Information, advice & guidance
for RMCs and Property Managers

# FlatLiving Magazine

October 2023

## Feature: Complaints and Disputes

CLICK HERE FOR THE ARMA CONFERENCE ROUND UP ON PAGE 6!


01
Welcome

02
News

03
Training

# Welcome

## Welcome to our October issue of Flat Living Magazine!

This month, our contributors have ventured into the world of **complaints and disputes.**

Their articles span a range of topics, encompassing not only the strategies for effective complaint management but also the art of transforming complaints and disputes into constructive, positive resolutions that benefit all parties involved.

Don't forget to visit **page 6** where we provide an exclusive rundown of the experiences shared by some of the attendees of the **ARMA Conference 2024.**

In **news** – we're excited to share some exciting updates, including impressive fundraising and award announcements from **Residentsline** and **JB Leitch**. Additionally, if you or your agent are currently involved in arranging or placing insurance then we recommend reviewing **page 5** regarding the recent publication of final rules on the changes to multi-occupancy changes from the FCA.

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.

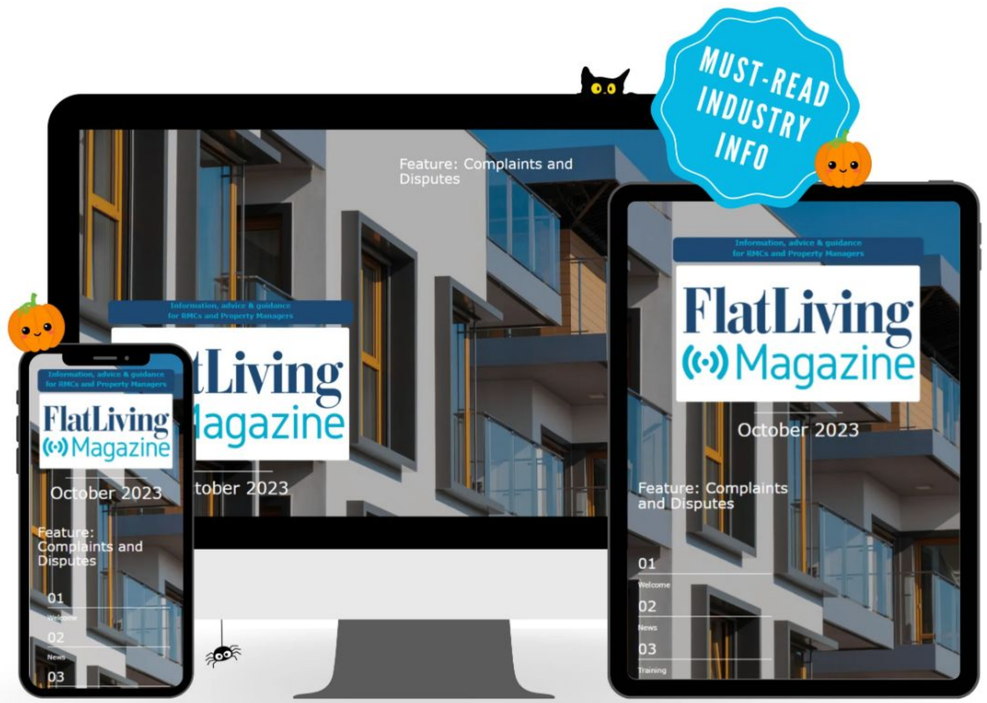
If you have any questions you would like us to organise an article on, or if you have any interesting articles to add – please send them directly to the team via **info@flat-living.co.uk**.

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

## 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**

## New Legal 500 Rankings: JB Leitch Hold a High Position for 2024

**The latest rankings for the Legal 500 have been released and once again Liverpool's specialist property law firm JB Leitch hold a high position amongst the region's leading legal experts.**

Acknowledged as the world's largest independent legal referral guide, the rankings for 2024 are based on a broad series of criteria, including strong technical ability available for the most complex and innovative work, client recommendation and results. JB Leitch has retained Tier 3 ranking in the field of property litigation for the fourth consecutive year.

After 4 years ranked as a Rising Star, the newly published listing sees Legal Director Phil Parkinson elevated to the category of "Next Generation Partner" – a level of accreditation that reflects significant recognition from clients and peers in the market. Special recommendations are also given for Principal Associate Katie Edwards and Principal Solicitor Jonathan Leitch.

**Underpinning this recognition are a host of testimonials from commercial clients which highlight and attest to the firm's leadership in property management and leasehold law:**

*"The team at JB Leitch are recognised nationally as leaders in leasehold management work and have dominated in dealing with the complex issues which arise in fire safety following the Grenfell tragedy".*

*"Philip Parkinson is extremely efficient and practical in his approach to disputes. His client management is second-to-none. Katie Edwards is an associate to watch and is quickly establishing herself as a truly impressive property litigator".*

*"JB Leitch are unrivalled in their knowledge of the law and practice of residential leases. As well as their commercial approach to dealing with instructions, they provide substantial support in the form of regular client briefings and seminars in this everchanging field".*

*Director Jonathan Leitch adds: "Once again this is fantastic news for the firm and well-deserved recognition for our entire team's expertise. What gives additional resonance to this news, is that our clients also recognise and appreciate our commitment to added value and knowledge sharing in this period of ongoing change across the sector".*

**To learn more about the firm visit: jbleitch.co.uk**

**For enquires, contact Steve Sherlock, Head of Marketing at: s.sherlock@jbleitch.co.uk**

## Double Promotion at Law Firm Bishop & Sewell

**London law firm Bishop & Sewell LLP has promoted two talented lawyers, in a move which significantly strengthens the firms' dispute resolution and residential property teams.**

Associate Charles Jamieson has been promoted to Senior Associate in the firm's Litigation and Dispute Resolution team. A highly experienced dispute resolution specialist, Charles handles a mixed Chancery practice focusing on business, property and contentious probate matters, including breaches of contract, partnership and shareholder disputes, insolvency proceedings, and landlord & tenant and property disputes.

Meanwhile, Solicitor Nicole Couzens has been promoted to Associate Solicitor in the firm's Residential Property Team. Nicole deals with all aspects of residential conveyancing including high value sales, purchases, and re-mortgages of freehold and leasehold property, and has experience acting on complex leasehold transactions for both landlord and tenant clients.

Mark Chick, Senior Partner at Bishop & Sewell, said:

"These latest promotions reflect each lawyer's hard work and commitment to delivering the highest quality service to our clients over several years. On behalf of the Management Board and the Partners we would like to acknowledge their respective achievements and wish them a long and successful future with the firm."

## Top UK Property Litigation Lawyer Warns Leaseholders Likely to Pursue Historic Cases Following New FCA Leasehold Buildings Insurance Reforms

**The prospect of managing agents facing multiple group actions from leaseholders, resulting in their paying out significant, potentially ruinous damages, grows ever nearer, as new legislation outlaws the historic practices of managing agents in relation to insurance commissions. opens the floodgates for historic claims.**

Indeed for some managing agents, the prospect of heading to court is already a reality. "We are already seeing some claims being pursued by leaseholders following Michael Gove's recent focus on eradicating 'secret' commissions," said Richard Glover, one of the UK's leading property litigation lawyers.

The Financial Conduct Authority (FCA)'s new legislation – due to go on the statute books December 31, 2023 – is specifically designed to protect leaseholders against brokers who overcharge and hand so-called "secret" commissions to managing agents and landlords.

Insurance for multi-occupancy buildings, which covers residents against events such as water leaks, has become a key issue in a mounting scandal over the excessive service charges landlords are alleged to have levied on leaseholders.

Tenants of flats are usually obligated to pay towards a buildings insurance policy they have no control over selecting, nor transparency over the contract and any commissions that may be paid. In recent years these policies have increased in price, particularly for residents of cladded buildings after the 2017 Grenfell Tower tragedy.

"Claims may go back as far six years as a minimum, and in some cases, it could be 12 years," explained Richard. "Which means we're talking very significant sums of money.

"The FCA has said it expects brokers to cease 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 the FCA's rules on fair value.

"We have been advising our managing agent clients on historical liability and the so-called secret commissions and assisting those clients to challenge the claims against them," he added. "We anticipate many more coming forward in the coming months as the industry gets to grips with this new legislation."

**There are 4.98 million leasehold dwellings in England, representing 20% of the English housing stock, according to the department of Housing, Communities and Local Government (DHCLG).**

## Coffee and Cakes: Residentsline Raise Money for Macmillan

**The Residentsline team is elated to announce their successful fundraising effort during their recent Macmillan Coffee Morning**

The event, a delightful gathering filled with coffee and cakes, brought together team members and supporters of Residentsline. Happening on the 29th September, they were all dedicated to making a positive impact in the fight against cancer. Through their combined efforts, a remarkable total of £236 was raised for Macmillan Cancer Support.

Residentsline wishes to extend their heartfelt gratitude to all those who participated and generously donated to this cause. The outpouring of support displayed during the event was truly heart-warming.

One of the highlights of the morning was the sweet jar guessing competition. This saw Underwriter Emily emerge victorious with the most accurate guess.

Emily received a jar of delectable sweets as a fitting prize for her keen estimation skills.

Apart from Emily's impressive win, Residentsline had another surprise in store for some of our team members. We celebrated the victories of Senior Property Underwriter Louise, Administrator Jack, and Administrator and Trainee Underwriter Georgia. They all demonstrated their sharp guessing skills and found the number of Colin the Caterpillar faces. They each walked away with Costa Coffee vouchers. These games perfectly embodied the lively and interactive atmosphere of the Macmillan Coffee Morning event. Furthermore, Macmillan enriched this through their partnership with M&S and the resources they provided.

The Residentsline team takes pride in the support they have received and eagerly anticipates continuing their efforts to support charitable causes.

**For more information about Residentsline, please visit: https://www.residentsline.co.uk/**

# ARMA CONFERENCE 2023


Flat Living Attend the ARMA Conference 2023

Exploring the Future of Block Management: A Recap of the ARMA Conference 2023

4site Consulting: Teamwork Makes the Dream Work

ILECS: The Future of The Property Institute

Adiuvo: The ARMA Conference, A Supplier's View


## Flat Living Attend the ARMA Conference 2023

On the 6th of October, leasehold professionals from across the industry gathered at the highly anticipated ARMA Conference, transforming it into a bustling hub of insights, networking opportunities, and innovation. This annual event had been eagerly awaited, and it did not disappoint. The conference served as a vital platform for attendees to stay well-informed about the latest developments and legislative changes within the leasehold sector. Moreover, it provided a unique opportunity to explore cutting-edge solutions that have been revolutionising the landscape of leasehold management and shaping the future of residential property management.

Attendees were able to immerse themselves in a rich learning experience, engaging with industry experts and accomplished panellists who provided valuable insights into the ever-evolving legal and regulatory framework. The conference's program was thoughtfully curated, offering a diverse range of panel sessions and breakout sessions that delved into various critical topics. From discussions about the role of housing associations in leasehold management to strategies for enhancing resident engagement and even an exploration of how The Property Institute (TPI) fosters competence, the conference catered to a wide spectrum of interests and concerns within the industry.

As an event attendee representing our company, Flat Living, we are thrilled to take a moment to reminisce about the incredible lineup of events and discussions that defined the 2023 programme.

This year was indeed an exceptional gathering of industry leaders, experts, and professionals, offering invaluable insights into the ever-evolving world of property management.

**Let's reflect on some of the highlights:**

The day began with TPI updates delivered by CEO, Andrew Bulmer including how this organisation is working towards shaping the future of property management alongside all the support available to all.

**1. Keynote Panel: Health Check: Taking Stock of Where You Are with Building Safety with esteemed panellists, including:**

- Kim Tichias, Health and Safety Executive
- Shaun Lundy, Tetra Consulting
- Charles Seifert, Inside the Box Advisory
- Mark Varley, Emeria

This thought-provoking discussion allowed us to assess the current landscape of building safety, thanks to the knowledge shared by our expert panellists. We left with a clearer vision for ensuring the safety and well-being of buildings and current changes to legislation.

**2. Keynote Panel: Business Challenges Faced by the Managing Agents of Today**

- Chaired by Malcolm Perryman, The Property Institute (TPI)
- Featuring representatives from Hegarty Property Management & JFM Block & Estate Management

We had the privilege to explore the challenges that managing agents face in today's dynamic property management landscape. Industry giants shared their experiences and strategies for success, leaving us with invaluable takeaways.

**3. How Big Can the Residential Rental Universe Get? (Nick Whitten, JLL)**

Nick Whitten from JLL guided us through an eye-opening exploration of the growth potential of the UK residential rental world. We gained an eye-opening understanding of the Private Sale, Build-to-Rent, Purpose-Built Student Accommodation (PBSA), and Social Housing sectors in the UK compared to other European nations.

**4. Breakout Session: Housing Associations – Unravelling the Mysteries. Led by Steve Michaux, Former Director of Residential Services at A2Dominion.**

In this enlightening session, we explored the world of housing associations. Steve Michaux's insights shed light on the intricacies of this vital sector within the property management industry. Key points covered include how housing associations are organised, how to talk to the right person, and getting bills paid.

**5. Learning Matters! We upskilled our drive to competency with TPI's Training Officer, Lawrence Diamond, and its Qualification Development Manager, Simon Walker.**

Being competent in your role is top priority. This was enforced by TPI experts as they highlighted the importance of enhancing staff competency to meet the evolving demands of property management.

**6. Legal Updates: Industry leading experts Ellodie Gibbons, a Barrister from Landmark Chambers, and Cassandra Zanelli, CEO of Property Management Legal Services discussed significant legal developments.**

The discussions are essential for disseminating accurate, up to date and understandable information. Their insights not only educate but empower professionals and the public, contributing significantly to a well-informed and legally compliant society.

**7. Essential Tech of Today**

We discovered the latest practical technologies designed to streamline property management processes. Learning how these tech innovations could enhance our efficiency as a business was a game-changer.

The Tech Talk session at the conference shed light on the transformative impact of Proptech in residential property management. The speakers consisted of Dave Wardell, Business Passport; Joe Goss, Fixflo; and Henry Bliss, Built-ID.

Dave Wardell from Building Passport discussed how technology aids property managers in ensuring building safety and maintaining the Golden Thread. Dave discusses the Golden Thread and how it presents a centralised, digitised, and secure platform to manage essential building information in adherence to the regulations. Joe Goss, Fixflo, highlighted the potential of technology in enhancing internal processes that will lead to greater overall efficiency. Lastly, Henry Bliss from Built-ID explored the ways technology can strengthen resident and community engagement, showcasing the diverse applications of Proptech in reshaping the management and operation of residential properties.

