Information, advice & guidance
for RMCs and Property Managers

FlatLiving Magazine

September 2021

Feature: Major Works

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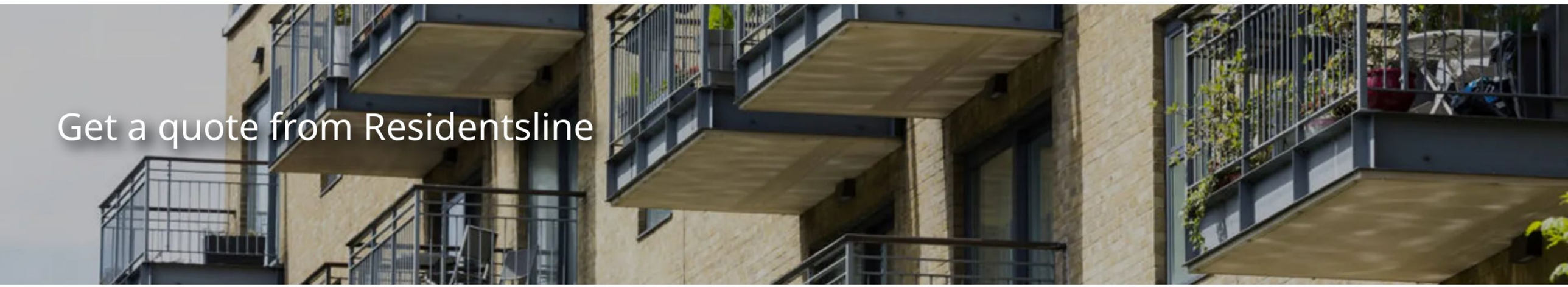

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Welcome

Welcome to the September issue of Flat Living Magazine

The Proper Awards are now just a few weeks away and we are delighted to share with you the finalists. The awards are taking place at the Ministry of Sound and it should be the party of the year – make sure you have booked your tickets!

In this issue we take a look at Major Works, we investigate the process, common challenges and dispensation. We also look at contractor vetting, a case study about lifts as well as investigating amperage and why it is so important for heating.

In other articles, we cover the rise of the short term lettings market, ARMA welcoming the recovery potential of 'Polluter Pays' provision, and how you can support a graduate property manager and help the homeless – with crisp packets!

I really hope you enjoy this issue of Flat Living Magazine and I hope to see some of you at the Proper Awards later this month.

Rebecca Kelly
Head of Partnerships, Flat Living

Start Reading

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News

All the latest property management news:

• FirstPort secures two exclusive over 55s developments •

• Future Regeneration to launch in September •

• Belvoir Group launches block management service •

• FirstPort appoints Preety Gill as new Head of Customer Experience •

• Experienced surveyor appointed by Principle as repairs planning brought in-house •

FirstPort secures two exclusive over 55s developments at Kinross and Scone

FirstPort Property Services Scotland has expanded its property portfolio by taking over the operational management of two prestigious developments – Earlsgate in Scone and Muirwood Gardens in Kinross.

Both schemes, which are exclusive to the over 55s, have been developed by Juniper Residential, the new age-exclusive living brand of the Cruden Group.

The 51-unit Earlsgate development in the desirable Perthshire village of Scone, is located on the site of the former Wheel Inn and offers residents a luxurious communal lounge, reading room, and multi-function space for wellness activities and clubs.

Muirwood Gardens, situated on the site of the former Windlestrae Hotel in the historic town of Kinross, comprises a mix of 41 bungalows, villas, and cottage flats, with the added benefit of a hotel style Club Lounge. Both developments also include a luxury guest suite for visiting friends and family.

Interest in Juniper's new developments has been strong, with many homes already sold off-plan. This mirrors the increasing appetite for independent age-exclusive schemes with desirable lifestyle offerings of shared communities and less home maintenance and garden care demands.

Recent data from the National Records of Scotland has revealed there will be 240,000 more people of pensionable age in Scotland over the next 25 years and the two developments will help begin to address this gap in the retirement property market.

FirstPort Property Services Scotland's Regional Manager Elaine Bald says: "Both Muirwood Gardens and Earlsgate are in really lovely locations and offer a refreshing approach to the age-exclusive market. Juniper Residential is a friendly, professional company to work with, and we will manage these developments to a high standard. We look forward to getting to know the new homeowners and building lasting relationships."

