you'll often find this issue occurring on outside walls and in or near bathrooms and kitchens. It's also common in areas with low air flow such as on walls behind furniture, in the corners of rooms or inside cupboards.

Not only does black spot mould look unsightly, it can also be harmful to the health; inhaling spores can inflame the airways, causing nasal congestion, wheezing, chest tightness, coughing and throat irritation. Prolonged exposure or very bad conditions can even reduce lung function and cause chronic health problems such as asthma.



## How Can I Tell If It's 'Just' Mildew?

Black spot mould is exactly that- a pattern of small black spots that starts small and can then spread to large areas if left untreated. If you dab some bleach on a cloth and hold it against the area, the black colouration should fade after a few minutes if condensation is the cause of the issue.

Other slightly more insidious forms of mould are caused by leaks (from the structure's water supply), ingress (causes by water seeping in via external walls due to damage to brickwork etc), drainage issues (such as damaged or ineffective guttering) or leaking sealants around baths, showers and sinks.

These causes of damp and mould are all evidenced by different characteristics and damp patterns and all will need to be dealt with differently- we highly recommend the advice and services of a professional is you're faces with a serious damp issue such as these.

## How Do I Get Rid of Black Spot Mould?

Once you've treated the aesthetic issues with bleach and a re-paint, you can apply some basic measures such as:

- Reducing moisture in the air by using lids on pans, drying clothes outdoors etc.
- Making use of extractor fans in the kitchen and bathroom
- Reducing drafts and increasing insulation if possible
- Heating your home a bit more- including in rooms used less often (try leaving the radiator on '1' to get a little warmth in there when the heating is on)

Even with all of the above in place, due to the vast majority of homes utilising convection-based heating systems (e.g. radiators which heat the air in the room but not the surfaces), many of us will still do battle with mildew on a regular basis.

That's where we come in.

We provide infrared heating systems which, unlike 'normal' convection heating, warm the surfaces and the people in the room first. This is more efficient, greener and better at preventing mould in the first place.





## Why Does Infrared Heating Stop Spot Condensation?

Infrared heats objects and people directly, rather than heating the air in the room. This avoids the issue of creating warm air than then touches cold surfaces and forms condensation.

Our infrared heating panels can help reduce or even eliminate black spot mould, making your home a healthier, more pleasant place to live. Our panels can even be designed to suit your aesthetic; whether you'd prefer something subtle or something bespoke that stands out.

Our Aluminium Infrared Heater range incorporates leading technology into both design and manufacture, enabling us to achieve the highest efficiency rates and lowest possible energy consumption- all while looking stylish in the home.

*Can't see the heating panel? It's also a mirror!*

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

jigsawinfrared.com | info@solutionsbyjigsaw.co.uk | 0121 794 2081

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# Health and Safety Measures in My Block: Reporting Accidents and Enforcement

Written by Darren Bagnell, Managing Director at Flat Living Insurance

Even with the most rigorous health and safety measures in place, accidents can still happen within your block. It's important that, in the event of a serious incident, you know how to formally report it to the appropriate authorities.



## How to Report an Accident Taking Place in Your Block of Flats

RIDDOR Regulations (Reporting of Injuries, Diseases and Dangerous Occurrences) legally require dangerous occurrences, diseases and serious work-related accidents to be reported to them.

This applies even in the case of a landlord or Residents' Management Company director appointing a self-employed contractor. Whilst the contractor will maintain some responsibility for their own safety measures, i.e. by bringing their own ladders or ensuring they are using equipment correctly, it still remains the landlord's responsibility to report any major incidents occurring during the time they are working within the block.

These regulations also apply to any incidents involving visitors to the property. Major or fatal injuries should be reported to a national incident centre, whilst other accidents should be reported on the HSE website at: hse.gov.uk/riddor.

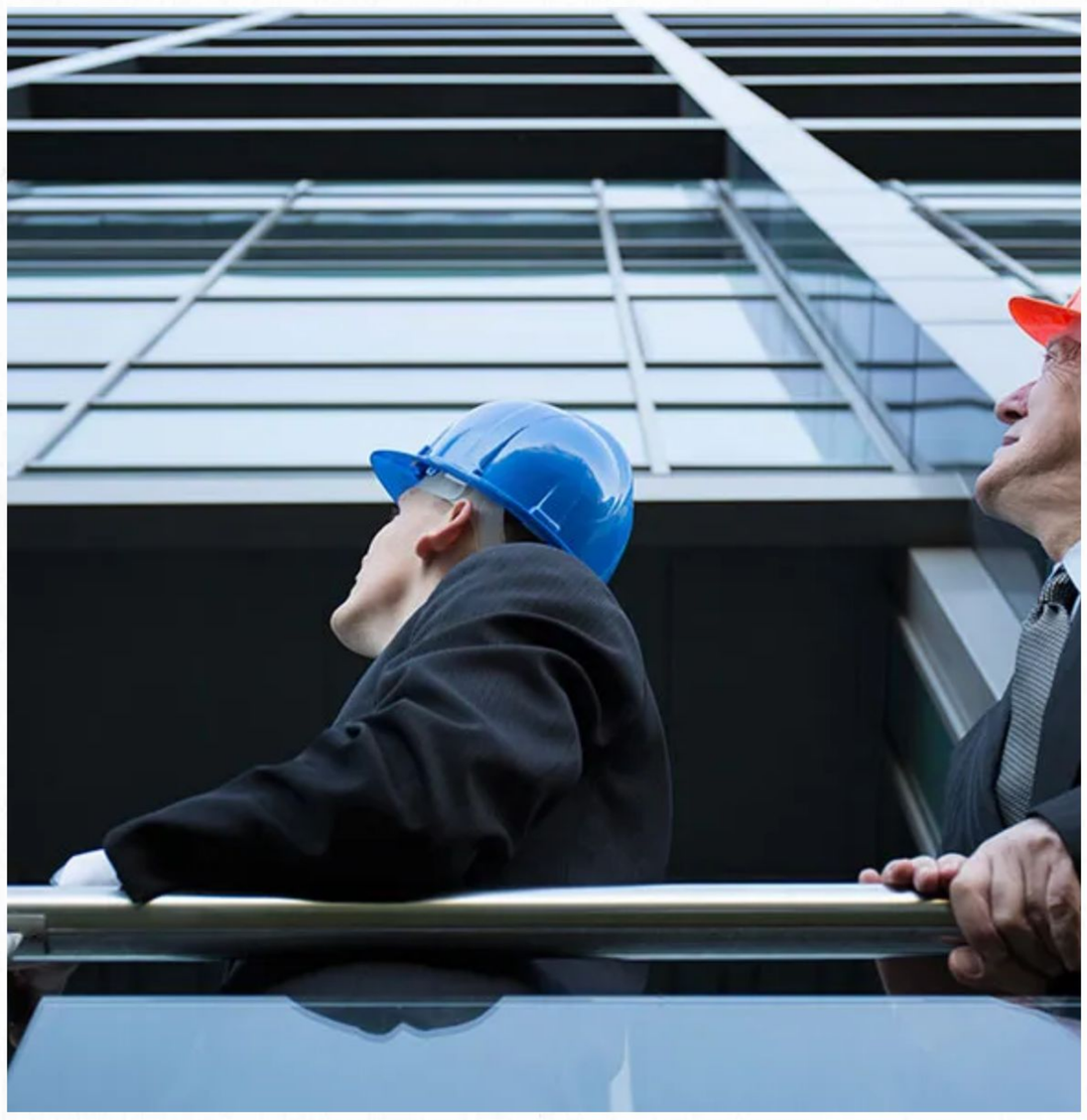
## Enforcing Health and Safety Measures

Whilst accidents are not especially common in blocks of flats with appropriate health and safety measures, there is always a serious risk. Likewise, in any place with such a large influx of people – visitors, employees and residents – the consequences can be severe.

It is the job of local authorities and the Health and Safety Executive (HSE) to ensure health and safety standards are maintained within blocks of flats. Upon inspecting a property and not being satisfied with the measures in place, the HSE can issue improvement notices which landlords must adhere to so that they mitigate the risks in their block.

These improvement notices can challenge a number of things within the property, for example, clearing gutters and roof reparations. They may even recommend installing handrails to prevent residents from falling. Likewise, they can issue prohibition notices to stop a particular activity deemed to risky.

It is a legal requirement to act on the notices issued by the HSE and failure to do so could result in prosecution. Residents' Management Companies, even if they delegate the management of health and safety to other agents, can be prosecuted under criminal laws in case of any breach of regulations.



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.