**With these captivating sessions and many more, the 2023 ARMA conference was an enlightening and transformative experience for all attendees. We are grateful for the knowledge, innovation, and networking opportunities that took center stage. A big thank you to this year's ARMA Conference speakers, industry suppliers, and of course the attendees who contributed to the success of Friday's event!**

Beyond its educational value, the ARMA Conference was a prime opportunity for networking and collaboration. Throughout the day, attendees had multiple chances to connect with fellow professionals, vendors, and service providers. The conference facilitated interaction through four well-timed breaks, providing ample moments for impromptu discussions and the exchange of ideas. To top it all off, the day concluded with a drinks reception, creating the perfect setting for attendees to relax and continue connecting. Notably, the Flat Living team had the privilege of meeting several magazine and website contributors, an experience that undoubtedly added a special highlight to the event.

To conclude, the ARMA Conference 2023 emerged as a resounding success, achieving a harmonious blend of education, networking, and celebration. In an industry characterized by constant change and innovation, events like this play a vital role in shaping the future of property management. As the leasehold landscape continues to evolve, the insights and connections forged at conferences like this become increasingly vital in guiding professionals toward success and excellence in their field.

**Make sure to keep an eye out on our website and social media platforms for articles and summaries from some of the attendees who will be sharing valuable insights and their experience of the event. Don't forget to visit the ARMA website for the Conference Gallery 2023.**

## Exploring the Future of Block Management: A Recap of the ARMA Conference 2023

In the heart of London, Leasehold professionals gathered at the ARMA Conference on 6 October 2023, for a day of legislation changes, networking, and innovation. The conference started a half an hour earlier this year as they had so much to pack into the day with the core content being delivered by the same, knowledgeable names we see partner with ARMA. With a theme centered around "Navigating the Shifting Tides of Block Management," this year's conference explored the challenges and opportunities facing the industry.

**Consolidation**

The day could not have passed without comment on the consolidation activity dominating the industry. There was a knowledgeable panel of small managing agents on the stage including JFM, Hegarty PM and Samas Property Management. It would have been interesting to see a larger agent to provide a different perspective however, this was a fantastic debate which looked at how consolidation opens opportunities for the small agent which were not as readily available previously. Joe Mallon, Sallie Marston and Sam Massey all represented the SME block management companies well.

**A Glimpse into the Future**

One of the most exciting aspects of attending the ARMA Conference was the opportunity to gain insight into the tech future of leasehold. The event featured a series of engaging keynote speeches and panel discussions that delved into emerging trends following the introduction of the Building Safety Act, technological advancements, and the evolving regulatory landscape in the industry. The tech talk featuring FixFlow, Building Passport and Built-ID created a panel of experts and technology innovators, shared their expertise and predictions for the future looking at how Proptech is reshaping Block Management.

**Networking Opportunities**

The ARMA Conference was not just about learning; it was also a fantastic platform for networking. With four breaks and a drinks reception at the end of the day there was a great opportunity to discuss the day and meet with some Vendors. There was no doubt the sponsors had gone all out this year with the most popular stand being the chance to win a Robot with Audivo team.

The conversation flowed in the breaks many commenting on a great presentation from Lawerence Diamon and Simon Walker on personal development – particular how you can achieve value when booking course and access a 20% discount!

As the ARMA Conference came to a close, attendees reflected on how different a position the industry was in last year and how we continue to develop and improve following the induction of new legislation. The event served as a reminder that embracing innovation, staying informed about industry developments, and fostering professional relationships are essential for success in this dynamic field.

**About the Author: Annie McGrandles MRICS FIRPM (left)**

Annie is the Head of Block Management at Property Management Recruitment, with over 15 years of experience in the Leasehold industry. She is a Chartered Surveyor and Fellow of IRPM. Annie is passionate about raising standards across leasehold offering expertise in achieving MRICS in Block Management and recently joining the training team at ARMA.

## 4site Consulting: Teamwork Makes the Dream Work

Teamwork makes the dream work! We had a fantastic time at the ARMA Conference on Friday 6th October with our incredible team.

A BIG thank you to everyone who came to see us, we genuinely appreciate the time you took to visit and engage with our team. We look forward to continuing to provide you with outstanding service and solutions!

Also thank you to Malcolm Perryman, Joe Mallon MRICS FIRPM, Sallie Marston MIRPM AssocRICS, and Samantha Massey FRICS FIRPM for shedding light on crucial insights into some business challenges and opportunities for managing agents, inspiring us to enhance our services to cater to the evolving needs of property management. Let's continue to grow and adapt together!

We also wanted to thank Kim Tichias for stressing the significance of the resident's engagement strategy, reminding us how important it is that we equip our clients with the necessary support to remain compliant with this requirement (check out our FSI Posters).

And of course, a huge shout out to ARMA (Now part of The Property Institute) and The Institute of Residential Property Management (IRPM) for having us!

## ILECS: The Future of The Property Institute

As always, the team at The Property Institute put on an excellent conference for delegates and exhibitors, and we thank them for being so helpful.

ILECS have worked in partnership with ARMA for over 20 years, providing clarity and understanding about the lift and escalator industry to ARMA and its members. We have consistently supported ARMA with their events and, over the last 6 years, we have been the platinum sponsor 5 times, showcasing our commitment to the leading trade association for residential leasehold management.

As leaders in the industry, we set the standard for lift excellence, passing on our knowledge and expertise through our range of services, training courses and expert articles.

For ILECS, being part of the ARMA conference keeps us in the forefront of the residential sector and gives us the opportunity to meet with many of our past and existing clients in person, something that in recent times has been difficult due to the increased use of virtual meetings. The conference also allows anyone unfamiliar with ILECS to meet with our team and hear how we can help them with the management of the lifts in their properties.

Phillip Stillwell, Chairman at ILECS says "It was a pleasure to see so many new faces at this years' conference and we hope that all who attended found the day insightful and thought provoking. I can remember the first ARMA conference I attended over 20 years ago, so like Andrew Bulmer said in his introduction to the conference, it will be sad to see the end of the ARMA and IRPM brands. But for every end there is a new beginning, which is why we're excited for the future of The Property Institute. We look forward to seeing the new brand and way forward for The Property Institute teased by Andrew."

## Adiuvo: The ARMA Conference, A Supplier's View

Adiuvo attended and exhibited at the recent ARMA conference. We were asked what its like to attend the conference as a supplier, so here's our thoughts and observations.

Well first off the "day" actually begins the night before, access to the venue is provided at 6pm and we begin the process, along with most other suppliers, of setting up our stands. For most that includes having contractors do the hard work whilst we oversee it. This year we went a little further than previously with a 3 metre by 2 metre video screen which took a little while to build, meaning we left site at 8.30pm.

We then returned at around 8am to ensure everything is working and set up correctly and await the early arrivers.

Most exhibitors try and lure people to their stand with various giveaways, competitions or activities (we saw cornhole and ball pong amongst others) and we were no different; our version this time was a giant buzz wire game in order to try and win our main prize with consolation prizes for anyone taking part.

These enticements are all with one thing in mind which is a chance to interact with attendees Whether they are current or potential clients it's a chance to catch up, sell and to hear concerns and thoughts of the wider profession usually in connection with recent sessions they have just attended.

We then try and dip into as many sessions as we can bearing in mind that break times are when we are needed to staff the stands so often when the conference is ongoing we are recovering or chatting with our peers on other stands (sometimes even the competition) again to catch up with what's going on within the wider industry.

Then as we oversee breakdown of the stand and inventory, draw a winner for our competition and generally pack up conversation generally turns to where the venue for the "after-party" will be where everyone, suppliers and property managers, retires for a few drinks continues the industry discussion & gossip.

It doesn't quite end there - several days later we follow up with all the people who left details on our stand and with the wider attendee list provided to exhibitors to see if any new relationships and opportunities can be found. A couple of weeks after that we would review the returns from being there from brand awareness, the opportunity to catch up with current clients and sales opportunities. At that point we decide whether or not insignificant investment in the day warrants doing it all again next year.

# Introducing EK Specialist Surveys

EK Specialist Surveys

ek-ss.com

***Drone. Thermal. Rope Access. Leak Tracing. Time-lapse.***

Earl Kendrick Project & Building Consultancy is proud to unveil EK Specialist Surveys, a next-generation, integrated survey service offering state-of-the-art solutions to building owners and managers.

The business of surveying is changing. Building owners are under increasing pressure to reduce costs without compromising on safety or the long-term health of their properties. Leading surveyors are responding by drawing on the latest technology and innovative techniques to produce timely and accurate data on the condition and performance of buildings, both efficiently and economically.

Earl Kendrick has been at the forefront of this trend for several years, from offering high-tech drone surveys to developing fast and agile rope surveys. Now the group is bringing all its specialist survey services together under one umbrella.

EK Specialist Surveys is led by Adam Bailey, a pioneer of the drone industry, who was the first to provide drone surveys of the built environment, and has continued to lead innovation within the property and construction sectors. Adam is also an experienced building surveyor in his own right and has also worked as a property manager in residential block management.

**EK Specialist Surveys break down into five broad categories:**

- **Building Defect Investigations and Roof Surveys** carried out with the latest technology and techniques to ensure accurate and comprehensive data collection.
- **Building Performance Surveys** using cutting-edge technology – including thermal surveys – to provide a technical analysis and detailed reports on the performance of buildings.
- **Construction and Development Imaging** using a range of fixed time-lapse cameras, drones and handheld cameras to capture both high-resolution stills and broadcast-quality 4K video footage.
- **Roof Safety Inspections** to guarantee the strictest safety standards by testing eyebolts, guardrails and ladders.
- **Leak Trace and Detection Surveys** investigating all types of leaks using advanced techniques, including thermal imaging, moisture scanning and dye testing to identify problems and recommend the right solution.

Adam Bailey said: ***"From drones to rope access, and thermal imaging to leak tracing and time-lapse photography, a wide range of technology is now available to enable better and more accurate surveys for specialist purposes.***

***We are pleased to be able to bring these together under the umbrella of EK Specialist Surveys.***

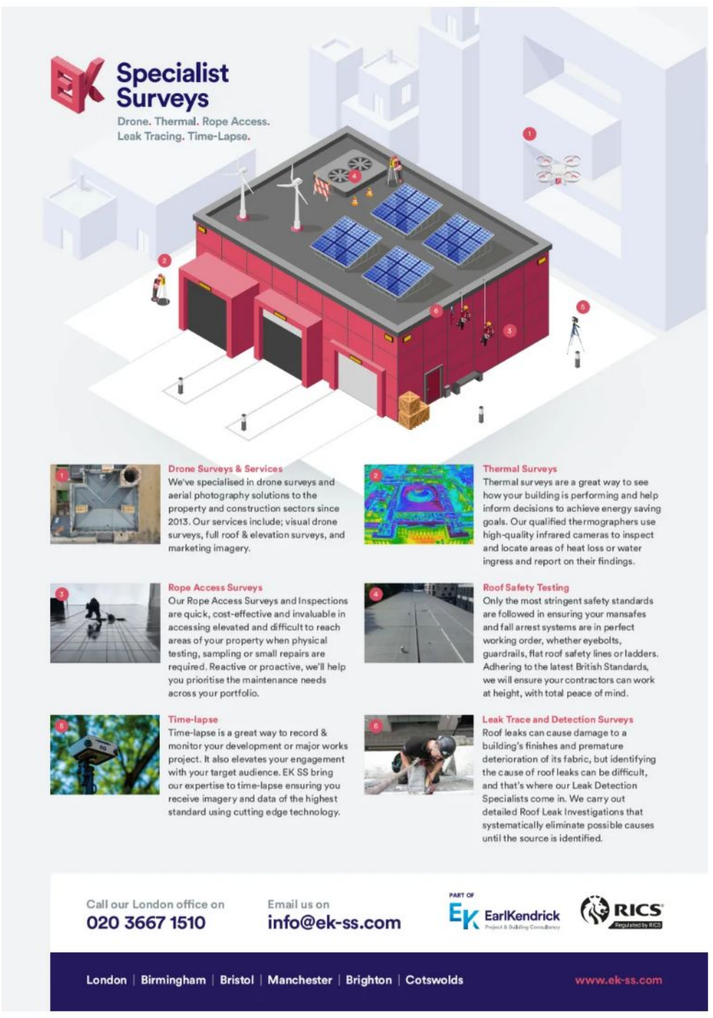
***And I am confident that we have a solution to meet any surveying challenge our clients bring our way".***

Earl Kendrick Group Director Julian Davies adds: ***"Earl Kendrick have always been go-to surveyors for building defect inspections such as leaks, cracking, dampness, defective building envelopes and more.***

***We will now be able to route all such enquiries through our new specialist building survey division – whether via the EK team or from other surveyors or property managers.***

***Adam and his team combine specialism in new, non-invasive technologies with the expertise of experienced chartered building surveyors, and offer our clients a state-of-the art "one stop shop" for defect issues.***

***The beauty is that they'll quickly assess the defect and then advise on the best inspection strategy using the available technologies."***




**You can also click the image to be taken to the PDF link of the leaflet...**

**For more info please contact Adam Bailey: adam@ek-ss.com**

Share this page on social media

# Empowering Block Management Entrepreneurs:The B-Hive Partnership Model

B-hive
Block Management Partners

www.b-hivepartners.com

**In the dynamic and ever-evolving world of block management, staying ahead of the curve and delivering exceptional service to clients is paramount. To meet these challenges head-on, B-hive Block Management Partners is bringing an innovative partnership model that redefines industry standards. This article explores how B-hive's collaborative approach empowers entrepreneurs and existing block management businesses, offering them the best of both worlds, shared expertise, and growth opportunities.**

## Best of Both Worlds

Traditionally, clients faced a dilemma in choosing between the extensive resources of a large firm and the personalized touch of a local operator. B-hive's partnership model eliminates this predicament by offering a hybrid solution that combines the strengths of both worlds. Clients benefit from B-hive's expertise in managing back-office complexities, including service charge accounting compliant with RICS standards and access to essential compliance services.

With B-hive's expert handling of client finance and service charge accounting, you can ensure transparency, compliance and efficiency in managing your finances. Their dedicated team and modern software solutions offer detailed reporting and simplified financial management, aligning with best practices and regulatory requirements. This allows you to focus more on strategic growth and client relationships, knowing that the financial intricacies of block management are in capable hands.

