Feature: Maintenance, Repairs and Cleaning

FlatLiving Magazine

Information, advice & guidance for RMCs and Property Managers

November 2023

01

Welcome

02

News

03

Training

Welcome

Welcome to our November issue of Flat Living Magazine!

As we approach the colder months, our contributors have focussed their features on maintenance, repairs and cleaning. Topics covered range from preparing your homes for winter, to maintaining buildings built before the year 2000.

We are especially proud to announce the 2023 Property Management 50 Award winners alongside Property Management Recruitment! We would like to express our gratitude to James, Katie, Nathan and Jamie for recognising this year's talent. Visit **page 6** to find a full list of this year's winners.

In news - we have notable comments from ARMA, ALEP and Irwin Mitchell in response to the King's Speech on the 7th November 2023. (Don't forget to visit **page 7** to read more on this topic from Bishop and Sewell)

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

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

Happy reading!

Belinda Bagnall and The Flat Living Team

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

Sign up

FlatLiving® Sponsorship

Get your Business Seen Across all Platforms With Flat Living Magazine

More Information

13471+

Flat Living Magazine Subscribers

Be a Flat Living Sponsor for only £150 per month!

Submit your article to the Flat Living Team to be featured in next months issue!

info@flat-living.co.uk

Put your business in front of thousands of website visitors with Flat Living for just £50 per calendar month!

OTHER PRICING PACKAGES INCLUDE:

A banner advert **plus** 12 articles on the website **plus** a FREE enhanced Flat Living Directory Entry for £100 per calendar month!

A standalone ad page in the magazine for £100 per calendar month!

We also offer social media packages!

Visit our website for more

Residentsline
Flats Insurance

At Residentsline, our flats insurance policies are tailored to your needs, created for all sizes and types of blocks of flats and apartments

Call us today on 0800 281 235 for a quote

Or click HERE for a quote today!

Authorised & Regulated by the Financial Conduct Authority FRN 305998
Residentsline is a trading name of Residentsline Limited
Registered Office: 29 Waterloo Road, Wolverhampton WV1 4DJ
Registered in England & Wales CRN 3874789

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

News

King's Speech Confirms 'Reform' to Leasehold System

In his first King's Speech, King Charles confirmed that the government intends to bring forward reforms to the leasehold system as opposed to scrapping it altogether as housing secretary Michael Gove had previously hinted.

The King said: "My ministers will bring forward a bill to reform the housing market by making it cheaper and easier for leaseholders to purchase their freehold and tackle the exploitation of millions of homeowners through punitive service charges."

In January this year, Gove told the Sunday Times:

"I don't believe leasehold is fair in any way. It is an outdated feudal system that needs to go and we need to move to a better system and to liberate people from it."

In July, however, Gove appeared to row back from his stance. "We will continue action on exploitative ground rents, expand leaseholders' ability to enfranchise and to take back control from distant freeholders," he said.

"We will reduce punitive legal service charges, reduce insurance costs and improve transparency."

The Property Institute has welcomed the announcement of the Leasehold and Freehold Bill, detailed below, including measures to make it cheaper and easier for leaseholders to extend their lease, buy their lease, and take over management of their building, and measures to improve transparency of service charges.

In notes released following the King's Speech, the government said the Leasehold and Freehold Reform Bill would empower leaseholders by:

- Making it cheaper and easier for existing leaseholders in houses and flats to extend their lease or buy their freehold – so that leaseholders pay less to gain security over the future of their home.
- Increasing the standard lease extension term from 90 years to 990 years for both houses and flats, with ground rent reduced to £0. This will ensure that leaseholders can enjoy secure, ground rent free ownership of their properties for years to come, without the hassle and expense of future lease extensions.
- Removing the requirement for a new leaseholder to have owned their house or flat for two years before they can benefit from these changes – so that more leaseholders can exercise their right to the security of freehold ownership or a 990-year lease extension as soon as possible.
- Increasing the 25 percent 'non-residential' limit preventing leaseholders in buildings with a mixture of homes and other uses such as shops and offices, from buying their freehold or taking over management of their buildings- – to allow leaseholders in buildings with up to 50 per cent non-residential floorspace to buy their freehold or take over its management.

In terms of Improving leaseholders' consumer rights, the notes said that the bill will do this by:

- Making buying or selling a leasehold property quicker and easier by setting a maximum time and fee for the provision of information required to make a sale (such as building insurance or financial records) to a leaseholder by their freeholder (known as 'landlords').
- Requiring transparency over leaseholders' service charges – so all leaseholders receive better transparency over the costs they are being charged by their freeholder or managing agent in a standardised comparable format and can scrutinise and better challenge them if they are unreasonable.
- Replacing buildings insurance commissions for managing agents, landlords and freeholders with transparent administration fees – to stop leaseholders being charged exorbitant, opaque commissions on top of their premiums.
- Extending access to "redress" schemes for leaseholders to challenge poor practice. We will require more freeholders to belong to a redress scheme so leaseholders can challenge them if needed.
- Scrapping the presumption for leaseholders to pay their freeholders' legal costs when challenging poor practice.
- Granting freehold homeowners on private and mixed tenure estates the same rights of redress as leaseholders – by extending equivalent rights to transparency over their estate charges, access to support via redress schemes, and to challenge the charges they pay by taking a case to a Tribunal, just like existing leaseholders.
- Building on the legislation brought forward by the Building Safety Act 2022, ensuring freeholders and developers are unable to escape their liabilities to fund building remediation work – protecting leaseholders by extending the measures in the Building Safety Act 2022 to ensure it operates as intended.

Andrew Bulmer, CEO of The Property Institute, said:

"For far too long leaseholders have had to deal with a complex and out-dated system that often doesn't work well for them. Property managers see the problems with the leasehold system daily, and we strongly welcome this much-anticipated bill.

"Comprehensive leasehold reform would enable property managers to work more closely with residents to deliver a high-quality service which is more responsive to their needs. It would also empower leaseholders to take responsibility for decisions affecting the buildings and communities they live in.

He added: "While the proposals set out so far are a good start, we urge the government to be more ambitious and introduce regulation of property managers and mandatory qualifications, to raise standards and improve competency across the sector. This will protect leaseholders from poor practice and unnecessary costs.

Elsewhere in his speech, King Charles also said that the government would introduce reforms to the private rented sector.

"Renters will benefit from stronger security of tenure and better value, while landlords will benefit from reforms to provide certainty that they can regain their properties when needed," he said.

In the accompanying notes, the government made clear that strengthening landlords' rights would precede reforms for the benefit of renters.

It said that the Renters (Reform) Bill will support the 11 million private tenants and 2.3 million landlords in England by:

- Strengthening landlord grounds for possession, adding new mandatory grounds for possession; for example, if landlords wish to sell property or for repeated serious rent arrears, as well as expanding grounds for when close family members wish to move in. If a tenant breaches their tenancy agreement or damages the property, landlords will be able to evict them in as little as two weeks.
- Delivering the Government's manifesto commitment to abolish 'no fault evictions', increasing tenants' security. We will not commence the abolition of section 21 until stronger possession grounds and a new court process is in place.

Read the full King's Speech Briefing Notes HERE

ALEP Response to the Proposed Leasehold Bill

Mark Wilson, founder member of ALEP, RICS Registered Valuer and Managing Director of myleasehold.

"While reform to the leasehold system is very much welcome, it is crucial that the Government addresses potential reform with caution. Other than the easy win of changing lease terms from 90 to 990 year term, the proposed content, such as we are aware of to date, is random and confusing and this is exacerbated by leasehold being an emotive issue.

With so many moving parts and with so much regulation already in place, including the administrative chaos of the Building Safety Act, I am concerned about the ability to deliver any meaningful reform within the time remaining this Parliament."

John Midgeley Director of ALEP and Partner at Seddons Solicitors.

"The vast majority of our member – 77.37% of whom voted in favour of leasehold reform in a recent poll, welcome simplification of the existing system. But given leasehold's long history and the complexity of law, it is imperative that Parliament scrutinises fully and liaises with specialists in the field to get the detail right."

Mark Chick Director of ALEP and Partner at Bishop & Sewell LLP Solicitors.

On the introduction of the Bill

"Today's announcement of a Leasehold Bill could bring good news for property valuers, conveyancers and the 4.9 million homeowners in England and Wales under with leases – or it could fuel confusion, cost and controversy.

As the professional body for leasehold enfranchisement practitioners – surveyors, solicitors and barristers – we have been lobbying for, and supporting the Government in bringing forward change, for many years. At ALEP's October conference, lawyers and property professionals polled said that they supported change: asked 'In general, is the leasehold system in need of reform?', 77.37% responded 'yes'. The majority view of ALEP's members, on behalf of the homeowners and landlords that they represent, is that leasehold reform is infinitely preferable to the alternative: outright abolition."

On extending leases from 90 to 990 years

"Extending leases to 990 years as has previously been proposed is an 'easy win' and will be welcomed by leaseholders. In valuation terms the cost is likely to be not that much more than the cost of a 90-year extension (absent any other valuation reforms) and therefore is a simple and effective reform that mean that once extended a lease will not need extending again."

On removing leasehold in the case of new houses but not flats

"Whilst the long-term aim might well be to make all flats freehold or commonhold, at the moment it simply isn't possible to make new flats freehold until the work necessary to make the existing system of commonhold fit for purpose is complete. The issues with the current system of commonhold are well documented and the Law Commission has made extensive recommendations as to what needs to be done to 'reinvigorate' commonhold.

The government has set up the Commonhold Council to identify the work that needs to be done on this and in order to see an accelerated take up of commonhold, those who wish to push for this should direct their energy towards encouraging the government to make this happen."

On the proposal to cap existing ground rents at a "peppercorn" rate

"This is one of the areas in which greater consideration of the detail is required: what is meant by 'peppercorn' rates? We anticipate that this will mean a cap on the level of a ground rent that can be collected, perhaps by reference to a fraction of the capital value of the property. While there are clear benefits in doing so, particularly for leaseholders with high or uncertain ground rents, this could substantially reallocate wealth from freeholders to leaseholders. I wonder if the Government has fully considered the implication on private pensions, for example – many of which have considerable investment in ground rents. The political implications of this (specifically among the PM's own party) could be considerable.

Other implications will include a knock-on effect on the cost of new homes, as any statutory cap on ground rents will impact what the market will pay for a freehold."

In conclusion

"We fully support the aim of making the process cheaper and easier for leaseholders, but clearly leasehold reform is complex, extensive and impacts on many more stakeholders than is immediately apparent. We would caution that the Government consults widely and takes a considered approach to all aspects of potential reform, rather than rushing out unfinished or extemporaneous legislation that is not fit for purpose, and which could cause unintended confusion and harm – we do not wish to see a repeat of some of the issues that have arisen following the recent Building Safety Act."

"ALEP has previously had an influential role in influencing reform and hopes to contribute constructively to future discussions. The next year will no doubt be an eventful one for politicians, both in electioneering but also in protecting the many millions of leaseholders who have anticipated this reform for many years. Leasehold reform involves a balancing of interests, and it is vital that this is done carefully."

Leasehold Reform and Renters' Rights Are at the Heart of the King's Speech

Leasehold Reform and Renters' Rights Are at the Heart of the King's Speech Today (7th November 2023)

Comments from Irwin Mitchell

The legislative agenda, the first to be delivered by King Charles III will mark the final session of parliament before the next general election. Please see comments from our Legal Property Experts at Irwin Mitchell.

Leasehold Reform – comments from Jeremy Raj, Head of Residential Property at Irwin Mitchell

"It's difficult to imagine that anything of significance will be achieved following today's announcement, other than further irritating certain MPs with unrealistic expectations, along with all the vested interest groups within the residential property sector. This includes those proclaiming the need to abolish a 'feudal system', those wanting certainty and a better way to structure new developments, those wanting significantly greater protections from abuse for leaseholders, and those wanting to protect and realise their investments.

Last but not least, it also disappoints those of us who have been hoping for many years now for a co-ordinated and fundamental overhaul of the areas that have let leasehold down as a system of tenure, and who believe a better way (absolutely not commonhold) is well within our capabilities.

None of today's proposals deal with the fundamental issues troubling the housing market, such as lack of supply, uncertainty regarding future regulation, unsuitable stock for our environmental ambitions and our population profile, and of course the affordability crisis."

Renters' Reform Bill – comments from George Cohen, Associate Solicitor in the Real Estate Disputes Team at Irwin Mitchell

"It does now appear that the Government is committed to passing the Renters Reform Bill before the next general election. After persistent contradictory comments from the Department for Levelling Up, Housing and Communities, the Government seems intent on pushing it through.

Despite the Government's persistence, it remains to be seen how viable it will be to enact the legislation in the near future. As per the response to the Levelling Up, Housing and Communities Committee's fifth report, the Government confirmed that it does not intend to proceed with the abolition of Section 21, until Court reforms have taken place.

The Government obviously thinks that it can proceed with this swiftly, but it is difficult to see how this significant undertaking can be achieved in the foreseeable future. That said the Renters Reform Bill could be passed before the Court reforms are complete, because most of the key changes in the Bill will only be enacted by future regulations. The legislation could therefore be finalised and enacted, with sufficient time to implement court reforms before the regime actually comes into force.

In the meantime, the Government has demonstrated some flexibility with the Bill in response to the Levelling Up, Housing and Communities Committee's fifth report. For example, the Government has accepted comments that the student housing market will need to retain the expectation of short-term lets. The Government has not been convinced to keep fixed-term tenancies, but instead, will include a new ground for possession to facilitate the yearly cycle of student lets. It remains to be seen exactly how the new ground will operate, and whether it will satisfy the concerns of those in the student housing market."

Leaseholder Protections: Qualifying Leases and the Qualifying Time

The Property Institute was one of a number of stakeholders who flagged what appeared to be a rather obvious error with section 119 of the Building Safety Act 2022.

As agents will know, where a lease is extended, by operation of law the original lease is surrendered and a new lease is then granted. The original drafting of section 119 explained that a qualifying lease had to be held at the qualifying time, i.e. 14th February 2022. This meant that if a qualifying leaseholder extended their lease, that they surrendered their existing lease and were granted a new lease. As the new lease will not have been granted before 14 February 2022, the statutory leaseholder protections in the Building Safety Act 2022 could not apply.

DLUHC proceeded to update their guidance, indicating that they were "..looking to legislate to resolve this issue as soon as Parliamentary time allows". We now have the legislation in the form of the Levelling-up and Regeneration Act 2023, which received Royal Assent on 26th October.

Section 243 of the Levelling-up and Regeneration Act 2023 inserts a new section 119A into the Building Safety Act. It introduces the concept of a "connected replacement lease". A connected replacement lease will also be a qualifying lease where the new lease replaces a qualifying lease.

This new provision will have retrospective effect. This means that any losses of qualifying status will be reversed.

The new provision will come into force at the end of the period of two months beginning with the day on which the Act is passed (i.e. 26th December 2023).

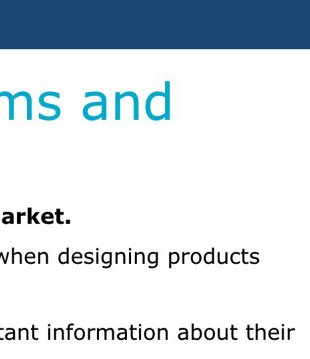
SECOND STAIRCASES: BUILDING REGULATIONS FOR NEW BUILDINGS OVER 18M

Developers will have a transitional period of two-and-a-half years before they have to put a second staircase into buildings that are 18 metres or taller, the housing secretary has stated.

Announcing the intended transitional arrangements for the policy in a statement on October 24th, Michael Gove said this period will begin from the date the Government publishes and confirms the changes to Approved Document B(the Government's building guidance covering fire safety). House builders will then have 30 months from this date, during which new building regulations applications can conform to the guidance "as it exists today", or to the "updated guidance".

In his July 2023 speech on the long-term plan for housing, Mr Gove confirmed that the Government will impose a requirement for second staircases on all new buildings that are 18 metres or taller, lowered from the 30 metres proposed when the initial consultation on the policy launched. He said this followed "confirmation from expert bodies that they support this threshold." At the time, Mr Gove said interim measures will be put in place with the "aim of securing the viability of projects which are already underway." Since the July announcement there have been regular reports of schemes being cancelled or delayed due to the uncertainty while a Government decision was pending.

A single staircase was one of the complicating factors at Grenfell Tower. After firefighters based their operations in the stairwell and wedged open doors to run hoses, the stairwell was filled with smoke from burning flats, which hindered residents' escape.



In his statement on Tuesday, Mr Gove said the Government is "committed to ensuring that people can be confident that our buildings are safe." He added: "In July, I confirmed that I intend to introduce new guidance requiring second staircases in new residential buildings in England above 18 metres. "This not only reflects the views of experts including the National Fire Chiefs Council and Royal Institute of British Architects, but also brings us into line with countries – including Hong Kong and the UAE [United Arab Emirates] – in having a reasonable threshold for requiring second staircases."

After the two-and-half-year transition period, Mr Gove said "all applications will need to conform to the new guidance." Any approved applications that do not follow the new guidance will have 18 months for construction to "get underway in earnest". If not, they will have to submit a new application following the new guidance. "Sufficient progress, for this purpose, will match the definition set out in the Building (Higher-Risk Buildings Procedures) (England) Regulations 2023 and will therefore be when the pouring of concrete for either the permanent placement of trench, pad or raft foundations, or for the permanent placement of piling has started," Mr Gove said.

FCA Confirms Leasehold Buildings Insurance Reforms and Final Rules

The FCA has confirmed new measures to support leaseholders in the multi-occupancy buildings insurance market.

From the new year, insurance firms will be forced to act in leaseholders' best interests, treat leaseholders as customers when designing products and will be banned from recommending an insurance policy based on commission or remuneration levels.

Insurers will also be required to ensure that their insurance policies provide fair value to leaseholders and provide important information about their policy and its pricing, including the detail of any commission paid, for leaseholders.

The FCA's action follows its review of the multi-occupancy buildings insurance market, which found that leasehold buildings insurance premiums had risen significantly since the Grenfell tragedy, with leaseholders facing substantially higher costs and poor value.

Who this is for:

- regulated insurers and intermediaries
- industry groups and trade bodies
- unregulated firms involved with multi-occupancy buildings, such as property managing agents
- freeholder owners who are landlords of multi-occupancy buildings
- leaseholder representative groups and individual leaseholders

Sheldon Mills, Executive Director of Consumers and Competition, said: "Insurance firms must now act in leaseholders' best interests and ensure that their policies provide fair value. Our reforms will help to strengthen the insurance market by providing new protections for leaseholders. We will not hesitate to take action if firms breach these rules."

Following a review into broker remuneration practices, the FCA expects brokers to immediately stop paying commission to third parties (including property managing agents and freeholders) where they **do not have appropriate justification** and **evidence** for doing so in line with our rules on fair value.

The FCA will undertake further reviews across various products and will consider the full range of regulatory tools available to it as this work is progressed.

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

The rules will come into force on 31 December 2023.

Click here the FCA Policy Statement and Final Rules

Visit the PM50 Website!

50 PROPERTY MANAGEMENT

2023 Winners

Property Management Recruitment (PMR) and Flat Living are proud to announce the 2023 Property Management 50 Awards Winners!