Juniper Residential's Sales & Marketing Director, Hazel Davies, says:" We are delighted to appoint FirstPort as property manager for Juniper's flagship developments in Scone and Kinross. They have a demonstrable track record in the retirement sector and share our values of delivering a personable, professional, and high-quality service to all our homeowners".

Both contracts have enabled FirstPort Property Services Scotland to further expand its existing portfolio in the region and continue to offer its wealth of expertise and experience in residential property management. Looking after 11,000 homes across the length and breadth of Scotland, it has unrivalled access to in-house experts, unparalleled scale, and industry leading technology, enabling it to offer first class staff development and training, and procure the best value for its customers.

Future Regeneration to launch in September

Facilities and maintenance specialist the Future Group has announced it is expanding its portfolio of services with the acquisition in August of refurbishment contractor iGroup.

Headed up by iGroup founder Jamie Osmore, the new division launching on 1 September will be branded Future Regeneration. This paves the way for the expansion of Future Group's offer into the redecoration and refurbishment of residential block communal areas and sits comfortably alongside Future's lighting, fire safety, security and heating expertise with the group now able to provide a full turnkey service for clients.

Future Regeneration will specialise in both internal refurbishment and external upgrade works.

Future Group MD Jamie Willsdon is delighted to bring Jamie Osmore on board, having initially touched base with him via LinkedIn. "We got talking, realised there was plenty of synergy between us and as Jamie liked our business model, we took it from there," he says.

Both Jamie's are excited at the prospect of the new venture. "The excellent fit between the group's existing services and what Future Regeneration can now provide gives us the opportunity to really square the circle on PPM and cyclical maintenance – and for residents to wave goodbye to communal area embarrassment!" says Jamie Osmore.

Go to the website at www.future-group.uk to take a look at the full range of our services or to find out more, Future Regeneration can be contacted at info@future-group.uk

Belvoir Group launches block management service in partnership with B-hive Block Management Partners

Having successfully trialled the proposition for the last 18 months with one of their Northwood Franchisees, the Belvoir Group have now signed an exclusive contract with B-hive Block Management Partners for them to offer a block management solution to all of their 340 offices across all brands - Northwood, Newton Fallowell, Lovelle, Nicholas Humphreys and Belvoir Brands.

B-hive is the Partners division of HML Group, block management specialists who manage over 85,000 units in England and Wales. B-hive operates independently from HML and provides comprehensive training to enable Partners to perform the role of Block Manager compliantly and efficiently. Partners can compete with each other using their own brands and B-hive provide all the necessary back-office solutions to client finance service charge accounting, compliance, essential services, systems, software and a client portal.

CEO Dorian Gonsalves said, "We are delighted to have partnered with such a capable company and to have been able to bring this additional service to our Franchisees. This is a great opportunity for our Franchisees to put their brand in front of more customers, bringing their specialist local knowledge, with B-hive sitting in the background providing the systems that are required. By adding this service, our Franchisees will look to build relationships with a much wider audience and deliver a wider range of services to clients."

Experienced surveyor appointed by Principle as repairs planning brought in-house

Principle Estate Management has appointed a senior building surveyor to head a new department that will bring long-term maintenance and major works in-house.

Richard Coles has joined Principle from Blacksons Chartered Surveyors, where he was associate director.

He had previously worked as a chartered surveyor at Gleeds and Cushman & Wakefield, following his initial training to become a member of the RICS at Lambert Smith Hampton.

Joe Jobson, a director at Principle, said that the business now had four chartered surveyors, which was unusual for a block management business.

Mr Jobson said: "As a business we are really excited by Richard's appointment. He will oversee a new department which will bring a number of key functions in-house.

"This will give us the ability to complete long term maintenance plans and oversee major works in-house, giving us much greater control as we will prioritise these tasks internally rather than being reliant on external partners.

"It is a demonstration of the success we have had over the last few years that we are able to bring such a service in-house.

"We continue to grow a pipeline of business and it is vital that we continue to invest operationally to ensure we provide the best service to our customers, which this appointment clearly demonstrates."