Simultaneously, clients have the privilege of working with capable local operators who excel in providing top-notch customer service and property management. This unique collaboration enables partners to cultivate and maintain exceptional client relationships while ensuring clients receive the highest level of service. B-hive's approach is all about delivering the best of both worlds, creating a win-win scenario for all stakeholders.

## Shared Skills and Expertise

At B-hive, a commitment to continuous learning and improvement underpins the partnership model. Partners are consistently updated on legislative changes, enhanced service offerings, and the integration of cutting-edge technologies. The optimisation of services to support partners' future development plans is a core principle, ensuring B-hive remains the trusted and credible partner for property professionals entering the block management arena. B-hive brings to the table years of industry experience, backed by a proven track record of successful block management ventures. This vast expertise can help you navigate the complexities of block management with greater confidence and foresight. The back office has a team of experts in each area of block management support, ready to navigate through any challenges that may arise. This experience and expertise provide your business with strength and support to allow you to focus on delivering a good customer experience to your client base.

Partners also benefit from comprehensive training programs led by in-house specialists, experts in their respective fields. This content-specific training equips partners with practical insights, guidance, and advice, allowing them to stay ahead of the competition and provide unmatched service to their clients. B-hive's dedication to knowledge transfer ensures that partners are always well-prepared for the challenges of the ever-evolving block management industry.

## Your Growth Is Our Growth

B-hive's success is intertwined with the growth and prosperity of its partners. Recognizing this symbiotic relationship, the company's dedicated Business Growth Managers work closely with partners in every facet of winning new business. From devising growth strategies to assisting with tenders and client pitches, B-hive's experts provide actionable strategies, tips, and a wealth of knowledge on generating leads effectively.

The New Business Toolkit, a comprehensive resource, equips partners with templated letters, qualified leads, and more, ensuring a consistent stream of high-quality opportunities. This empowerment allows partners to operate proactively, offering a front-end service under their brand while relying on B-hive's capabilities to handle complexities behind the scenes. This synergy frees partners to focus on nurturing client relationships and delivering exceptional customer service.

B-hive has fine-tuned its operational systems and processes, prioritising efficiency and effectiveness. These well-established practices can be integrated into your business, allowing you to optimise your operations, reduce costs, and improve service delivery to your clients. By partnering with B-hive your business can benefit from smoother workflows and better productivity, allowing you to focus on your customer relationships.

Choosing to partner with B-hive will allow you to focus on delivering great customer service to your clients and the time to grow your business, safe in the knowledge that you have a capable, credible partner delivering all your back office needs ensuring compliance and support in block management.

In the ever-evolving landscape of block management, B-hive's partnership model represents a beacon of collaboration and empowerment. It transcends the boundaries of traditional business strategies, embodying mutual growth and excellence. As the industry continues to evolve, partnerships like B-hive are setting new standards for client satisfaction and creating a future where collaboration leads to mutual growth. With B-hive handling the back-office complexities, partners can invest their energies where they truly matter - nurturing client relationships and delivering exceptional service under their brand, all while being "powered by B-hive." This forward-thinking approach promises to shape the future of the block management industry, ensuring that every client, regardless of size or need, receives the best the industry has to offer.

**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

# Safely and compliantly start your own block management business, supported by a trusted, capable and credible Partner

- Work freely and independently
- Enjoy autonomy and flexible working
- Take charge of your career path in block management
- Trade under your brand, as the front-line face of your local business
- Focus solely on the day-to-day property management and building client relationships

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

Feature: Complaints and Disputes

# Disputes: Understanding the Structure & Scope of the Tribunal System

www.jbleitch.co.uk

**Readers will undoubtedly be aware that many leasehold property disputes are subject to review and determination under the jurisdiction of the Tribunal system. Legislation confers certain rights and obligations on landlords and tenants of flats and gives the Tribunal jurisdiction to hear applications for various matters such as the appointment of a manager, the variation of leases, the acquisition of the freehold or an extended lease and service charge disputes for example.**

In this brief article, specialist property solicitors JB Leitch provide an overview of the structure and parameters of the Tribunals and pathways of escalation and appeal typically used by applicants and appellants in leasehold disputes.

## What is the First-tier Tribunal?

The First-tier Tribunal is a general tribunal in the United Kingdom that deals with disputes across various areas of law. The tribunal is administered by HM Courts & Tribunals Service and is structured around particular areas of law. The tribunal aims to provide a fair, efficient and accessible service to the public. And was created in 2008 to simplify the tribunal system and has taken over the functions of 20 previous tribunals. The broad scope of matters that the First-tier Tribunal handles range from:

- Tax: including appeals against some decisions made by HMRC relating to income tax, VAT, inheritance tax, etc.
- Immigration and Asylum: appeals for some decisions made by the Home Office relating to permission to stay, deportation and entry clearance to the UK2
- Health, Education and Social Care: appeals against decisions made by local authorities in relation to children's education, health and care, disability discrimination, mental health, etc.
- Property: applications, appeals and references relating to disputes over property and land, such as rent increases, leasehold disputes, land registration, agricultural tenancies, drainage, etc.
- General Regulatory: appeals against decisions made by government regulatory bodies, such as charities, estate agents, exam boards, food safety, etc.
- War Pensions and Armed Forces Compensation: appeals by current and former servicemen or women against decisions by Veterans UK in relation to pensions, compensation and other matters
- Social Entitlement: appeals relating to asylum support, criminal injuries compensation, social security and child support

The First-tier Tribunal is divided into seven chambers, each with its own rules and procedures regarding the areas outlined above. With regard to property disputes, the First-tier Tribunal (Property Chamber) is the tribunal in the UK that handles applications, appeals and references relating to disputes over property and land. Some of the typical areas that the tribunal covers are:

- Residential property: such as rent increases and leasehold disputes
- Applications on dispensation of service charge consultation requirements.
- Land registration: such as changes to the land register, correction or cancellation of documents.
- Agricultural land and drainage: including disputes between tenants and landlords, and related issues such as drainage.
- Right to Manage Disputes.
- Reasonableness of Costs.

Hearings are generally smaller and less formal than traditional Court hearings, with decisions will usually be made together by a chairman, a specialist property surveyor or lawyer, and someone without any specialised knowledge in property law. Applicants and appellants on a matter are commonly represented by legal counsel and expert witnesses who often provide key documents, prepared statements and evidence as needed. The venues can vary and can take place in a variety of settings. Decisions may be given orally but are usually provided in writing, with reasons, within six weeks of the hearing. If unhappy with the decision, there is a window of 28 days to appeal to the Upper Tribunal.

## What is the Upper Tribunal?

The Upper Tribunal (Lands Chamber) is a tribunal in the UK that handles appeals from decisions made by the First-tier Tribunal (Property Chamber) and other lower tribunals concerning land and property rights.

It also determines cases that have not previously been considered by a lower tribunal, such as claims for compensation for compulsory purchase of land or for damage caused by public works. The Upper Tribunal (Lands Chamber) is one of four chambers of the Upper Tribunal, which settles legal disputes and is structured around particular areas of law. Relevant areas of appeal encompass:

- Leasehold enfranchisement including disputes about the price to be paid by leaseholders who want to acquire a new lease or the freehold of their house or block of flats
- Residential property obligations including rents payable by tenants under residential tenancies
- Service charges payable by leaseholders for repairs
- Insurance or other services provided by their landlord
- The right for leaseholders to manage their own building or obtain the appointment of a manager
- Appeals against determination that a tenant has committed a breach of covenant

The Upper Tribunal (Lands Chamber) has its own rules and procedures, and its decisions can be appealed to the Court of Appeal or even the Supreme Court in some circumstances.

## The Court of Appeal

The Court of Appeal is the highest court within the Senior Courts of England and Wales. It is divided into two Divisions, Criminal and Civil, and is based at the Royal Courts of Justice in London. The Court of Appeal deals only with appeals from other courts or tribunals.

## The Supreme Court

The Supreme Court of the United Kingdom is the highest court of appeal in the UK for civil cases, and for criminal cases from England, Wales and Northern Ireland.

The Supreme Court was established in 2009, replacing the Appellate Committee of the House of Lords as the final court of appeal.

The Supreme Court consists of 12 judges, called Justices of the Supreme Court, who are appointed by the King on the advice of the Prime Minister, following the approval of a recommendation by the Lord Chancellor. The Supreme Court cannot overturn any primary legislation made by Parliament, but it can overturn secondary legislation if it is found to be incompatible with the primary legislation or with the human rights protected by the Human Rights Act 1998. The Supreme Court can also make a declaration of incompatibility, indicating that it believes that a piece of legislation is incompatible with one of the rights in the European Convention on Human Rights. It is important to note that such a declaration does not invalidate the legislation, but it may provide sufficient weight and authority to prompt Parliament or the government to amend regulations or statutes accordingly.

**Should you require any further insight, guidance or support, please contact us: BuildingSafety@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: Complaints and Disputes

# Fire Safety Information Notices: Bridging the Communication Gap and Managing Tenant Complaints

www.4siteconsulting.co.uk

**Property management can be challenging, especially when it comes to handling tenant complaints and disputes. Effective communication is essential for maintaining positive relationships and ensuring the smooth operation of properties. However, the traditional methods of addressing complaints often fall short, causing phone calls to go unanswered and messages to be left unreturned. Resulting in frustrated tenants and stressed property managers.**

**In this article, we'll explore how technology is transforming property management, with a particular focus on our innovative solution: Fire Safety Information (FSI) posters and resident engagement reporting through QR codes.**

To effectively address complaints and disputes, it's essential for property managers to be well aware of the relevant legislation. The Housing Act 2004 forms the bedrock of housing regulations, emphasizing the duty to provide safe and habitable rental properties. The Landlord and Tenant Act 1985 outlines the responsibilities of landlords, including property managers, regarding maintenance and repairs, directly impacting tenant safety. Additionally, the Fire Safety Order 2005 underscores the need for property managers to maintain fire safety measures in communal areas.

We encourage property managers to prioritize and effectively resolve any complaints and disputes that may be breaching the above legislation, this will ensure that they are meeting their tenants' rights. Failure to comply with these often leads to severe consequences, including substantial fines and legal prosecution. The FSI Poster helps by allowing property managers to remain organized and up-to-date with tenant feedback.

## What is an FSI Poster?

An FSI Poster, or Fire Safety Information Poster, is a valuable tool developed by our in-house team to enhance tenant relations and streamline property management processes. These posters are strategically placed in communal areas within a building or property, the main purpose of these posters is to ensure that property managers can easily stay compliant with recent legislations well as improve communication, enhance tenant satisfaction, improve time efficiency, and allow property managers to stay organized with the building(s) documentation.

With the FSI posters, tenants can obtain direct contact details and reach out to property managers without going through a bureaucratic process. This accessibility fosters open communication and trust. This direct line of communication significantly reduces the time it takes to address complaints and issues, leading to faster resolutions.

When tenants feel that they can easily reach out and that their concerns are heard and addressed promptly, it creates a sense of being valued and respected. This, in turn, leads to greater tenant satisfaction and a positive perception of the property management team. Additionally, open communication allows property managers to gain a better understanding of tenant needs and preferences, enabling them to tailor their services and policies to better suit the community's requirements.

The bespoke FSI posters represent a solution that addresses common complaints and communication gaps in property management. On top of that, these posters ensure you remain compliant by providing residents with the act's required information, providing critical fire safety information, and ensuring that residents are well-informed about emergency procedures and any significant fire safety issues. Whether a stay-put or evacuation policy is in place, your residents need to be aware. The posters clearly display this, reducing tenant confusion and overall enhancing safety.

On top of that, by scanning the bespoke QR code provided, you can effortlessly retrieve any past risk assessments or relevant documents. The QR code also allows contractors to sign in and out of the building without requiring the physical presence of the responsible person. This streamlined process enhances efficiency and saves time for property managers, assessors, contractors, and inspectors. This streamlined process enhances efficiency and saves time for property managers, assessors, contractors, and inspectors.

In conclusion, technology is reshaping the property management industry, and innovative solutions like our FSI posters are leading the way in improving communication especially when it comes to complaints and dispute resolution. Property managers must adapt to these technological advancements to meet the growing expectations of tenants.

Finally, it is important to note that this works both ways and contractors also need to comply with the relevant health and safety legislation and ensure that their working practices are safe. Furthermore, you should refer to the HSE Guidance (HSG159) which outlines your requirements and why contractor management is so important.

**Are you a property manager considering integrating FSI posters into your properties?**

**Contact us today at office@4siteconsulting.co.uk or call 01376 572 936 to learn more about how our FSI posters can transform your property management practices.**

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**

Share this page on social media

Feature: Complaints and Disputes

# Why Complaints are Great

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

**Colin Stokes, the MD of adiuvo; looks at Customer Complaints and how it can be a positive process.**

We have previously discussed many facets of customer service and dealing with difficult callers and situations but, bearing in mind this issues focus, when a complaint is received how should you deal with it.

We view complaints via the lens of "The right customer is always right". It is, in our opinion, vital to realise that no matter how much you wish to amaze, please and retain every customer it is not possible as all are not a good fit and occasionally complaints are a very good trigger to realise this. A professional ending of a relationship is better than a slowly deteriorating one that causes a resource and revenue drain.

Once we are reviewing an actual complaint the first question we always ask is "were we at fault?" – it is very easy to immediately proceed on the basis of placating the complainant with fully investigating the cause and it is easier, perhaps, to admit fault and offer a fix to avoid confrontation but we have learnt that nothing good comes of doing this as it merely encourages further issues. You should not be afraid to confidently advise when an issue was not of your team's causing even if this can elongate the process its important to stand up for your organisation when you have done nothing wrong.

We always like to be transparent in these articles and here will be no different; on average we receive around 30 complaints a month from both end users/residents and our clients the property managers. This may sound like a lot however it represents 0.16% of all calls received and we are proud of that figure even though it can always be improved. That said each is taken seriously and reviewed and, again on average, around 20% are disputed leaving around 25 errors or issues a month.

### So when we reach this point what do we do and more importantly what can we learn?

Firstly, like in a lot of Property Management related complaints it depends from whom the issue originates ; the resident or the client? If a resident raises an issue then we like to follow a set complaints procedure including;

- Advising of the time scale for a reply
- (checking with client they are happy for us to address)
- Outlining the investigation and our findings
- Giving a point of escalation should the recipient not agree with our decision.