Property Managers | Build to Rent | Influencers | Legends | Rising Stars | Suppliers

Recognising & Celebrating Excellence in Residential Property Management

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

© 2023 Property Management 50

PMR FlatLiving®

Influencer Winners

Colin Horton

Joe Goss

Karen Bolland

Michael Paul

Stevie-Louise Boxall

Helen Roberts

Joe Mallon

Rochelle Menville

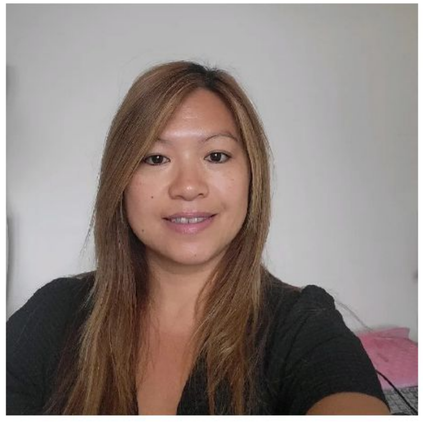
Emma Blaney

Legend Winners

Darren Rogers

Emily Gray

Rob Mayo



Yen Ly Nguyen

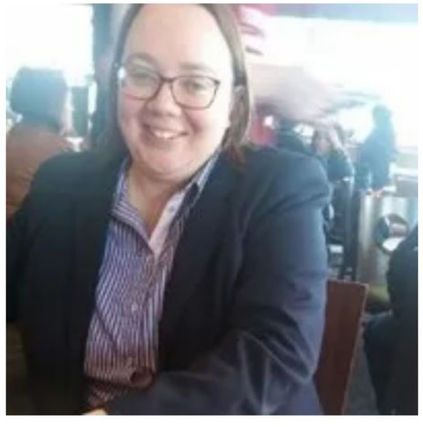
Build to Rent Winners

Eliza Pattinson

Nick Edwards

Rebecca Whitehead

Lesley Roberts



Rachel Golby

Freya Richard

Property Manager Winners

Beverley Wootton

Caitlin Stevens

Eszter Varszegi

Georgia Strange

Sam Barber

Samantha Bishop

Sarah Porter

Eleni Polycarpou

Katie Julier

Molly Wheeler

Marie Wakeling

Claire Bates

Michael Pilling

Rising Star Winners

Chantelle Monks

Dani McDonald

Josh Ingram-Chorley

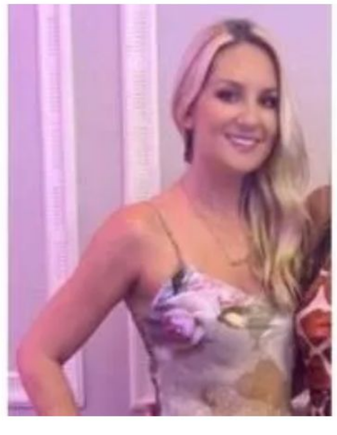
Vaidas Prichodka

Levi O'Brien

Jodie Worrall

Georgia Brooks

Candice Drane



Jade Richmond

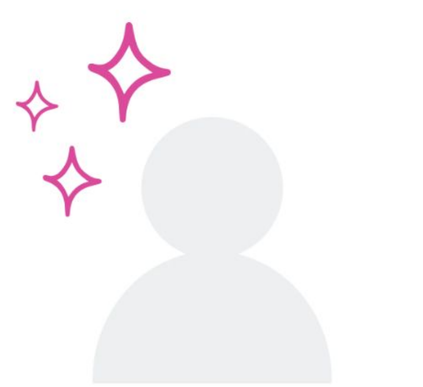
Supplier Winners

Andy Blackmore

Emma Bush

Jon Livemore

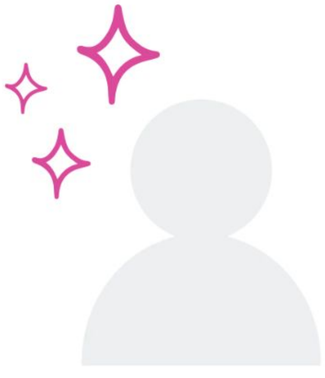
Karen Combellack



Paul Bennet

Andre Backner

Nile Brown



Robin Gleeson

The Leasehold and Freehold Bill: What Do the Proposals Mean?

Bishop & Sewell
Monro Wright & Wasbrough

www.bishopandsewell.co.uk

The proposal for a Leasehold and Freehold Bill in the King's Speech on 7 November 2023 demonstrates an ongoing and determined commitment by the government to reform of the residential leasehold sector – and for leaseholders and freeholders, there are immediate questions and considerations.

Whilst the provisions outlined in relation to the proposed Bill fall short of making it mandatory for all new flats to become freehold, there is clear evidence of a determined resolve to make real and lasting change in this area.

The fact that there is no promise of a ban on new leasehold flats will upset many who have been campaigning for this to be the case. This is because commonhold, the possible alternative to leasehold which has been on the statute books since 2002, is not yet 'fit for purpose.' A lot more work needs to be done to the current version of commonhold and the government recognises this.

The plans that have been outlined so far suggest a number of changes that will be of significant interest to leaseholders looking to extend their leases or buy their freeholds, assuming of course that these proposals are in fact carried forward into law. For freeholders, there is less good news as it appears that the Bill would significantly impact the value of their assets.

What are the proposed changes?

The proposed changes announced have all been the subject of previous commentary or commitments given by the government since the White Paper 'Fixing our Broken Housing Market' (February 2017), and the subsequent consultation 'Tackling Unfair Practices in the Leasehold Market' (2017) and the government's response to this. This process culminated in the Law Commission's extensive review of the law relating to the areas of Enfranchisement, Commonhold and the Right To Manage in 2018, with its outcome reports in each area published in 2020.

A summary of the 'headline news' relating to the each of the proposed reforms as announced on 7 November 2023, and what these might mean for leaseholders, appears below:

Increasing the standard statutory lease extension term from 90 years to 990 years

This change will ensure that once extended, a lease will never need extending again under the statute.

Even if no other reforms are introduced to the valuation mechanism, the additional cost of making the lease this much longer will not be significant as the 'expensive' part of a lease extension relates to the part that is nearest the end of the lease term and the cost of extending beyond that diminishes in a non-linear, decreasing way.

This is a common-sense change and one that will avoid the need for statutory claims to be repeated where the original lease is short. Both freeholders and leaseholders are likely to find this a workable change, particularly as the proposals are very likely to retain the landlord's redevelopment break rights, meaning that consistency of estate management will be preserved.

Removing the requirement for leaseholders to have owned their property for at least two years prior to extending

This change will be welcomed by all those engaged in the buying and selling process. Here, assignments of the claim will presumably still be possible, but the buyer will then have the option to wait two years prior to extending, if they so wish, provided that the lease terms are acceptable for mortgage purposes as at the date of the purchase.

This additional flexibility will benefit leaseholders having purchased a property, as they will not have to put up with a diminishing lease length for two years before being able to make a claim.

Bearing in mind the delays at the Land Registry, and given that the leaseholder currently needs to have been the registered owner for two years to qualify, this will be a significant benefit.

However, this will not help anyone who needs to have a lease extended so that the extension is in place 'as of completion.' In this sort of case, a deal will still have to be made with the freeholder directly.

Increasing the 25% non-residential limit for mixed-use buildings to qualify for enfranchisement

There is a proposal to increase the qualification threshold so that buildings that are in mixed-use will qualify, provided they are not more than 50% non-residential. Similar reforms are proposed in relation to the Right To Manage.

This will enable a larger number of buildings which currently do not fall within the enfranchisement legislation to exercise the right of collective enfranchisement. This may cause some consternation for investors / developers who have specifically either bought or designed buildings that are configured in this way.

There will be many more cases of mixed-use management and commercial tenants who may have to accept a residential RMC as their landlord. Currently, there is no detail as to whether any scheme of mandatory leasebacks might be proposed to reduce the cost in this sort of scenario. This was suggested in a DLUHC consultation in January 2022.

Banning the creation of new leasehold houses

This honours a commitment made by way of a previous ministerial pledge by Sajid Javid when he was Housing Minister back in 2017. No detail of the exact proposal exists at the moment, but it might be anticipated that this will only affect new builds.

There are other separate proposals in relation to service charges and transparency which may also help all leaseholders.

Bringing estate management charges into the service charge legislation

This is good news for freehold owners on mixed estates as there is a commitment to bring 'estate management charges' under the remit of the service charge legislation. Currently, when estate management charges apply to freehold houses, these do not fall under the service charge legislation and cannot be challenged on grounds of reasonableness in the tribunal.

Valuation reforms – Making it cheaper and easier to enfranchise or extend your lease

These are the proposed reforms that will be of most of interest to anyone looking to enfranchise or extend their lease: the proposals to amend the valuation system so as to affect what a leaseholder will have to pay to do this.

The short notes that accompany the King's Speech are very light on detail on this, but the one key ministerial commitment which does appear is the promise to 'make it cheaper and easier' for those looking to collectively enfranchise, or to extend their lease. This phrase echoes the exact words used in the terms of reference given to the Law Commission and we now have some more detail on what may be proposed in relation to this.

Capping ground rent

Following the introduction of the Leasehold Reform (Ground Rent) Act 2022 it is now not possible to charge a ground rent in a new residential lease. On renewal of a lease on a voluntary basis, the ground rent may not exceed the current rent payable or be imposed after the end of what would have been the original lease term.

There is now a commitment to hold a consultation on capping the level of ground rent that can be charged under an existing long residential lease. This consultation was launched on 9 November 2023 and is open until 21December 2023.

Full details of the consultation appear at:

https://www.gov.uk/government/consultations/modern-leasehold-restricting-ground-rent-for-existing-leases

The consultation sets out a range of options such as reducing all current ground rents to zero, freezing them at current levels or setting a numerical threshold. The other option discussed is to cap them at a fraction of the value of the property.

It is impossible to predict which of these might be opted for by the government to take to parliament, but one thing that we can perhaps predict is that there could be fairly extensive scope for debate in parliament around these measures.

There might be the possibility of a challenge on Human Rights grounds if any change is too 'extreme' – however, this is very much just speculation at this stage. Freeholders may be less than impressed with these options – the best of which (for them) is to cap ground rents at a fraction of market value.

What would the effect of capping ground rent be?

If the intention is to limit the level of ground rent that can be charged, this will benefit leaseholders on two fronts.

Firstly, the leaseholder will have a lower medium to long term expenditure on ground rent in the lifetime of the lease, and those with excessive or doubling ground rents will have an automatic solution to their problem.

Secondly, if a cap is introduced and this also follows through into the valuation mechanism, then it will reduce the amount to be paid on enfranchisement as the ground rent must be 'bought out' when buying the freehold or extending the lease.

Conversely, freeholders will see both a reduction in ground rent income and also an impact on the capital value of their assets.

A potentially bigger change – Removing marriage value from the calculation

Currently, where a lease has less than 80 years to run, the leaseholder must pay an additional piece of compensation called 'marriage value.'

Reading between the lines in the notes that accompany the King's Speech, it is clear the government has made a commitment to the removal of marriage value from the lease extension and enfranchisement calculation.

However, what is not at all clear is how this will be done or indeed when. Whilst there is a suggestion that such an amendment can perhaps be inferred, it is not clear whether this would be part of the same Bill. The choices around valuation reform are political and will need to be debated by parliament.

There is also the possibility of a Human Rights Act challenge, which could happen if any changes are deemed to be disproportionate.

At this stage we do not yet have any information as to whether there will be a challenge of this sort as the proposals themselves are not laid out in such a way as to be able to be fully understood or appreciated in any detail.

What does all this mean in practice?

A lot of the above is potentially good news for leaseholders as they will find it easier to exercise their rights in the future once this legislation is enacted, assuming of course that it is.

Freeholders will want to see what the results of the consultation will bring, and also consider the further detail – when it emerges – around the proposed removal of marriage value from the calculation.

The key question at this stage is when any such reforms might be introduced and also, what the detail of the proposals, including the proposed valuation reforms, will be.

Is there a possibility of the Bill being "bogged down" and/or the government becoming embroiled in litigation whilst some or all of their decisions or proposals are subject to legal review? At this stage we simply cannot say. To comment further we need a draft Bill.

How soon could all this become law?

The first thing to say is that just because a Bill has been proposed, it does not necessarily mean that it will be enacted in these exact terms.

However, assuming that a draft Bill is produced and put before parliament during this session of parliament, it is possible that an initial piece of legislation could make it towards the statute books within a year to eighteen months.

As mentioned above, the prospect of wider reform – including valuation reform – is potentially something that may take a lot longer. For this reason, it is possible that the more 'straightforward' elements – such as making lease extensions 990 years long, removing the two-year rule and changing the threshold for qualification, could become law sooner, but it very much is a matter of guesswork at this stage.

As ever, therefore specific advice will be required in each individual's case as to whether to proceed and what the right thing to do will be.

The one point of certainty is that if a property is currently unmortgageable, or unsaleable because of lease length or other issues, then the only course of action that will remedy this is to take action under the existing legislation.

The other unknown factor is the possible timing of any general election although it is worth noting that all of the major parties appear to be committed to a programme of reform in this area.

For the moment then it seems that the answer to the question of what to do next, is to carefully consider your individual position and to take expert advice, as this will very much depend on the specifics of any given situation.

This note has been prepared based on the information available at the time of writing and is not a substitute for legal advice. Advice in relation to any particular matter or set of facts will need to be considered on a case by case basis.

Author:

Mark Chick

Bishop & Sewell LLP

12th November 2023

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

Bishop & Sewell | 020 7631 4141 | leasehold@bishopandsewell.co.uk

Bishop & Sewell
Monro Wright & Wasbrough

Share this page on social media

Bishop & Sewell
Monro Wright & Wasbrough

WITH YOU FOR LIFE

Our teams:

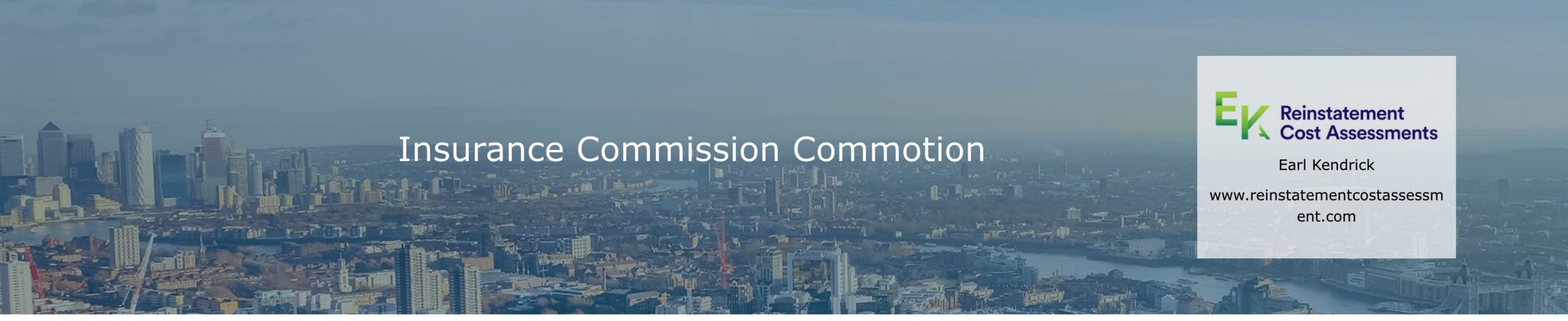
Commercial Property
Corporate and Commercial
Employment
Family Law
Landlord & Tenant
Litigation and Disputes
Private Wealth
Residential Property

Bishop & Sewell LLP Solicitors 59-60 Russell Square London WC1B 4HP
+44 (0)20 7631 4141 mail@bishopandsewell.co.uk @BishopandSewell
Authorised and regulated by the Solicitors Regulation Authority (443824)

ALEP ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

Beautifully straightforward legal advice

bishopandsewell.co.uk



Insurance Commission Commotion

Reinstatement Cost Assessments
Earl Kendrick
www.reinstatementcostassessment.com

Hot on the heels of the successful and inaugural Manchester event on 28 September, Proper Talk returns, this time in central London for a breakfast session on 6 December.

Proper Talk is a robust expert panel discussion in front of an audience of property professionals. It is a joint venture of Bridge Insurance Brokers, JC Property Consultancy and my own company, EK Reinstatement Cost Assessments, and the first two events are dominated by the insurance issues of day: Insurance commissions/remuneration, fair value assessments, the dangers of over and under-insurance, and the growing threat to all stakeholders of costly litigation if you get it wrong!

As a building surveyor and practitioner of reinstatement cost assessments, I have always appreciated that the two main ingredients of a buildings insurance premium are: (1) the rate that the insurer charges you, and (2) the declared value (rebuild cost) of your property.

It's a simple equation:

Rate (%) x Declared Value (£) = Premium (£)

An example:

0.15% x £5,000,000 = £7,500 plus insurance premium tax of 12% = £8,400.

This £8,400 is what the leaseholders are obliged to pay, usually requested via the service charge.

So the higher the rate and/or the higher the declared value, the higher the premium that leaseholders pay.

My job and that of my team is to deal with the second part of the equation (declared value), and our approach is 'lean and accurate'. Too low a declared value, then you run the risk of under-insurance. Too high a declared value, and your leaseholders are paying more than they need to.

My colleagues at Bridge Insurance and other reputable insurance brokers are responsible for procuring buildings insurance policies from underwriters that set the rate (%), so this is just as important as getting the rebuild cost right. The rate includes both the net cost of the insurance AND insurance commission received by the broker. Brokers legitimately earn commissions from insurers, and if these are reasonable and commensurate with the work required in procuring and managing the policy, there are rarely any disputes.

However, when the total commissions are deemed to be excessive, this is when the Financial Conduct Authority (FCA) may step in to put a stop to the 'profiteering'.

Back in January 2022, the Secretary of State for Levelling Up, Housing and Communities wrote to the FCA and the Competition & Markets Authority (CMA) in relation to buildings insurance premiums for leaseholders living in buildings with cladding. The Association of British Insurers (ABI) and British Insurance Brokers' Association (BIBA) sat up and took notice, and encouraged their members – insurance underwriters and insurance brokers – to act reasonably and sustainably. These enquiries in relation to the most at-risk blocks of flats, led to a wider investigation and consultation into the practices of blocks of flats insurance brokers in particular. This investigation brought into scope managing agents and landlords both of whom legitimately (and not so legitimately) share the broker's commission.

Much consultation later and the Department of Levelling Up, Housing and Communities (DLUHC) and the insurance regulatory body, the FCA, announced the following on 29 September 2023:

1. FCA: From the new year, insurance firms will be forced to act in leaseholders' best interests, treat leaseholders as customers when designing products and will be banned from recommending an insurance policy based on commission or remuneration levels. Insurers will also be required to ensure that their insurance policies provide fair value to leaseholders and provide important information about their policy and its pricing, including the detail of any commission paid for leaseholders.
2. DLUHC announced that it intends to ban the payment or sharing of insurance commissions with property managing agents, landlords and freeholders. The FCA will work with DLUHC to ensure that this action is fully delivered, including changing FCA rules if required.

Proper Talk on 6 December promises to be a lively affair. Robust discussion will be matched by practical advice, and attendees will have an opportunity to pose questions to a property, legal and insurance expert panel.

For further information about Proper Talk, contact me on james@earlkendrick.com.

Author: James Paul MRICS, Director, EK Reinstatement Cost Assessments

james@earlkendrick.com

07885 881 849

Share this page on social media

Block Management – A Spotlight On The Small Operator

B-hive Block Management Partners

www.b-hivepartners.com

The block management industry has lots of smaller operators, working in their geographical area, and forming part of the local community around them. The personal touch they bring to the table is unparalleled. Yet, the challenges they face, from compliance to operational overheads, often stifle their growth and potential.

Enter B-hive Block Management Partners, a company committed to empowering the small operators, helping them have the best of both worlds by supporting them in the background as a credible, capable Partner enabling the local operator to deliver good block management services, knowing their back office solution is covered.

Understanding the Unique Place of Small Operators

As recent industry conferences confirmed, in the vast expanse of the block management industry, smaller operators have a distinct role. They often offer bespoke services tailored to individual clients, prioritise quality over quantity, and can pivot quickly without being ensnared by the red tape of larger corporations. They have the flexibility to set their own competitive prices, believing steadfastly in the unique service they provide. This is the essence of the boutique operator: personal and customer-centric.

B-hive's Answer to the Small Operator's Needs

B-hive Block Management Partners is a fresh and transformative approach to estate and block management. We believe the future of block management lies in partnerships, with B-hive as the trusted, credible and capable partner, managing the complexities behind the scenes, allowing you to focus on delivering a high level of service to your customers and setting your charges at the level you feel valued at. We provide the necessary back-office solutions to client finance service charge accounting, compliance, marketing, systems, software, a client portal and comprehensive training to hit the ground running, enabling you to perform the role of Block Manager compliantly and efficiently.

At B-hive Block Management Partners we are well-aware of the distinctive challenges and advantages of the smaller block management operator.

Simplifying Block Management:

Block management can be complex, with various facets to handle. We offer streamlined processes and state-of-the-art software solutions, making the management aspect seamless and more accessible for you. By breaking down intricate tasks and offering clear guidance, we empower you to provide quality services without getting overwhelmed.

Lowering Overheads:

High operational costs can be a hurdle for smaller agents. Our business model helps reducing the need for extensive infrastructure and ensuring that you only pay for the services you utilise, enabling you to maintain lower overheads and focus on delivering quality property management.

Best of Both Worlds:

By partnering with B-hive, you can enjoy the benefits of an expansive network and vast resources, while maintaining your independent brand identity and decision-making power. Our model combines the benefits of your local and personal business with the resources and expertise typically found in larger companies.

Harbour Compliance:

Compliance is non-negotiable in the block management industry. Our expertise ensures that all regulatory and best practice requirements are met, safeguarding your reputation and operations. Regulations can be tricky to navigate, especially for small businesses that may not have dedicated teams to focus on each specialism required, often relying on the business owners to have the solution. B-hive steps in to ensure that all processes and operations are compliant, mitigating risks and ensuring peace of mind.

Enabling Growth:

B-hive's support system, from training to robust processes, empowers you to grow compliantly and competitively in the modern landscape. By handling many of the complexities of block management, we allow you to focus on scaling your operations and expanding your new business opportunities.

Supporting Independence:

Small operators often thrive on offering unique, tailored services. At B-hive, we ensure this independent spirit is nurtured and not stifled, providing the necessary support, while allowing you to maintain your bespoke services.

Wellbeing & Balance:

By taking on many of the challenging aspects of block management, B-hive helps you strike a better work-life balance. With our comprehensive support, you can focus on client relationships, knowing that you have a competent, compliant partner handling the back-office complexities.

Unhindered by Red Tape:

Unlike large corporations with multiple layers of decision-making, by partnering with B-hive you can make swift decisions, adapt to changes and provide timely solutions to your clients.