Flatlivinginsurance.co.uk | info@flatlivinginsurance.co.uk | 0333 577 2044

Share this page on social media

# 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

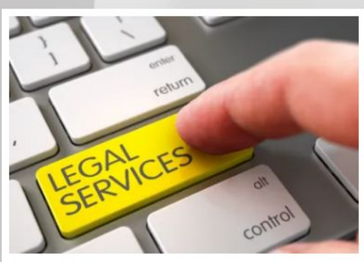
FPRA
FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS




Health & Safety




Insurance Solutions




Legal Support & Assistance




Out of Hours




Reinstatement Cost Assessments



Repair & Maintenance



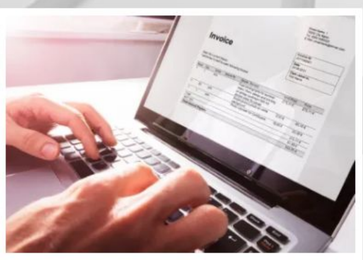

RMC Director Training



Rooftop Extensions




Service Charge Arrears



Service Charge Collections



SmarkLink45 Prepay Meter



Utilities



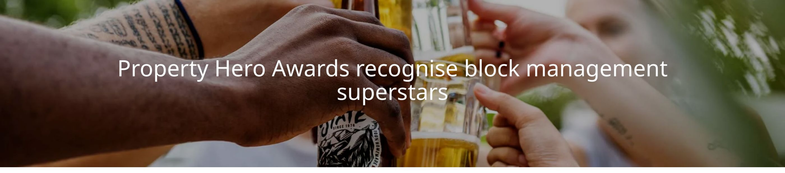
Water Leak Detection

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



# Property Hero Awards recognise block management superstars

The 2020 Property Hero Awards have been announced, with nine exceptional people from our sector named as winners and ten others highly commended by the judges.

The awards, which were the brainchild of 1st Sure Flats and Midway Insurance MD Paul Robertson, were launched earlier this year to seek out and reward the people in our industry who have gone the extra mile during the pandemic.

The winners overwhelmingly met the judges' criteria, providing exceptional service to clients and residents, supporting colleagues, and delivering some much-needed good cheer during the dark days we've all faced during the pandemic.

They are:



## Karl Bradley

Senior Relationship Manager,
Ringley Group



## Sanj Solanki

Senior Property Manager,
Parkgate Aspen



## Joanne Hanson

Associate Director & Office Manager,
Town & City Management



## Caroline Carroll

Head of Admin Office,
FPRA



## Keri Monaghan

Block Manager,
Freshwater Group of Companies



## Libby Williams

Head of Insurance,
Remus



## Amy Bellerby

Assistant Accommodation Manager,
Xenia Students



## Jodie Fraser

Managing Director,
Fraser Allen Estate Management



## Rebecca Kelly

Head of Partnerships,
Flat Living

# The judges also awarded a Highly Commended to:



## Louise Todd

Housing & Property Trainer,
Learning Curve Group



## Anita Racz

Founder & Senior Property Manager,
The Soulutionists Ltd



## Stuart Shield

Head of Housing & Property,
Learning Curve Group



## Alan Wake

Director, Claws Consultants /
CEO, National Leasehold Group



## Nathan Jones

Property Manager,
CRM Residential



## Neil Beauchamp

Managing Director,
Rotherhithe Residential Management



## Elizabeth Stokes

Health & Safety,
Fexco Property Services



## Anita Charity

Estate Manager, Central Estates Management t/a RTM Estates




## Dawn Tinkler

Receptionist & Administrator,
Town & City Management



## Natalie Birmingham

Handover & Admin Manager,
Ringley Group

Unfortunately continuing Covid restrictions mean that for the time being traditional awards ceremonies are off the agenda. So instead, the 19 award-winners will receive a DIY awards celebration pack to help them celebrate with friends, family and colleagues – outdoors only of course.

Paul Robertson is encouraging the winners to share their photos on social media using the hashtag #propertyheroawards2020. "We all look forward to seeing some interesting and imaginative socially-distanced partying" he says.

## The awards were sponsored by

adiuvo · Barrett Mahony Harrington · Block Manager Advisory Ltd · NAYLOR · UNBLOC · 1st sure flatsinsurance

Share this page on social media

# 600 for 600 with Colin Stokes

Colin Stokes is walking 600km across the UK in July 2021, we caught up to him to find out why he's doing this, details of his route and how you can get involved.




*Turn subtitles (CC) on if you don't have sound*

600for600.com

Share this page on social media

# Nominations for the Property Management 50 open on Tuesday 4th May

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

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

Make a nomination from the 4th May




## Recognition

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

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

## Key dates

Nominations open: Tuesday 4th May 2021

Nominations close: Friday 18th June 2021

Winners announced: Friday 23rd July 2021

## Nominations

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

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

## Property Managers

## Judges

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

Our judges are:



Samantha Massey

Head of Training & Block Management at SDL Property



Cassandra Zanelli

Solicitor & CEO, Property Management Legal Services



Michael Howard

Owner & Managing Director, urbanbubble



Matthew Mackintosh

Owner, AM Surveying & Block Management



Rajeev Nayyar

Managing Director, Fixflo

Make a nomination from the 4th May

## Organisers:

FlatLiving

PMR PROPERTY MANAGEMENT RECRUITMENT

PROPel

Share this page on social media

# Featured Job Vacancies

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

## Customer Service Assistant

Location: West Midlands

Salary: £20k

Tell me more

## Property Manager

Location: Surrey

Salary: £30-£35k

Tell me more

## Property Manager

Location: Dorset

Salary: £30-£40k

Tell me more

## Block Manager

Location: Buckinghamshire

Salary: £30-£35k

Tell me more

## Block Manager

Location: East Sussex

Salary: £25-£30k

Tell me more

## Property Manager

Location: Oxfordshire

Salary: £30k

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

# ManageYourBlock™

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

Call for a free demo on 0333 577 9070

## Who can use Manage Your Block?

We've designed Manage Your Block portal for:

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



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

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

## What can I do on the Manage Your Block portal?

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

### Share account information with other directors

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

### Have access to a contact list

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

### Use the calendar

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

### Send alerts

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

### Keep contact info for your contractors

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

### Quotes

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

### Manage your documentation

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

### Keep a diary

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

### Notes

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

### And now also collect service charges

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

ManageYourBlock™

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

# Property Management Events

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

May 2021



## ARMA Training

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

Find out more

29th June 2021

## Golf Day

Join Claws Consultants at Moor Park, Rickmansworth for this 2021 Charity Golf Day.

Find out more

14th October 2021

## ARMA Annual Conference

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

More details coming soon

Date TBA

## Proper Awards

The Proper Awards is an annual awards ceremony honouring the property industry's top suppliers taking place later this year.

Find out more

11th May 2021




## IRPM Annual Seminar

Previously taking place at the QEII Centre, London the 2021 event will now be online.

Find out more

September 2021

## NLG Service Charge Conference

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

More details coming soon

18th November 2021

## NLG Annual Conference

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

More details coming soon

Proper Awards

# Recognising all suppliers to the Property Industry

properawards.co.uk

## Supplier awards done properly.

As the first-ever awards ceremony to recognise the property industry's suppliers, we can't wait to finally celebrate all of the sector's hard work and exceptional services.

**We are proud to announce that The Proper awards will take place on Thursday 16th September 2021 at Ministry of Sound, London. Tickets on sale soon!**

The Proper Awards is an annual awards ceremony honouring the property industry's top suppliers. Property awards are nothing new, but after noticing that no awarding bodies were recognising the sector's huge range of suppliers, we decided to create our own.

The Proper Awards is the property industry's first-ever awards programme to celebrate suppliers. We'll be searching for the industry's most talented, trusted and reliable suppliers, who regularly provide their clients with outstanding service. From accountants and lawyers to plumbers and gas engineers, we're celebrating the entire supplier sector – properly. So whether you are a solicitor supplying legal contracts or an electrician supplying wiring systems, we have a category for you.

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

If you're a supplier who'd like to enter, please visit our website for further information on the award criteria and to register for a free account to start collating your business customers reviews.



Of course - being the Proper Awards - we do things properly. We've carefully considered our judging process to make sure it's as fair and honest as possible. Unlike most awards programmes, we don't just shortlist the big companies to fill tables and sell tickets. And we don't have a judging panel who only vote for their mates. Our scoring system is based solely on customer reviews. Reviews made by proper B2B customers who have been impressed with the exceptional services they've received. We'll never harvest these reviews either - they'll stay completely private unless a supplier chooses to share some of their glowing feedback.