With property managers our approach is similar but in a less official way and usually involving more open discussion of what we did (our reporting provides a step by step precis of any action we did or did not take)

In today's market any service-based business that process is not just good practice but necessity, ensuring each and every complaint is addressed in the same manner helping build trusted relationships via open and honest discussions.

Once the complaint is completed to the satisfaction of the parties involved we believe this is where the positive aspect of the complaints process and handling comes into play IF the organisation asks itself what they learned and how they can improve.

The way complaints are perceived is crucial, and if done so positively the opportunity to examine any part of its processes, objectively and from the customers point of view is probably the best feedback any organisation will ever receive. Its just up to you what you do with that information.

**For more from Adiuvo, click here.**

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

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

Share this page on social media

Feature: Complaints and Disputes

# Landlord and Tenant Disputes – The Eternal Battle

Bishop & Sewell
Monro Wright & Wasbrough

www.bishopandsewell.co.uk

**This month I have been asked to discuss 'disputes' in the realm of landlord and tenant law. Simply put: where would you like to start? Disputes in this field are legion.**

- Tenants against landlords for a failing to properly comply with their leasehold obligations, or (seeming) to overcharge on service or administration charges.
- Landlords against tenants for failures to pay rent, service or admin charges, or using their property in a way which their lease forbids.
- Neighbours against neighbours: "your lease says you cannot do that" (a particular problem when the actions of one neighbour then impinges on a neighbour's privacy or peace) and they have to go through a landlord to enforce.

Then you add a manager into the mix (whether tenant led or professional) who may or may not understand that not all leases are drafted on the same terms, and / or tenant owned freeholds where a tenant director may be choosing to exercise powers against a neighbour with whom they have a personal animosity or for their own benefit in their interests as a tenant, and it is a recipe for disaster.

This is of course discounting that many people who own leases forget that it is a landlord and tenant relationship and may not appreciate that they might require permission to use their property in a certain way (particularly regarding structural alterations or sub-letting) or that they may have to pay a premium for a lease extension (on a property they consider they have already paid for), all of which create resentment which manifests in future interactions.

You then wrap this up in a muddle of statute law and common law, and it is little surprise that disputes arise with such frequency – even over the most base matters such as what is or is not included in a demise.

Where these disputes often impact an individual in their home and can regularly be against freeholders who hold the freehold for commercial reasons, there can be a disjoint between the emotional connection which the litigants may have to the dispute leading to impulsive decisions which may not be in the interests of either the underlying dispute or the future relationship.

Unfortunately, landlord and tenant disputes can be complicated as so much can turn on the specific wording of a lease (meaning there is no immediate answer as there may be in other areas of law) – and the more complicated a dispute is will likely have the knock-on effect of increasing legal costs in assessing the merits (the strengths and weaknesses) of a dispute. In addition to this, the First tier Tribunal (Property Chamber) (which is often the natural home of these disputes) is generally a 'cost neutral' jurisdiction; this means that even if a party 'wins' they may have to absorb any legal fees expended in the dispute as non-recoverable. Both of these factors will cause a litigant to take stock of whether a dispute is 'proportionate' (is the cost of the fight worth any ultimate benefit) before deciding to engage in it over seeking to reach a compromise.

Again, landlords and tenants will have different views on this – a tenant may be willing to reach a compromise, but a landlord may not particularly if it could impact the future governance of the lease or the rights of other tenants. Further to this, the landlord may not be able to compromise if it is a corporate vehicle incorporated solely for holding the freehold, as any compromise could lead to its insolvency.

In the current economic climate, I expect that tenants will be seriously scrutinising any charges levied on them, especially if they should increase. But whether this will lead to an increase in litigation is yet to be seen – litigation itself may require an outlay of money and time which many will simply think is not worth the fight to expend. But even without litigation it does pose the risk of creating greater animosity and the parties being a step closer to that proverbial 'last straw'.

From my perspective what is always lacking in these relationships is a sense of empathy. Parties to a dispute are expected to try to consider settlement but if neither party is willing to understand the other party's view, discussion itself is going to resolve nothing nor rectify a damaged on-going relationship. From my time as a community mediator, it always surprised me how much ground could be made when the people finally listened to and understood one another's concerns.

So perhaps next time you are minded to pick that dispute with your tenant or landlord, consider whether there is the opportunity to sit down with them and discuss if there is a route forward before investing your time, money and emotion in formal litigation. And with that in mind, I think it is time for another cup of tea; it's amazing what can be achieved over a cup of tea.

**About the Author:**

Charles Jamieson, Senior Associate Solicitor.

Charles is a Dispute Resolution lawyer with Bishop & Sewell, handling a mixed Chancery practice focusing on Business, Property and Contentious Probate disputes.

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

# WITH YOU FOR LIFE

Bishop & Sewell

Monro Wright & Wasbrough

## 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**

Feature: Complaints and Disputes

# Prevention is Key: Avoiding Complaints and Disputes

4thUtility
www.the4thutility.co.uk

**In an increasingly digital world, customer feedback is vital to businesses now more than ever.**

Most potential customers have reviews at their fingertips, heavily influencing whether they choose to shop with you or your competitors.

Earlier this year, full fibre broadband provider 4th Utility embarked on its biggest ever project to connect thousands of homes in an historically underserved part of London, to turn it into one of the UK's most digitally connected regions.

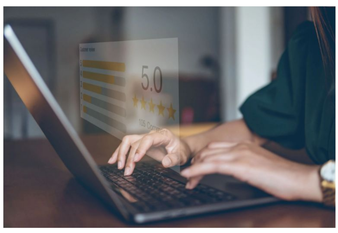
In this article, Jimmy Acton, the firm's Chief Digital Officer, discusses how they achieved this through a strong customer-focused, innovative strategy, as well as the importance of dealing with complaints and disputes correctly – and the steps you can take to prevent them.

## Why customer feedback is vital

For our team at 4th Utility, providing world-class customer service is a top priority. We're big believers in doing what's right, for the right reasons, and I'd like to think this is obvious to our customers. It's about communication, transparency and honesty – if you treat customers in any other way, they'll see right through it.

Let's be real. Just like every business, you are going to receive negative feedback from time to time, but it's how you deal with it that really counts. Handling complaints incorrectly can quickly take a nasty turn, especially online.

## Complaints and disputes can have many disadvantages for businesses, including:




- Decreased customer satisfaction
- Lack of return custom
- Negative financial impact
- It's time consuming

On the other hand, there are benefits to receiving negative feedback, as businesses can see what they're doing wrong. Needless to say, this only becomes a useful exercise if you course correct accordingly!

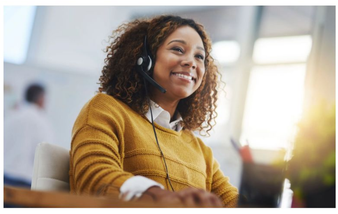
The secret is a strong strategy and prevention. There are so many benefits to a strong customer-focused strategy and at 4th Utility, ours is clearly working. We're proud to have been nominated for various customer service awards and the team regularly receive glowing reviews.

## So, where do you start with your strategy? I like to think of it as being in three steps...

### 1. Research and communicate

As I've already said, the best complaints and dispute strategies begin with prevention. And to achieve that, I cannot overstate the importance of doing your research and getting to know your customer base inside and out. A good place to start is to:

- Organise surveys and focus groups
- Go out into the community and communicate face-to-face with your target audience
- Ask questions, learn about their pain points
- Most importantly, listen



Then, if you want success with your customers, the next step is to come up with a solution to an issue or need they may have. I'm going to use our major recent project in Woolwich as a case study. It's here that we are turning what was a historically underserved part of London into one of the UK's most digitally connected areas.

At 4th Utility, the UK's only full-fibre provider 100% focused on MDUs, we see fast, reliable broadband as an essential part of everyday life. And although the internet seems easily accessible to most, it may come as a surprise that there's still a significant digital divide in the UK. Needless to say, residents in Woolwich had been caught on the wrong side of this divide, worsened by a cost-of-living crisis that's seen the price of essentials soar.

Prior to the commencement of our latest project, our team met with local authorities and community centres and really listened to what they needed in their area.

**We made sure we developed an excellent understanding of underserved urban customers' specific needs.**

In-depth quantitative and qualitative research by 4th Utility into urban areas like Greenwich uncovered that awareness of full fibre was very low. For many homes in the area, English was not a first language and it was also found that many homes may be eligible for 4th Utility's Social Tariff, which offers full fibre broadband for just £13.99 per month – one of the lowest-priced tariffs in the UK. Which brings me to my next point...

### 2. Educate and provide a solution

Upon discovering that many residents didn't really understand full fibre technology and were unaware of our social tariff offering, we organised several solutions. We...

- Partnered with the local community centre to ensure multilingual information was available and installed free digital noticeboards to help keep residents informed
- Maintained a physical presence in the area, facilitated free broadband drop-in clinics on-site to assist residents with broadband issues
- Held a strong focus on education and recruited 'Customer Champions' locally to help educate and build trust
- Provided 24/7 customer service with easy translation, ensuring any issues raised are solved by the same team member who took the initial query

### 3. Always seek out feedback

Finally, never settle. The biggest mistake you can make is to think that you've finished the job and that's that. Continue to seek feedback once each job is complete, there's always room for improvement.

Be sure to:

- Send out customer satisfaction questionnaires
- Figure out the most common customer pain points
- Find solutions
- Get better every time

**In conclusion, every solution we put in place in Woolwich has made our customers' lives easier.**

Since the start of the year, we have successfully overcome numerous challenges. In fact, the firm is now fast becoming the area's go-to broadband provider, enabling members of the community to do things many take for granted, like book doctor's appointments, contact their families, or leave reviews.

We're on our way to installing fast, reliable, full-fibre broadband to 157 buildings in the Woolwich area, and we've since had fantastic feedback directly from customers. We're also often nominated for customer satisfaction awards and are proud of our 4.5 (500+ reviews) Trustpilot score.

But we won't stop there, we'll take on any feedback, whether it's positive or negative and we'll build on it. Not just because it's good for business, but because it's the right thing to do – for us and for our customers.

---

**About 4th Utility**

**4th Utility is a fast growing, independent full fibre broadband Internet Service Provider (ISP), supplying ultrafast connectivity to homes across the UK via its own fibre optic network.**

**It does this by partnering with residential and commercial landlords as well as developers to install and upgrade their properties with state-of-the-art fibre-to-the-premises (FTTP or full fibre) technology. For users, that means symmetrical upload and download speeds of up to 1 Gbps.**

**Established in 2017 and headquartered in Hale, Greater Manchester, the company employs over 60 people. 4th Utility also offers an affordable digital inclusion tariff, 30-day rolling contracts across all packages, and 10-minute, hassle-free installation, with new customers online within 60 seconds of signing up to the service.**

**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

Feature: Complaints and Disputes

# Common Complaints and Disputes with Lifts within a Residential Block

Written by Daniel Cheesman

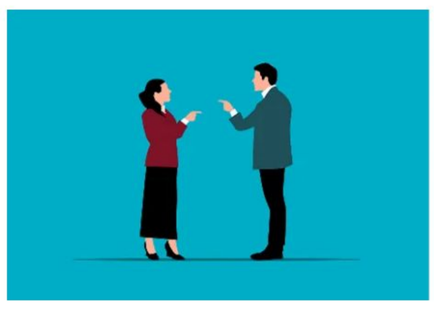
www.ardentlc.co.uk

**Lifts are an essential part of many residential blocks, providing access to upper floors for residents of all ages and abilities. However, lifts can also be a source of complaints and disputes, particularly when they are not properly maintained.**

### Some of the most common complaints about lifts include:

- Breakdowns: Lifts can break down for a variety of reasons, including mechanical problems, power outages, and vandalism. When a lift breaks down, it can be inconvenient and frustrating for residents, especially if they have mobility issues.
- Noise: Lifts can be noisy, particularly older models. This can be a problem for residents who live near the lift shaft or on lower floors. This can be more apparent for these residents during the later hours of the night.
- Slowness: Lifts can be slow, especially during peak times. This can be frustrating for residents who are in a hurry, late for work etc.
- Lack of cleanliness: Lifts can be dirty, particularly if they are not cleaned regularly. This can be a health hazard for residents, especially those with allergies or asthma.

In addition to these general complaints, there can also be disputes between residents about specific issues related to their lift(s).



### For example, there may be disagreements regarding:

- Who should pay for lift repairs and maintenance: This is often a source of tension between landlords and leaseholders, which can result in the requirement for lengthy discussions causing delays to any works being undertaken. This can become increasingly frustrating for the residents during periods of long down time.
- How to allocate lift usage during peak times: This can be a difficult issue to resolve, especially when there are competing demands from different groups of residents, such as those who work early hours and those who have young children.
- Rules for the use of lifts: There may be disagreements about whether pets are allowed in lifts, or whether lifts can be used to transport bicycles and other bulky items, furniture etc. during moving whether arriving or departing the property.

### Benefits of proactive maintenance

Proactive maintenance is essential for keeping lifts in good working order and preventing breakdowns. Proactive maintenance involves regularly inspecting and servicing lifts to identify and fix any potential problems before a breakdown occurs.

The benefits of proactive maintenance include:

- Reduced breakdowns: Proactive maintenance can help to reduce the number of lift breakdowns, which can save money on repair costs and inconvenience for residents.
- Improved safety: Proactive maintenance can help to improve the safety of lifts by identifying and fixing any potential safety hazards.
- Extended lifespan: Proactive maintenance can help to extend the lifespan of lifts, which can save money on replacement costs.

### Planned refurbishment of lifts as equipment ages

As lifts age, they will eventually need to be refurbished, this involves replacing worn-out parts and upgrading the lift to meet current safety standards.

The benefits of proactive maintenance include:

- Improved performance and reliability: Refurbished lifts are typically more reliable and efficient than their older counterpart.
- Reduced energy consumption: Refurbished lifts are often more energy-efficient than older lifts.
- Improved safety: Refurbished lifts typically meet the latest safety standards, ensuring that they are as inclusive as possible.
- Extended lifespan: Refurbishing a lift can extend its lifespan to the equivalent of a replacement lift.

Common complaints and disputes with lifts within a residential block can be reduced by proactive maintenance and planned refurbishment as equipment ages. Proactive maintenance can help to reduce breakdowns, improve safety, and extend the lifespan of lift(s). Planned refurbishment can help to improve performance and reliability, reduce energy consumption, improve safety, and extend the lifespan of lift(s), this is where Ardent can help.