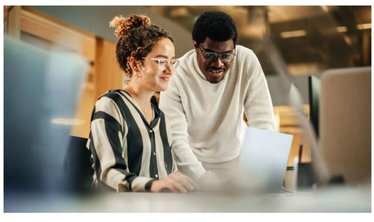
Value-driven Fee Model:

As B-hive operates in the background, this allows you to charge fees that reflect your value. This ensures that clients receive quality services without the pressures of a race-to-the-bottom pricing model. This transparent model not only helps you in reducing overheads, but also ensures that you can invest more time in operating your block management business confidently, knowing that you have the solid backing of B-hive in the background.

Client Finance and Service Charge Accounting

B-hive's Client Finance division is comprised of an expert team of 100+ people, who are responsible for managing clients' finances in a transparent, compliant and efficient manner. This allows you to focus on your business' growth and client relationships, knowing that the financial intricacies of block management are in capable hands. It also allows you to focus on Your Brand, not ours, reassuring that you are "powered by" a capable and credible Partner who has your back

B-hive's system provides meticulous tracking, allocation and reporting, ensuring that every penny is accounted for and every process is compliant with prevailing regulations. Clear and transparent, B-hive's system ensures that your residents, leaseholders and other stakeholders have visibility into how their funds are being used, fostering trust and reducing disputes. This robust service charge accounting capability allows you to operate with the same financial clarity and compliance levels as larger companies, without the hefty overheads.



Our service provision also extends to:

- Company secretarial
- Insurance
- Health and Safety
- Out-of-Hours
- Surveying
- Contractor Accreditation Scheme

A Brighter Future for Small Operators with B-hive

There is room for all types of operators in the Block Management space, with smaller operators now able to compete on a more even playing field as a medium to larger operator. The personal service and tailored approach the smaller operator offers, gives them a unique advantage.

With B-hive Block Management Partners, you not only survive, but also thrive in this competitive market. By providing a robust support system, B-hive ensures that you can focus on what you do best, while ensuring compliance, growth and an optimal balance in your block management journey. In an age where bigger isn't always better, B-hive stands as a testament to the power of collaboration and partnerships.

Contact us now to find out more:

0333 032 5920

info@b-hivepartners.com

www.b-hivepartners.com

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

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

B-hive Block Management Partners

Share this page on social media

B hive

Block Management Partners

YOUR CAPABLE AND CREDIBLE PARTNER IN BLOCK MANAGEMENT

Step Boldly Into Block Management With A Partner You Can Trust!

- Expert Service Charge Accounting
- Simplified Block Management
- Streamlined Operations and Reduced Overheads
- Unparalleled Compliance and Growth Support
- Best of Both Worlds

www.b-hivepartners.com 0333 032 5920 info@b-hivepartners.com

Feature: Maintenance, Repairs and Cleaning

Maintenance and Repairs in Buildings Built Before 2000

www.4siteconsulting.co.uk

Did you know that a staggering 85% of buildings in the UK contain asbestos, a naturally occurring material that was once the go-to choice for construction until 2000? Its popularity was largely due to its exceptional heat resistance and durability.

However, as most of us know, it is harmful to health when disturbed fibres are breathed in. Therefore, it was completely banned in the year 2000 but can still be found in properties built before this date. Property managers bear a significant responsibility when it comes to maintaining the safety of occupants and workers during maintenance or repair work therefore, we have put together an informative guide that navigates the complexities of asbestos in older structures.

"If you're responsible for maintenance of non-domestic premises, you have a 'duty to manage' the asbestos in them, to protect anyone using or working in the premises from the risks to health that exposure to asbestos causes." - Regulation 4 of the Control of Asbestos Regulations 2012

What Property Managers Should Be Doing (before any remedial works):

Yearly Asbestos Surveys

In any building constructed before the year 2000, an asbestos survey should have already been completed. If asbestos is discovered, property managers must prioritize yearly re-inspections to maintain compliance with legislation and monitor the severity of the asbestos.

Property managers need to have an up-to-date asbestos survey at the time of the maintenance works being carried out. The survey needs to be performed by qualified professionals who can pinpoint the presence, location, and condition of asbestos-containing materials (ACMs) within the building. It is crucial to emphasize that an outdated survey is potentially inaccurate, and it is imperative to keep it up-to-date to provide an comprehensive reflection of the building's current asbestos status.

Asbestos Record & Management Plan

Beyond the initial asbestos survey, it's crucial for property managers to maintain a comprehensive record of all surveys and re-inspections. This ongoing record is an essential component of effective asbestos management, and it should be updated regularly to reflect the status of ACMs within the building, regardless of whether any works are planned.

They must also have an asbestos management plan in place, irrespective of whether maintenance or repairs are currently needed. This plan outlines how ACMs will be managed and the processes in place to safeguard occupants and workers. It includes details of the severity of the asbestos, the risk assessments, and procedures for dealing with ACMs.

What Property Managers Need to Do Before Works Are Carried Out:

Selecting Qualified Contractors

When maintenance or repair work is required, property managers should select contractors who have undergone specialized asbestos training and hold the necessary certificates. This ensures that the individuals working on the building are well-prepared to handle asbestos-related risks and adhere to safe work practices.

Make the Contractors Aware

It is the responsibility of property managers to inform the contractors involved in the project about the presence of asbestos. Even if contractors do not explicitly request it, property managers should provide them with an up-to-date asbestos survey. This information is critical for contractors to plan their work safely and make sure the asbestos is not going to be disturbed.

The Different Scenarios That Could Play Out:

No Disturbance

In cases where maintenance or repair work can proceed without disturbing asbestos, there will be no need for a new survey to be carried out after. But Property managers should continue with yearly asbestos re-inspections.

Asbestos Disturbance

If the planned maintenance or repair work is expected to disturb asbestos-containing materials, property managers must arrange for licensed asbestos abatement contractors to remove the asbestos. Strict containment and removal procedures should be followed to prevent the release of asbestos fibres and protect everyone involved.

Post-Asbestos Removal

After a contractor has removed asbestos from your property, they should provide you with a certificate or documentation to confirm that the asbestos has been safely and properly removed. This documentation serves as proof that the asbestos removal work has been carried out in compliance with legal and safety standards.

You can then go ahead and proceed with the maintenance work or repairs.

Have Plans for Major Works?

If you are planning on taking on more extensive work, things such as the exterior, replacing the roof, window frames, exterior brickwork, facias, guttering, downpipes, and pathways, a Refurbishment and Demolition (R&D) Survey is likely to be required. An R&D Survey will be intrusive and involve destructive inspection, as necessary, to gain access to all areas, including those that may be difficult to reach. Under the Control of Asbestos Regulations 2012, there is a requirement for all Asbestos Containing Materials to be removed, as far as reasonably practicable, before major refurbishment or demolition takes place.

In conclusion, a proactive approach to asbestos management is essential for the safety of both occupants and workers. Since asbestos can be fatal and lead to severe illnesses like lung cancer, Property managers and contractors must carefully assess the situation and follow the appropriate protocols to maintain a safe and compliant environment.

For more guidance, or to get a quote, call us at 4site Consulting Ltd 01376 572 936 where our team is more than happy to help.

office@4siteconsulting.co.uk

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

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

4siteconsulting.co.uk | office@4siteconsulting.co.uk | 01376 572 936

Feature: Maintenance, Repairs and Cleaning

How to Prepare Your Home for Winter

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

As we approach the winter months, the changing weather conditions can cause damage to your home. However, with a few easy steps you can prepare your property for the long, cold months ahead.

1) Test your heating

As we transition from summer to winter, you'll probably be re-acquainting yourself with your heating. Before the weather gets really cold, start to think about whether your radiators need bleeding, check that your boiler is working and dust off the vents/filters for maximum benefit. This will give you some time to make sure everything is still working before the days get too cold!

2) Service your boiler

Check that the pilot light is on and re-light it if necessary. Instructions on how to do this will be in the boiler manual, or on the side of the boiler itself. It may also be worth having your boiler serviced by a Gas Safety registered engineer. This will ultimately give you peace of mind, as leaking carbon monoxide is a risk at any time of the year.

3) Check your windows and doors

Through the summer you may have left windows on the latch for some fresh air. To save on your heating bill, do a quick whip round and make sure they're shut tight ready for the colder weather. Also check whether there are any gaps in windows and doors so you can seal them and reduce draughts (and heating costs!).

4) Check your guttering

Clear any rubbish/leaves from your gutters to prevent a build-up which could result in icy, heavy gutters collapsing when the cold weather starts.

5) Hire a chimney sweep

The winter weather can cause damage to your chimney, so the pre-winter months are a great time to get your chimney swept.

6) Insulate your pipes

Insulating (or lagging) your pipes can reduce the loss of heating and also prevent them freezing and bursting.

7) Look after your pipes

As the cold weather sets in, the water in your pipes may freeze causing them to burst. Not only could this cause a lot of expensive damage, but it may mean you have to move out whilst the repairs are undertaken.

- Keep an eye on any cracks or holes that may appear in the outside walls that might let cold air make its way to your pipes. Seal up any gaps before they become a larger issue.
- Keep the heating at a low level (above 4°C) even when you're away from the property, as this will help maintain a consistent temperature around the pipes.

8) Locate your stopcock

Just in case of emergencies (such as burst pipes), knowing where your stopcock is will enable you to turn the cold water system off and limit further damage. The stopcock is usually located under your kitchen sink and normally looks like a tap/lever.

9) Bleed radiators

After a few months out of action, you may find that your radiators are cold at the top and hot at the bottom. This normally means the radiator needs bleeding. To make sure you're getting the most out of your heating (and money), test your radiators and bleed them as we transition into winter.

10) Use your heating timer

Using a timer for your heating can make sure your heating system runs smoothly, your house is a comfortable temperature and helps prevent your pipes from freezing and bursting.

11) Create a power cut kit

To avoid being caught in the dark, create a power cut kit. This could include torches, candles, matches, blankets, a battery-operated radio and maybe some board games for entertainment!

12) Make sure your oil tank is topped up

Using a timer for your heating can make sure your heating system runs smoothly, your house is a comfortable temperature and helps prevent your pipes from freezing and bursting.

13) Get your outdoor space ready

Making sure your garden is clear, clean and ready for winter is a good idea. Secure anything that could be swept away by the wind such as greenhouses, plant pots and wheelie bins. Keeping on top of any leaves in your garden is also a good idea so they don't build up over the autumn.

14) Brush up on drying washing indoors

This may sound strange, but drying washing indoors and avoiding condensation could be considered an art!

15) Ventilate your property

As well as drying washing properly, there are some other things you can do to prevent damp during the colder months. For example, to prevent warm air and steam entering colder rooms, close the kitchen door whilst cooking, use extractor fans in the bathroom etc.

16) Get your roof checked

Roof slates/tiles can become loose throughout the year and this could lead to leaks through the winter. It may be a good idea to get your roof inspected by a professional to make sure there are no areas that need fixing before the colder months.

17) Check your outdoor lights

As well as drying washing properly, there are some other things you can do to prevent damp during the colder months. For example, to prevent warm air and steam entering colder rooms, close the kitchen door whilst cooking, use extractor fans in the bathroom etc.

18) Brush up on your security

We've already mentioned that UK crime rates tend to be higher in the winter. For this reason, just check your doors, fences and gates are all working properly and secured.

For more articles by Adiuvo, please click here.

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

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

adiuvo

Share this page on social media

Feature: Maintenance, Repairs and Cleaning

How Well Maintained Is Your Lift?

Written by Daniel Cheesman

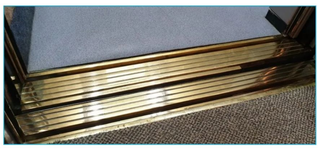
www.ardentlc.co.uk

The Flat Living Magazine theme for November reminded us of a survey we undertook some time ago, where the importance of an individual's attitude to maintenance was starkly drawn into context.

We were working in a private block of flats in a leafy part of Ealing, West London, when we met the onsite caretaker (rarely has a job title been more apt), Michael.

The block dated from the mid-60's and appeared to have had modest investment since construction; however, despite the ageing finishes within the property, the building and its surrounds were spotless, and the brass finishes within were immaculate offering a highly polished finish, seen only from years of elbow grease and attention to detail. The lift car tracks, (often subjected to high footfall and inevitable wear), shone brightly and were the first thing noted on arrival.

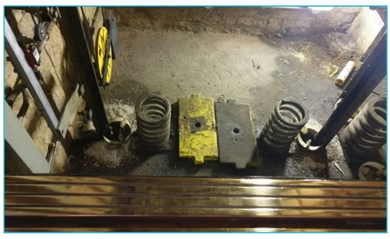
The image here shows the lift car (blue vinyl) and lobby area (carpeted) where the lift and landing sills meet, with the highly polished brass finishes described.



We commenced our survey and reviewed the normal areas we inspect, lift motor room, lift car top and shaft, etc to find the same level of maintenance seen in the common parts of the building were not being reflected by the incumbent service provider. Unfortunately, (and for a number of reasons), this appears to be the trend with the maintenance of lifts which we go and visit, and the care and attention shown by Michael in his day-to-day operations, is often not shown by the lift engineers.

The primary reason for this reduction in standards is often time/money, as lift contractors continually underbid one another to obtain more service opportunities, until the cost of the maintenance contract means doing the correct level of works is financially impossible. Instead, the lift engineer is given 10-15 minutes to attend to the 'maintenance' of the lift, barely enough time to travel to the motor room, sign the log card and head to the next visit.

It then becomes a false economy to lock into cheap contracts, as the lift inevitably falls into poor condition, and costs for breakdown/repair increase beyond the original maintenance charges, leaving lift service reduced and residents using the stairs more frequently, often for £3-400 saving per annum on the maintenance charges.



The image shows the lift pit as taken from the ground floor landing, the bright sill can be seen in the foreground, but the oil overspill, oil granules, waste materials and debris can be seen in the pit area, which in turn would see the lift engineer exit with begrimed boots possibly staining the landing carpet.

What levels of maintenance exist in the UK lift industry?

We are looking to implement a new maintenance contract for our lift, what level of cover should we look to obtain?

As "owners and operators", it is your responsibility under LOLER (Lifting Operations and Lifting Equipment Regulations 1998) and the Health and Safety at Work Act 1974 to ensure your lift is maintained on a regular basis. There are many variables in determining the frequency of programmed maintenance, i.e., the type of lift you have, the number of floors it serves and the level and type of use it is subjected to.

When deciding on the type of maintenance and maintenance company you require, it is important to remember servicing should be about preventative maintenance, highlighting the deterioration of components before they fail, providing a reliable lift service and lower running costs in the medium to long term.

Generally, within the lift industry, there are three levels of cover:

- Basic – this level of cover allows for the maintenance only of lift equipment. Often described as an "oil and grease" contract, the lift company should be servicing components of the lift installation, but within this cover, breakdowns, parts and labour are often excluded and are chargeable by the contractor.
- Intermediate – as the title suggests, this cover sits somewhere between the basic and comprehensive and should cover breakdown attendances, (usually during working hours), provided they are not due to misuse of the lift equipment. Some levels of intermediate cover will include perishable items, (door rollers, car shoes, etc), but this would be subject to the terms agreed within the cover.
- Comprehensive – comprehensive cover should include all maintenance, breakdowns and parts required to maintain and repair the lift throughout the duration of the contract. However, there are often caveats to this, (such as controllers, machines, and door operators being excluded as high-cost items), so it is always important to review the level of cover prior to signing the contract.

Generally, a comprehensive level of cover offers better long-term value, (despite often costing twice the annual cost), as it means the lift contractor is more focused on preventative maintenance and a first fix for breakdowns.

Am I receiving the correct level of maintenance?

I am not an expert in the lift industry, how do I ensure what my maintenance company is doing is correct?

Good maintenance coupled with technical support is essential for providing a reliable lift service. Lift designs vary greatly and require different levels of technical ability to maintain them correctly. Unreliability may be due to the age of equipment and obsolescence of replacement parts. Other causes may include inadequate workmanship, poor adjustment levels, or poor quality of maintenance.

An unreliable lift is not only measured by the frequency of breakdowns, other issues such as poor levelling, noisy operation and performance issues are tell-tale signs that the lift is not correctly adjusted, which could potentially lead to larger issues.

Some simple signs to look for from your lift would be the following:

- Lift stopping too high or too low at the landing floors
- Doors opening or closing frequently before commencement of travel
- Scrapes, knocks or bangs when the lift travels through the lift well
- Excessive noise or heat emanating from the machine room (space)
- Incorrect floor designation when the lift is called

Behind all the above issues, there are often simple causes that require minor adjustment to rectify, provided the problems are diagnosed in the correct manner.

Regular maintenance should be coupled with thorough examinations of the equipment by a competent person. Thorough examinations should NOT be confused with preventative maintenance, although they have some elements in common.

LOLER Inspections

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) introduced new requirements for the safe provision and use of lifting equipment. Regulation 9 of LOLER requires that all lifts provided for use in work activities are thoroughly examined by a competent person at regular intervals.

Who is a Competent Person?

- Lift Insurance Inspectors
- Client appointed persons (The person who is responsible for ensuring compliance to LOLER 1998 & HASAWA 1974 for that client) usually in larger organisations
- Lift Engineer where they deem a specific component to be requiring a further in-depth examination

A thorough examination is a systematic and detailed examination of the lift and all its associated equipment. Its aim is to detect any defects which are, or might become, dangerous. The competent person should then report them to the duty holder, and if appropriate the enforcing authority, (the Health and Safety Executive or Local Authority).

The competent person is legally required to send you a written and signed copy of the report identifying any defects which need to be addressed. Giving details of any repair, renewal, or alteration required to remedy the defect, and a date by which it should be undertaken.

How do I know if my service provider is addressing the identified defects?

It is important to obtain written confirmation of the completion of the identified defects, particularly those of a timed nature. Subject to the level of maintenance contract in place, many items

highlighted within the LOLER inspections can be addressed during the next scheduled maintenance visit.

However, on occasions, the lift contractor will need to quote for works beyond their contractual remit. This is often where the process falls down as the client is not always keen to spend further monies on works, and it often results in repeat items being seen on the reports. Key to this is often ascertaining what is mandatory for the client to undertake, and what is recommended but not enforceable.

ARDENT Lift Consultancy can assist our clients with all maintenance issues by undertaking maintenance audits to assess quality of workmanship, adjustment levels, cleanliness and compliance with current Health and Safety legislation, whilst inspecting documentation found at site, ensuring the performance, reliability, and life expectancy of the equipment is maximised in a cost-effective manner, and providing alternative solutions where required.

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

ardentlc.co.uk

info@ardentlc.co.uk

07792 395 259

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

ardentlc.co.uk | info@ardentlc.co.uk | 01394 200328

ARDENT LIFT CONSULTANCY

Share this page on social media

ARDENT
LIFT CONSULTANCY

Advice you can trust

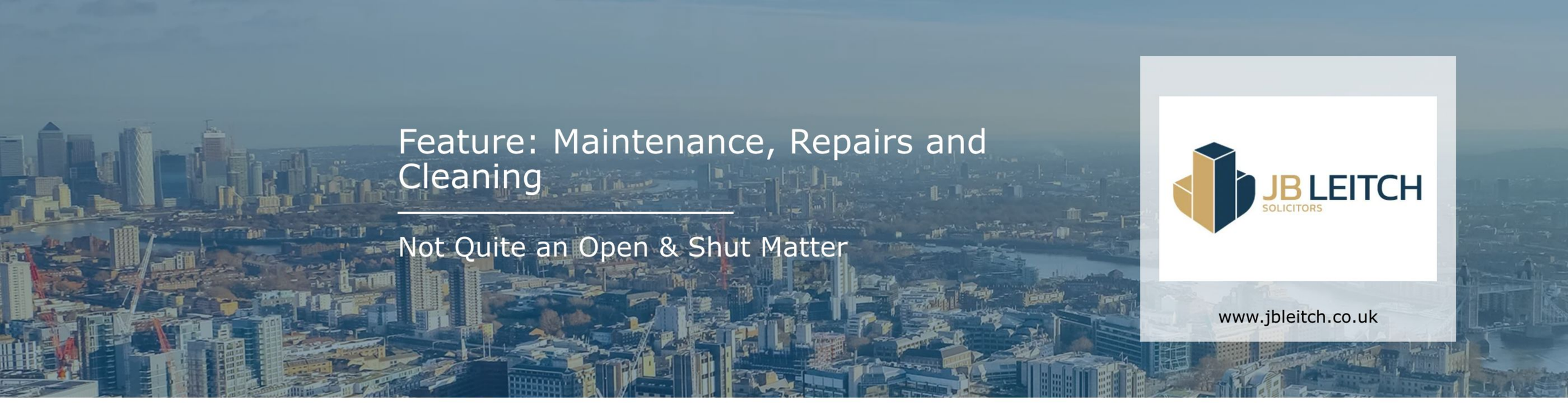
As independent lift consultants, ARDENT Lift Consultancy recognise the importance of offering unbiased and accurate advice to our clients.

Whether working with Architects looking to build practicality into their vision, or a Property Manager with time constraints seeking immediate solutions, we totally understand.

Our services to support you on every level!