## Proud Partners include

CLAWS Consultants

FlatLiving

Property tv

ACTION FOR A-T FUNDING RESEARCH, FINDING HOPE

Partnering with Proper Awards puts you in the spotlight and gives you a unique opportunity to support the property industry. We've got some brilliant partnership opportunities still available.

Interested? Contact our partnership team today partners@properawards.co.uk

# ARMA Training Courses in May

ARMA's upcoming training courses will cover a range of topics which will help better prepare staff for the modern world of property management. Topics covered include time management, guidance on service charges, resident directors' training, section 20 and much more. As always, Beginner, Intermediate, Advanced and Refresher courses are available, with course lengths ranging from half-days, full-days, or bite-sized webinars.

ARMA training courses and webinars are available to both members and non-members, with ARMA members and IRPM members able to benefit from discounted rates. Information on Block Booking discounts can be found after the listings below.

## TC101: Resident Directors' Training

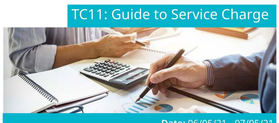


**Dates:** 04/05/21 - 06/05/21
**Daily Timings:** 14:00 – 16:00
**Tutor:** Bernie Wales

A six-hour course being run over three consecutive days. Becoming a Resident Director for your block of flats can be a daunting prospect – whether you have a managing agent to assist you or not. The lease is written in legal gobbledygook – there are literally hundreds of laws which you must abide by – and you're responsible for your neighbours' money and their homes. As unpaid jobs go – this role has immense responsibilities for literally zero financial reward. Are you mad!?

Book your place

## TC11: Guide to Service Charge



**Date:** 06/05/21 - 07/05/21
**Timings:** 09:30 – 12:30
**Tutor:** Lisa Warren

A two-day interactive webinar discussion addressing best practice for service charge accounting.
Topics covered include:
- Understanding the difference between corporate and service charge accounting
- Gain an overview of corporate accounts: RMCs, dormant companies, legal requirements, etc.
- Learn best practice for service charge accounting from budget to year end

Book your place

## TC99: An Update on the Government's Building a Safer Future Programme



**Date:** 12/05/21 - 14/05/21
**Time:** 10:00 – 12:30
**Tutor:** Mark Snelling and Cassandra Zanelli

For Directors and Senior Managers of Managing Agents, Landlords and Management Companies who manage multi-occupied residential buildings. This course will explain the changes to fire safety and building regulations proposed as part of the Government's Building a Safer Future Program. This course is led by Mark Snelling MCIOB RFaPS Grad IOSH (ARMA's Health, Safety and Fire Advisor).

Book your place

## TC102: Company Directors and Secretarial Duties and Responsibilities



**Date:** 20/05/21 - 21/05/21
**Timings:** 09:30 – 12:30
**Tutor:** Cassandra Zanelli

This is a six-hour course spread across two days (three-hours per day). Residents' Management Companies and RTM companies are subject to the same rules and regulations as all other limited companies in England and Wales. This online training course highlights the key responsibilities and duties of Company Secretaries and Directors in relation to RMCs and RTM companies.

Book your place

## TC27: Section 20



**Date:** 01/06/21 - 03/06/21
**Time:** 09:30 – 12:30
**Tutor:** Jeff Platt

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

Book your place

## TC104: Time Management



**Dates:** 05/05/21
**Daily Timings:** 09:30 – 12:30
**Tutors:** Shelley Jacobs

A three-hour, one day course. Time management is a term that we often use but, we can't actually 'manage' time. We can't slow it down or speed it up. However, what we can do is understand how to use our time more effectively to be more productive and get more 'stuff' done.

Book your place

## TC66: Intro to Fire Safety for PMs



**Date:** 10/05/21 - 11/05/21
**Time:** 09:30 - 12:30
**Tutor:** Lisa Warren

A six-hour course being run over two consecutive days (three-hours per day). This course is provided for block managers looking to learn the basics of fire safety for residential buildings. It gives basic information for managing the fire risks of common parts of blocks of flats and delves into the essential grounding of the Regulatory Reform (Fire Safety) Order 2005. At the end of this course, you will understand who is responsible for what and why in terms of fire safety and will have a basic knowledge of the changes happening in this all-important area of block management.

Book your place

## TC84: Developing Leadership



**Date:** 12/05/21 - 14/05/21
**Time:** 10:00 - 12:00
**Tutor:** Shelley Jacobs

This interactive and engaging 7.5-hour course being run over three consecutive days (2.5-hours per day - with 30 minutes each day for questions), covers practical solutions to today's leadership challenges and the resources to develop resilient, engaged and trusting teams.

Book your place

## Introduction to Service Charge



**Date:** 25/05/21 - 26/05/21
**Time:** 09:30 - 12:30
**Tutor:** Lisa Warren

A six-hour course being run over three consecutive days (two-hours per day) walking attendees through the financial year of a property. This course is aimed at individuals with less than 18 months experience in the industry. The course covers understanding the difference between the management agreement and the lease in the context of financial management as well as understanding the difference between corporate and service charge accounting. It will cover key pieces of legislation to be aware of, best practice for setting a budget and much more.

Book your place

## TC83: Developing Resilience



**Date:** 07/06/21 - 09/06/21
**Time:** 10:00 - 12:00
**Tutor:** Shelley Jacobs

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

Book your place

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

## Block Booking Discounts

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




## How to claim your discount:

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

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

## Get in touch

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

# IRPM Annual Seminar (online)

# 11th May 2021

IRPM Annual Seminars are the best in the business, famous for swift, punchy, forward-looking sessions on industry changes, latest trends and essential need-to-knows. Previously taking place at the QE11 Centre, London we are now moving our event for 2021, online.

We are taking advantage of the new format to deliver the very best content at speed and directly to you. The rapidly changing landscape means that our IRPM Annual Seminar taking place on the 11th of May 2021 will delve into critical policy changes, convening principal figures and lead on the vital issues and debates in the sector.

This year will be pivotal for all property managers and companies that are involved in the residential property management sector. There is no better time to come together with your peers to understand exactly what 'is' and what 'will' be happening in the industry. We will be investigating the pressing issues and concerns that are prevalent in the industry, dissecting new initiatives, trends and innovations for property managers, that will certainly excite.

We are delighted to announce that our platinum sponsors of this event are 4site Consulting Ltd and Data Energy – without our platinum sponsors our event cannot be possible, so we want to extend a massive thank you for helping us make sure we can run one of the most important residential property management events of the sector.

With brilliant industry relevant speakers, the legendary IRPM Legal Updates and breakout sessions for the technical aspect of your roles, this is the one event you cannot afford to miss. We look forward to welcoming you on the 11th May 2021 to the IRPM Annual Seminar (Online).

## Tickets are FREE* to IRPM members so book your place today

If you are not already a member of IRPM to receive your FREE place, join today.

Joining as a member means you will not only receive your FREE place on the IRPM Annual Seminar 2021, you will also have access to a plethora of technical and soft skill courses and resources in our FREE CPD library, a monthly IRPM Update full of critical information for your role and access to our vast Resource Hub, a comprehensive ever-expanding resource centre for property managers.





# Setting Standards in Residential Property Management

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

## IRPM Key Objectives



**Setting & Raising Standards** across the residential property management sector



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



Providing individuals with an independent **professional accreditation**



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

Join the IRPM

# National Leasehold Group

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

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

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

## Upcoming Training & Events



### Leasehold Management Training

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

Find out more



### Health & Safety for Property Managers

Online zoom sessions taking place in April with Dr Shaun Lundy covering Health & Safety Law, Risk Assessments & more.

Find out more



### Fire Safety & The Property Manager

Online zoom sessions taking place in May with Dr Shaun Lundy, covering Fire Safety Law & Assistance, Fire Risk Assessments & more.