### The correct level of Lift Consultancy can be utilised to:

- Ensure your maintenance provider is performing to the standard of your current contract (or write one more favourable to your client's needs)
- Advise on the paperwork produced by being an owner or operator of a lift (insurance reports, quotations, breakdown reports, etc.)
- Assess the condition of a single lift or of a whole portfolio
- Analyse the lift requirements of a building (whether it is existing or still on the drawing board)
- Specify a refurbishment or replacement to give the maximum value allowed within the budgetary constraints of the client

---

**Ardent are committed in leading the way in customer service within the industry, and continually improve in this area as we seek better ways of working, but don't just take our word for it, our case studies not only give you a visual guide of what can be achieved with the right team but you can also read some testimonials from our happy customers https://ardentlc.co.uk/case-studies/**

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

For more from Flat Living, please click here.

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

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: Complaints and Disputes

# Efficient Complaint Handling and a Guide to Maintaining Staff Wellbeing

Fraser Allen
Estate Management
www.fraserallenem.co.uk

**In the realm of block and property management, particularly in the leasehold sector, complaints are inevitable.**

Above: Author Jodie Fraser

As a block management company who abide by the Code of Conduct of both The Institute of Residential Property Management (IRPM) and the Royal Institution of Chartered Surveyors (RICS), it is essential to handle complaints with professionalism and empathy to ensure you build trust and credibility with your clients.

Block management companies, such as **Fraser Allen Estate Management** play a pivotal role in ensuring the smooth operation of residential properties and here we will explore the importance of complaint management, the regulatory frameworks governing them, and strategies for handling complaints efficiently.

However, managing complaints effectively while maintaining the wellbeing of your staff can be a challenging endeavour. Here we will explore the essential aspects of handling complaints in the block management sector, considering the regulatory framework and the demands on property managers, and offers insights into how to strike a balance between efficient complaint resolution and staff welfare.

## The Importance of Complaint Management

Complaints are an integral part of property management, and how they are handled can significantly impact your reputation, resident satisfaction, and the overall success of your block management company. The leasehold sector, in particular, poses unique challenges due to the close proximity of residents and shared spaces.

Common complaints include issues related to service charges, maintenance, communication, and noise disputes. Properly addressing these concerns is not only essential for compliance with IRPM and RICS regulations but also for maintaining a harmonious living environment within managed properties.

**Some examples of an effective Complaint Handling Framework include:**

### Prompt Response

The first step in effective complaint management is acknowledging complaints promptly. Establish a dedicated channel, such as a complaint email address or online portal, for residents to submit their concerns. This ensures that complaints are not lost or overlooked and demonstrates your commitment to resolving issues.

### Empathy and Active Listening

When responding to complaints, it is crucial to show empathy and actively listen to the concerns of residents. Acknowledge their feelings and frustrations and let them know that their feedback is valued. Property managers trained in active listening techniques can make residents feel heard and understood.

### Documentation

Keep detailed records of all complaints and their resolutions. This documentation is not only essential for compliance but also for tracking recurring issues and identifying areas for improvement in your property management processes.

### Investigation

Thoroughly investigate the complaint, collecting all relevant information and involving necessary parties, such as contractors or maintenance teams. A transparent investigation process helps build trust with residents and ensures that the root cause of the complaint is addressed.

### Resolution

After a comprehensive investigation, provide residents with a clear and timely resolution. Whether it involves repairs, compensation, or changes in management procedures, residents should be informed of the steps taken to address their concerns.

### Communication

Maintain open and transparent communication with residents throughout the complaint resolution process. Regular updates on the status of their complaint and any expected timelines for resolution help manage expectations and prevent frustration.

### Feedback Loop

After resolving a complaint, seek feedback from the resident about their satisfaction with the resolution process. This not only shows your commitment to improvement but also provides an opportunity to identify areas for further development.

## The Challenges Faced by Property Managers

While regulatory compliance is paramount, property managers often face significant challenges in their day-to-day work. These challenges can impact their ability to address complaints effectively:

### Workload and Time Constraints

Property managers often find themselves overwhelmed with the demands of their job. The block management sector is notorious for its high workload, with property managers juggling multiple properties and tasks. This leaves limited time for addressing complaints in a timely and thorough manner.

### 24/7 Accessibility and Burnout

In the digital age, clients expect 24/7 accessibility and rapid responses to their concerns, thanks to email, instant messaging, and other digital channels. This constant availability can lead to property managers experiencing burnout as they struggle to maintain a work-life balance.

## Balancing Efficiency and Staff Wellbeing

Effectively handling complaints while safeguarding the wellbeing of your staff requires a strategic approach. Here are some strategies to help strike this balance:

### Training and Development

Invest in ongoing training and development for your property managers. Equip them with the necessary skills and knowledge to handle complaints efficiently. Training also helps improve their ability to manage workload and stress.

### Clear Policies and Procedures

Develop clear and concise policies and procedures for complaint handling. Having well-documented guidelines ensures that property managers know the steps to follow, reducing decision-making stress.

### Effective Task Management

Implement task management tools and systems to help property managers prioritize their workloads. These tools can assist in managing time more efficiently and ensuring that complaints are not neglected.

### Delegate and Collaborate

Encourage teamwork and collaboration among property management staff. Delegating tasks and responsibilities can prevent individual property managers from becoming overwhelmed.

### Supportive Work Environment

Create a supportive work environment where property managers feel comfortable discussing their workload and stress levels. Encourage open communication and provide resources for mental health and stress management.

### Technology Solutions

Leverage technology to streamline complaint handling. Property management software can help automate certain tasks, making it easier to manage multiple properties and respond promptly to complaints.

### Client Education

Educate clients about the complaint handling process and set realistic expectations for response times. Effective communication can help manage client expectations and reduce the pressure on property managers.

## Conclusion

Efficient complaint handling is essential for block management companies regulated by IRPM and RICS. It not only ensures compliance with professional standards but also contributes to resident satisfaction, business growth, and the preservation of a positive reputation.

By establishing clear procedures, communicating effectively, and prioritising fair resolutions, block management companies can navigate the challenges of complaint management successfully while upholding the highest professional standards set by IRPM and RICS as well as protecting the wellbeing of their team.

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

# EV///CONNECTED

DEVELOPER — PROPERTY MANAGER — RESIDENT — EV CHARGER

future-group.uk

FUTURE™ GROUP

Feature: Complaints and Disputes

# Security Concerns and Safety Complaints: Strengthening Security for Blocks of Flats

London Flats Insurance

www.londonflatsinsurance.co.uk

020 7993 3034

**The team at London Flats Insurance explore common security concerns of residents in blocks of flats and the steps that you can take to create a secure living environment.**

Managing a block of flats brings with it a multitude of responsibilities. Topping the list are Insurance requirements, Health and Safety legislation and Security.

Residents put their faith in Property Managers or the Residents' Management Company's (RMC) Directors to protect their personal safety, their belongings and what is most likely their largest asset.

Here we'll be discussing some of the steps to take to ensure the safety and security of residents; from access control to background checks and everything in between.

## Access Control

This may be the most obvious starting point, but access control is a top priority; from the entrance doors themselves to educating residents about the dangers of allowing strangers access.

Doors and locks should be replaced immediately if they show signs of wear and tear or damage. Key cards, intercom systems and gated entry points should all be considered if they're not in place already. Changing the locks every few years is also recommended. Windows should be treated with the same security concern as doors- they should be upgraded when needed and have robust locks in place.

Residents should be made aware of the danger of allowing access to strangers, no matter how friendly or official they may seem. They should also be discouraged from propping doors open if they're coming in and out for any reason.

## Surveillance

Nothing acts as a better deterrent than clearly visible and real surveillance – CCTV. Installing security cameras in strategic locations to monitor common areas and entrances will help residents feel safer and provide vital evidence should anything untoward happen. Recordings should be well maintained and organised in case they're needed to report or provide evidence for a crime.

## Lighting

Investing in a modern lighting scheme for your block will increase residents' sense of security and reduce the likelihood of break-ins or other criminal activity. Good lighting also makes any CCTV footage far more likely to be useable.

All common areas should be well lit, ideally using environmentally friendly LED bulbs with motion detectors. This will also help keep electricity bills to a minimum. Areas of focus include entranceways, car parks and alleyways.

## Inspections and Maintenance

Property Managers should undertake regular visual inspections of the property, focussing on doors, windows, locks and fences in particular. Any defects or issues should be addressed immediately to avoid any vulnerabilities in the security of the block of flats.

## Resident Engagement

Enlisting residents as your eyes and ears within the block gives you a huge advantage. This means being approachable and having an open-door policy for any and all comments. An anonymous feedback mechanism is ideal for residents to voice their safety concerns or suggestions for improvement. Regularly review and act upon this feedback, documenting all security concerns as their received.

Educating residents re best practise when it comes to security and providing them with a list of emergency contacts can be invaluable. They should be actively encouraged to report any suspicious activity and to highlight any concerns such as lightbulbs that need replacing etc.

Fostering a sense of community within the block can also boost security as residents are far more likely to look out for one another if they socialise. Organising meetings and events, whether online or in person, can be a great way to build a close-knit community. You could even suggest the formation of a neighbourhood watch program.

## Outside of the Block

Working as part of the wider community can decrease security risks even further. If your block is one of many situated closely, consider opening the lines of communication with the other blocks to make sure any security concerns are highlighted and discussed. Establishing a working relationship with local law enforcement agencies can also be beneficial as they can provide guidance and respond to incidents more effectively.

You could also consider hiring security personnel to patrol the block during the night, or just during large-scale celebrations that can sometimes increase security risks (such as New Years, Bonfire Night and Halloween etc). Residents would appreciate the additional protection and feel that their safety and security is in good hands.

## Summary

Everyone deserves to feel safe in their own home. Keeping your block up to date with technological advances in the security systems available will ensure that the value of the block is maintained while boosting resident satisfaction. It will also reduce the likelihood of incidents occurring which could lead to damage, legal issues and complaints. Being ahead of the game will reduce your stress and workload while also saving residents from the potential trauma of being burgled or worse.

**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

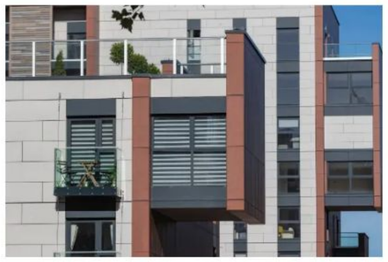
info@londonflatsinsurance.co.uk

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: Complaints and Disputes

# Timely Repairs, Fewer Conflicts: How Maintenance Management Keeps Harmony in Blocks of Flats

www.blockinabox.co.uk

**Living in a block of flats can be convenient whilst offering a more communal lifestyle. However, with so many residents sharing common spaces and facilities, conflicts can arise, especially when it comes to maintenance and repairs.**

In this article, we will explore the importance of timely repairs in blocks of flats and how maintenance management plays a pivotal role in conflict prevention.

## The Importance of Timely Repairs in Blocks of Flats

For many reasons, timely repairs are significant when living in blocks of flats:

- **Prioritising Safety:** Ensuring the safety of residents is the utmost priority. Swift repairs address safety hazards, such as damaged staircases, malfunctioning elevators, leaks, or electrical problems, thereby reducing the likelihood of accidents and injuries.
- **Preservation of Property:** Delaying maintenance can result in more extensive and costly issues in the future. Timely repairs not only safeguard the property's value but also help control the long-term expenses for property owners and management.
- **Enhancing Resident Satisfaction:** Happy tenants are more likely to stay and contribute positively to the community. Timely repairs improve resident satisfaction by displaying that management has genuine concern for their well-being and comfort. If repairs are overlooked, it can make a resident feel frustrated and therefore lead to complaints and disputes.
- **Promoting Cohesive Living:** Having harmonious coexistence in shared spaces depends on the smooth running of communal areas and its facilities. When there are delays in addressing communal issues, like plumbing or heating problems, it can lead to frustration and tensions among neighbours.

## How Maintenance Management Prevents Conflicts

- **Maintenance Plans:** Maintenance management often implements proactive maintenance plans. These plans include regular inspections that are designed to identify problems before they escalate into significant issues. This approach minimises the likelihood of unexpected breakdowns, which can lead to disputes over who is responsible for the repair costs or the repair itself. For more information on planned maintenance plans, click here.
- **Clear and Open Communication:** Effective maintenance management establishes clear lines of communication between property management, residents, and maintenance personnel. Regular updates on repairs, projected timelines, and any possible distributions can help to set realistic expectations and furthermore, reduce the likelihood of disputes. (With Manage Your Block, you can send alerts and messages to your residents to notify them of anything relevant to your block. In this case, you can notify them of any upcoming works or unscheduled works).
- **Prioritising Urgent Repairs:** It is important for maintenance managers to always prioritise repairs according to their urgency. Crucial repairs, like addressing water leaks or hearing system malfunctions should receive higher precedence over less pressing concerns. Attending to concerns that pose safety risks or those that cause significant disruptions to daily life in a timely manner, will help to maintain a more peaceful living environment.
- **Collaboration with Contractors:** Maintaining your block of flats requires the involvement of external contractors and service providers. Nurturing strong relationships and prioritising good communication with these providers is important to ensure that you receive outstanding service. Positive relationships can also provide you with prompt service, therefore preventing conflicts stemming from delayed responses by service providers.
- **Documentation:** Thorough record keeping, and documentation forms a fundamental aspect of maintenance management. Detailed records of repair requests, work orders and inspections, provide a clear trail of accountability. Where a dispute may arise, maintaining a well-organised record trail can facilitate the efficient resolution of conflicts.
- **Preventing Residents Disputes:** Living in a block of flats means having a shared responsibility of maintaining the property. Residents may have different opinions regarding payment of certain repairs. However, maintenance management works towards establishing clear guidelines and policies for the maintenance of a building and are collected through service charge fees. This reduces the chance of disputes between residents, and property owners and managers.

## Conclusion

Timely repairs are not just about maintaining property value; they are about promoting a harmonious living environment in blocks of flats. Effective maintenance management assumes a central role in this endeavour by guaranteeing swift repairs and mitigating disagreements stemming from delays.

Through the implementation of proactive maintenance strategies, fostering transparent communication, giving precedence to urgent repairs, nurturing partnerships with service providers, maintaining comprehensive records, and establishing clear guidelines, maintenance managers can substantially decrease the chances of conflicts arising due to delayed repairs.