- Impartial Expert Advice
- Condition Surveys
- Traffic Analysis
- Specification Writing
- CDM Principal Designer Role
- Project Management
- Witness Testing

info@ardentlc.co.uk
01394 200 328



Feature: Maintenance, Repairs and Cleaning

Not Quite an Open & Shut Matter

www.jbleitch.co.uk

The question of who is responsible for the maintenance and repair of flat front doors for the purposes of ensuring fire safety is a question that arises often. In this brief article, the building safety team at JB Leitch explore the question further and provide key pointers for Landlords and Managing Agents to consider.

Determining responsibility for the maintenance and repairs of flat front doors in leasehold properties can often be a source of confusion and dispute, especially in the context of works required to ensure that the doors meet requisite fire safety standards. The starting point, is to consider the terms of the lease agreement and the extent of the leaseholder's demise. However, recent legislation has considered responsibility for flat front door upkeep required to make the door suitably fire resistant.

Following the Fire Safety Act 2021, which confirmed that flat entrance doors are now in scope of the Regulatory Reform (Fire Safety) Order 2005 (the "Fire Safety Order"), the rules regarding inspection and maintenance of flat front doors are supplemented by the Fire Safety (England) Regulations 2022 (the "2022 Regulations").The 2022 Regulations, which came into force on 23rd January 2023, made it a legal requirement for the Responsible Person (as defined in the Fire Safety Order and could include landlords, management companies, Right to Manage companies or managing agents) in relation to blocks containing two or more dwellings to:

- Take account of flat entrance doors in a Fire Risk Assessment ("FRA") of the building and review the FRA regularly.
- Put in place general fire precautions, which includes making sure that all fire doors (including flat entrance doors) are capable of providing adequate fire protection.

The 2022 Regulations also require Responsible Persons, as part of its wider obligations, to display and share fire safety instructions to residents as soon as reasonably practicable after they move in and at periods not exceeding 12 months thereafter to provide to residents of all multi-occupied residential buildings with two or more sets of domestic premises (that have common parts) information about fire doors and particularly flat entrance doors. Such information should include that: i) fire doors should be shut when not in use, ii) residents and their guests should not tamper with self-closing devices on fire doors and iii) residents should report any fault with, or damage to, fire doors immediately to the Responsible Person.

Where a block is over 11 metres in height, the Responsible Person is required to comply with the additional duties including flat entrance door checks not less than every 12 months. In accordance with the guidance to the 2022 Regulations, it is intended that the Responsible Person, or their staff, can carry out the checks such that the checks should not involve technical examination of doors or the original standard of installation.

Additional duties are imposed on the Responsible Person of higher-risk buildings, meaning those exceeding 18 metres in height. Such duties include (broadly):

- Providing suitable signage to assist fire and rescue service crews with orientation in the event of fire.
- Provide a secure information box (to be inspected at least annually to ensure that it remains secure), readily available to the fire and rescue service, containing details of the Responsible Person, the persons entitled to access to the behalf of the Responsible Person and the floor and building plans.
- Provide an electronic record of the design of the external walls of a building to the fire and rescue service.
- Provide electronic copies of the floor plans and building plan to the fire and rescue service.

Undertake monthly routine checks of all relevant lifts (intended to be used by fire fighters and the evacuation of disabled people, rising mains, smoke control systems, fire suppression systems, fire detection and alarm systems, evacuation alert systems and automatic fire door opening or closing systems.

Access: The Lease Agreement:

In most leasehold properties, the lease agreement specifies the responsibilities of both the leaseholder and the landlord concerning maintenance and repairs of flat entrance doors. If the landlord or management company is responsible for the maintenance and repair under the lease, then consideration has to be given to the access provisions in the lease. This also applies for the purposes of the carrying out by the Responsible Person of its duties outlined above.

The intention of the 2022 Regulations seems to be that arrangements should be made by leaseholders to grant access to flats to enable the Responsible Person to carry out its duties in relation to flat entrance doors. In the event of an impasse, it may be necessary for the Responsible Person to obtain an order from the court granting access.

In Summary:

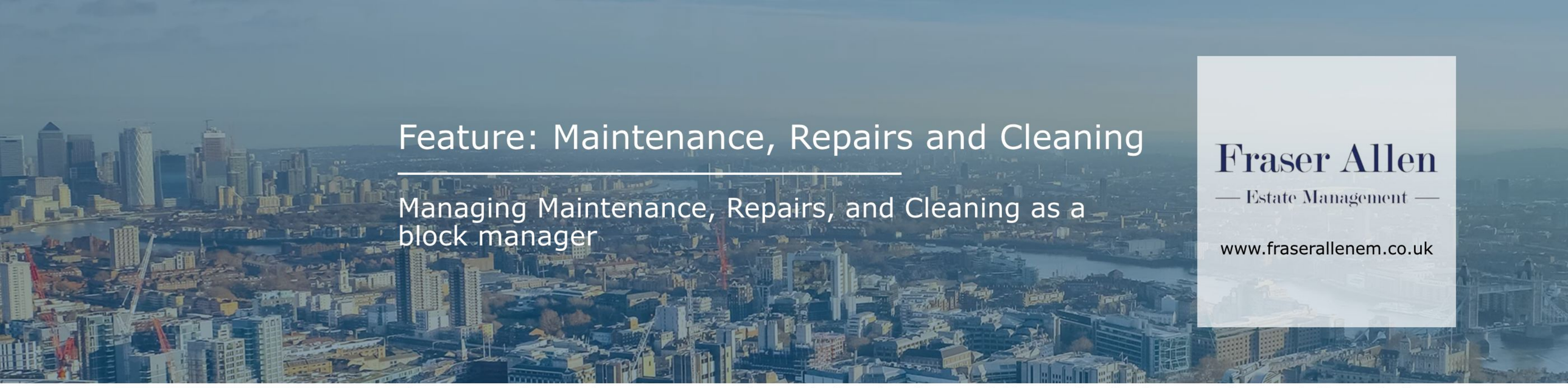
Responsibility for the maintenance and repairs of flat front doors in English and Welsh leasehold properties is primarily determined by the terms of the lease agreement. However, the terms of the lease notwithstanding, a person who may find itself being a Responsible Person under the Fire Safety Order, should remain vigilantly aware of its obligations under the recent legislation in relation to flat front doors.

If you have any questions relating to this article, please contact: s.sherlock@jbleitch.co.uk

JB Leitch are specialist solicitors for freehold investor and property management companies.
Whatever the tenure and whether it's residential, mixed-use or commercial - if you manage it, we can help.

jbleitch.co.uk | mail@jbleitch.co.uk | 0151 708 2250

Share this page on social media



Feature: Maintenance, Repairs and Cleaning

Managing Maintenance, Repairs, and Cleaning as a block manager

Fraser Allen
Estate Management
www.fraserallenem.co.uk

Above: Author Jodie Fraser

Managing maintenance, repairs and cleaning is a multifaceted role that requires a delicate balance of organisational skills, effective communication, and a keen understanding of client expectations.

In the realm of property management, ensuring the upkeep of the property is not just about aesthetics; it directly impacts the property's value, tenant satisfaction, and overall reputation.

One of the primary responsibilities of a block manager is to oversee the Maintenance, Repairs, and Cleaning activities within the managed properties.

Regular maintenance ensures that the property remains in good condition, preventing minor issues from escalating into major problems. Timely repairs are essential to address any wear and tear, ensuring the safety and comfort of the residents.

Additionally, maintaining a clean environment not only enhances the property's appeal but also contributes to the well-being of the inhabitants.

As a result, effective management of these areas directly impacts the residents' quality of life and satisfaction.

Good communication skills are pivotal in managing these areas effectively. Block managers must liaise between property owners, tenants, and service providers.

Clear and concise communication ensures that all stakeholders are on the same page regarding maintenance schedules, repair timelines, and cleaning routines. Regular updates to residents about planned maintenance activities or cleaning schedules help manage expectations and minimise disruptions.

Also, open lines of communication foster trust and transparency, creating a positive atmosphere within the community.

Internally, efficient processes are crucial for managing maintenance tasks.

Establishing streamlined workflows for reporting issues, scheduling repairs, and coordinating cleaning services optimises the management process. Implementing a proactive maintenance approach, such as regular inspections and preventive measures, helps anticipate potential problems and address them before they escalate.

Well-defined processes enable block managers to allocate resources effectively, prioritise tasks, and ensure timely completion of maintenance activities, enhancing overall operational efficiency.

Client expectations play a pivotal role in the management of maintenance as well. Property owners and tenants alike have specific expectations regarding the maintenance standards, repair response times, and cleanliness levels within the property.

Understanding and aligning with these expectations are fundamental to providing satisfactory property management services.

Regular communication with clients, including discussing their preferences and addressing concerns promptly, helps in managing and exceeding their expectations.

Also, soliciting feedback from clients provides valuable insights that can be used to enhance service quality continually.

The correlation between good communication skills, internal processes, and client expectations is evident in the context of managing maintenance tasks as a block manager.

In conclusion, managing Maintenance, Repairs, and Cleaning is a significant aspect of block management.

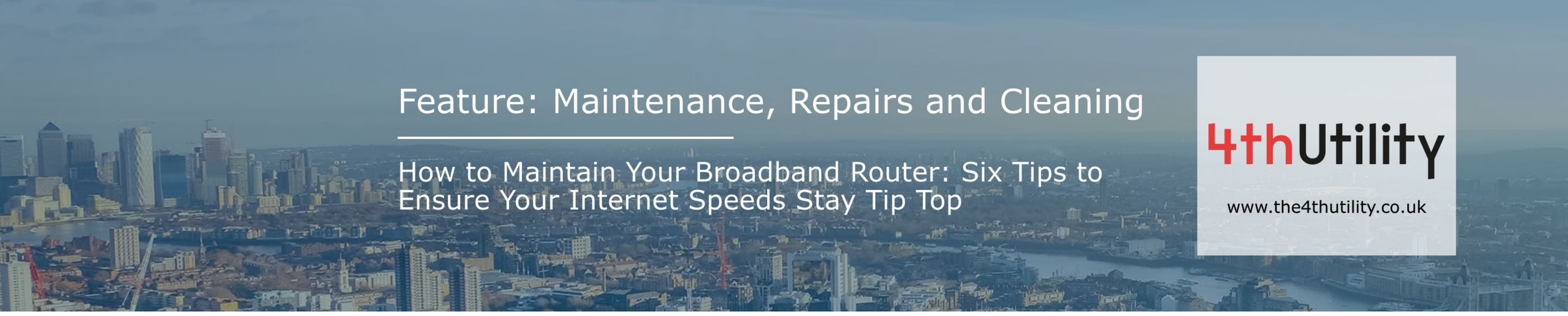
By maintaining open communication channels, optimising internal workflows, and aligning services with client preferences, block managers can effectively manage these tasks, fostering a positive living environment and enhancing the overall property management experience for both property owners and tenants

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

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

Fraser Allen
Estate Management

Share this page on social media



Feature: Maintenance, Repairs and Cleaning

How to Maintain Your Broadband Router: Six Tips to Ensure Your Internet Speeds Stay Tip Top

4thUtility

www.the4thutility.co.uk

In today's digitally connected world, a reliable, high-speed internet connection is essential for work and leisure. Full fibre broadband has become increasingly popular for its lightning-fast speeds and consistent performance. However, like any piece of technology, the router required to enable full fibre needs regular maintenance to ensure it operates at its best.

In this article, full fibre broadband provider 4th Utility explains why routine maintenance is crucial for the performance of broadband speeds, and how by following six simple steps, you can keep your connection tip top.

Keep your router in a cool, ventilated space

Routers generate heat while they're running, but overheating can affect their performance and lifespan. Maintain your router by ensuring it's placed in a cool, well-ventilated area, especially in the summer months.

Elevate it off the floor and try to avoid stacking it with other devices or tucking it away in a closed cupboard. Ideally, place it in an open space, away from sunlight where air can circulate freely, and heat can dissipate.

To maximise broadband coverage, your router should be in a central location within your home, away from obstructions like large appliances .

Check with your broadband provider about what options are available for router placement for optimal positioning.

Regularly update firmware

Firmware updates are released frequently by your broadband provider to address security weaknesses, enhance performance, and fix bugs.

Secure your network

Security is paramount when maintaining your full fibre router and securing your network.

It's a good idea to change default usernames and passwords to prevent unauthorised access to your router. Ensure that you have a strong and unique password for your broadband network and consider changing it regularly.

Additionally, you may want to enable WPA3 encryption to safeguard your data and prevent unauthorised users from connecting.

Regularly clean and dust your router

Over time, dust may build up on the router's external vents, affecting its cooling system and potentially causing overheating.

To prevent this, regularly and carefully clean your router using a can of compressed air or a soft brush. You can buy compressed air at most supermarkets or DIY shops.

Make sure to unplug the router before cleaning and handle it gently to avoid damage.

Properly manage connected devices

Full fibre routers can handle a lot of connected devices, but an excessive number may slow your network down.

Manage your connected devices and remove those that are no longer in use or connected unnecessarily. This will help maintain the performance of the router and ensure all devices on your network get the bandwidth they need.

If your router has an external antenna make sure they are appropriately spaced out, not touching, or overlapping.

Restart your router periodically

Sometimes, a simple router reboot can resolve connectivity issues you may experience.
Restarting your router can clear its cache, refresh the connection, and improve its performance.
It's good practice to reboot your router every couple of months or whenever you notice your internet speed significantly slowing down.

To sum up, maintaining your full fibre router means you'll be able to enjoy a fast and reliable internet connection. By following these six tips, you can extend the life of your router and ensure it continues to deliver ultrafast speeds. Remember that, like any technology, your router may need occasional troubleshooting or professional help. Stay proactive and attentive to your router's needs to keep your internet connection running smoothly for years to come.

For more from 4th Utility, please click here.

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

4th Utility | 0800 066 2833 | sales@4thu.co.uk

4thUtility

Share this page on social media

EV///CONNECTED

DEVELOPER — PROPERTY MANAGER — RESIDENT — EV CHARGER

future-group.uk

FUTURE™ GROUP

Feature: Maintenance, Repairs and Cleaning

A Flat Owner's Winter Preparedness Checklist

Residentsline Flats Insurance
www.residentsline.co.uk

As we approach the colder months, it's time for flat owners to shift their focus to winter preparations. Concerns about heating, potential leaks, and dampness become top priorities. To ensure you're ready, here's a reminder of proactive steps you can take to safeguard your flat during the winter season.

Heating

The temperature may not have dropped into the minuses quite yet, but those cold nights are coming. Now is a great time to take a close look at your existing heating system, and maybe to consider an upgrade if finances allow.

- Test your heating system

Let your fellow residents know that a test is planned and then fire up the boiler for a few hours. Hopefully, everything will kick into gear as expected, but better to assess that assumption now than when the cold snap hits. You should also reacquaint yourself with any timers you can make use of, so you are ready when the time comes.

- Service your boiler

Book in for an autumn boiler service. This way, you can have the peace of mind that everything meets the required standards, and you won't find yourself waiting in line when a surge of people inevitably schedules their services as the weather gets colder.

- Bleed radiators

An often overlooked, straightforward action. Ensure that you attend to the communal areas and request your residents to attend to their own.

- Consider system upgrade

If your system is outdated or inefficient, consider upgrading before December rolls around. If it cannot be done now, make sure it is part of your planned maintenance program for summer 2024.

Leak Prevention

Leaks are more prevalent in winter due to active heating systems, frozen pipes, and wet weather.

- Protect your pipes

Insulating, or lagging, your pipes can help retain warmth and prevent them from freezing. You should also keep heating on at a consistently low level during very chilly weather. It is always worth a visual inspection of the outside of the property too- small cracks in brickwork can allow the cold to set into your pipes.

- Locate stopcock

We're certain you know the location, but if you don't, it's time to discover it! It's also a great idea to make sure any staff members are aware and inform your residents as well.

- Roof check

A roof inspection is a great idea at this time of year. Any weak areas can be addressed before the wind picks up and the rain thunders down. Check to see if one has recently been completed.

Damp Prevention

The blissful summer weather may have dried the building out nicely, but damp, freezing air is coming. Drying clothes inside becomes unavoidable, cold walls produce condensation at the speed of light and expensive bills can discourage people from using their heating as much as they should. Do what you can to prevent damp now and keep winter as stress-free as possible.

- Guttering

Always have the guttering cleared and consider installing protectors that stop leaves from gathering in the first place. This will stop water overflowing and rolling down the walls, causing ingress.

- Check windows and doors for venting and loose seals

Through summer the windows may have been vented and forgotten about- check the communal areas and ask your residents to do the same in their units, closing all windows. Checking the seals around windows and doors can also prevent draughts- replace any faulty ones as soon as possible.

- Upgrade windows and doors

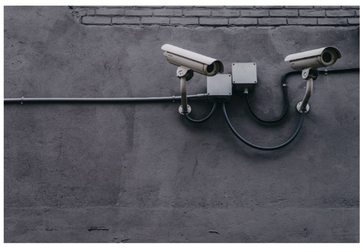
If the block could do with a windows and doors upgrade and the budget allows, see if this can be done asap. If not, ask to add it to the plans for 2024 to make next winter cosier and more energy efficient.

- Educate residents re drying clothes indoors

Using dryers, radiators and airers to dry clothes indoors is unavoidable during the winter. The only option available is to instruct fellow residents to run an additional spin cycle before drying their clothes, encourage the use of dehumidifiers if possible, and consider investing in heated clothes airers. Keeping tumble dryers in top-notch condition also helps e.g., cleaning filters regularly, as does adding a dry towel to the load.

- Ventilate

Encourage ventilation throughout the block. On cold but dry days, windows should be opened for a short amount of time to help air circulate. When cooking or showering, steam should be kept in the kitchen or bathroom and windows should be open or extractor fans used to clear the moisture. Furniture should not be touching the walls- leave at least an inch gap so air can move freely.



Outdoors

If your block has grounds attached, checking off some maintenance tasks can also apply out there too.

- Check trees

Look at any trees on the property to check for weak or loose branches that could easily come away in high winds. Remove them and consider mentioning removing entire trees if they don't seem sturdy.

- Check fences

Give your fences a good shake- any weak panels or supports should be replaced before the next storm rolls in.

- Check lights

Make sure external lighting is all in working order. The long dark nights and slippery pathways mean that accidents are more likely to occur. Decent, motion-activated lighting is necessary.

- Tighten security

It is a sad fact that crime rates tend to climb in winter. Early darkness providing some cover may the cause. Double check your windows, doors, locks, and gates to make sure you are prioritising the safety of yourself and fellow residents.

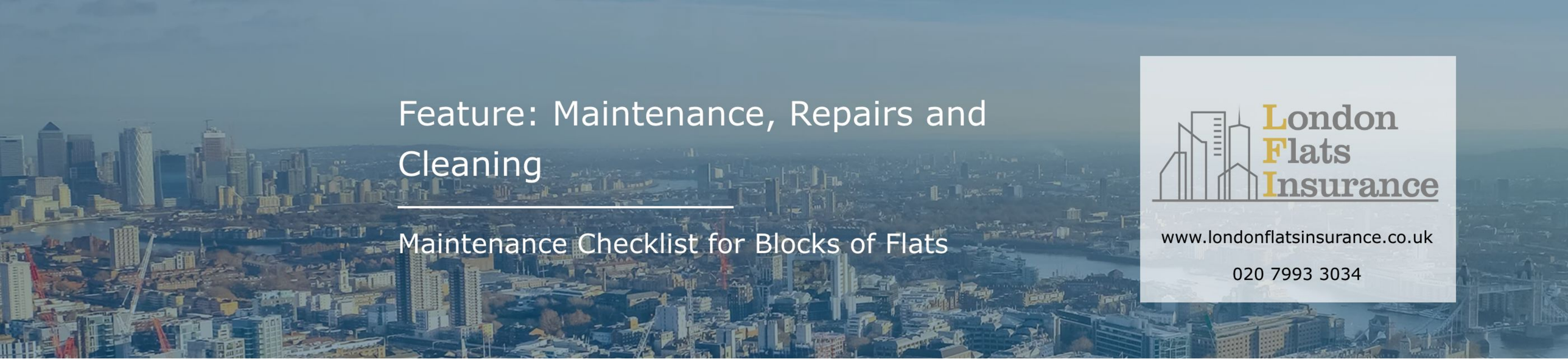
For more from Residentsline please click here.

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

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

Residentsline Flats Insurance

Share this page on social media



Feature: Maintenance, Repairs and Cleaning

Maintenance Checklist for Blocks of Flats

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

As we enter the colder months, Residents' Management Companies are likely preparing for the winter season and considering their plans for the coming year.

Annual maintenance plans serve as a crucial foundation for organising maintenance tasks and ensuring you meet the basic expectations of residents, property owners, and insurers. Here's what your maintenance plan should encompass.

What is a PMP?

PMP stands for Planned Maintenance Program. It can also be referred to as 'planned maintenance' or 'scheduled maintenance' plans. Regardless of what you call it, it is your roadmap for the year. You may well need to re-evaluate a PMP as things change throughout the year. For example, if unexpected major works are needed, other items may need to take a (safe) backseat. Ultimately, having a clear plan is essential.

Why Do I Need One?

Without a clear plan for the year, things can be missed, inspection expiries can sneak up and works can clash.

The investments of the building's stakeholders are directly impacted by the maintenance provided. Curb appeal can drop off sharply if a building is not nicely maintained- plus your residents would like to live comfortably in a building to be proud of.