Find out more

## With thanks to our 2021 Partners

bolt burdon SOLICITORS

CLAWS Consultants

EarlKendrick Building Surveyors

FORTUS BUSINESS ADVISORS & ACCOUNTANTS

liquid Recruit Smarter

mcdowalls

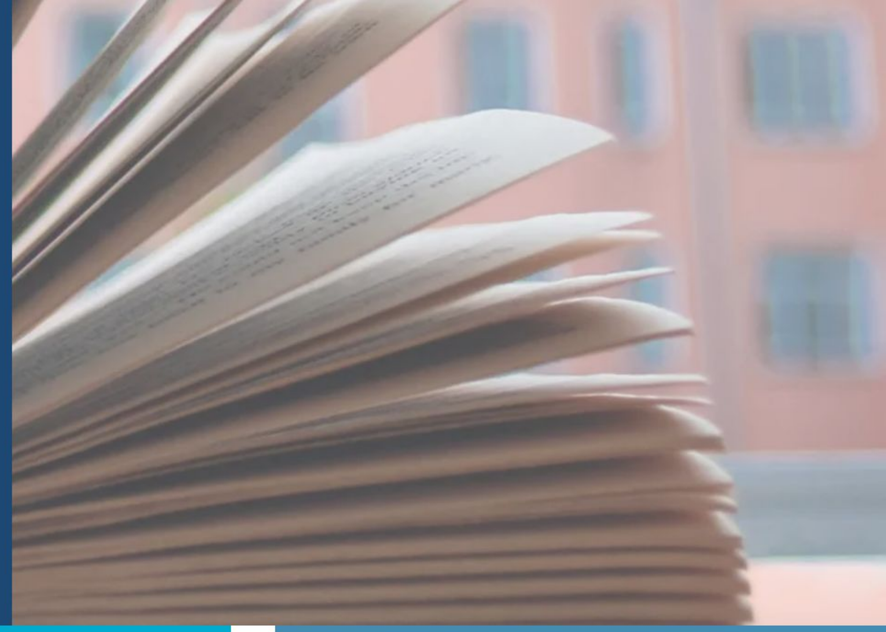
Tetra

TriPartum



# Directories

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



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members



# Find an Agent

Featured Managing Agents are listed alphabetically.



Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

Find out more

Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

Find out more

Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

Find out more

Homestead

Find out more

Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

Find out more



# Find a Supplier

Featured suppliers are listed by category and then alphabetically.



Accountants

FORTUS
BUSINESS ADVISORS & ACCOUNTANTS

Find out more

Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
CHARTERED CERTIFIED ACCOUNTANTS

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Fire Protection

PLP
FIRE PROTECTION

Find out more

Health & Safety

4site®

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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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Solicitors

Keebles

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Surveyors

HAMILTON DARCEY LLP

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Surveyors

mcdowalls

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Training

LEARNING CURVE GROUP

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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



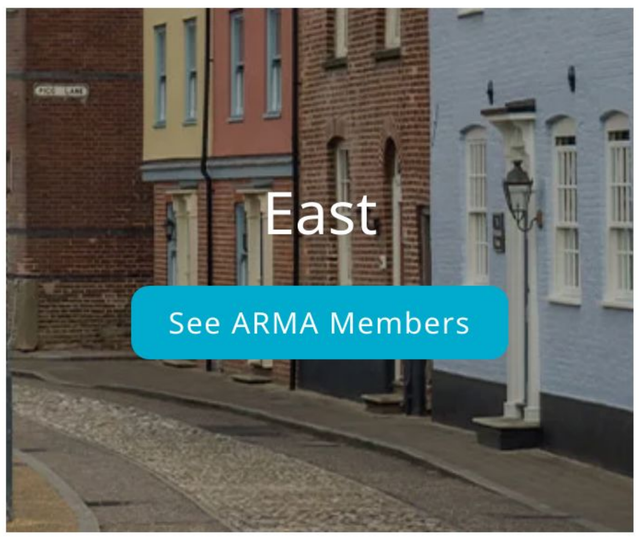
# Find an ARMA Member

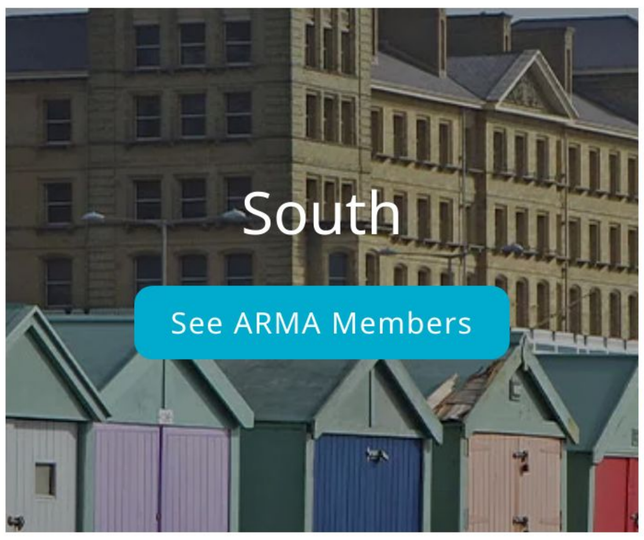
Are you considering a new managing agent?



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

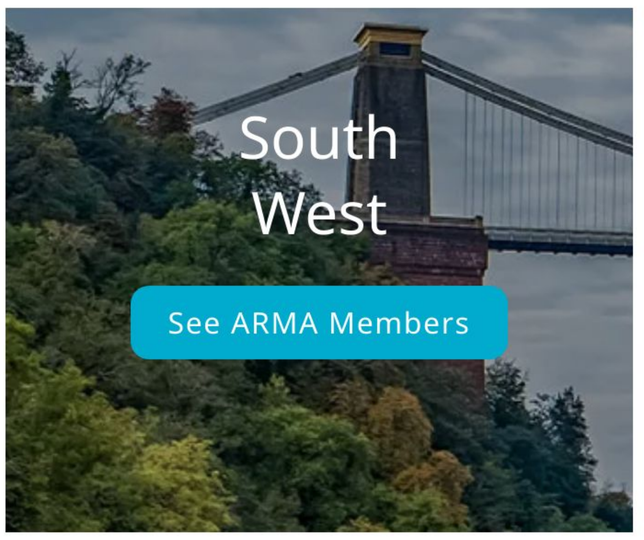
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