Ultimately, a proactive approach to maintenance management not only saves time and resources but also contributes to the creation of a peaceful community within the block of flats.

**To help find suppliers and trades people to help you maintain your block of flats, visit the Block in a Box website where you can find a range of solutions to help you.**

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

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

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

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

Share this page on social media

Feature: Complaints and Disputes

# Community Building Initiatives: Strengthening Relations to Prevent Disputes

**When you're managing a residential block of flats, you will inevitably need to mediate a neighbourly dispute or two. It's almost inevitable, what with neighbours living floor to ceiling and sharing common spaces. But what can you do as the building manager to reduce the likelihood of this community falling out?**

The best way is to build a sense of community. Neighbours who get to know their neighbours are far more likely to consider each other's feelings. They'll approach each other to discuss any issues before real gripes take hold and give each other some grace for any occasionally un-neighbourly conduct... Ultimately, if your residents know and respect each other, your workload and everyone's stress levels will be significantly reduced.

Here you can discover ways to foster community in your flats, from online groups to organising face-to-face events.

## Community Get Together: Face to Face

There are so many options for encouraging your block's residents to mingle. The events you choose will need to suit the community you're supporting. Providing a mixture of events with different age ranges in mind can also work well. Here are a few of our ideas to get the cogs turning:

- **Regular Social Events**
A monthly coffee morning, potluck dinners or game nights. Whatever you think may pull your residents out of their units and down to the common areas. The regularity is key and persevere if things are quiet to begin with.
- **Fitness Classes**
If you have the space and the budget, arranging for professional instructors to come in and run regular classes could be great. Even better if a member of the community has these skills and wants to volunteer.
- **Support Networks**
This can cover mentorship programs to meal-sharing, or a buddy system for new residents. Put the word out and offer private sign ups. Ensure anyone in need of extra help feels they can put their name down.
- **Celebrations for Special Occasions**
Make sure to include multiple religious celebrations as well as non-religious events such as valentine's day etc. Keep hold of the decorations to use year after year and you'll keep costs low.
- **Workshops and Skill-Shares**
You could survey the residents to find out what specialised skills or talents are hiding in the block. You may find a handy man, a keen chef, or a crochet queen. Ask anyone who's happy to lead a session to host a how-to workshop, or you could organise a skill-swap evening.
- **Guest Speakers**
Invite local experts or personalities to give talks or presentations on topics that may be of interest to your residents.

## Getting Together: Indirectly

Face to face events aren't for everyone- you may have some introverted residents who would still like to be involved, or some disabled residents who need to be able to take part online. Online events can also be great for attracting younger audiences. Here are some ideas:

- **Community Newsletter**
Create a monthly or quarterly newsletter, highlighting upcoming events, sharing community news, and featuring profiles of residents. This can be distributed digitally or in print.
- **Book Club**
This could be done face to face but works well as an online option too- residents can choose and read one book per month to then discuss and review. They could get together in person, via video call or via a separate social media group.
- **Community Library**
Invite local experts or personalities to give talks or presentations on topics that may be of interest to your residents.
- **Exhibitions**
If you have a talented, crafty crowd, you could set aside space in a common area for residents to display their creations. This could include paintings, drawings, crafts etc and could be for display only or some pieces could be put up for sale.
- **Social Media Group**
Make sure to include multiple religious celebrations as well as non-religious events such as valentine's day etc. Keep hold of the decorations to use year after year and you'll keep costs low.
- **Community Challenges**
You could survey the residents to find out what specialised skills or talents are hiding in the block. You may find a handy man, a keen chef, or a crochet queen. Ask anyone who's happy to lead a session to host a how-to workshop, or you could organise a skill-swap evening.

## Getting Involved

For those that want to, there are many ways you can invite residents to get involved in the decision-making for the building and in looking after the surrounding area:

- **Residents' Association**
This group can lead the charge for planning parties and events. Or come up with new ideas to improve the lives of residents. They can act as a first port of call for any complaints. They may be able to resolve some of the less serious concerns while highlighting any that need your attention.
- **Community Projects**
Invite residents to collaborate on projects like a community garden, murals, energy-saving or eco-friendly initiatives, clean-up days etc.
- **Neighbourhood Watch**
You can establish a neighbourhood watch program to enhance security for your block and the surrounding area.
- **Volunteering Opportunities**
You could partner with local charities and invite residents to volunteer their time and skills to support. This can a great boost to their sense of connection and purpose.
- **Community Fund**
You can establish a community fund to support resident initiatives or those who are struggling.

**The success of these initiatives often depends on resident engagement and cooperation. You'll be the best gauge for what may work for your building. Building a sense of community takes time. With persistence and the involvement of dedicated residents, it can greatly enhance the experience of flat living for all.**

**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: Complaints and Disputes

# Proactive Steps to Prevent Disputes Between Neighbours

Residentsline Flats Insurance

www.residentsline.co.uk

**Valuable insights and practical advice from Residentsline on how flat owners can take proactive measures to prevent disputes.**

Prevention is always better than the cure. This old adage is absolutely correct when it comes to leasehold living. Neighbours living side by side (and head to toe) in residential blocks of flats are likely to experience the odd issue with noise, access or other expected rubs.

For some, those small gripes can turn into full-blown disputes. These can end horribly, sometimes with outright arguments or even legal action. To avoid the stress, upset and possible expense, prevention is key. Here we'll be discussing some of the simple, proactive steps you and your neighbours can take to promote harmonious living.

## Know Your Lease

We've lost count of the number of times we've pushed the importance of knowing your lease. Its important here as in any other aspect of leasehold living should be high-lighted. Familiarising yourself with the intricacies of your lease, particularly in respect to building rules, access requirements and both yours and your neighbours' responsibilities, can be crucial to avoiding misunderstandings.

You're far less likely to be embroiled in a dispute if you are consistently behaving in line with the requirements of the lease. If your neighbour is violating their lease, you can politely refer them to the document. With repeated or more serious offences, you can refer to the lease when making a complaint to the Residents' Management Company Directors or your building manager who will have to take your complaint seriously.

## Know the Rules

Outside of your lease, the building may have a set of rules that residents are asked to live by. Rules are there to help promote a harmonious living environment. You may not love or agree with all the rules but if they're on the list, it normally means a very busy property manager or Director has deemed it worth their time to enforce, for good reason.

## Open Communication

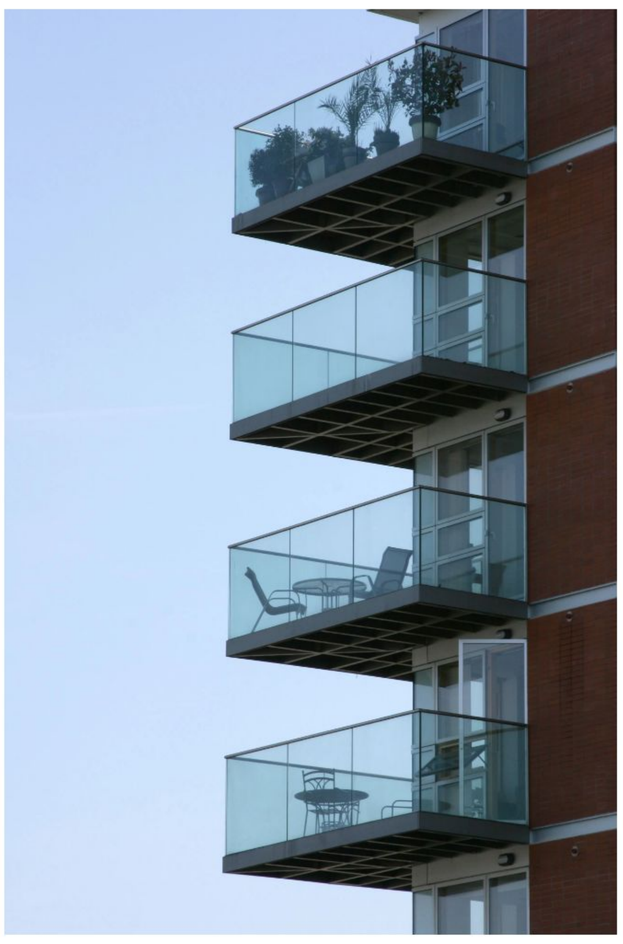
This is a big one. It's very easy these days to live in close proximity with utter strangers, never knowing each other's names. This creates a breeding ground for discontent as neither party feels they can approach the other to discuss issues. We can't recommend opening the flow of communication with your neighbours. Yes, this may mean acknowledging that you've lived side by side for 5 years without introducing yourself...but that embarrassment will be short-lived as at least it's a shared embarrassment!

Introducing yourself to and stablishing friendly communication with neighbours old and new is the best way to avoid any serious disputes. Little niggles can be ironed out quickly, without the need for building manager intervention. Those little gripes can't then fester and be added to a list of little niggles that mean the slightest thing can be blown out of proportion...

## Respect Boundaries

This applies to both the legal, physical boundaries of ownership, and also the metaphorical boundaries that your neighbours may like you to observe. For example, you may not mind if people stop and have a chat outside your flat door, but someone else might find it annoying at best, or intimidating at worst.

When it comes to common areas within your block of flats, make sure you're not monopolising the space or making it difficult for others to use the space as they wish. Everyone should feel free to use the space and come and go as they please.



## Noise

Noise complaints are one of the most common sources for disputes among leaseholders. Besides the rules stated in your lease or clearly displayed in the building, neighbours just need to be mindful. You may not mind music playing until 11pm, but this may be far too late for your elderly neighbour next door or the young family living below- another good reason to get to know your neighbours.

As a general rule, stick to the terms of your lease and keep noise to an absolute minimum. Usually beyond 9pm and before 8am to avoid any annoyance. If you're planning a celebration, definitely let your neighbours know. Encourage them to let you know if there is an issue well ahead of time. You could also consider inviting them along. The same applies for any noisy renovations in the pipeline, although they may not appreciate an invite to witness those...

## Pets

The rules and building expectations around keeping pets should be clearly spelled out in your lease. Always check the lease before taking on a pet. If you're allowed to keep your chosen companion within the rules of the lease, make sure you stick to the terms laid out.

Beyond the stipulated rules, always be respectful of neighbours and keep pets up to date with vaccinations, worm and flea treatments to avoid any outbreaks amongst their pets. Be aware that some people may not be big animal lovers, have allergies or may even have phobias of certain animals.

If you have a dog, it should be kept on the lead when in common areas. Not allowing them on any shared furniture would also help. Cats shouldn't be allowed to roam the halls unless that has been agreed with all parties. Making sure their toileting is taken care of is also paramount. No neighbour wants to smell the litter box next door.

In summary, it's all just common sense. You can largely avoid issues by adopting an 'treat others as I wish to be treated' approach. This should also aligns with the building rules and your lease. Open communication and a friendly, non-confrontational approach can go a long way to avoiding any drama.

**Most people want to live in peace and harmony with their neighbours. Preventative measures like the above can help achieve just that.**

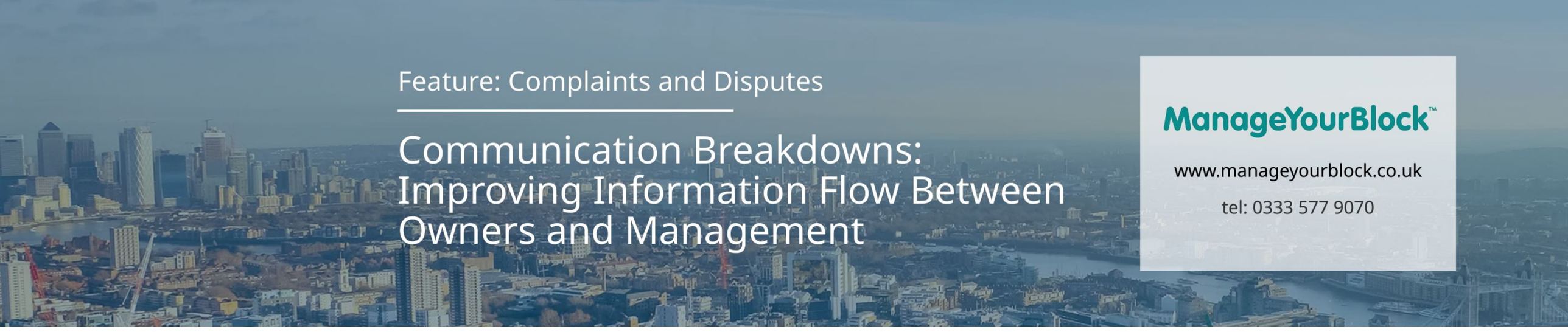
**For more from Residentsline please click here.**


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: Complaints and Disputes

# Communication Breakdowns: Improving Information Flow Between Owners and Management

ManageYourBlock™

www.manageyourblock.co.uk

tel: 0333 577 9070

**The team at Manage Your Block discuss the problems caused by a lack of transparent communication between leaseholders and property management.**

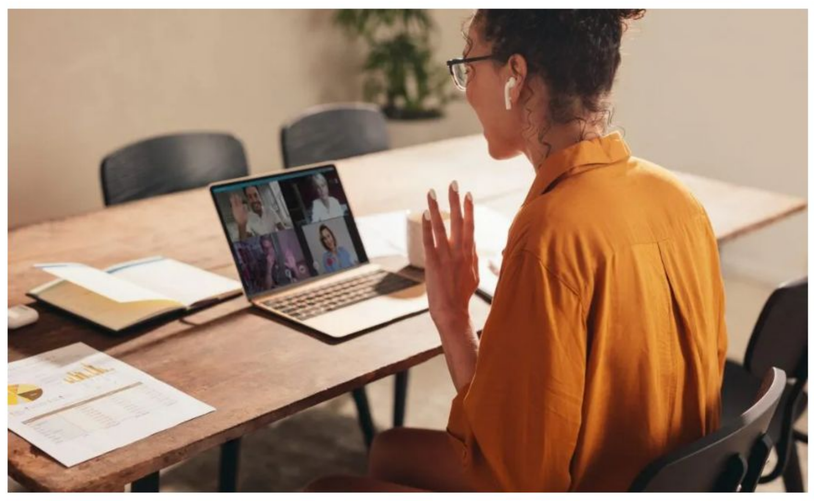
Taking care of a block of flats means taking care of more than just the bricks and mortar. Property Managers' soft skills are also put to the test, with multiple leaseholders to manage and build relationships with.