Planned maintenance also keeps costs down, with Proactive maintenance reducing the likelihood of major issues arising. You will know that a roof repair is needed before the leak starts. You will avoid anger-inducing lift breakdowns because the equipment is kept in good order- you get the idea. By planning things out across the year, costs can be spread out and budget can utilised more efficiently.

Lastly, planned maintenance programs help Residents' Management Companies stay compliant with changing property sector regulations. It's crucial to incorporate necessary compliance tasks into your plan to avoid legal issues.

What Should Be Included?

In a word? Everything. Every safety inspection, any planned upgrades, your seasonal works etc- everything should be mapped out across the year, with budgets allocated and expiry dates in mind.

If you are new to a property, you may need to go digging for paperwork before you'll know which inspections are due and when. Hopefully, even if you are new to the building, this information will be stored digitally- but make sure you check either physical or uploaded certificates and assessment reports to corroborate the information.

List out everything that needs to be done across the year including legally required inspections, necessary maintenance or repairs and any upgrades you would like to see completed. Re-order your list by due date and you have the basic outline for your plan. Allocate budgets to each requirement and decide the best time to conduct each task. You can then set yourself diary reminders to book in for inspections and quotes etc in good time.

Once you have the necessities in place, you can go ahead and plan for block events, meetings etc. They can be slotted in now, so you don't have any clashes later down the line.

Examples of what to include are below:

- Electrical installation checks
- Fire safety and Health and Safety risk assessments
- Legionella assessments
- Gutter and drain clearing
- Banister and railings checks
- Pavements, slabbing, and communal area flooring checks
- Roof inspections
- Bath, shower and sink seal checks (to avoid slow leaks)
- Annual heating system checks (including bleeding radiators while checking for valve leaks)
- Boiler servicing

Planned Maintenance and its effect on Insurance

Insurers will expect that "all reasonable precautions to prevent or minimise loss, destruction, damage, accident or injury and maintain the premises, machinery, equipment to a good state of repair." If at the point of a claim, you cannot clearly demonstrate that you have maintained the block to the expected standard, issues can ensue, including:

- Your claim being rejected, with cover reduced or even removed.
- Your cover can be reduced or removed if works suggested via an insurance survey is not completed in a timely fashion.
- When you make a claim, a loss adjuster will pass comment on the general condition of the property and whether they believe it to be adequately maintained- so upkeep is vital.

The risks are even higher for Resident Management Companies, directors, and officers of which can find themselves facing personal claims for injuries or damage caused by their maintenance decisions.

On a brighter note, demonstrating completed and scheduled maintenance not only assures coverage but also opens the door to substantial discounts, adding a valuable benefit to your package!For more from London Flats Insurance, click here.

To visit London Flats Insurances website, click here.

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

londonflatsinsurance.co.uk |
020 7993 3034

London Flats Insurance

Share this page on social media

London Flats Insurance

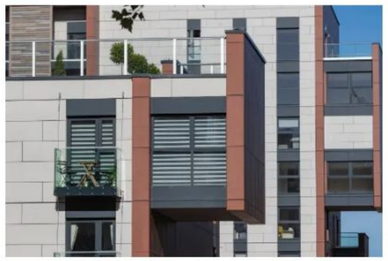
info@londonflatsinsurance.co.uk

www.londonflatsinsurance.co.uk

Call for a quote today 020 7993 3034

We specialise in insurance for blocks of flats and apartments within London

Get a quote today!



Buildings Insurance

Learn more

Directors and Officers Insurance

Learn more

Terrorism Insurance

Learn more

London Flats Insurance is a trading name of Residentsline Limited who is authorised and regulated by the Financial Conduct Authority: FRN 305998.
Registered in England & Wales CRN: 11784970.
Registered Office: 29 Waterloo Road, Wolverhampton, England, WV1 4DJ

020 7993 3034
info@londonflatsinsurance.co.uk
www.londonflatsinsurance.co.uk

Feature: Maintenance, Repairs and Cleaning

Keeping Up to Date with Property Maintenance to Support a Claim-Free Property

www.blockinabox.co.uk

Owning a property has its benefits but it also comes with significant responsibility.

To protect your building and to ensure a claim-free property, regular cleaning, maintenance and repairs are essential.

In this article, we will explore the importance of keeping up to date with property maintenance and provide practical tips to keep your property claim-free.

The Importance of Regular Maintenance

- Prevent Expensive Repairs: Regular maintenance helps to identify and address small issues before they escalate into expensive repairs. Fixing minor problems promptly can save you a substantial amount of money in the long run.
- Extend Property Lifespan: Completing consistent maintenance can extend the lifespan of your property and its components, such as roofing, plumbing, and electrical systems. This not only protects your investment, but it can also enhance its resale value.
- Compliance with Legal Requirements: Property owners and landlords often have legal obligations to maintain their properties to specific standards. Neglecting maintenance can lead to legal issues and financial penalties.
- Tenant Satisfaction: Well-kept properties are more appealing to tenants. Happy tenants are more likely to stay longer, therefore reducing turnover and vacancy rates.

The Role of Repairs

- Timely Action: Whenever issues like leaks, malfunctioning appliances, or structural damage surface, it is crucial to deal with them promptly. Delaying repairs can lead to further and extensive damage and potential safety risks.
- Hiring Professionals: For more complex repairs, it is advisable to hire professionals. They have the skills required to address issues accurately whilst adhering to building codes and up to date safety standards.
- Financial Planning: It is essential to allocate a budget that is specific to repairs. Therefore, regular assessments of your properties condition must be carried out to allocate funds accordingly. Having financial reserves for unforeseen repairs can help to prevent financial stress.

Cleaning and Property Maintenance

- Regular Cleaning: Regular cleaning not only enhances your property's visual appeal but also deters mold, mildew, and pests. It is fundamental to acknowledge communal spaces, carpets and appliances too.
- Leaseholder Duties: Leaseholders should also be encouraged to uphold cleanliness within and around their units areas in order to prevent any damage and to promote a healthy living environment.
- Exterior Maintenance: Pay attention to your property's exterior. Ensure regular maintenance of gutters, remove debris from walkways and driveways, and maintain landscaping to prevent safety hazards.

Tips for Staying on Top of Property Maintenance

- Create a Maintenance Schedule: Develop a comprehensive schedule outlining regular inspections, cleaning routines, and seasonal tasks. Adhere to this timetable diligently to ensure consistent upkeep.
- Maintain Detailed Records: Keep records of any maintenance and repairs. This documentation can be crucial for insurance claims and legal matters. Visit the Manage Your Block website to see how they can assist with record keeping.
- Regular Inspections: Regularly inspect your property to detect issues early on. If managing multiple properties or lacking the time for inspections, consider hiring a property management company for assistance.
- Communication with Leaseholders: Make sure that all communication with leaseholders is transparent. Encourage them to report any maintenance concerns and address their issues in a timely manner to maintain a well-maintained and claim-free property

How Can Block in a Box Help You?

At Block in a Box, you can find a range of services and solutions to aid with property maintenance and to support a claim-free property.

We have partnered with Earl Kendrick Building Surveyors who can assist with any planned maintenance program requirements you may have.

Simply fill out the quote form on our website, call 0333 015 4145 or email our team at info@blockinabox.co.uk where we are always happy to help!

Maintaining a property, handling repairs, and keeping it clean aren't mere tasks; they are fundamental elements of responsible property ownership. Being proactive and vigilant allows you to safeguard your investment, prevent expensive repairs, and maintain a property free from claims. It is essential to recognise that regular upkeep not only serves your interests as the owner but also enhances tenant contentment and ensures legal adherence. In the long run, it's a win-win situation for all parties involved in property management.

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

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

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

Share this page on social media

Welcome to Block in a Box

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

SERVICES FOR BLOCKS OF FLATS | SERVICES FOR PROPERTY MANAGERS | SERVICES FOR FLAT OWNERS

View Our Services and Products

3D Surveys

Accounting Solutions

Alternative Accommodation

Asbestos Survey and Management

Broadband Services

Cladding Consultancy

Commercial Property Surveying

Contractor Accreditation

Cyber Security Training

Neighbourly Advice: Daylight, Sunlight and Overshadowing

Directors and Officers Liability

Drone Surveys

Electric Charging Points

Emergency Assistance

Enfranchisement

EV Connected

EWS1 Forms

Fire Door Inspection

Fire Risk Assessments

Flat Living Magazine

Flat Living

Fire Risk Appraisal of External Walls

Fire Safety Information Posters

FPRA FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

FPRA

Health and Safety

Health and Safety Awareness Training

Health and Safety Risk Assessments

Higher-Risk Building Registration

Historic Building Repair

Housing Associations

Insurance Solutions

Insurance Works Surveying

Lease Extensions

Lease Variation

Legionella Risk Management

License to Alter

Lift Wrapping

Out of Hours Helpline

Party Walls

Planned Maintenance Program

Pre-Purchase Building Surveys

Quantity Surveying

Reinstatement Cost Assessments

Representative for Cladding Remediation Funding

Retrofit and Green Upgrades

Right to Manage

Rights of Light

RMC Director Training

Rooftop Extensions

Rope Access Surveys

Section 20 Major Works

Service Charge Arrears

Service Charge Collections

SmartLink45 Prepay Meter

Utilities

Water Leak Detection

Find local services for your Block of Flats

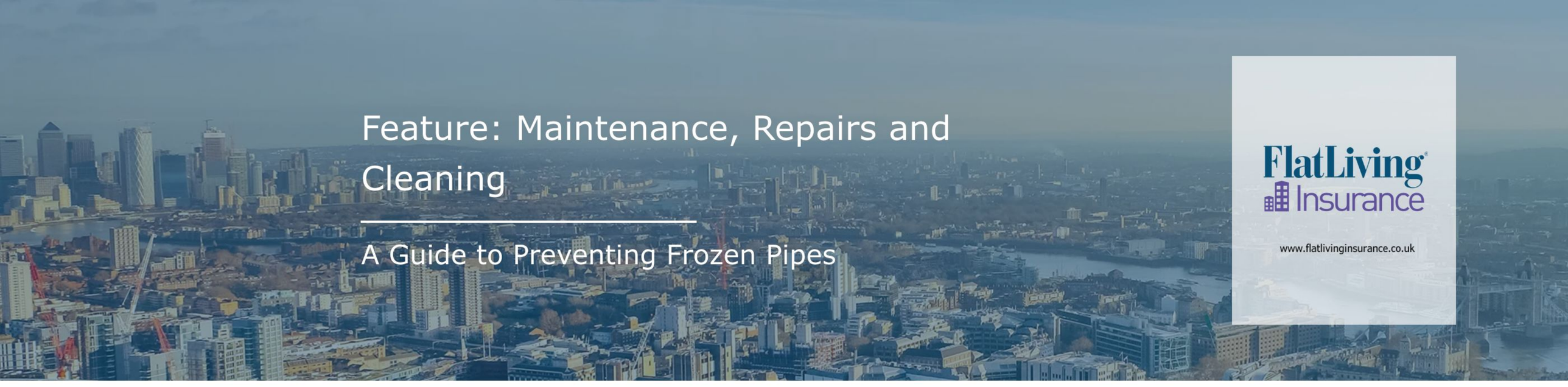
Can't find the service you wanted?

Contact us via the contact page or email info@blockinabox.co.uk.

CONTACT US

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept", you consent to the use of ALL the cookies.

Cookie settings ACCEPT



Feature: Maintenance, Repairs and Cleaning

A Guide to Preventing Frozen Pipes

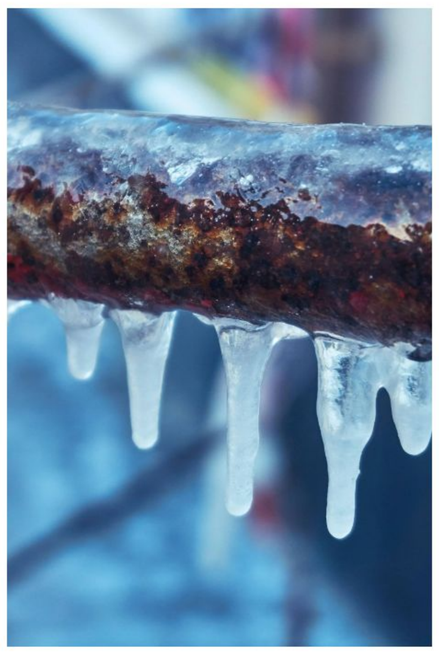
Winter is round the corner and the fear of frozen pipe season is getting real.

Most people will have dealt with or know someone who has dealt with the fallout from a frozen pipe that has burst. It is a nightmare all-round and can be extremely expensive and disruptive to fix.

As prevention is always better than cure, here is your go-to guide for preparing plumbing checks for the months ahead.

Your To-Do List

Most of these you may be aware of, some you may not- make sure you do all that you can to prevent a frozen pipe situation:



Insulation

Insulation is a must for lofts, water tanks, and every single pipe. This is particularly beneficial for external pipes that require protection, as well as those located in unheated areas of the building, such as car parks, machine rooms, and lofts etc.

Heating Control

In very cold weather, it is best to keep the heating on at a low level consistently, or to come on a couple of times a day. Most modern boilers have a frost-protection thermostat which turns on automatically if the temperature drops to a level that will cause your pipes to freeze.

Boiler Servicing

Maintain all heating systems in the block, whether communal or within individual units, to prevent potential issues. Encourage leaseholders to book in a pre-winter boiler service.

Utilising Technology

Temperature monitoring systems can be a great tool of you have pipes that are at particular risk. If you have had a burst pipe before and you are concerned that additional insulation etc may not prevent it happening again, this may be a great option for you.

It involves fitting a small device in the vicinity that will alert you if the temperature drops to a risky level. You can be alerted 24/7 via the associated app and you can also check the temperature for peace of mind any time.

Educate Those around you

Make sure everyone know the steps they should be taking to help avoid these issues across the block. That includes:

- Always leaving heating on at a low level during very cold weather- including if they are going to be away.
- Asking someone to check on their unit while they are away.
- Replace faulty tap washers promptly to prevent the tap from freezing and blocking the pipe. Sorting a dripping tap can also save you around a litre of water a day!

What to do if the Worst Happens

If your preventative measures fail and you find yourself dealing with a burst pipe, here is a step-by step of what to do:

Turn the water off!

Make sure you and your residents know where the stopcock is and check regularly that you can turn it off easily. Consider labelling it so you remember where it is in a panic. Do not forget to turn off the stopcock in your cold-water tank too, if you have one.

Protect the area

In very cold weather, it is best to keep the heating on at a low level consistently, or to come on a couple of times a day. Most modern boilers have a frost-protection thermostat which turns on automatically if the temperature drops to a level that will cause your pipes to freeze.

Thawing out

Before you reach for the nearest hairdryer, turn on the tap nearest to the part of the pipe you think is frozen. This will allow the thawed water to flow through once melted. Then you can gently heat the frozen pipe. We suggest a hot water bottle- take extra care with hairdryers as electrical equipment and water do not mix! Start from the tap end of the pipe and work backwards towards the cold-water tank.

Do not be tempted to use a more ferocious source of heat- we have heard a few disaster stories involving heat guns and blow torches. Trust us, just don't. Gentle heat is always best.

Claiming insurance

Once the damage has been contained, photograph everything and contact your insurer to get the ball rolling. Make sure you let them know about any preventative measures you had in place and can give them a full account of what happened.

Water leaks are a nightmare regardless of the time of year, but winter leaks are the worst.

There will be (multiple) stressed residents who may have to leave their home(s) during the festive season, drying out takes longer, contractors are less available- the list goes on. Do what you can to save yourself and anyone else the hassle of the fallout.

For more from Flat Living Insurance, click here.

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.

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

Share this page on social media

FlatLiving® Insurance

VISIT OUR WEBSITE FOR A BLOCKS OF FLATS INSURANCE QUOTE TODAY

www.flatlivinginsurance.co.uk

Blocks of Flats Insurance

Directors and Officers Liability Insurance

Lift Insurance and Inspection

Terrorism Insurance

Flat Living Insurance is a trading name of Residentsline Limited who is Authorised and Regulated by the Financial Conduct Authority: 305998

Registered Office: 29 Waterloo Road, Wolverhampton WV1 4DJ

Registered in England & Wales CRN: 11784970

0333 577 2044

info@flatlivinginsurance.co.uk

www.flatlivinginsurance.co.uk

Feature: Maintenance, Repairs and Cleaning

Tips on Budgeting for Maintenance and Repairs

ManageYourBlock™

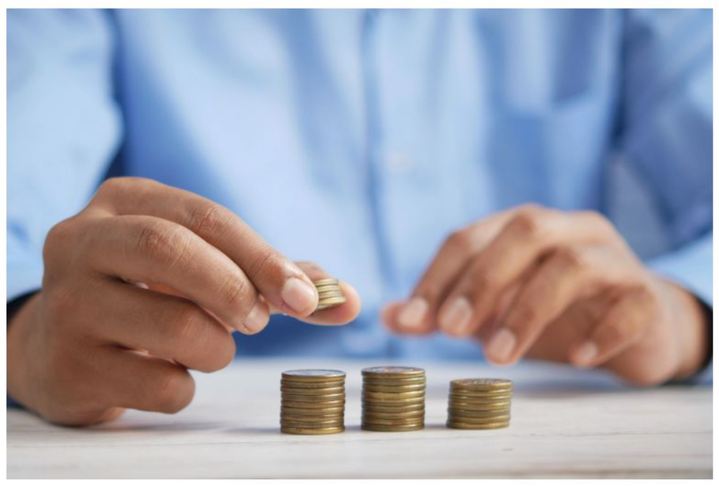
www.manageyourblock.co.uk

tel: 0333 577 9070

Maintenance and repair budgeting plays a crucial role in property management, guaranteeing well-maintained properties, satisfied residents, and minimized unexpected expenses. Here, we offer advice on how to plan your budget effectively for the year ahead. Nevertheless, having a well-prepared plan serves as an excellent starting point, even if adjustments become necessary later on.

Why is a Yearly Budget Necessary?

A well-thought-out budget is essential for property management, whether you are managing residential or commercial properties. It helps you plan and allocate resources effectively. This prevents the need to inform residents that planned works cannot proceed due to budget constraints.



Most property managers adhere to a scheduled maintenance program for the year, which outlines tasks and their respective timelines. This program is vital for preserving the property's value, ensuring stakeholder satisfaction, and preventing costly unforeseen repairs. Without a comprehensive budget to support this schedule, tasks are likely to remain incomplete, causing stress and dissatisfaction. A thorough budget puts property managers in a strong position to complete all planned tasks successfully.

Emergency Fund

Step one is to establish a healthy emergency fund. This can be used for unexpected repairs so that funds do not need to be pulled away from other planned works. Set that aside first.

Reserve Fund

Many leases allow for a reserve fund to be collected. If there is one in place, this can used to fund large-scale improvements or repairs that are necessary for the safety and value-retention of the property.

Create Your Planned Maintenance Program

We have a handy article all about how to plan annual maintenance, but effectively there should be a list of everything that MUST be done to ensure compliance, safety and to avoid inevitable issues.

Plan tasks out across the year to ensure that critical issues are dealt with at the earliest opportunity, deadlines are met and there are no clashes that may cause significant disruption to residents or staffing issues for you.

We highly recommend using property management software such as Manage Your Block to help diarise the plan, set reminders to request quotes in good time and to track contractor communications and quotes.

Calculate Your Costs

Strive for the highest possible accuracy, but consider allowing a slight overestimation to create a buffer. The costs should be based on costings on current pricing. Labour and material costs from a couple of years ago will significantly differ in 2024, so you may require updated quotes. Always request multiple quotes from reputable contractors and compare pricing and quality.

Once there is an accurate figures for each task in the maintenance program, this will give a better idea of what is doable. Keep in mind that a reserve fund can support large-scale projects, while an emergency fund can address reactive repair needs.

Track Expenses and Stay Informed

As you dive into the year and start ticking things off your list, make sure you keep accurate records of spending costs. A re-adjustment may be needed to your budget as you go along based on current pricing.

You also need to stay up to date with current industry standards, regulations, and best practise. You can then adjust your plan to suit. Keeping your finger on the pulse of new technology is also a priority as you may come across cost-saving measures that would work brilliantly for your block.

Do not create a budget and then forget about it- revisit regularly and adjust if needed. The needs of residents, the local market conditions and regulations can change at the drop of a hat- so being able to keep up is must.

Communication

Great communication and relationship building can save so much stress and money. Informing residents about plans and any changes to them will build confidence and ensure they feel considered throughout the process. This saves stress and time dealing with enquiries and complaints.

Maintaining great relationships with regular contractors can pay off hugely. If you have a long-standing, friendly relationship, quotes, and response times are likely to reflect that.

By implementing these tips and adopting a forward-thinking approach to budgeting for maintenance and repairs, you can enhance property protection, keep residents satisfied, and prevent expensive surprises. Utilising Manage Your Block software makes the whole process easier- from diary reminders to contractor contact details, service charge demand management to document storage.

For more from Manage Your Block, click here.

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

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

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

ManageYourBlock™

Share this page on social media

ManageYourBlock™

Store, Save & Secure – Self management software!