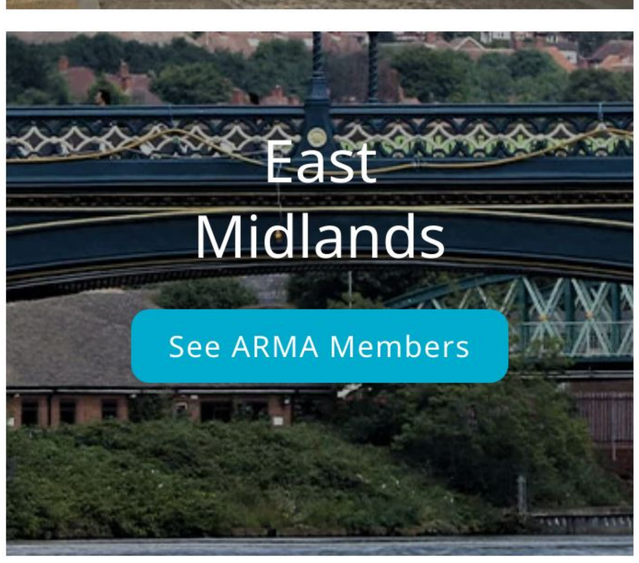


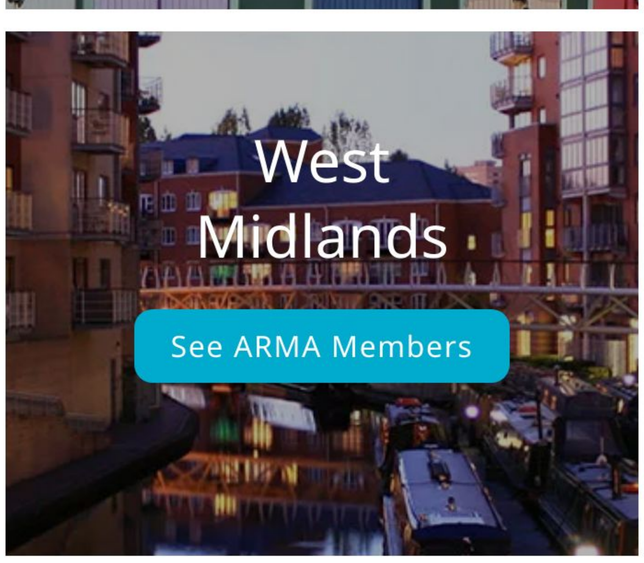



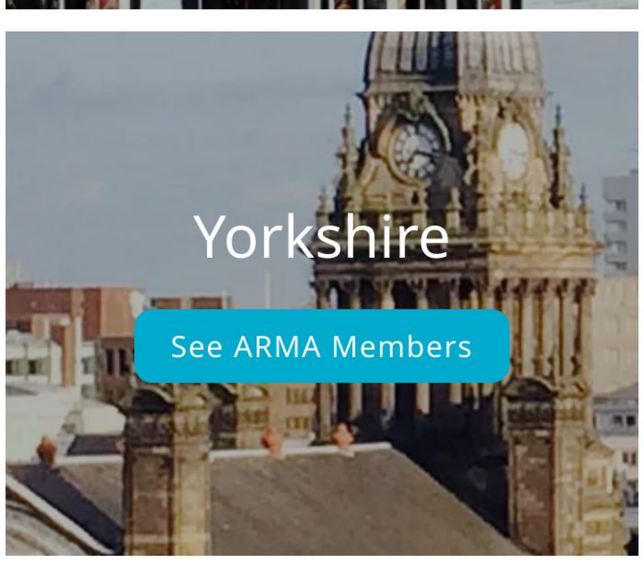


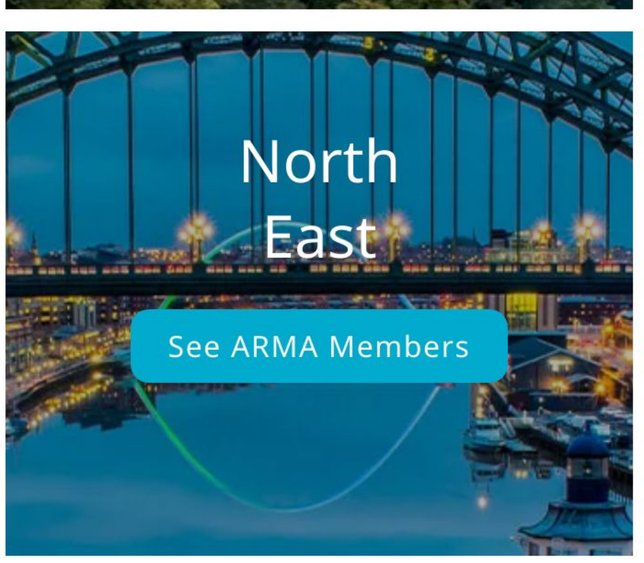




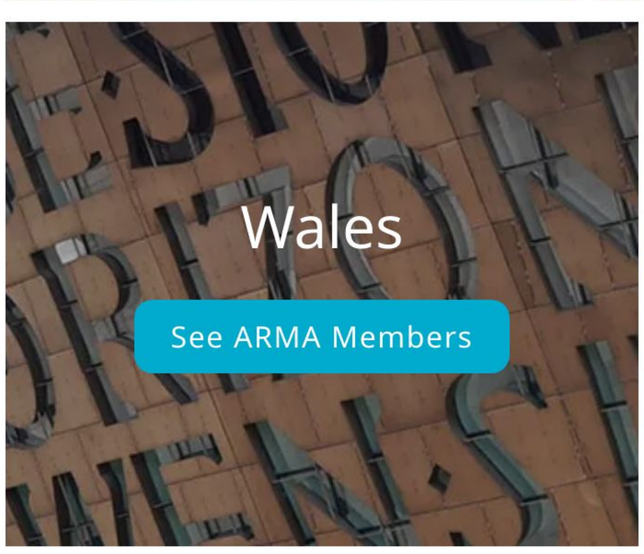





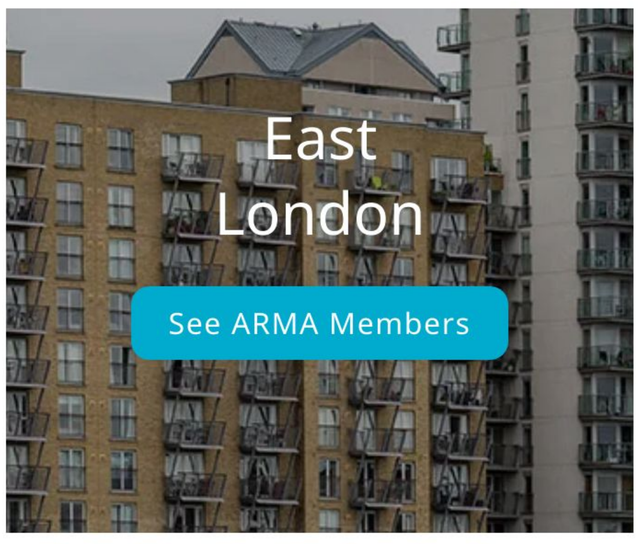
















# Setting the Standards in Property Management

**TRANSPARENT**
**STANDARDS**
**AUDITED**
**SERVICE**
**REGULATED**

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

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

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

020 7978 2607 | www.arma.org.uk



# Find an ALEP Member

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

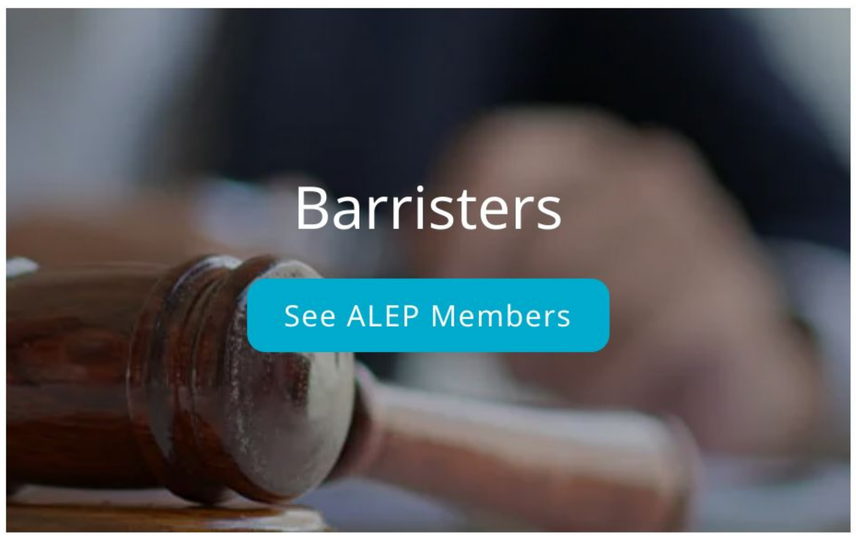


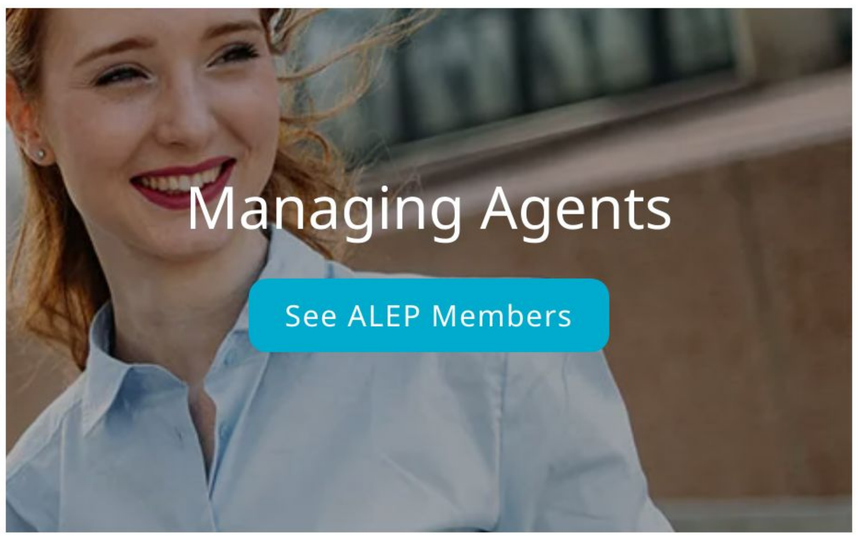
ALEP members can advise or assist with:

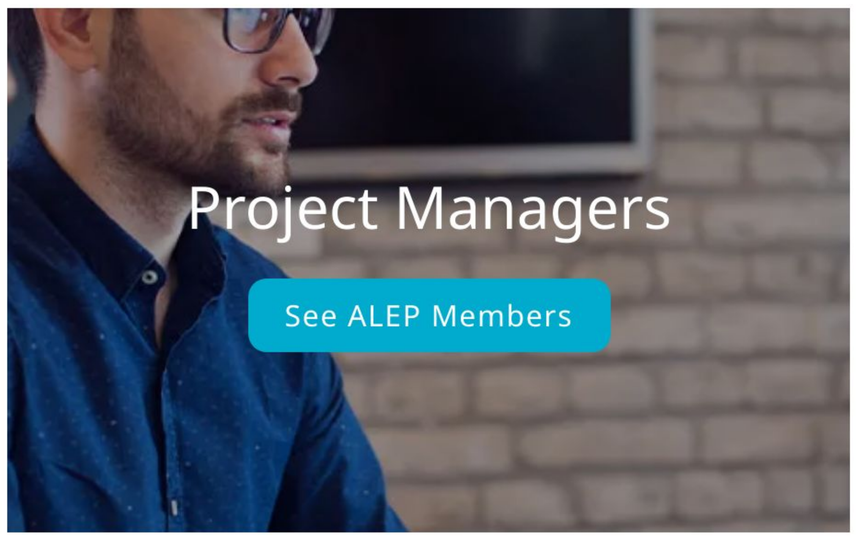
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