Communication is at the top of the list (alongside organisation!) and the way you go about it will set the tone for how leaseholders treat you in return. When communication breaks down, or never gets started to begin with, problems quickly arise.

Here we'll be discussing strategies for open communication, initiating feedback mechanisms, and improving overall resident-management interactions.

## Establishing Open Communication

Leaseholders expect top-notch communication regarding their biggest investments and their emotional security, both of which are tied up in their flats. Each leaseholder's unit represents their financial security and their physical safety- it's easy to forget this when you come up against a very particular leaseholder who's constantly in your inbox or calling you.



But to them, that dead lightbulb is their top priority. It means they don't feel as safe entering the building. That peeling paint is another priority. It makes the place feel shabby which can affect the value of the building and their investment. This is why great communication is so key to great management.

All leaseholders should feel that they can get in touch with management quickly, easily and in the knowledge that they'll be responded to in a timely manner.

**Here are a few ways to grease the wheels of communication:**

- Set up regular communication channels such as newsletters, notice boards, and online forums to keep residents informed about upcoming events, maintenance work, and other important information. Make sure that these channels are easily accessible to all residents (not just those who are online) and that information is updated regularly.
- Encourage residents to share their concerns and feedback by providing multiple channels for them to do so, such as suggestion boxes, surveys, and feedback forms. Genuinely listen to resident concerns and make sure that you listen to and address their concerns promptly.
- Be open and transparent about the management of the building. Share information about the building's finances, maintenance schedule, and any changes in the management team. This will help build trust and credibility with residents. Avoid using technical jargon or complex language that may be difficult for residents to understand. Keep things honest, simple and clear.
- Respond to requests or alerts within 24 hours if at all possible and ensure that residents are informed of any changes or developments well ahead of time. You can use email, text messages, social media, and phone calls to ensure that all residents receive important information. Not all your residents will be online or find navigating apps or websites easy- make sure you take note of anyone who may need a phone call instead.
- Encourage residents to get involved in the management of the building by joining committees, attending meetings, or volunteering for events. This will help to build a sense of community and ownership among residents.

## How Can Manage Your Block Help?

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

You can store all your residents' contact details within the system and then use the Alerts function to make everyone aware of issues or works being carried out, all in one go. If you have scheduled maintenance coming up, let them know. For example, if the lift has broken down, let them know and inform them of the plan to fix it. If a resident reports that an external light is out or that some cleaning is needed in the hallway, you can let all your residents know that the issue is known and will be dealt with.

This can save you so much time and stress as you won't have to deal with multiple reports for the same issue or angry residents who have been inconvenienced without notice. You can also upgrade your package to include our Service Charge Collections feature which will enable you to prepare, process and print out service charge demands for your residents- minimising the need for back-and-fourth over service charge issues.

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

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

**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.

# Have You Opted Out of Acquiring Directors & Officers Liability Insurance?

Protect your Directors with Residentsline

www.protectyourdirectors.co.uk

**Even though directors and officers of Residential Management Companies perform their duties voluntarily, they are held legally accountable for any decisions made on behalf of their company. Moreover, they are personally liable, implying that their individual assets may be at risk if legal action is pursued against them.**

As well as covering legal costs and emergency defence costs, Directors & Officers Liability Insurance also extends towards the entity company itself (i.e. the Residents' Management Company or the Right to Manage Company) or anybody named in the proceedings, ensuring incredibly comprehensive cover for those managing blocks of flats.

Directors of Residents' Management Companies and Associations can be held liable for any acts which are:

- Negligent
- Outside of their authority
- In breach of duty or trust

Liability can arise under contractual or company law. The potential for claims is wide-ranging and can be from internal or external parties.

## Examples Include:

**Claims for Unfair Prejudice pursuant to s. 994 of the Companies Act**

These are 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 £15,000

**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 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.

Can you afford to be unprotected?

**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

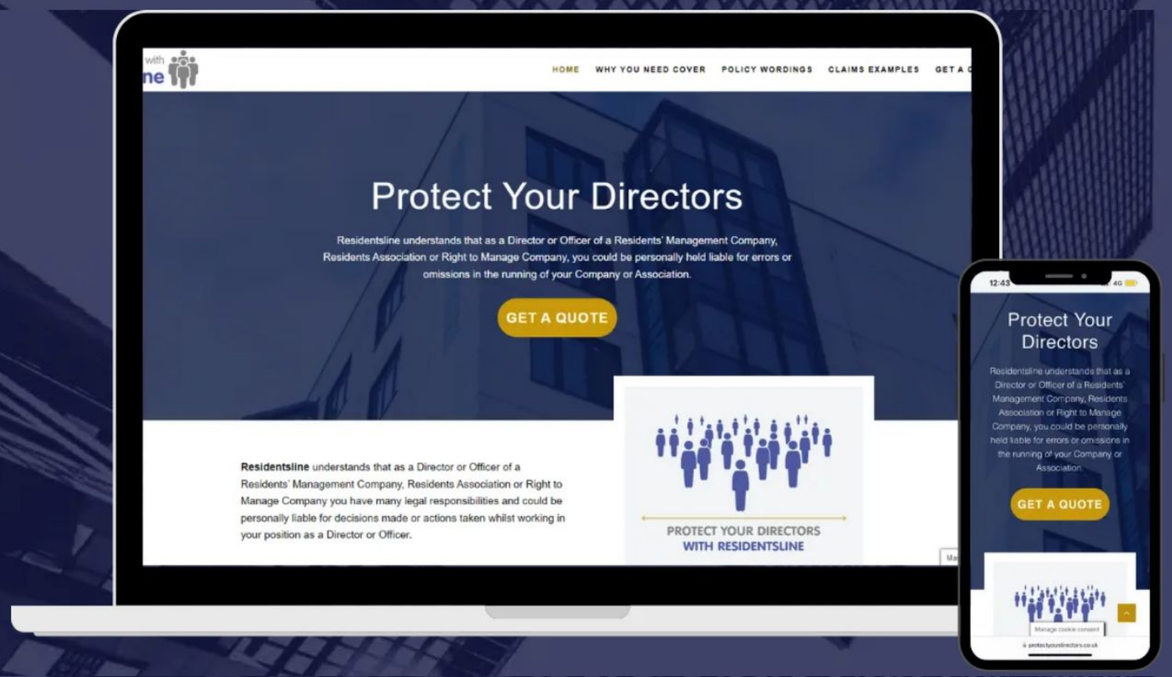
Protect your Directors with Residentsline

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

## Property Manager

Location: Greater Manchester (Hybrid Working)

Salary: £35,000 - £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

## Lettings Administrator

Location: West Sussex

Salary: £20,000 - £26,000

Tell me more

## Assistant Block Manager

Location: Hampshire

Salary: £25,000 - £28,000

Tell me more

## Residential Care Home Manager

Location: Essex (Live-In)

Salary: £25,000 - £30,000

Tell me more

## Block Recruit

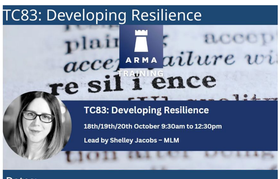
Block Recruit specialise in providing property professionals to all areas of the block management industry in the UK.

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

## TC83: Developing Resilience




**Dates:**

**18th/19th/20th October**

**2 HOURS A DAY OVER 3 DAYS, 9:30am to 12:30pm**

This practical and highly engaging 6-hour course provides delegates with a range of tools and techniques to develop and maintain their own resilience, providing significant benefits to mental, physical and emotional well-being.

Therefore, the need to be resilient has never been greater!

Book your place

## TC27: The Procedural and Technical Issues of Section 20

**Dates:**

**11th/12th December 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

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

**Dates:**
**18th October 1pm to 3pm**
**20th November 1pm to 3pm**

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

## TC59: Managing Your First Portfolio – Legal Workshop

**Dates: 23rd/24th/25th October 10am to 12pm**

A 6-hour course being be run over 3 consecutive days (2-hours per day).

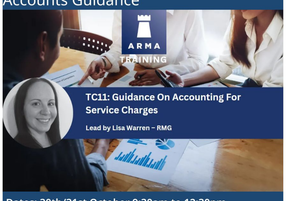
Being a property manager is a demanding job; on any given day you can be required to demonstrate a variety of skills and knowledge. In this interactive legal workshop, we'll explore some of the common legal challenges that you might face and how to deal with them. This workshop will be based around a fictional block and a copy of its specimen lease and Articles of Association will be provided to all delegates for 'pre-reading'.

**Audience**

This course is ideal for those new to block management and for property assistants moving onto portfolio management who have some knowledge of the legal framework governing residential long leasehold management but who need to become familiar with the essential information needed to safely and efficiently assist or manage a portfolio.

Book your place

## TC11: Residential Service Charge Accounts Guidance

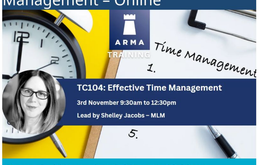



**Dates: 30th/31st October 9:30am to 12:30pm**
**Duration:** 3 hours a day over 2 days. A 6-hour interactive discussion forum addressing best practice for service charge accounting.
**Content**

- Understand the difference between corporate and service charge accounting
- Gain an overview of corporate accounts: RMCs, dormant companies, legal requirements, etc.
- Learn best practice for service charge accounting from budget to year end
- Find out about the management of receipts and payments
- Explore the procedures for the accurate allocation of costs
- Learn about the production of accounts under lease and legal requirements

Book your place

## TC104 – Effective Time Management – Online




**Dates: 3rd November 9:30am to 12:30pm**

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

When we feel on top of things we feel more in control and that makes us feel good. However, many of us often feel like we are not in the driver's seat of our own time and that can lead to demotivation and increased stress and anxiety.

**If you have answered yes to any of the above, then this course is for you!**

This practical and highly engaging half-day course provides delegates with a range of tools and techniques to use time more effectively, providing significant benefits to work output, mental well-being, work-life balance and motivation.

Book your place

## TC108: Introduction to the Building Safety Act for Property Managers

**Dates:**

**15th/16th November 9:30am to 12:30pm**

**Duration:**

**3 hours a day over 2 days**

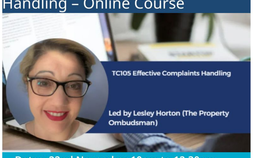
This course delivers guidance on managing buildings in scope under the Building Safety Act 2022. Through interactive and engaging contents participants will gain confidence in delivering positive building safety outcomes in their areas of responsibilities.

**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: 22nd November 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

## TC1: Introduction to Residential Property Management

**Dates:**

**13th/14th November 9:30am to 12:30pm**
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

## 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

## ARMA & IRPM Manchester Regional

**Dates: Tuesday 7th November 2023**

**Venue:** Compass Room, The Lowry,Pier 8, Salford Quays, Manchester, M50 3AZ

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

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

Book your place

## NLG Annual Conference 2023

**This event will take place over 4 days**

• 3 Days of Virtual Zoom Sessions

**Monday 13th – Wednesday 15th November**

• Full Day Live Conference

**The Royal Institute of British Architects (RIBA), Portland Place, London, W1 Thursday 16th November**

**NLG Members**

- £99 per delegate (virtual)
- £175 per delegate (virtual & live)

**NLG Members**

- £299 per delegate (virtual & live)

Book your place

## 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

## 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

# 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

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

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

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

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:

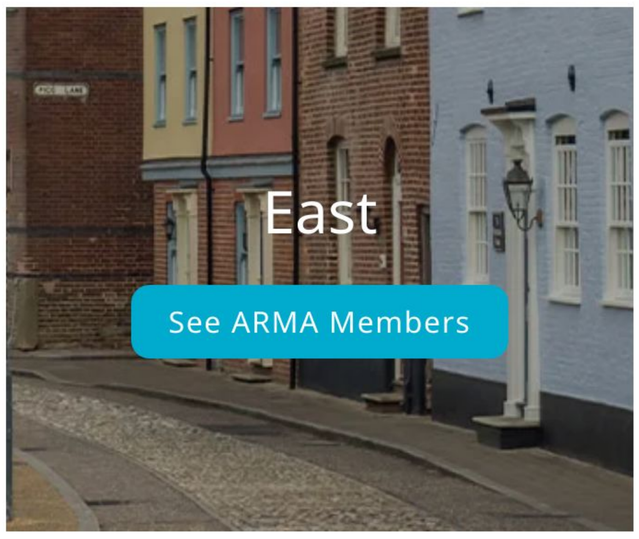
020 7978 2607 | www.arma.org.uk

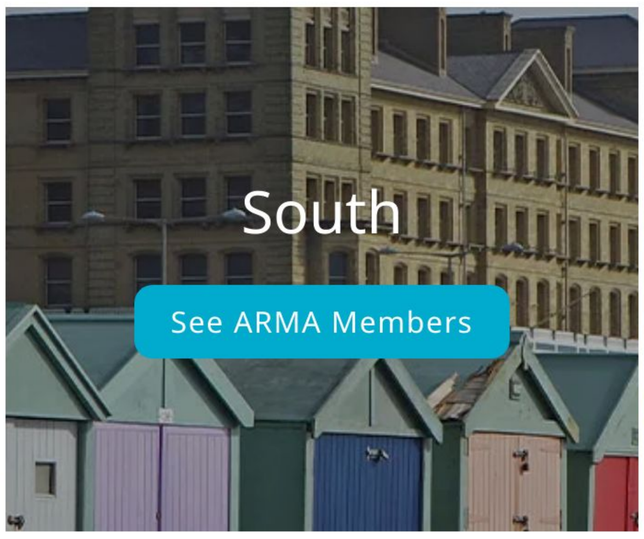
# Find an ARMA Member

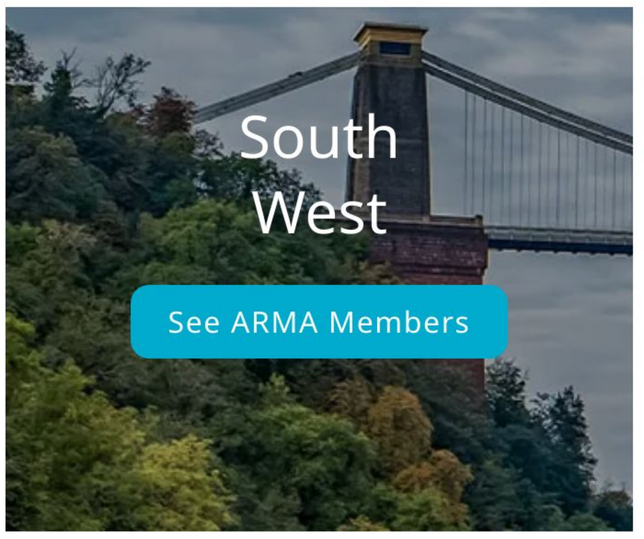
Are you considering a new managing agent?