VISIT OUR WEBSITE

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

Who is Manage Your Block For?

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

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

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

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

OUR FEATURES

Diary

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

Documents

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

Notes

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

Quotes

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

Save

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

Contractors

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

Contacts

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

Calendar

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

Alerts

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

The Vital Role of Management Liability Insurance for Residents' Organisations

Serving as an officer of a Residents' Management Company, Residents Association, or Right to Manage Company comes with a host of legal responsibilities.

These responsibilities can extend to potential personal liability for the decisions and actions taken while holding the position of a Director or Officer. To mitigate these risks, Management Liability Insurance offers crucial protection. This article explores the intricacies of this insurance policy and demonstrates its importance through real-life case studies.

Understanding Management Liability Insurance

Management Liability Insurance offers a comprehensive policy specifically crafted to safeguard individuals who have served as Directors and Officers in your organization, covering both past and present roles.

It encompasses two essential components: Directors and Officers Liability Insurance (D&O Insurance) and Corporate Liability Insurance in one policy and for one price. Let's explore these components in more detail.

Directors and Officers Liability Insurance

Directors and Officers Liability Insurance is a critical part of Management Liability coverage, providing protection against the financial repercussions of potential compensation claims. These claims may arise due to alleged wrongful acts committed during the tenure of Directors or Officers.

Wrongful acts can include decisions, actions, or omissions that lead to financial losses, mismanagement, or alleged breaches of duty. This insurance ensures that individuals in leadership positions are protected from personal financial liability.

Corporate Liability Insurance

Corporate Liability Insurance safeguards the entire Residents' Management Company, Residents' Association, or Right to Manage Company against the financial consequences of potential claims.

It includes coverage for the cost of legal defence, as well as the amount of awards and damages that may result from claims made against the organisation as a whole.

Real Case Studies Illustrating the Need for Management Liability Insurance:

- Tenants of a block of flats brought legal action against the Residents' Management Company for failing to appoint a building company in a timely fashion. The external brickwork of the building required repair due to damage from a heavy rainstorm, and the committee had been notified. However, despite the report, repair work had not commenced. Several months later, another rainstorm exacerbated the damage.

- A Residents' Management Company faced an allegation of wrongful termination after it fired an employee for gross misconduct.
- A Residents' Management Company Director faced being sued as a result of a property being devalued following their decision to paint the exterior of the building an unusual colour.
- A director of a Right to Manage company breached his authority by appointing a family member's company to undertake work on their behalf. Proceedings were issued by the claimant for non-payment of fees of £42,000 following cancellation of the contract.
- Claims for Unfair Prejudice pursuant to s994 of the Companies Act (allegations that company affairs are being, or have been, conducted in an unfair manner, and which is prejudicial to the residents' interests, i.e. attempted exclusion from management and/or abuse of power / breach of Articles of Association): A claim for unfair prejudice relating to a former director's exclusion from management, contrary to the Articles of Association, resulting in his resignation. Defence costs were in excess of £5,000.
- Defamation in respect of statements made by the directors: A claim by a member/resident alleging that the directors had defamed his character at a meeting of shareholders. Damages for injury to feelings and defence costs amounted to over
- Breach of lease provisions (by landlord or residents/tenants): A claim for breach of lease provisions relating to the alleged failure to maintain the property, and in respect of steps taken which had a detrimental effect on value.
- A claim alleging the over-charging of service charge. Reimbursement was sought. Breach of Companies Act 2006: A claim for disregarding the Companies Act 2006, in that the directors' allegedly passed resolutions (removing the Claimant as a director) at an EGM contrary to the provisions of the Act and the company's Articles. Damages in the sum of £25,000 were claimed.
- A claim alleging the over-charging of service charge. Reimbursement was sought. Breach of Companies Act 2006: A claim for disregarding the Companies Act 2006, in that the directors' allegedly passed resolutions (removing the Claimant as a director) at an EGM contrary to the provisions of the Act and the company's Articles. A claim for damages totaling £25,000 was made.
- A claim for the unlawful amendment of a company's Articles, such that the directors contravened the Companies Act 2006. It was alleged that there had been a failure to pass a special resolution with the requisite number of votes. Failure to protect the interests of members: Following damage caused to a residential block of flats; it was discovered that the insurance purchased by the directors was inadequate to cover the loss. The shareholders of the property (the residents) brought a claim for losses they incurred as a result.

Summary

Management Liability Insurance is a vital protective measure for officers and directors of Residents' Management Companies, Residents' Associations, and Right to Manage Companies.

By providing coverage for legal defence, compensation claims, and other financial consequences, this insurance safeguards individuals and the organization itself.

With premiums starting at just £95, it's a cost-effective solution that ensures peace of mind. In just two minutes, you can get a quote and secure coverage. This makes it an essential investment for those in leadership roles.

To get Directors and Officers Liability insurance cover today, please visit the Protect Your Directors with Residentsline website.

Did you know that by using our portal to get your quote and to place cover, you can save on admin fees?

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

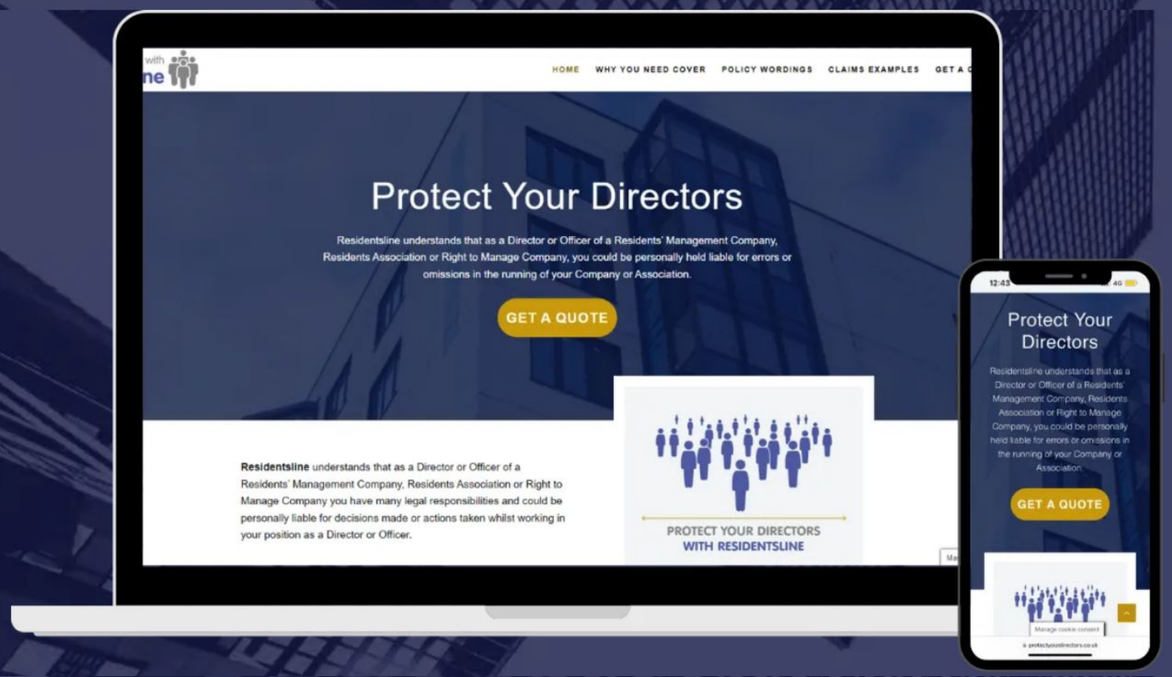
residentsline.co.uk | info@residentsline.co.uk | 0800 281 235

Share this page on social media

Protect your Directors with **Residentsline**

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

One mistake or misjudgement could end up being expensive. Get a quote for Directors & Officers Liability Insurance with us today, a specialist insurance broker you can trust.



- **Fast, easy online quote in 60 seconds**
- **No hidden fees or cancellation charges**

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

HELPING YOU
BUILD YOUR FUTURE,

BLOCK BY BLOCK

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

- Melissa Bagot

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

- Max Braun

www.blockrecruit.co.uk

Featured Job Vacancies

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

BLOCK RECRUIT

Block Manager

Location: Dorset

Salary: £30,000 - £40,000

Tell me more

Block Property Manager

Location: West Sussex (Hybrid Working)

Salary: £35,000 - £42,000

Tell me more

Senior Property Manager

Location: Central London (Home Based)

Salary: £40,000 - £50,000

Tell me more

Block Property Manager

Location: East Sussex

Salary: £35,000 - £42,000

Tell me more

Property Accounts Manager

Location: West Sussex

Salary: £20,000 - £35,000

Tell me more

Block Manager

Location: Cambridgeshire

Salary: £30,000 - £40,000

Tell me more

Senior Property Manager

Location: Central London (Home Based)

Salary: £40,000 - £50,000

Tell me more

Development Manager

Location: South West London

Salary: £60,000 - £65,000

Tell me more

Residential Care Home Manager

Location: Essex (Live-In)

Salary: £25,000 - £30,000

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Upcoming ARMA Training Courses ***2024 dates added***

TC1: Introduction to Residential Property Management

Dates: 4th-5th December and 16th-17th January 2024

A one-day interactive training course, run by ARMA's Technical Officer, for those new to residential leasehold property management. It will provide an overview of the essential knowledge and processes required to effectively manage a leasehold block.

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

Book your place

W12 – Flat Front Doors (Conducting Basic Fire Door Checks)

Dates: 24th January 2024

7th March 2024

This training course delivers instruction on how to conduct basic fire door checks under Regulation 10 of the Fire Safety (England) Regulations 2022.

It will aim to enable those with the responsibility for conducting routine fire door checks to appreciate the purpose and role of a fire door and how to identify common faults in fire doors for remediation.

Book your place

TC27: The Procedural and Technical Issues of Section 20

Dates: 11th-12th December 9:30am to 12:30pm

22nd-23rd January 2024 9:30am to 12:30pm

3 HOURS PER DAY OVER 2 DAYS

A 6-hour course being run over 2 consecutive days (3-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.

Book your place

TC108: Introduction to the Building Safety Act for Property Managers

Dates: 1st-2nd February 2024 9:30am to 12:30pm

Duration:

3 hours a day over 2 days

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

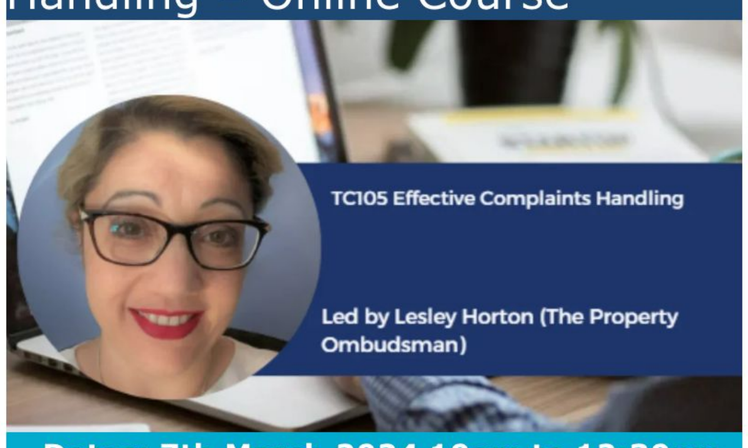
Who should attend?
Property Managers in the UK with responsibilities for managing buildings in scope under the Building Safety Act.

Aim:

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

Book your place

TC105: Effective Complaints Handling – Online Course



Dates: 7th March 2024 10am to 12:30pm

Duration: 2.5 hours over 1 day

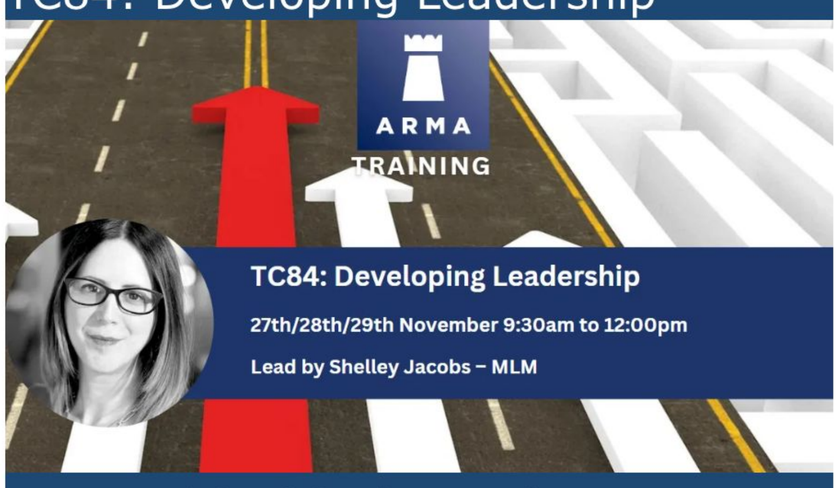
The property business is a people business, and good business means you will deal with a range of people. Inevitably some of those people will be dissatisfied and will make complaints.

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

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

Book your place

TC84: Developing Leadership



Dates: 27th/28th/29th November 9:30am to 12am

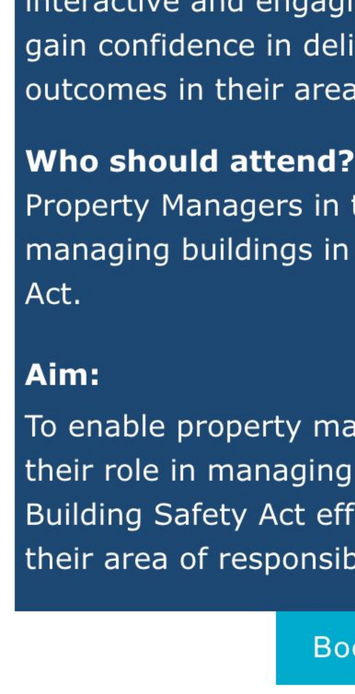
This interactive and engaging 7.5-hour course being run over 3 consecutive days (2.5-hours per day – with 30 minutes each day for questions), covers practical solutions to today's leadership challenges and the resources to develop resilient, engaged and trusting teams.

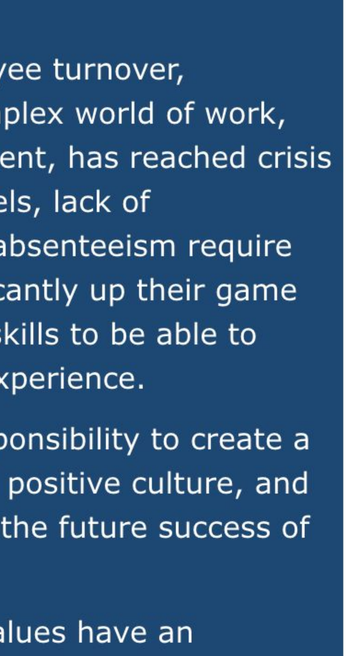
Content
In a sector rife with high employee turnover, managing people in today's complex world of work, especially in property management, has reached crisis point. High employee stress levels, lack of engagement and high levels of absenteeism require managers and leaders to significantly up their game in order to have the necessary skills to be able to deliver an excellent employee experience.

Managers/Leaders have the responsibility to create a healthy working environment, a positive culture, and have a shared responsibility for the future success of their business.

Their actions, behaviours and values have an enormous impact on the workplace, and the emotional well-being of their staff.

Book your place





ARMA Training Costs

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

Online Training Course Costs

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

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

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

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

Get in touch

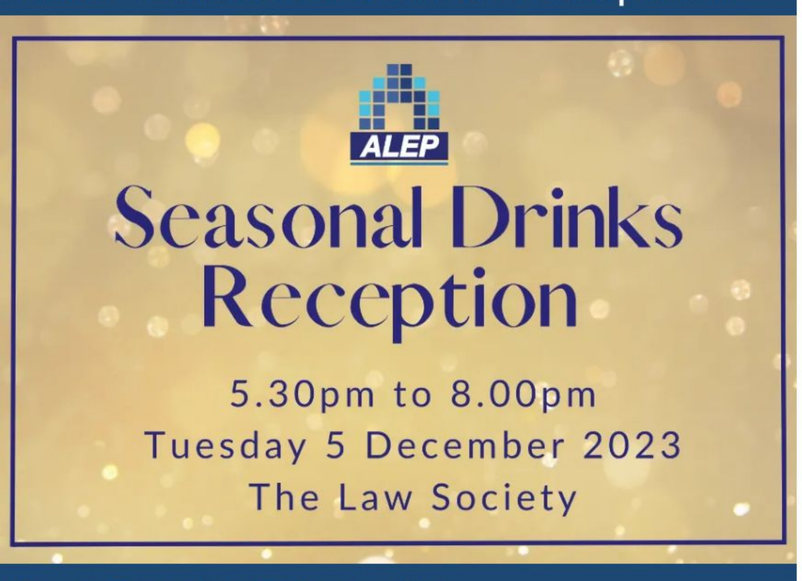
Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Upcoming Events

ALEP Seasonal Drinks Reception



Date: Tuesday 5 December

Venue: The Law Society

This popular member-only event will once again be returning to The Law Society! Save the date now to avoid disappointment and any potential seasonal diary clash! This popular member-only event will once again be returning to The Law Society, 113 Chancery Lane, London.

Further details will be released nearer the time!

More Information

ARMA & IRPM London Regional

Dates: Thursday 7th December 2023

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

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

Each regional will combine a full programme of expert speakers addressing important sector challenges with regional networking opportunities.

Book your place

Oxford Weekender 2024

Friday 22nd March to Sunday 24th March.

The conference will feature a variety of keynote and break-out sessions, specifically designed to inform, equip, and support property management professionals. These sessions will cover all the areas that currently impact our sector and help delegates expand their skills and knowledge. Over the weekend, delegates will have the chance to hear from industry-leading speakers who will deliver more than 40 keynote addresses, workshops, and updates. Further details coming soon!

Book your place

ACE Awards 2024

Date: Friday 21st June

Venue: Old Billingsgate, London EC3

The 2024 ACE Awards will recognise excellence and exceptional achievements by UK managing agents, their suppliers and the work of their people in improving the lives of millions of leaseholders.

🍸 Next year's Awards will transport you back to the Roaring '20s with a Great Gatsby theme. Expect an evening of glitz and glamour!

Stay tuned for the list of next year's categories ahead of nominations opening in February 2024.

View the 2023 finalists & winners by clicking the button below:

ACE awards 2023 winners

ARMA SAVE THE DATES - 2024

The Date for ARMA's Annual Conference will be Released soon!