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

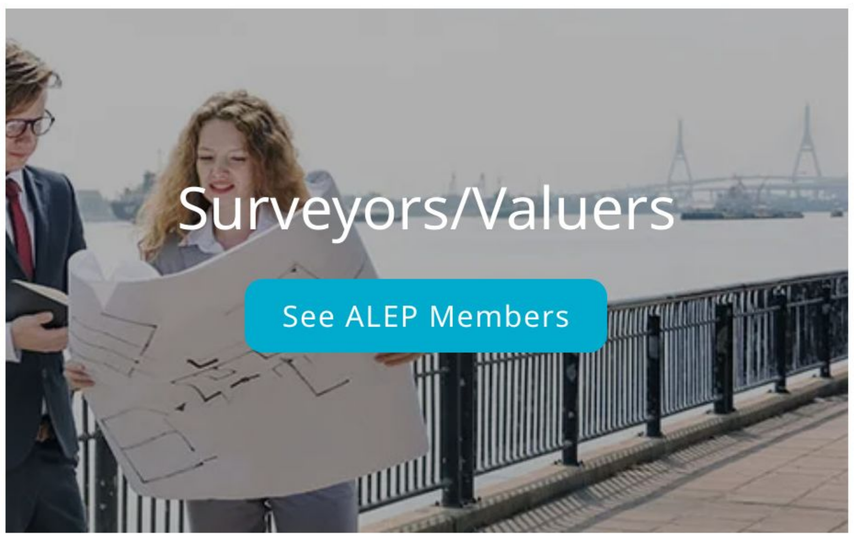









ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

# ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

## Our Work

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

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

## Our Members

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

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

## Areas ALEP members can help with include:

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

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




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
# Wales

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



# ARMA Members 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
- 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
- Urbanbubble Limited — Manchester — 01612 363 336 — Full Member
- Zenith Management Limited — Manchester — 01612 451 166 — Full Member
- Hive Block Management Ltd — Preston — 01772 398 112 — Associate



# ARMA Members South

| | | | |
|---|---|---|---|
| Anstey Property Management | Southampton | 02380 730 111 | Full Member |
| Asset Property Management | Bournemouth | 01202 532 898 | Full Member |
| Burns Hamilton | Bournemouth | 01202 391663 | Full Member |
| Deacon Crickmay Asset Management | Horsham | 01403 218 975 | 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 |
| KTS Estate Management Limited | Arundel | 01903 889 799 | Full Member |
| Millstream Management Services Limited | Ringwood | 01425 888 912 | Full Member |
| Minster Property Management Limited | Wimborne | 01202 883 360 | Full Member |
| McCarthy & Stone Management Services | Bournemouth | 01202 508 190 | Full Member |
| Napier Management Services Limited | Fordingbridge | 01425 650 656 | Full Member |
| Rebbeck Brothers Ltd | Bournemouth | 01202 438 908 | Full Member |
| Retirement Lease Housing Association (RLHA) | Aldershot | 01252 356 000 | Full Member |
| SPL Property Management LLP | Poole | 01202 555 560 | Full Member |
| Stride & Son | Chichester | 01243 813 760 | Full Member |
| Weldon & King Estate Agents | New Milton | 01425 623 423 | Full Member |
| APEX Facilities Management Ltd | Barking | 02085 942 120 | Associate |
| PS&B - Estate Management Limited | Portsmouth | 01273 326 171 | Associate |



# ARMA Members
# North London

- Ariston Property London 02072 729 988 Full Member
- City Estates London 02088 095 051 Full Member
- Cotleigh Property London 02088 020 111 Full Member
- Defries & Associates Ltd Edgware 02082 020 759 Full Member
- Dillons London 02075 615 230 Full Member
- Drivers & Norris London 02076 075 001 Full Member
- Hallmark Property Management Ltd Enfield 01992 761 419 Full Member
- Islington Properties Limited London 02078 120 480 Full Member
- James Andrew Residential Ltd London 02083 497 171 Full Member
- K&M Property Management Limited Barnet 02084 401 034 Full Member
- Lamberts Chartered Surveyors London 02071 486 797 Full Member
- London Block Management Ltd London 02078 704 000 Full Member
- Parkgate-Aspen Property Management London 02087 328 888 Full Member
- Parkwood Management Company (London) Ltd London 02083 688 111 Full Member
- Sterling Property Management (UK) Limited London 02030 310 850 Full Member
- Trust Property Management Ltd London 08452 601 515 Full Member
- Y & Y Management Ltd London 02082 111 550 Full Member
- Charles David James Ltd London 02077 040 660 Associate



# ARMA Members
# North East

- Clear Building Management Limited Manchester 03333 444 996 Full Member
- Hill & Clark Boston 01205 352 019 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
- Stevenson Whyte Manchester 0161 312 7171 Full Member
- Town & City Management Limited Darlington 01325 389 689 Full Member
- Enitre Spaces Manchester 07875 120 221 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
- Navana Asset Management Limited London 020 8761 0222 Associate



# ARMA Members
# East London

- ERA Property Services Ltd London 02078 376 186 Full Member
- Fortune Block Management Ltd Potters Bar 02089 051 621 Full Member
- Galleons Point Management Ltd London 02075 118 585 Full Member
- Ian Gibbs Middlesex 02083 704 810 Full Member
- Maunder Taylor Potters Bar 01707 665 666 Full Member
- Montalt Management Ltd London 02082 239 820 Full Member
- Omnicroft Ltd Rainham 01634 362 097 Full Member
- Parc Properties Management Ltd London 02075 153 553 Full Member
- POD Management London 03335 776 656 Full Member
- Strangford Management Ltd London 02039 462 650 Full Member
- Strettons Limited London 02085 094 435 Full Member
- Vision PEM & Vision RTM London 08454 568 775 Full Member
- Hawk Block Management London 02080 161 178 Associate
- Letting International Limited Ilford 02085 549 999 Associate
- Managed Partnerships Liimited Romford 02034 759 067 Associate



# ARMA Members
# West Midlands

- Blocsphere Property Management Ludlow 03333 601 601 Full Member
- Centrick Limited Birmingham 0333 012 4125 Full Member
- Compass Block Management Birmingham 0121 236 5757 Full Member
- Cottons Birmingham 0121 247 2030 Full Member
- Exclusive Property Management Ltd Solihull 0121 707 7727 Full Member
- Hadrian Property Management Company Limited Lichfield 01543 410922 Full Member
- KT Management Co (UK) Ltd Merry Hill 01384 573 637 Full Member
- KWB Property Management Limited Birmingham 0121 233 2330 Full Member
- Longlease Property Management Stratford upon Avon 01789 333 464 Full Member
- Mainstay Residential Ltd Worcester 01905 357777 Full Member
- Metro PM Birmingham 0121 428 4747 Full Member
- Pennycuick Collins Birmingham 01214 561 700 Full Member
- Philip Laney & Jolly Great Malvern 01684 580974 Full Member
- Principle Estate Management Birmingham 0121 289 4315 Full Member
- Regalty Estates Stoke on Trent 0845 456 4980 Full Member
- Specialist Property Asset Management Ltd West Midlands 0121 725 3620 Full Member
- Wolfs Block Management Birmingham 0121 600 7900 Full Member
- Griffin Freehold Management Ltd Birmingham 0121 389 2815 Associate
- Proxim Property Management Alcester 07401 867567 Associate