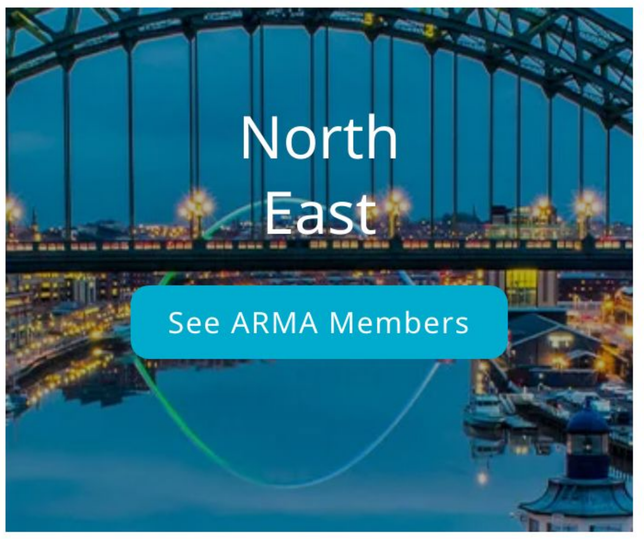
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

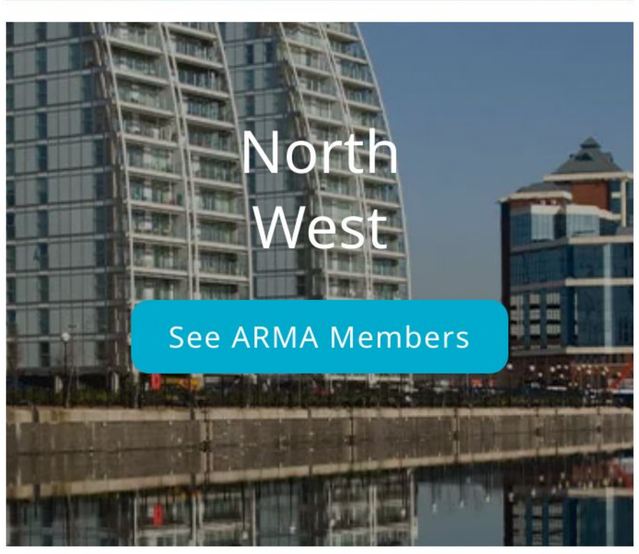
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.

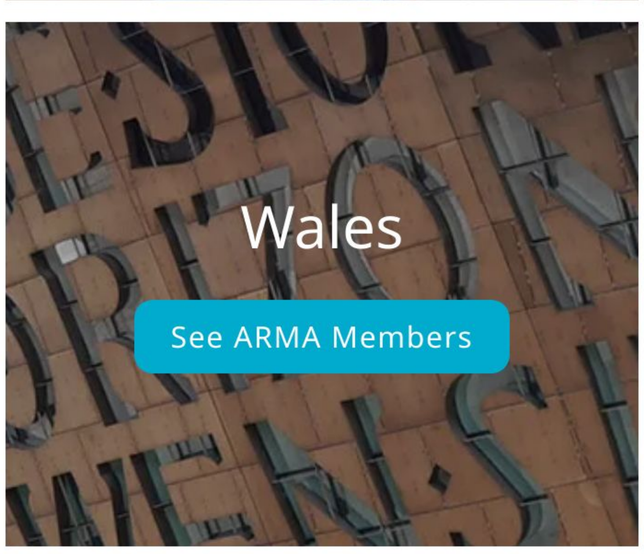


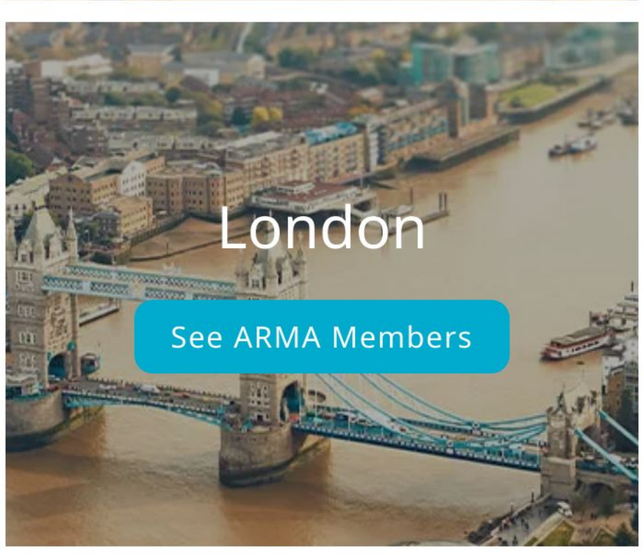







ALEP - the voice of the enfranchisement sector promoting best practice

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

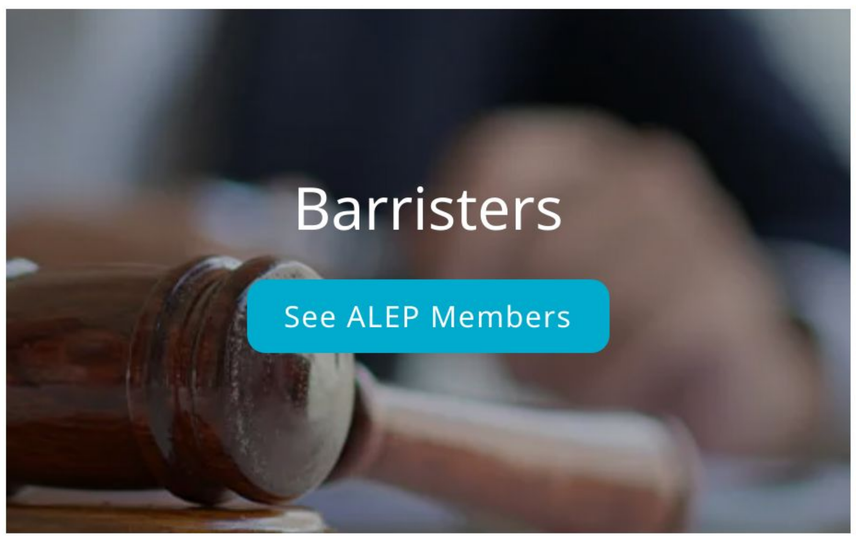
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

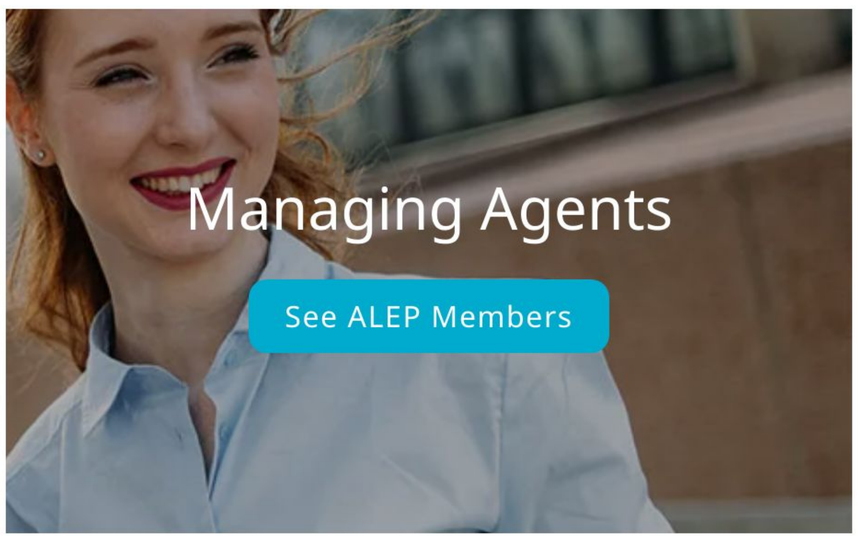
ALEP members can advise or assist with:

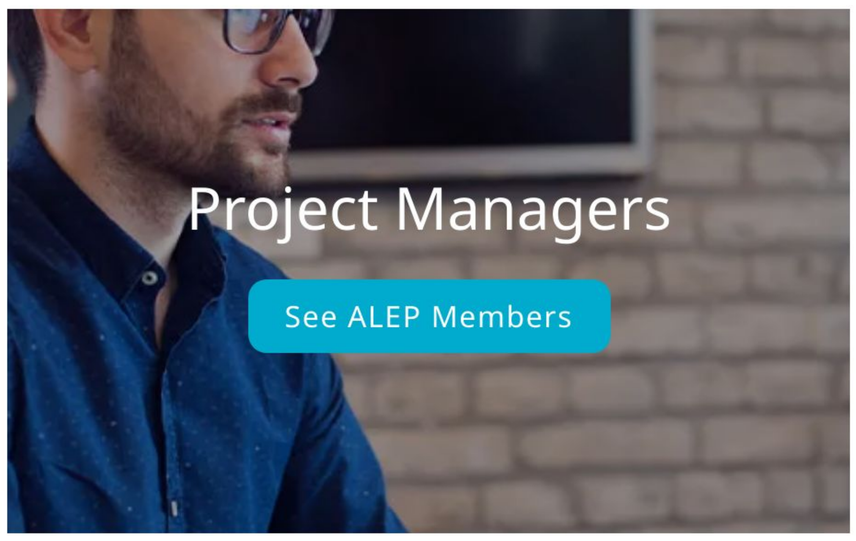
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

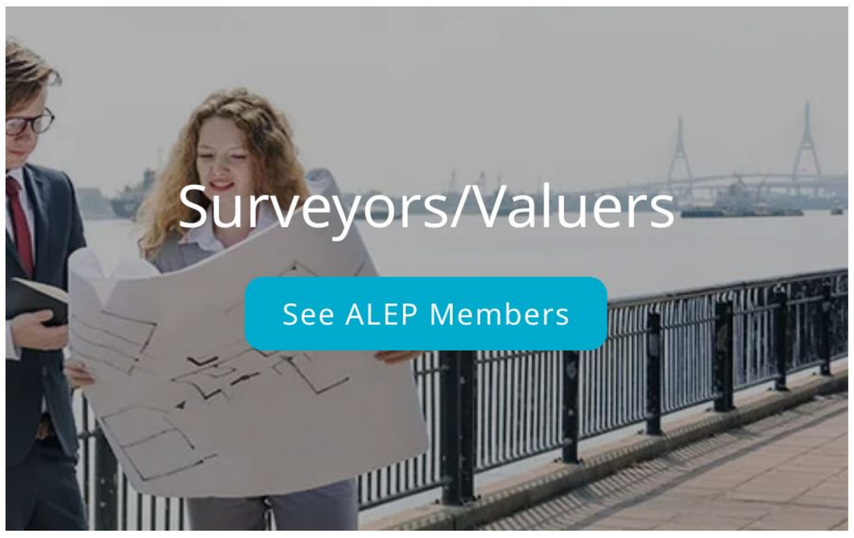
Below are details of ALEP Professionals (alphabetically) in the following areas:

- 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
# 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
## 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
# 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
# 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

- 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 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
# 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
# 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
# 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
# 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
# North London

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

# ARMA Members North 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 East London

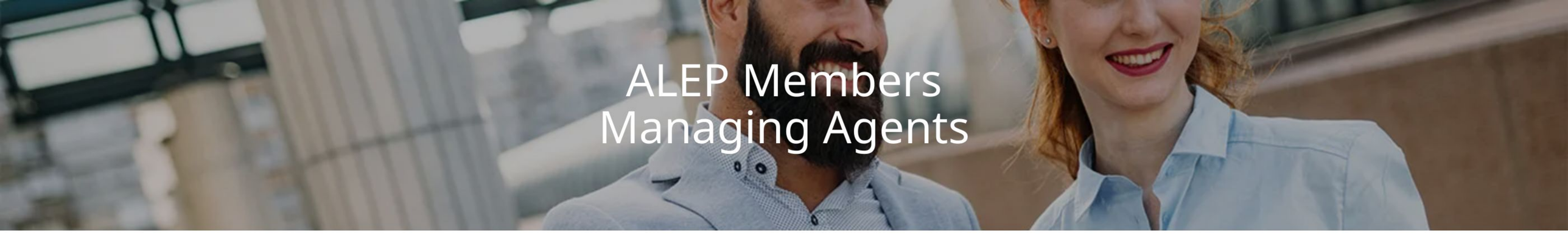
- Fortune Block Management Ltd Potters Bar 02089 051 621 Full Member
- Galleons Point Management Ltd London 02075 118 585 Full Member
- Ian Gibbs Middlesex 02083 704 810 Full Member
- Longbridge Estates Barking 020 8591 4455 Full Member
- Maunder Taylor Potters Bar 01707 665 666 Full Member
- Montalt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

# ARMA Members South

- 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

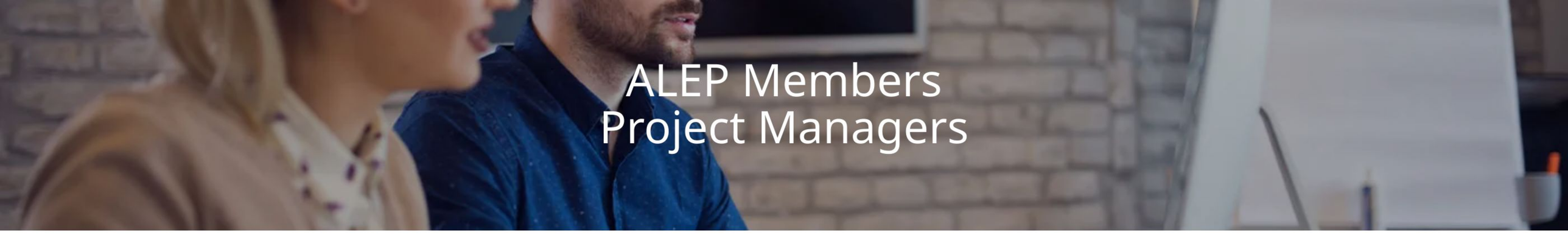
# ARMA Members
# South East

- 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



# 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 |



# 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 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
# 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
# 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