- **Annual Seminar -** Thursday 16th May 2024
- **The Property Institute Regional -** Southampton - 5th September
- **The Property Institute Regional** - Newcastle - 12th September
- **The Property Institute Regional -** Birmingham - 7th November
- **The Property Institute Regional -** Manchester - 12th November
- **The Property Institute Regional -** Bristol - 26th November
- **The Property Institute Regional -** London - 5th December

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

Directories

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

01

Flat Living Directory

02

Recommended Suppliers

03

Find an ARMA Member

Find a Supplier

Featured suppliers from

BLOCK in a BOX

3D Surveys

SCANIX

Find out more

Accounting Solutions

Flat Management Co. Accounts Limited

Find out more

Alternative Accommodation

ICAB Insurance Claims Accommodation Bureau

Find out more

Asbestos Surveying and Management, Fire Risk Assessments and many more

4site®

Find out more

Broadband Services

4thUtility

Find out more

Cladding Consultancy, Commercial Property Surveying

EarlKendrick Project & Building Consultancy

Find out more

Company Secretarial Solutions

Garratts Chartered Accountants

Find out more

Cyber Security Training

intelectGroup eLearning

Find out more

Neighbourly Advice: Daylight, Sunlight and Overshadowing

McQuade Neighbourly Matters

Find out more

Directors and Officers Liability

Find out more

Drone Surveys

MIRU

Find out more

Electric charging points

ESTD 1859

BRITISH ENGINEERING SERVICES

Find out more

Emergency Assistance

R&M Facilities Management

Find out more

Enfranchisement

BRADY SOLICITORS

Find out more

EV Connected

EV//CONNECTED

Find out more

Fire Risk Appraisal of External Walls, Higher-Risk Building Registration and Representative for Cladding Remediation Funding

FRC an RSK company

Find out more

FPRA

FPRA FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Find out more

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

EarlKendrick Building Surveyors

Find out more

Insurance

FlatLiving Insurance

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline Flats Insurance

Find out more

Lease Extensions and Lease Variation

BRADY SOLICITORS

Find out more

Licence to Alter

LicenceToAlter™

Find out more

Lift Wrapping

OXY LIFT WRAPS

Find out more

Out of Hours Helpline

adiuvo

Find out more

Party Walls

McQuade Party Wall Surveyors

Find out more

Quantity Surveying

EarlKendrick Cost Management

Find out more

Reinstatement Cost Assessments

BARRETT CORP HARRINGTON

Find out more

Retrofit and Green Updates

EarlKendrick Retrofit Consultancy

Find out more

Right of Light

McQuade Rights to Light Specialists

Find out more

Right to Manage

BRADY SOLICITORS

Find out more

RMC Director Training

LEASE The Leasehold Advisory Service

Find out more

Rooftop Extensions

Sussex Airspace Developments

Find out more

Rope Access Surveys and Safety Testing

RopeAccess Surveys

Find out more

Service Charge Arrears

pdc

Find out more

Smartlink45 Prepayment Meters

SmartLink45®

Find out more

Utilities

RMC utilities specialists in resident management energy

Find out more

Water leak detection and solutions

Waterguard

Find out more

Setting the Standards in Property Management

TRANSPARENT
STANDARDS
AUDITED
SERVICE
REGULATED

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

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

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

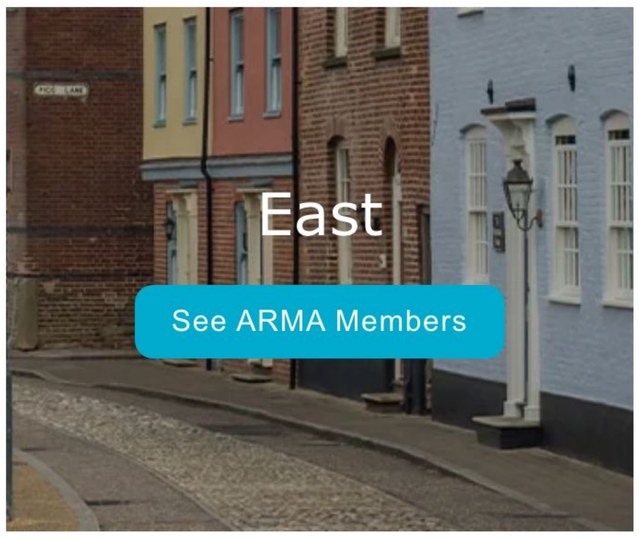
020 7978 2607 | www.arma.org.uk

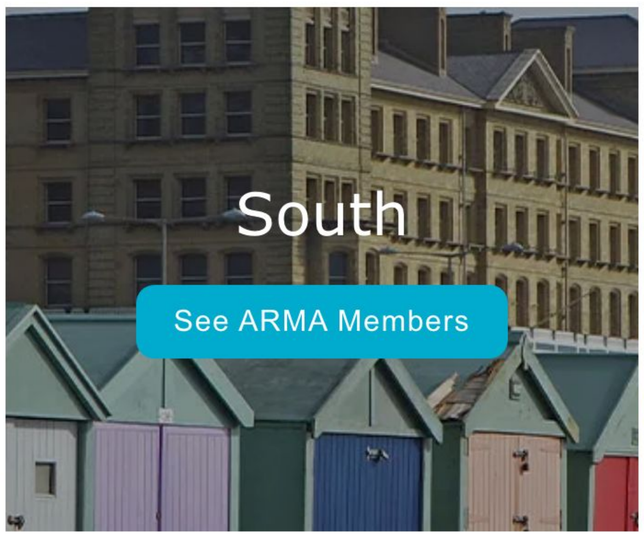
Find an ARMA Member

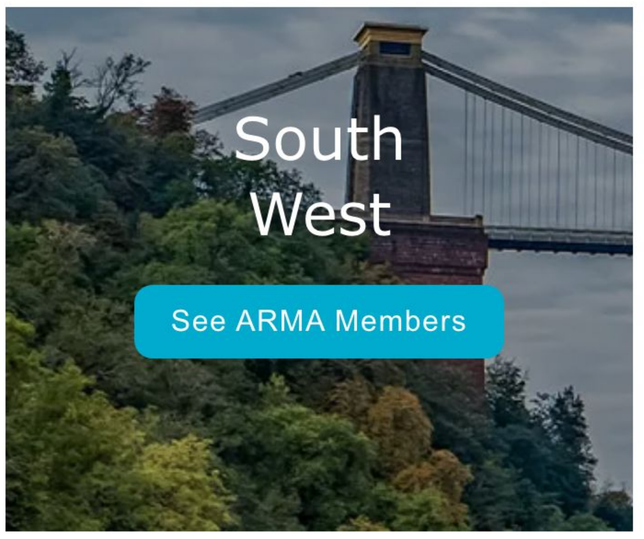
Are you considering a new managing agent?

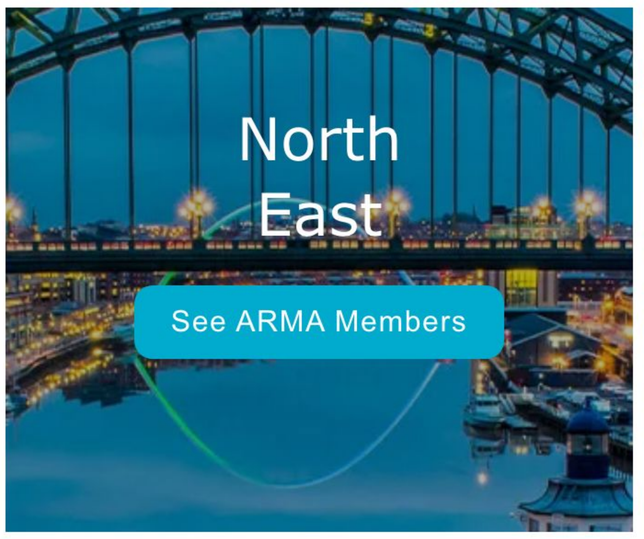
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

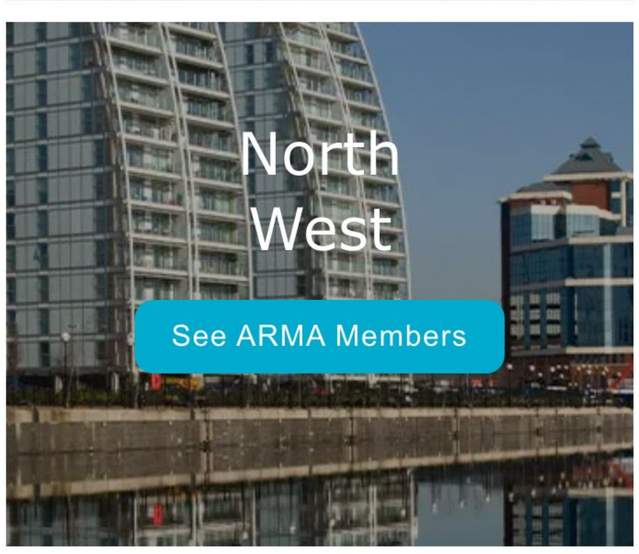
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

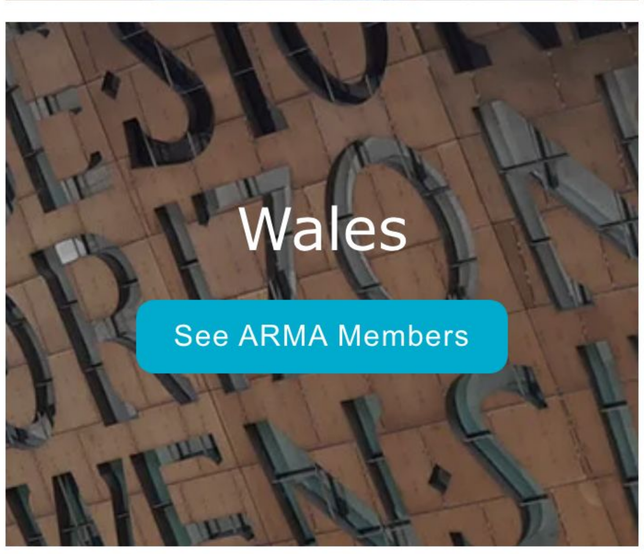


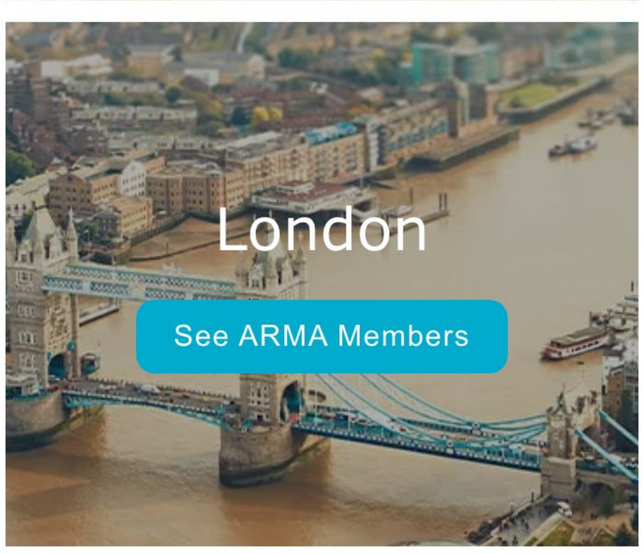


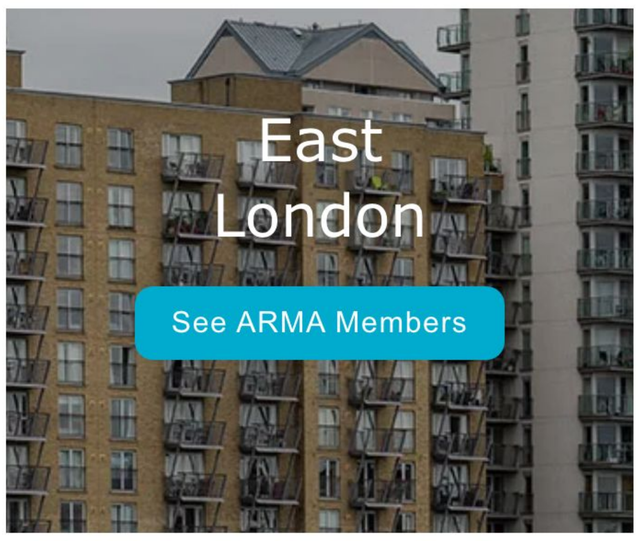












ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

Find an ALEP Member

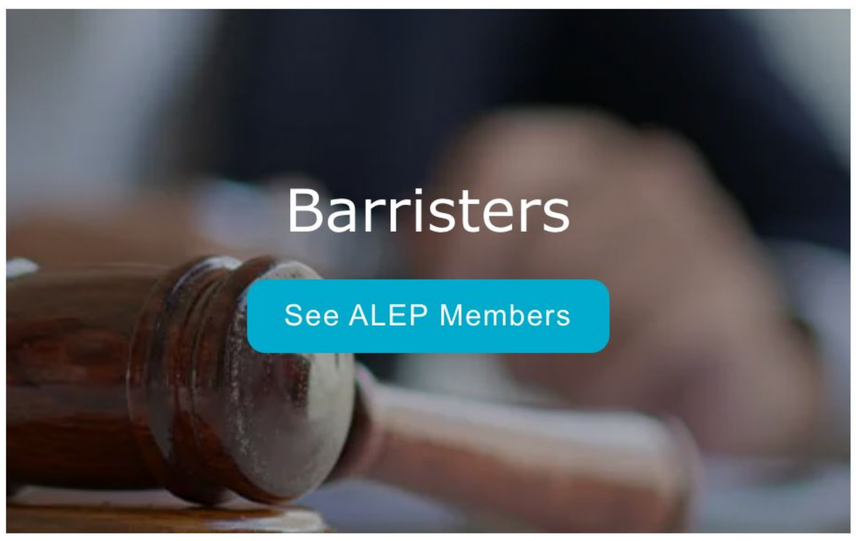
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

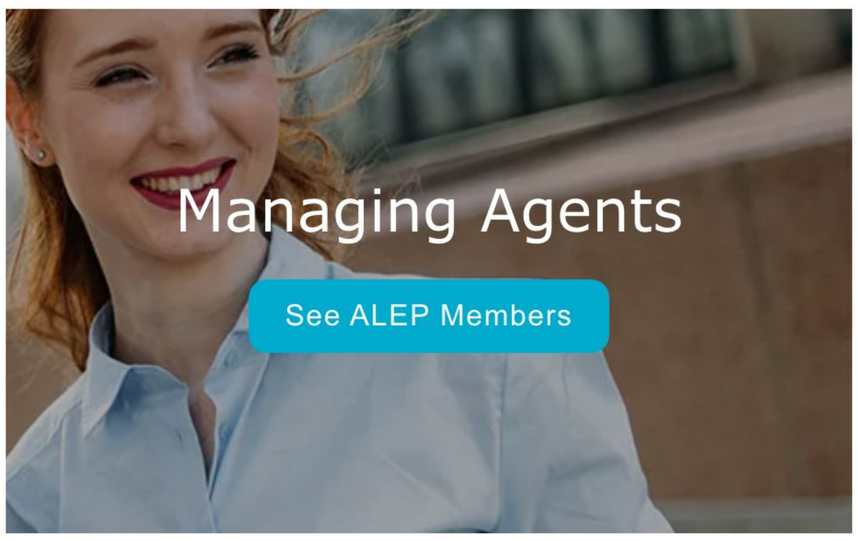
ALEP members can advise or assist with:

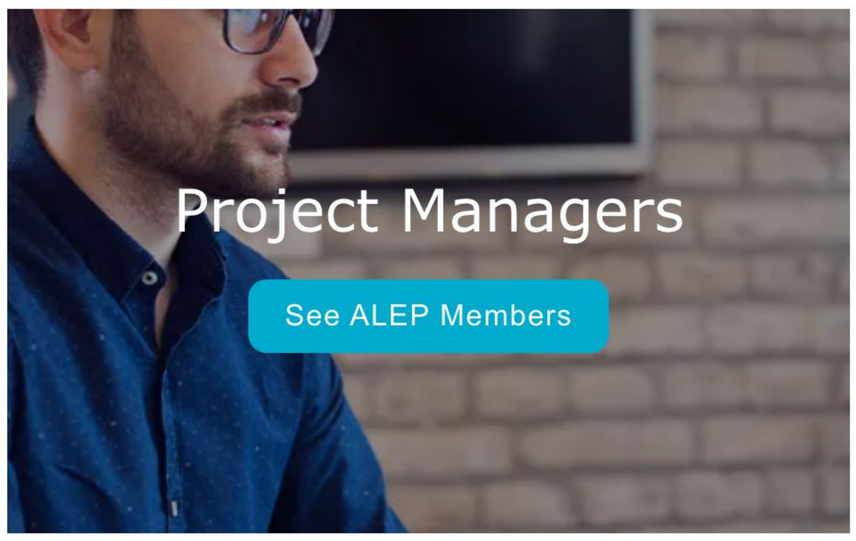
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

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







ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

LEASE

THE LEASEHOLD ADVISORY SERVICE

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

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

You can read more on the Flat Living website which has over 1,500 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.

Linktree

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

Help, Information, Advice and Guidance for Those that Live in, Own or Manage Blocks of Flats.

FlatLiving®

First name

Last name

Email address

example@yourdomain.com

Send me the latest Flat Living Magazine issue each month!

Submit

ARMA Members
South London

• Davies Daniel LTD	London	02034 170 425	Full Member
• Managed Partnerships Limited	London	0207 846 5443	Full Member
• M H Associates	London	020 7737 2552	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

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
• Lanigan Estates Ltd	London	020 7223 0851	Full Member
• Lee Baron	London	020 7758 5627	Full Member
• Lewis & Tucker	London	020 7323 2321	Full Member
• London Residential Management Ltd	London	020 7438 1080	Full Member
• Lornham	London	020 7724 4777	Full Member
• Mayfair Property Management Limited	London	020 7576 9435	Full Member
• MIH Property Management Ltd	London	020 3637 7968	Full Member
• Principia Estate & Asset Management	London	020 7341 0220	Full Member
• Quadrant Property Management Limited	London	020 7386 8800	Full Member
• Raglan Limited	London	020 7937 5272	Full Member
• RMD Properties (London) LLP	London	020 7723 2111	Full Member
• SAFE Property Management	London	020 8762 0167	Full Member
• SBA Property Management	London	020 7629 4949	Full Member
• Sears Morgan Property Management Limited	London	0844 257 2222	Full Member
• SHW	London	020 7389 1500	Full Member
• Sloan Block Management	London	020 7221 4935	Full Member
• Susan Metcalfe Residential Property Management Ltd	England	020 7591 0931	Full Member
• Tideway Property Managers	London	020 7409 0609	Full Member

ARMA Members
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	07900 822309	Full Member
• Metro PM	Birmingham	0121 428 4747	Full Member
• Pennycuick Collins	Birmingham	01214 561 700	Full Member
• Philip Laney & Jolly	Great Malvern	01684 580974	Full Member
• Principle Estate Management	Birmingham	0121 289 4315	Full Member
• Proxim Property Management	Alcester	01789 713112	Full Member
• Specialist Property Asset Management Ltd	West Midlands	0121 725 3620	Full Member

ARMA Members
North West

• Anthony James Consultancy Ltd	Merseyside	01704 545 800	Full Member
• BRPA Ltd	Thornton-Cleveleys	07495 499 613	Full Member
• Casserly Property Management	Manchester	01617 876 197	Full Member
• Haymarket Block Management	Salford	01615 490 909	Full Member
• Homestead Consultancy Services Ltd	Lytham St Annes	01253 640 040	Full Member
• Livingcity Asset Management Ltd	Manchester	01612 741 400	Full Member
• Manchester Residential Management Ltd	Manchester	01617 074 873	Full Member
• Matthew's Block Management Limited	Chester	01244 346 226	Full Member
• Oakland Residential Management Limited	Hale	0161 929 6151	Full Member
• Premier Estates Limited	Cheshire	03454 918 899	Full Member
• Realty Management Limited	Stockport	01614 747 677	Full Member
• Red Rock Estate & Property Management Ltd	Beaumont	03331 235 670	Full Member
• Regency Estates	Bolton	01204 695 919	Full Member
• Revolution Property Management Ltd	Salford	01618 500 022	Full Member
• Scanlans Property Management LLP	Manchester	01612 368 888	Full Member
• Select Retirement Service Ltd	Wilmslow	0161 656 5649	Full Member
• Stevenson Whyte	Manchester	0161 312 7171	Full Member
• Urbanbubble Limited	Manchester	01612 363 336	Full Member
• Zenith Management Limited	Manchester	01612 451 166	Full Member

ARMA Members
North East

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

ARMA Members
Yorkshire

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

ARMA Members East

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

ARMA Members
South West

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

ARMA Members London

2 Manage Property Ltd	Egham	01932 765 493	Full Member
Acorn Estate Management	Bromley	02083 156 980	Full Member
Adelaide Jones & Co Ltd	London	02077 255 800	Full Member
Alliance Managing Agents Ltd	London	02033 281 950	Full Member
Andrew Purnell & Co	London	02088 797 888	Full Member
ART-M Block Management Ltd	London	07984 587246	Full Member
Blenheims Estate and Asset Management Limited	London	02073 684 150	Full Member
Bowood (London) Limited	London	02072 236 940	Full Member
Brackenbury Property Management Ltd	London	02030 023 600	Full Member
Centro Plc	Sutton	02084 011 000	Full Member
Cluttons LLP	London	02074 081 010	Full Member
Colin Bibra Estate Agents Limited	London	02085 670 077	Full Member
Crabtree PM Limited	London	02083 717 070	Full Member
Craig Sheehan Chartered Surveyors	London	03452 077 400	Full Member
D&G Block Management	London	02079 328 500	Full Member
Dauntons Soar Management Limited	London	02078 341 032	Full Member
Esskay Management Services LLP	London	02073 318 888	Full Member
Fairoak Estate Management	London	02030 789 824	Full Member
Fifield Glyn Limited	London	02076 296 457	Full Member
Fry & Company	London	02078 210 099	Full Member
Grace Miller & Co.	New Malden	02086 051 200	Full Member
Hammond Properties	Sidcup	02083 004 811	Full Member
HML	Croydon	02086 628 800	Full Member
JCF Property Management Limited	London	02087 889 700	Full Member
JFM Block And Estate Management	Harrow	02038 657 789	Full Member
Kinleigh Folkard & Hayward	London	02045 792 931	Full Member
KMP Solutions Limited	London	02083 719 171	Full Member
London Wharf Property Management Co Ltd	Erith	07543 247 144	Full Member
May & Co Management Ltd	London	02073 763 726	Full Member
Michael Laurie Magar Ltd	Borehamwood	02084 929 850	Full Member
Moonstone Management	London	02083 009 281	Full Member
Nicolas Van Patrick Ltd	London	020 7590 1200	Full Member
Pinnacle Housing Limited	London	02074 275 182	Full Member
Platinum Associates Ltd	London	020 7863 7555	Full Member
Prime Management (PS) Limited	Bromley	02037 008 733	Full Member
Prime Portfolio Ltd	London	020 7409 0209	Full Member
Property Hub	Wembley	0208 903 1002	Full Member
Smith Waters LLP	Haymarket	020 7839 3950	Full Member
Urang Property Management Limited	London	02077 518 355	Full Member

ARMA Members
Wales

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

ARMA Members East London

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

ARMA Members
North London

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

ARMA Members
East Midlands

• Blue Property Management UK Limited	Nottingham	0330 053 8770	Full Member
• Butlin Property Services	Leicester	0116 2703705	Full Member
• Kingston Real Estate (Property Management) Ltd	Northampton	01604 631 551	Full Member
• Orchard Block Management Services Ltd	Northampton	01604 620 422	Full Member
• PMD Block Management Ltd	Kettering	01536 513 978	Full Member