# ARMA Members
# South East

- Adur Property Management — Shoreham By Sea — 01273 252526 — Full Member
- Allsop Letting and Management Limited — Brighton — 01273 322000 — Full Member
- AM Surveying & Block Management — Aylesford — 01732 220 598 — Full Member
- Amber Management — Ware — 0800 567 7567 — Full Member
- Appre Management Services Ltd — Leatherhead — 01372 376 536 — Full Member
- Arko Property Management Limited — Hastings — 01424 439786 — Full Member
- Atlantis Estates Ltd — Reading — 0118 903 5902 — Full Member
- Austin Rees — Hove — 01273 207 501 — Full Member
- Bamptons Sustainable Property Management Ltd — Broadstairs — 01843 609 388 — Full Member
- Banner Property Services Limited — High Wycombe — 01628 522888 — Full Member
- Bartley Management Limited — Winchester — 0345 017 9969 — Full Member
- BBM - Burkinshaw Block Management — Tunbridge Wells — 0207 978 2607 — Full Member
- Belgarum Property Management Ltd — Winchester — 0800 298 0069 — Full Member
- Boydens Ltd — Colchester — 01206 762244 — Full Member
- Bridgeford & Co — Lymington — 01590 677725 — Full Member
- BW Residential Limited — Southampton — 02380 847111 — Full Member
- Cable Rock Ltd — Eastbourne — 01323 345045 — Full Member
- Canbury Management Ltd — Staines — 01784 466501 — Full Member
- CastleKeyes — Alton — 01420 566860 — Full Member
- Caxtons Commercial Ltd — 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
- Kites Property Services Limited — Camberley — 01252 837 514 — Full Member
- Let Solutions — Canterbury — 01227 456466 — Full Member
- Lucy Block Management Limited — Oxford — 01865 559973 — Full Member
- MCS — Hertford — 01920 466500 — Full Member
- Oakfield PM Ltd — St Leonards on Sea — 01424 854 814 — Full Member
- PACE Property Lettings & Management Ltd — Southend on Sea — 07810 801485 — Full Member
- Park Lane Block Management Ltd — Southampton — 02380 330706 — Full Member
- Peerless Properties (Oxford) Limited — Oxon — 01869 331198 — Full Member
- Pembroke Property Management Ltd — Tumbridge Wells — 0333 3442 100 — Full Member
- Pinnacle Property Management Ltd — Hurst — 01189 320180 — Full Member
- PJJS Management Services Limited — Maidstone — 01622 861 533 — Full Member
- PMS Managing Estates Limited — Essex — 01206 835350 — Full Member
- Premier Block Management — Borehamwood — 020 8236 1270 — Full Member
- Property Management Solutions — Bournemouth — 01202 901 709 — Full Member
- Qube Property Management — Hertfordshire — 0333 014 3330 — Full Member
- Rayners — Godstone — 01883 742690 — Full Member
- Residential Management Group Ltd — Hoddesdon — 0345 002 4444 — Full Member
- Roger McMillan Properties Ltd — Cobham — 01932 576444 — Full Member
- Rushbrook & Rathbone Ltd — Hitchin — 01462 420201 — Full Member
- Scott Estates Management Ltd — Hastings — 01424 722 586 — Full Member
- Sebright Property Management Limited — Harrow — 020 8863 2767 — Full Member
- Sensible Property Management (Eastbourne) Ltd — Eastbourne — 01323 738886 — Full Member
- Sheridan's — Beds — 01462 814087 — Full Member
- Sweetings Property Management Limited — Surrey — 020 8941 7799 — Full Member
- Trent Park Properties LLP — Borehamwood — 020 3384 0583 — Full Member
- Trinity Estates — Hemel Hempstead — 01442 437 656 — Full Member
- Virtus Property Management — Bishops Stortford — 01279 461281 — Full Member
- Warwick Estates Property Management Ltd — Harlow — 01279 626 616 — Full Member
- Acquis Management Limited — Dorking — 01306 881884 — Associate
- Carrs Lettings Ltd — Virginia Water — 01344 842 876 — Associate
- Eaves Property Management Services Limited — Maidenhead — 01628 947908 — Associate
- LevelUP Property Management — Northfleet — 07920 000144 — Associate
- Livingwell Group Ltd — Canterbury — 03300011187 — Associate
- Metta Property Management Limited — Westcliff-On-Sea — 0330 133 0242 — Associate
- Orchard PM Limited — Worthing — 07796 465 875 — Associate
- Sennen Property Management Ltd — Camberley — 01276 804 781 — Associate
- Vertical Village — Esher — 020 8399 0170 — Associate
- Zone Property Management — Sawbridgeworth — 07983 447522 — Associate



# ARMA Members
## Yorkshire

- Commerson Estate Management Ltd Leeds 03301 112 610 Full Member
- Goldsborough Estates Bradford 0113 381 6429/26 Full Member
- Horizon Management Sheffield 0300 030 1035 Full Member
- Hunters RBM Elland 01422 893 726 Full Member
- Inspired Property Management Limited Doncaster 01302 729 500 Full Member
- LIV Group Limited Leeds 0113 244 2444 Full Member
- Mulberry PM York 01904 655200 Full Member
- Omnia Estates Ltd Sheffield 0114 2792840 Full Member
- Premier Property Management & Maintenance Barnsley 01226 770088 Full Member
- Venture Block Management Ltd Leeds 01138 313 235 Full Member
- Watson Property Management Leeds 0113 273 8788 Full Member



# ARMA Members
# South West

- Alpha Housing Services Limited Taunton 01823 270661 Full Member
- Andrews Letting & Management Bristol 0117 929 4400 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 9423 112 Full Member
- BNS Limited Bristol 0117 9570 809 Full Member
- Bourne Estates Ltd Poole 01202 784280 Full Member
- Easton Bevins Bristol 0117 944 3000 Full Member
- Freehold Management Services Ltd Plymouth 01752 603 900 Full Member
- Hillcrest Estate Management Limited Somerset 0117 973 0600 Full Member
- Hillsdon Management Ltd Sidmouth 01395 517950 Full Member
- Peninsula Management SW Limited Barnstaple 07788 977 880 Full Member
- Plymouth Block Management Plymouth 01752 717311 Full Member
- Stephen & Co Block Management Ltd Weston super Mare 01934 621101 Full Member
- Tuffin & Co Property Management Ltd Plymouth 01752 254 222 Full Member
- West of England Estate Mgmt Co Ltd Bath 01225 485910 Full Member
- Bath Leasehold Management Bath 07775 444432 Associate
- Koti Property Management Ltd Bodmin 01208 510050 Associate
- Southernhay Estates Limited Exeter 07788 437522 Associate



# ARMA Members
# East Midlands

- Estate (Property Management) Ltd Northampton 01604 631 551 Full Member
- Orchard Block Management Services Ltd Northampton 01604 620 422 Full Member
- PMD Block Management Ltd Kettering 01536 513 978 Full Member
- SDL Property Management Nottingham 07795 503 749 Full Member
- SDL Estate Management Nottingham 07920 542 665 Associate
- Stoneyard Nottingham 01159 243 304 Associate



# ARMA Members
# West London

- Aspect Property Management Limited London 020 7828 1664 Full Member
- Berkshire Hathaway Home Services Kay & Co London 020 7467 2027 Full Member
- Bold and Reeves Limited London 020 7408 7590 Full Member
- Brunsfield Ltd London 020 3601 7676 Full Member
- Burlington Estates (London) Limited London 020 7499 3207 Full Member
- Castlereagh Management Limited London 020 7258 9670 Full Member
- Homes Property Management Limited London 020 8960 7730 Full Member
- KDG Property Ltd London 020 7887 6413 Full Member
- Knight Frank LLP London 020 7861 1242 Full Member
- Lanigan Estates Ltd London 020 7223 0851 Full Member
- Lee Baron London 020 7758 5600 Full Member
- Lewis & Tucker London 020 7323 2321 Full Member
- London Residential Management Ltd London 020 7438 1080 Full Member
- Lornham London 020 7724 4777 Full Member
- Mayfair Property Management Limited London 020 7576 9435 Full Member
- MIH Property Management Ltd London 020 3637 7968 Full Member
- PRESIDE London 020 7224 0011 Full Member
- Principia Estate & Asset Management London 020 7341 0220 Full Member
- Quadrant Property Management Limited London 020 7386 8800 Full Member
- Raglan Limited London 020 7937 5272 Full Member
- RMD Properties (London) LLP London 020 7723 2111 Full Member
- Sandrove Brahams London 020 7629 4949 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
- Aston Square Ltd London 020 3982 8282 Full Member
- Hudsons London 020 7323 2277 Associate
- Parallel Property Management London 020 3828 0180 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
- Home From Home — Ipswich — 01473 858690 — 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
- Hegarty Property Management — Market Harborough — 07890 064 232 — Associate