Mr Coles, who as well as being a member of RICS has a Master's degree in Building Surveying from Nottingham Trent University, said he was delighted to be joining Principle.

He said: "I have worked for a number of large commercial property operators but I am really excited to be joining Principle, which is a quickly expanding business.

"The brief to build this department and provide valuable support to the property managers was too good to turndown.

"As I get my feet under the table I know I can make a real difference, providing valuable assistance to the property managers."

Principle, which is led by experienced chartered surveyors, is a full and active member of the Association of Residential Managing Agents.

It now has more than 35 staff looking after a portfolio of more than 7,000 units in 250-plus developments across the UK.

Proper Awards

Congratulations to this year's finalists!

Each category winner has the chance to win the overall supplier of the year award sponsored by:
Claws Consultants

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The finalists are:

- Insurety Ltd
- Momentum Financial Services Ltd
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- Correct Choice Windows & Doors
- Stone Contracts

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The finalists are:

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The finalists are:

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The finalists are:

- Dayco Property Maintenance
- Future Group
- PLP Fire Protection
- W12 Group

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The finalists are:

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- Creative Wire

Outsourcing sponsored by Property TV

The finalists are:

- Adiuvo
- Pro Sentry
- Vigilance

Risk Management sponsored by ARMA

The finalists are:

- Oracle Asbestos Solutions
- Salvum
- Tetra Consulting

Surveying sponsored by J&E Lifts

The finalists are:

- McDowalls Surveyors
- Pride Consulting IMS

Technology sponsored by Propeye

The finalists are:

- 30Seconds Group
- Just Move In
- Residently

The Ins & Outs

Where? Ministry of Sound, London
When? 16th September 18:30 – 01:00
What's happening? A fair bit...

- FREE dinner from a variety of street food vendors
- 3 live DJs
- Acoustic covers of garage classics
- FREE drink on arrival
- Beer pong tournament
- Stilt walkers and dancers

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2021 Winners

2021 Property Management 50 Winners

We believe it's important to recognise the commitment, drive and determination of the people that push our sector forward.

There are amazing individuals working at all levels within the property management industry; from managing agents to build to rent providers and the suppliers who support them.

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

Visit the Property Management 50 website to read the testimonials about all of our winners.

Property Managers

Claire Bates
Hillcrest Estate Management

Claire Hamilton
Encore Estate Management

Emma Barltrop
Property Manager, Ian Gibbs

Emma Catterall
EVC Property Management

Jonathan Ward
Remus Management

Kelly Dowling
FirstPort

Kevin O'Reilly
Matthews of Chester

Lewis Cassar
Transparent Property Management

Melanie Barker
FirstPort

Sanj Solanki
Parkgate Aspen

Terence Langton
Morgan Management

Wendy Walker

Build to Rent

Anne-Marie Brown
Love to Rent

Chloe Hay
Urbanbubble

Lee Richards
Mainstay, Part of the FirstPort group

Matthew Finch
Apo

Matthew Smith
Allsop Letting & Management

Sowgol Zarinchang
Way of Life

Influencers

Benjamin Hume
Evolve Block & Estate Management

Fernando Rutter
Block Management Network

Jess Parmar
pbm Property Management

Jodie Fraser
Fraser Allen Estate Management

Michael Jacobs
MLM

Nick Rich
The Proper Awards

Nigel Glen
ARMA

Sam Gibson
FirstPort

Tony Hymers
Burlington Estates

Legends

Bernie Wales
Leasehold Consultant

Louie-Mae Gibson
Knight Frank Promise

Niall McGuinness
SHW

Nigel Howell
FirstPort

Shelley Jacobs
MLM

Steve Room
pbm Property Management

Stuart Shield
Learning Curve Group

The Whole of the ARMA Team

Noella Morton

Yen Ly-Nguyen

Sharon Corette

Jaclyn Thorburn

Helen Christie

Diana West

Andrew Taylor

Lawrence Diamond

Rising Stars

Bethany Massey
pbm Property Management

Charlie Crawley
Rendall & Rittner

Hettie Carpenter
Burlington Estates

James Ritchings
FirstPort

Joshua Buxton
Kingston Property Services

Sabrina Isles
FirstPort

Sallie Marston
Hegarty Property Management

Sam Levy
pbm Property Management

Suppliers

Aga Banasiak
IRPM

James Lander
Venture

Jane Bagust
J & E Lifts

Paul Bennett
PLP Fire Protection

Rhoda O'Sullivan
Adiuvo

Richard Stone
Stone Contracts

Zoe Southwell
Block Recruit

The Property Management 50 is created in partnership with:

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PROPel Learning & Development for the Property Industry

FlatLiving

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Feature: Major Works

Definition & Process

Written by Kirsty Anderson, Regional Property Manager at Trinity Estates

Definition

Major works are defined within Section 20 of the Landlord and Tenant Act 1985 (amended within the 2002 Act) and are normally major "one-off" works or maintenance, repair or improvements. In terms of works that could be deemed to be an "improvement" the lease must always be checked to ensure that the costs for improvements are specifically recoverable, some leases do not allow for "improvements".

The responsibility normally sits with the freeholder/landlord/RMC whilst the costs are normally recovered via the service charge and payable by the leaseholder.

Examples could include roof repairs, lift replacements, external redecorations or window replacement. The works could relate to the structure of the building and communal areas, or any major asset on-site (lifts, pumps, gates, fire safety equipment)

Major works benefit leaseholders by ensuring that their building is being maintained, prevention of issues such as water ingress and generally ensuring that the building is kept in a good state of repair throughout its lifetime.

The Landlord & Tenant Act includes a clause known as Section 20 to protect leaseholders and ensure they are consulted throughout the major works process. This allows the opportunity for leaseholders to provide an observation on any intended works of this value and the landlord must "have regard" for their observation. If the managing agent or landlord fails to consult in line with the process, the leaseholder's contribution may be capped at £250. This could obviously be a severe penalty for landlords or agents if they do not consult correctly and then are left with irrecoverable costs for the final project.

The consultation process applies to landlords, Resident Management companies and Right to Manage companies alike. Managing agents should be equipped to ensure any clients are aware of the duties surrounding the major works consultation process and any liabilities they may face if they do not follow the procedure. Even if all residents within a block agree to the works proceeding, the consultation process should still be followed. Managing agents should always advise clients against proceeding without following the consultation process.

Planned Major Works

A competent property manager would be aware of works that are required in the forthcoming years- normally by way of a Planned Maintenance Programme provided by a qualified surveyor. This would allow the property manager to budget accordingly for the works over say a 10-year period (or longer). By incorporating the anticipated costs into the contributions for the reserve funds within the service charge estimate, this allows the cost of the major works to be spread more evenly over a longer period of time, which means leaseholders are not shocked to receive a large "one-off "demand for the works. It also means that cyclical major works such as external redecorations, which may take place every 5 years are programmed in so that leaseholders can have confidence the works will take place when they are required and ensuring the longevity of the structure/asset.

Some leases may specify the exact year works should take place, such as "in 2020 and every 5 years thereafter" or some may include a clause such as "when reasonably required" which may rely on the Property Manager inspecting and making an informed decision on the works being necessary.

In basic terms, the consultation process includes several stages and are triggered if the costs for the works are expected to exceed £250 for any one leaseholder. On sites where leaseholders pay differing percentage contributions, it is important to be aware of the threshold where Section 20 is required for the highest percentage contributor.

Stage 1: The Notice of Intention

A notice is served to leaseholders and any Recognised Tenants Association, informing them of the intention to carry out the Major works and the reason the works are required. Within the notice is an invitation to leaseholders to nominate contractors, provide any observations and also obtain a more detailed copy of a specification or scope of works. The leaseholders have 30 days to provide any information or observations.

The managing agent will then seek quotations/tenders from their own nominated contractors, or any nominated by leaseholders. A quote must be invited from any leaseholder or RTA nominated contractor.

Stage 2: The Statement of Estimates

Once the tenders are returned, the agent will provide a summary of the tenders received, outlining all costs and associated fees. The notice will also once again provide a period of 30 days for any observations to be submitted. At least two of the estimates must be included and a summary of any observations that have been received. Any estimates received from leaseholder nominated contractors should be included within the statement of estimates. Details of how estimates can be inspected should also be included within the statement.

Stage 3: The Notice of Reasons

The Landlord or agent must serve this notice, only if they are not proceeding with the cheapest estimate or a contractor nominated by a leaseholder and explain the reasons behind this decision.