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
Beckenham and Bromley Management Limited	Kent	0792 890 8108	Full Member
Belgarum Property Management Ltd	Winchester	0800 298 0069	Full Member
Boydens Ltd	Colchester	01206 762244	Full Member
Bridgeford & Co	Lymington	01590 677725	Full Member
Bury Hill Estate Management Ltd	Dorking	01306 881195	Full Member
BW Residential Limited	Southampton	02380 847111	Full Member
Cable Rock Ltd	Eastbourne	01323 345045	Full Member
Canbury Management Ltd	Staines	01784 466501	Full Member
Caxtons Commercial Ltd	Gravesend	01474 537733	Full Member
Charles Cox Property Management	Denton Island	01323 894 400	Full Member
Churchill Estates Management Limited	Ringwood	01425 888 912	Full Member
Cleaver Property Management Ltd	Wokingham	0118 9787182	Full Member
Collinson Hall	St Albans	01727843222	Full Member
Connect UK (Nationwide) Ltd	Richmond House	01293 665 642	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 Asset Management	Hove	01273 421 286	Full Member
Denfords Property Management	Southampton	023 8038 6970	Full Member
DFC Property Management Limited	Worthing	01903 874 108	Full Member
DJC Property Management Limited	Wickford	0345 459 2812	Full Member
DMG Property Management Limited	Marden	01622 831017	Full Member
Eastbourne Lettings Limited	Eastbourne	01323 430811	Full Member
Essex Properties Limited	Chelmsford	01245 329652	Full Member
Evolve Block & Estate Management	Ringwood	01425206595	Full Member
Fell Reynolds	Folkestone	01303 228688	Full Member
FirstPort Property Services Limited	Luton	07900 822309	Full Member
FirstPort Retirement Property Services	New Milton	07900 822309	Full Member
FPE Management	Hastings	01424 457750	Full Member
Fresh Property Management Ltd	Borehamwood	020 3651 6000	Full Member
Gem Estate Management Limited	Letchworth	01462 480 481	Full Member
Graves Son & Pilcher LLP	Brighton	01273 321123	Full Member
Hamways Ltd	Oxted	01883 730890	Full Member
Hazelvine Limited	Bourne End	01628 529 765	Full Member
Helen Breeze Block Management	Sevenoaks	01732 740789	Full Member
Hera Management Services	Billericay	0345 683 8812	Full Member
Heritage Management Limited	Kingswood	01737 850260	Full Member
HES Estate Management Ltd	Leatherhead	01372 677968	Full Member
Housemartins Property Management	Seaford	01323 896418	Full Member
HPS	Wokingham	0118 962 7493	Full Member
Hurford Salvi Carr Property Management Ltd	Hertford	01992 500 040	Full Member
Hydehead Ltd	Peacehaven	01273 579796	Full Member
In Block Management Limited	Epsom	02030 111 777	Full Member
Jacksons	Hove	01273 328 556	Full Member
Jennings & Barrett	Erith	0203 598 9665	Full Member
JH Property Management Limited	Sittingbourne	01795 476 249	Full Member
Jordan & Cook Ltd	Worthing	01903 820740	Full Member
Kent Gateway Block Management	Rochester	01634 814867	Full Member
Kent Property Management	Canterbury	01227 678016	Full Member
Leete Estate Management	Windsor	01753 850071	Full Member
Let Solutions	Canterbury	01227 456466	Full Member
MCS	Hertford	01920 466500	Full Member
Metta Property Management	Westcliff-On-Sea	0330 133 0242	Full Member
Oakfield Estate Agents	St Leonards on Sea	01424 854 814	Full Member
PACE Property Lettings & Management Ltd	Southend on Sea	01702 445600	Full Member
Park Lane Block Management Ltd	Southampton	02380 330706	Full Member
Peerless Properties (Oxford) Limited	Oxon	01869 331198	Full Member
Pembroke Property Management Ltd	Tumbridge Wells	0333 3442 100	Full Member
Pinnacle Property Management Ltd	Hurst	01189 320180	Full Member
PJJS Management Services Limited	Maidstone	01622 861 533	Full Member
PMS Managing Estates Limited	Essex	01206 835350	Full Member
Premier Block Management	Borehamwood	020 8236 1270	Full Member
Property Management Solutions	Verwood	01202 901 709	Full Member
Qube Property Management	Hertfordshire	0333 014 3330	Full Member
Rayners	Godstone	01883 742690	Full Member
Residential Management Group Ltd	Hoddesdon	0345 002 4444	Full Member
Roger McMillan Properties Ltd	Cobham	01932 576444	Full Member
Rushbrook & Rathbone Ltd	Hitchin	01462 420201	Full Member
Scott Estates Management Ltd	Hastings	01424 722 586	Full Member
Sebright Property Management Limited	Harrow	020 8863 2767	Full Member
Sennen Property Management	Camberley	01276 817893	Full Member
Sensible Property Management (Eastbourne) Ltd	Eastbourne	01323 738886	Full Member
Sheridan's (Block Management) Limited	Beds	01462 814087	Full Member
Sawyer & Co Sales & Lettings Limited	Portslade	01273 778 844	Full Member
Sweetings Property Management Limited	Surrey	020 8941 7799	Full Member
Trent Park Properties LLP	Borehamwood	020 3384 0583	Full Member
Trinity Estates	Hemel Hempstead	0345 345 1584	Full Member
Virtus Property Management	Bishops Stortford	01279 461281	Full Member
Warwick Estates Property Management Ltd	Harlow	01279 626 616	Full Member
Zone Property Management	Sawbridgeworth	02038 589 579	Full Member

ARMA Members South

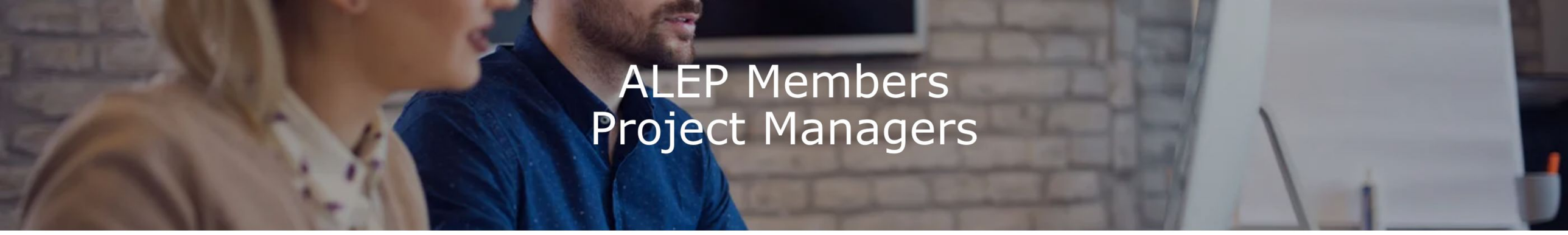
Anstey Property Management	Southampton	02380 730 111	Full Member
Asset Property Management	Bournemouth	01202 532 898	Full Member
Burns Hamilton	Bournemouth	01202 391663	Full Member
Freemont Property Managers Limited	Lymington	01590 610 555	Full Member
GH Property Management Services Limited	Southampton	03453 080 988	Full Member
Hobdens Property Management Ltd	Littlehampton	01903 724 040	Full Member
Hunters Estate & Property Management Ltd	Burgess Hill	01444 254 400	Full Member
Itsyourplace Limited	Fleet	0330 660 0699	Full Member
Kites Property Services Limited	Camberley	01252 837514	Full Member
KTS Estate Management Limited	Arundel	01903 889 799	Full Member
MJ Staples t/a Deacon Crickmay Asset Mgmt	Horsham	01403 218 975	Full Member
Minster Property Management Limited	Wimborne	01202 883 360	Full Member
MSMS - McCarthy & Stone Management Services	Bournemouth	01202 508 190	Full Member
Napier Management Services Limited	Fordingbridge	01425 650 656	Full Member
Rebbeck Brothers Ltd	Bournemouth	01202 438 908	Full Member
Retirement Lease Housing Association (RLHA)	Frimley	01252 356 000	Full Member
Stride & Son	Chichester	01243 813 760	Full Member
PS&B - Estate Management Limited	Portsmouth	07887 621 824	Full Member

ALEP Members
Barristers

• Paul Letman	Falcon Chambers	020 7353 2484
• Anthony Radevsky	Falcon Chambers	020 7353 2484
• Tamsin Cox	Falcon Chambers	020 7353 2484
• Tom Jefferies	Landmark Chambers	020 7430 1221
• Aaron Walder	Landmark Chambers	020 7430 1221
• Justin Bates	Landmark Chambers	020 7430 1221
• Ellodie Gibbons	Tanfield Chambers	020 7421 5300
• Philip Rainey	Tanfield Chambers	020 7421 5300
• Mark Loveday	Tanfield Chambers	020 7421 5300
• Christopher Heather QC	Tanfield Chambers	020 7421 5300
• Nicola Muir	Tanfield Chambers	020 7421 5300
• Jonathan Upton	Tanfield Chambers	020 7421 5300
• Piers Harrison	Tanfield Chambers	020 7421 5300
• Richard Alford	Tanfield Chambers	020 7421 5300
• Daniel Dovar	Tanfield Chambers	020 7421 5300

ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	07831 135203
• 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
• Grace Clarke	Arnold & Baldwin	020 8642 2999
• Patrick Oliver	Aston James Associates	0800 035 6473
• Stewart Gray	Austin Gray LLP	01273 201988
• Barry Passmore	Barry Passmore Limted	0203 151 8640
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Surveyors Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	07808 249262
• Wayne Norcliffe	Castle Surveyors Limited	0800 246 1002
• Christopher Spratt	C G Spratt & Son	01903 234343
• Paulina Reade	Carter Jonas	020 7581 3215
• Riccardo Carreli	Chestersons	078 1882 6198
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	07973 364162
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	07842 395767
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• Andrew Perrin	Fraser Wood (Midlands) Ltd	01922 627 686
• Jenni Freeborn	Graves Son and Pilcher	01273 321123
• David Toogood	Harding Chartered Surveyors	07808 161 463
• Harriet Fleming	Harriet Fleming Surveyors Ltd	01727 750045
• Colin Horton	Hortons Valuers Ltd	020 3058 3200
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Adrian Hau	John D Wood & Company	020 7802 3279
• Joe Fraser	Joe Fraser Chartered Surveyors	0330 1740 644
• 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	07764 577535
• Sarah Abel	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	07710 475 094
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Marc Granger	M Granger Consulting	0208 343 2200
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Mark Wilson	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
• Michael Aldous	Perry Hill Chartered Surveyors	01483 237333
• June Dunne	Prickett and Ellis Surveyors Ltd	020 8442 2491
• Paul Holder	PS&B	01273 274018
• Achilleas Pilides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Richard Murphy	Richard John Clarke Chartered Surveyors	020 7499 8043
• David Robson	Robsons	020 8402 6666
• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills (UK) Ltd	07812 965513
• Clive Scrivener	Scrivener Tibbatts Ltd	020 8971 2983
• Richard Galbraith	Sedgwick Turner Limited	01843 846888
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
• Matthew Gawne	Shaw & Company (Surveyors) Ltd	0208 394 5371
• Richard Bull	SHW	01273 876207
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	07703 131681
• David Sweeting	Sweetings Associates Limited	0208 941 7799
• Emma Echafi	Symington Elvery Ltd	020 3324 0360
• Ray Smith	Watsons	01603 751577
• Richard Stacey	Websters Surveyors	020 3011 5310
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• Simon Hanton	Willmotts Chartered Surveyors	07734 022826



ALEP Members
Project Managers

• Linz Darlington	Homehold Services Limited	020 3997 8950
• Mike Somekh	The Freehold Collective	020 3488 3148
• Silvana Goddard	Start Lease Extensions	020 8315 6901

ALEP Members
Solicitors/Legal

Linda Ball	Adcocks Solicitors	01543 442100
Tom Roberts	AK Law (London) Limited	020 3829 8832
Gabriel Alterman	Altermans Solicitors Ltd	020 8346 1777
Dona Awano	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	020 7940 4000
Marjorie Batten	Ashfords LLP	01392 333962
Tony Wilson	Ashley Wilson	0207 802 4807
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Christina Greer	Attwells Solicitors	0207 722 9898
Dee Puckering	Axiom DWFM incorporating Philip Ross	0208 090 9191
John D Chart	BACI	020 8349 7680
Ricky Coleman	Bate & Albon Solicitors	0127 3525766
Nick Tompkin	Bennett Griffin LLP	01903 229910
Samuel Cash	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 921753
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4700
Jake Holmes	Bonallack & Bishop	01722 424414
Gracy Ashton Santana	Boodle Hatfield LLP	020 7079 8112
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Dani Green	Brethertons LLP	01295 661 458
Shimmie Pariente	Bude Nathan Iwanier LLP	020 8209 2481
Roland Pingree	Carter Bells LLP	020 8939 4000
David Haines	Charles Russell Speechlys LLP	
Claire Allan	Child and Child	020 7235 8000
Claire Wilson	Clarke Mairs Law Limited	0191 429 4014
Eleanor Murray	CMS Cameron McKenna Nabarro Olswang LLP	020 7367 2739
Nick Balchin	Coles Miller Solicitors LLP	01202 338800
Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons Solicitors LLP	020 7482 9513
Carla Figueira	Cook Taylor Woodhouse	01322 394164
Jonathan Everett	Coole Bevis LLP	01903 534505
Thomas Lumsden	CooperBurnett LLP	01892 515022
Bonnie Twiggs	Crane & Staples LLP	01707 329333
Anna Favre	Cripps Pemberton Greenish LLP	020 7591 3318
Tim Selley	Crosse & Crosse Solicitors LLP	01392 258 451
Laura Poulloura	Davies and Partners Solicitors	0207 486 2908
Claire Whiteman	Dean Wilson LLP	01273 249229
Tina George	DMH Stallard	01293 605193
Michelle Goodrum	Druces LLP	020 3794 5972
Paul Sams	Dutton Gregory LLP	023 8022 1344
Katherine Simpson	Edwin Coe LLP	020 7691 4000
Kate Chatters	Farrer & Co	020 3375 7219
Pippa Garrod	Field Seymour Parkes	0118 951 6200
Primal Laxman	Fitz Solicitors Ltd	01753 592000
Natasha Rees	Forsters LLP	020 7863 8385
Niki Adkins	Frettens LLP	01202 920 237
Lisa Cornish	Gillhams Solicitors	0208 965 4266
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8305 3522
Chi Collins	Greenwoods Legal LLP	0203 691 2092
Graham Jaffe	Gregory Abrams Davidson	07502 295748
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
Lewis Myatt	Hart Brown solicitors	01483 887561
Daniel Winslow	Healys LLP	020 7822 4000
Jason Richardson	Henriques Griffiths	0117 909 4600
Joshua Watkins	Herrington Carmichael LLP	01276 854948
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co part of GT Stewart Ltd	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
Callie Tuplin	Holmes & Hills LLP	01206 593 933
Ash Oberoi	Housing and Property Law Partnership Solicitors	020 7553 9000
Amanda McNeil	Howard Kennedy LLP	020 3755 5598
Craig Rennie	HRJ Foreman Laws	01462 458711
Joanna Themistokli	Irwin Mitchell LLP	020 7650 3809
Amy Johnson-White	Jamieson Alexander Legal	0330 0881 521
Amelia Hayes	Jefferies Essex LLP	01702 332311
Daniel Swimer	Joelson JD LLP	020 7580 5721
Yashmin Mistry	JPC Law LLP	020 7644 7294
Daniel Tang	Judge and Priestley LLP	020 8290 7373
Julie West	Julie West Solicitors	01372 383273
Belinda Walkinshaw	Jury O'Shea LLP	020 3176 4255
Katie Cohen	Katie Cohen operating as Keystone Law	020 3319 3700
Liz Rowen	Keebles LLP	0114 276 5555
Harriet Thornton	LCF Law Limited	01274 386597
Daniel Tang	Lease Advice Bureau	020 3540 9996
Mark Coupe	Lease Extension Solicitors	07718 652 754
Jade Wilson	Lease Law Limited	0204 511 9100
Suki Samra	Lester Aldridge LLP	01202 786317
Polja Atkins	Longmores Solicitors	01992 300333
Richard Hornby	Lynch Hall & Hornby	020 8864 0722
Tamara Lester	Manuel Swaden Limited	020 7431 4999
Andrew Edwards	Martin tolhurst Solicitors	014 7456 013
Joanna Ironside	Mayo Wynne Baxter LLP	01903 743201
William Essex	McGlennons Solicitors	020 8946 6015
Beth Rose	Meaby & Co Solicitors LLP	020 7703 5034
Tim Wild	Mills & Reeve LLP	020 7648 5289
Shazda Ahmed	Monarch Solicitors	020 8889 8888
Jolanda Peters	Moore Barlow LLP	020 8939 2731
Matthew Hearsum	Morr & Co LLP	020 8971 1085
Shelley Fitzpatrick	Mullis & Peake LLP	01708 784000
Adam Davis	Naylor Solicitors LLP	020 7963 8689
Nazmin Choudhury	NC Law	020 8879 9400
Lucy Riley	Nockolds Solicitors Limited	01279 712586
Chris Connor	Norton Connor Limited	0113 239 0088
Tim Morgan	ODT Solicitors	01273 221582
Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
Guy Osborn	Osbornes Solicitors LLP	020 7681 8667
Nick Demos	P George & Co Solicitors	020 8341 9080
Laura Simpson	PainSmith Solicitors	01420 565310
Jennifer Sanders	Paris Smith LLP	02380 482125
Lorraine Lancaster	Paul Robinson Solicitors LLP	01702 338338
Reece Wheeldon	PDC Conveyancing Limited	01992 879020
Stephen Pomeranc	Pearlmans Solicitors	0208 201 6311
Martin Codd	Penningtons Manches Cooper LLP	020 7457 3000
Victoria Gower	Peter Brown & Co	020 8447 3277
Stephen Eccles	Pinney Talfourd LLP	01708 511000
Daniel Gardner	Daniel Gardner	01202 292424
John Sheldrick	Redferns	020 8424 7070
Stuart Jacobs	RIAA Barker Gillette incorporating Tibber Marks	020 8954 4705
Lee Harle	Ringley Law LLP	020 7428 1977
Caroline Knowles-Ley	Rix & Kay Solicitors LLP	01273 766917
David Moore	Rodgers & Burton	020 8939 6300
Elizabeth Clarkson	Rollits LLP	01482 337260
Ben Frost	Ronald Fletcher Baker LLP	020 7467 5757
Tom Parkinson	Rowlinsons Solicitors Limited	01928 735333
Jacqui Walton	RWK Goodman LLP	0207 842 1424
Shabnam Ali-Khan	Russell-Cooke LLP	020 3826 7306
Gary Dunger	SA Law	020 7183 5683
Saul Marine	Saul Marine and Company	020 8959 6090
John Midgley	Seddons	020 7725 8068
John Summers	Setfords Law Limited	020 3962 4031
Natalie Staniford	Solomon Taylor Shaw	0207 431 1912
Julian Spalter	Spalter Fisher LLP	020 3328 5822
Gary Scott	Spector Constant & Williams	07399 815337
Glenn Stevenson	Stevensons Solicitors	01362 860300
Elizabeth Cobb	Stone Rowe Brewer LLP	020 8891 6141
Jane Canham	Storrar Cowdry Solicitors	01244 400567
Yasmin Benlafki	Streathers Solicitors LLP	020 8347 2480
Iris-Ann Stapleton	Streathers Solicitors LLP	020 7034 4200
Tim Farrington	Streeter Marshall	01883 622433
Nilloosha Ponnuthurai	Taylor Rose MW	0203 004 5460
James Khakpour-Smith	Taylor Walton LLP	01727 818513
Jim McKeever	Teacher Stern LLP	020 7242 3191
Vikki Herbert	Thackray Williams LLP	020 8290 0440
John Crosbie	The Chambers Property Group T/a Brendons & Bunting Surveyors	0208 566 3323
Frances Watts	The Head Partnership Solicitors LLP	07789 764571
Jason Winton	Thirsk Winton LLP	020 8505 4777
Samantha Wicks	Tinklin Springall Solicitors	020 8402 7222
Robert Plant	Tolhurst Fisher LLP	01702 352 511
William Bethune	Trowers & Hamlins LLP	020 7423 8558
Peter Thibault	TV Edwards	0203 440 8323
Becky Budd	TWM Solicitors	01483 752700
Christina Le Riche	Veale Wasbrough Vizards LLP	020 7665 0929
Samantha Bone	Wallace LLP	020 7636 4422
Matthew Jones	Weightmans LLP	0113 213 4008
Sophie Jones	William Sturges LLP	0207 873 1000
Richard Barca	Wilson Barca LLP	020 7272 2072
Simon Livesley	Winckworth Sherwood LLP	0207 593 0387
Chris Ledgerwood	Womble Bond Dickinson (UK) LLP	0191 279 9808
Nick Kephalas	YVA Solicitors LLP	020 8445 9898
Mark Curtis	Z Group	020 8944 1180

ALEP Members
Managing Agents

• Colin Cohen	Colin Cohen Property Management	020 8959 6870
• Fiona Docherty	James Andrew Residential	020 8349 7171
• Michael Maunder Taylor	Maunder Taylor	01707 871703
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850