# ARMA Members
# London

- 2 Manage Property Ltd Sunbury on Thames 01932 765 493 Full Member
- ABC Block Management Limited Edgware 02086 214 000 Full Member
- Acorn Estate Management Bromley 02083 156 980 Full Member
- Adelaide Jones London 02077 255 800 Full Member
- Alliance Managing Agents Ltd London 02033 281 950 Full Member
- Andrew Purnell & Co London 02088 797 888 Full Member
- Blenheims Estate and Asset Management Limited London 02073 684 150 Full Member
- Bowood (London) Limited London 02072 236 940 Full Member
- Brackenbury Property Management Ltd London 02030 023 600 Full Member
- Centro Plc Sutton 02084 011 000 Full Member
- Cluttons LLP London 02074 081 010 Full Member
- Colin Bibra Estate Agents Limited London 02085 670 077 Full Member
- Colin Cohen Property Management London 02089 596 870 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 Group London 02074 275 182 Full Member
- Prime Management (PS) Limited Bromley 02037 008 733 Full Member
- Prime Portfolio Ltd London 02074 090 209 Full Member
- Urang Property Management Limited London 02077 518 355 Full Member
- Barosa Property Limited Stanmore 02030 867 130 Associate
- Davies Daniel Ltd LONDON 02034 170 425 Associate
- Eight Asset Management London 07951 622 643 Associate
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| Joanna Ironside | Mayo Wynne Baxter LLP | 01342 310600 |
| Joanna Ironside | Mayo Wynne Baxter LLP | 01323 730543 |
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| Chris Connor | Norton Connor Limited | 0113 239 0088 |
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| Deborah Mantell | Oliver Fisher Solicitors | 020 3219 0145 |
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| Stephen Eccles | Pinney Talfourd LLP | 01708 463202 |
| Stephen Soper | Powells Law | 01934 623501 |
| Rebecca Kefford | Preston Redman | 01202 292424 |
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| Gary Dunger | SA Law | 01727 798020 |
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| 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 |
| Mark Coupe | Stillwells LLP | 023 8072 7173 |
| Elizabeth Cobb | Stone Rowe Brewer LLP | 020 8891 6141 |
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| Matthew Strain | Strain Keville LLP | 020 7323 5000 |
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| Tim Farrington | Streeter Marshall | 01883 622433 |
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| 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 |
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| Samantha Wicks | Tinklin Springall Solicitors | 020 8402 7222 |
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| William Bethune | Trowers & Hamlins LLP | 020 7423 8558 |
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| Christina Le Riche | Veale Wasbrough Vizards LLP | 020 7665 0929 |
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| Nick Kephalas | YVA Solicitors LLP | 020 7493 7888 |
| Mark Curtis | Z Group | 020 8944 1180 |



# ALEP Members Surveyors/Valuers

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|---|---|---|
| • John Rhoades | ABV Rhoades Chartered Surveyors | 0161 242 1334 |
| • Bruce Collinson | Adair Paxton LTD | 07740 321999 |
| • Arun Nimba | Adelaide Jones | 020 7725 5800 |
| • Karl Charalambous | AK Property Consultants Limited | 01202 469908 |
| • 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 |
| • Katy D'Souza | Brasier Freeth LLP | 01707 392080 |
| • Graham Bridgeman-Clarke | Bridgeman Clarke Chartered Surveyors | 01268 745119 |
| • Christopher Spratt | C G Spratt & Son | 01903 234343 |
| • Kevin Ryan | Carter Jonas | 01233 346604 |
| • Keith Chapman-Burnett | Chroma Surveyors Ltd | 01202 871116 |
| • Colin Rickard | Colin Rickard & Partners | 020 8364 2609 |
| • Johanne Coupe | Coupe Property Consultants Limited | 01179 596487 |
| • David Coleman | David Coleman & Company | 0121 655 0998 |
| • David Graham | David Graham (Chartered Surveyors) | 0845 812 1954 |
| • Adrian Hau | Douglas and Gordon | 020 7591 8746 |
| • Wilson Dunsin | Dunsin Surveyors | 020 7233 6762 |
| • Roger Nelson | Each Side Leasehold | 01737 237811 |
| • Emma Biddle | Egerton Ltd | 020 7664 6648 |
| • Chris Clark | Ely Langley Greig | 023 8027 4211 |
| • David Haines | Extend Your Lease | 020 7586 0044 |
| • Angus Fanshawe | Fanshawe White | 020 7099 8465 |
| • Andrew Georgiou | Fifield Glyn | 020 7205 7172 |
| • David Toogood | Harding Chartered Surveyors | 020 7736 2383 |
| • Harriet Fleming | Harriet Fleming Surveyors Ltd | 07855 454707 |
| • Kevin Broadhurst | Jackson Green & Preston | 01472 311113 |
| • Joe Fraser | Joe Fraser Chartered Surveyors | 01642 262728 |
| • Marcus Clark | Joe Fraser Chartered Surveyors | 020 7206 2612 |
| • Andrew Tucker | Johnson Tucker LLP | 0191 269 7890 |
| • Simon Coates | Jones Lang LaSalle Limited | 020 7087 5911 |
| • Julian Wilkins | Julian Wilkins Chartered Surveyors | 01903 872211 |
| • Nathan Hall | Kempton Carr Croft | 01628 771221 |
| • Gavin Lewis | Kingston Morehen Chartered Surveyors | 01323 411088 |
| • Steven Harding | Kinleigh Folkard & Hayward | 020 8739 2040 |
| • Jean Howe | Kirkby Diamond | 01582 738866 |
| • Jeremy Dharmasena | Knight Frank | 020 7861 1587 |
| • David Parkin | Lamberts Chartered Surveyors | 020 7520 2317 |
| • Keith Chew | Lawrence & Wightman | 0121 779 0999 |
| • Justin Bennett | LBB Chartered Surveyors | 020 7822 8850 |
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| • Robert Kaye | Leasehold Assist Ltd | 07714 570858 |
| • Steve Jones | Leasehold Valuers Limited | 020 8688 8984 |
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| • Prosper Marr-Johnson | Marr-Johnson Stevens LLP | 020 7499 3199 |
| • John Keenan | Mathieson Keenan | 01932 345698 |
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| • James Bush | Woodward Chartered Surveyors | 01923 920950 |
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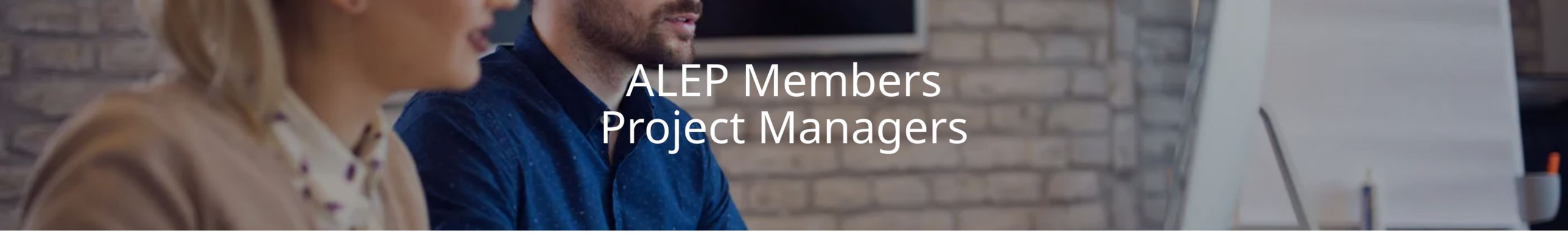
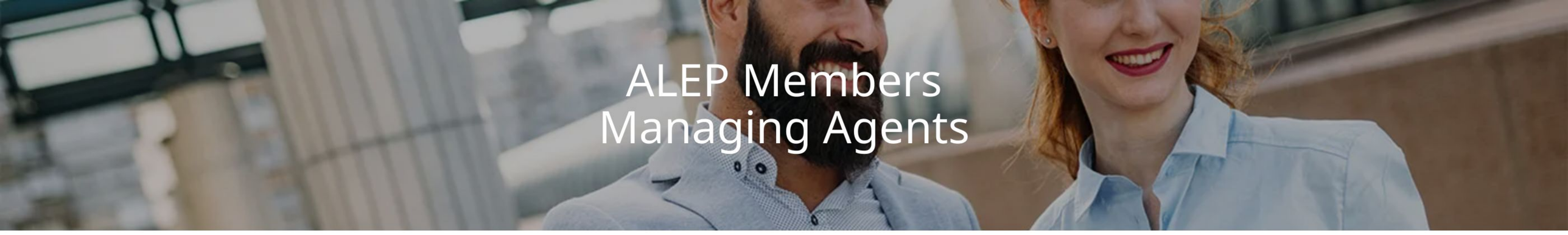


# ALEP Members
# Project Managers

- Anna Bailey Leasehold Solutions 020 3327 1177
- Jane Pilkington Start Lease Extensions 020 8315 6901



# ALEP Members Managing Agents

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