Fees

It is standard practice for agents to charge an additional administrative fee for the management of major works and undertaking the consultation process.

Emergency Works

There may be occasions where works are deemed to be of an urgent nature and it would be impossible to wait for the 2-3 month consultation process to be followed (for example, in the case of a collapsed drain, or significant Health & Safety issue).

In this scenario, it is possible to apply to the First Tier Tribunal for "dispensation" from the consultation process if there is a valid reason to do so. This must be a genuine emergency and not a ploy to circumnavigate the consultation process. It is recommended that an application to the FTT for dispensation is made as soon a practically possible. Dispensation is not guaranteed so it may be useful to consider alternative options, to make the area safe until dispensation can be obtained or the consultation process followed in full.

Dispensation can also be sought if the landlord has failed to consult properly and as such an application can be made prior to works starting or retrospectively.

Trinity Property Group is a national managing agent specializing in Residential service charge management and manage in excess of £50 million pounds of client funds. We are proud members of ARMA-Q and are FCA registered.

We would be pleased to complete a service charge appraisal of your development and discuss with you how our services can assist you further.

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Feature: Major Works

An Overview

Written by Belinda Thorpe, Managing Director of Residentsline

Major works, otherwise known as qualifying works, are any works being done to the building that would cost each tenant over £250. By law, landlords are required to notify tenants if this is the case, and follow a step-by-step procedure or risk being penalised. As stated by LEASE, major works are normally defined as either repairs or replacements to the internal or external building, covering areas such as the roof, window frames, exterior brickwork and communal areas.

It is important to note that whilst major works do include communal areas and works to the interior and exterior building, a tenant's lease will not normally define major works as any works required for personal premises, i.e. the internal area of each flat, as this is considered to be the responsibility of the tenant.

Are major works included in the service charge?

The funds needed to cover major works are usually recoverable from the leaseholders. Although major works are defined as a service charge, their overall cost will usually be considered as an additional payment on top of the standard service charge leaseholders must pay annually.

This may seem incredibly steep, but often there is no alternative when the property may need urgent or unforeseen work and, provided the landlord follows the correct procedure, tenants will all have an opportunity to have a say in the contractor chosen to complete the job.

Additionally, the tenants may already have funds held in a sinking fund or reserve fund. This is a sum of money put together by each leaseholder and may be used to contribute towards to cost of the works, which may help in alleviating the final cost for tenants.

According to the government, major works generally fall under one of three categories:

1. Exterior decorations: This includes the repair or replacement of joinery, replacing stone sills, painting external woodwork, and metalwork etc.

2. Major repairs: These are described as large "one-off" repairs e.g. replacements of roofs, lifts, doors, windows, heating systems, gutters, bin areas or estate roads etc.

3. Improvement work: These are works that build an amenity that was not there before, i.e. a children's play area or new concierge system.

Major works and the Landlord and Tenant Act

In 1985, the Landlord and Tenant Act was introduced, alongside the Section 20 clause. This clause was created to protect tenants from paying unnecessarily excessive fees for any major works taking place at their property. To do this, the Act ensures that any landlords who do not follow the S20 consultation procedure are only able to retrieve a capped maximum fee of £250 from each tenant.

However, this does not mean that tenants can be billed £250 for any works without a consultation. By law, the landlord is obliged to notify the tenants of any works beyond a certain cost. According to ARMA, Right to Manage Companies and Residential Management Companies are included under the definition of a 'landlord' for the purposes of Section 20.

Section 20 Consultation Procedure

There are three stages to the consultation procedure for Section 20. Each step must be followed by the landlord, RMC or RTM, by law:

1. The Notice of Intention

This notice comes in the form of a letter which details the works proposed by the landlord. It must include a reason behind the work, as well as allowing a 30-day window of opportunity for the tenants to respond to the notice or nominate a contractor they think is suitable.

2. The Statement of Estimates

This notice must be served to leaseholders after an estimated cost of the works has been obtained. This statement must include an estimate from at least one of the tenant nominations, or a contractor who is independent of the landlord. The landlord must also allow another 30-day window to allow tenants to inspect the costs and, if necessary, respond.

3. The Notice of Reasons

Otherwise known as the 'Notice of Award of Contract', this should notify the tenants of the landlord's chosen contractor but this only needs to be sent if the landlord did not choose the cheapest option from the prior notice. It also does not need to be sent if the landlord chose one of the tenant's nominations. This notice must be sent within 21 days of the landlord entering into a contract with the proposed contractor and must give reasons as to why the landlord chose this option.

Naturally, when the property requires some sort of work to be done, cost is going to be a big factor for both landlord and tenant, yet it is often an unavoidable situation for both. However, having legal steps in place helps to ensure that there are no excessive costs, tenants have a say in the final decision, and that the overall procedure is as smooth as possible.

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Feature: Major Works

How your Residents Management Company can avoid the common challenges of major works.

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

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Multi award winning Property Management Company Fraser Allen Estate Management share their top tips so you can be better prepared for your major works.

There are three common challenges that a residents management company will usually experience when planning major works - and the good news is, they can all be avoided.

They are, in no particular order: Knowledge, Communication, Money!

Of course, there are many more, but essentially, they can all be boiled down to just three critical areas. In this short article I plan to show you how to avoid these common pitfalls:

1. Knowledge Management

They don't understand the lease, for example, what's covered and what's not.
Our advice is - always start with the lease. The lease is king!
Everyone should have a copy of their own lease, and everyone has a responsibility to understand what they signed up for.

If you can't find it, or have misplaced it, you can always get hold of a copy from the Land Registry online for just £7.00 – here's the link

Remember the Lease contains the terms of the leasehold agreement (rights, restrictions, rent clauses etc), however, it is not proof of current ownership. The Title Register is the only document that shows the current owner of the property.

Having a copy of your own lease is just good practice. If you don't know where yours is – order one today!

2. Effective Communication

Another common challenge is effective communication, you'd be horrified to learn how many leaseholders just don't or won't communicate, which makes it challenging when you need to arrange to get anything done.

We would advise encouraging an active and effective communication platform so everyone can have their say. It sounds onerous but trust me when I say it will save so much time, emotion, and effort in the longer term. You don't have to meet in person, although face to face communication we find is always more effective. Leverage technology and access and set up a system that works best for the majority.

3. Financial Management

Money is always an issue, and no one likes financial surprises, so know how much you have in your sinking fund and plan accordingly. There's nothing worse than wanting and planning for a five-year cycle to do the external decoration, then someone new moves in four and a half years into that cycle and they get hit with an unexpected bill.

This could be because the managing agent hasn't told the solicitor, or the solicitor hasn't passed on that information. Other issues could be that the solicitor hasn't held a retainer when they have been advised to do so by the agent. At this point everything moves back to communication.

Obviously, there's unforeseen circumstances like a major roof leak and although something like storm damage wouldn't necessarily be a financial impact because it would be covered under an insurance claim, there would still be a lot of inconvenience to those affected with scaffolding up for a long period of time.

Planning

Planning underpins everything you do to run a successful Residents Management Company.

Get the knowledge and share it, knowledge is power but only if it is shared. Communicate openly and often and through as many media outlets that you need. Be transparent and open about financial management - no one likes financial surprises and it's an emotional subject that is quick to ignite frustration.

A well run Residential Management Company always have a effective plan, as it underpins everything you do.

10 Year Maintenance Plan

It's always useful when we do a 10-year maintenance plan. It's a high-level plan of what you'd like to complete, it's agile, not set in stone and the actions and dates can be moved slightly depending on various factors such as current state of repair or other unforeseen repairs have taken priority.

As always, the starting point is always the lease, the lease is king (or queen), and then to have a 10 year, a plan that you can flex according to your current needs.

Having a Preventative Planned Maintenance (PPM) strategy is a great way to help preserve the property's condition and prevent problems from occurring. It's a proactive approach to maintenance, designed to avoid failures, breakages and unexpected maintenance costs or unplanned disturbances from reactive works, having one will save you time, and unnecessary frustration.
Resident Management Companies with a good PPM strategy in place will enjoy the following benefits:

- Extended lifespan of property assets
- Less need for major unplanned repair work
- Increased productivity with less unplanned downtime
- Improved overall efficiency
- Reduced maintenance costs and overtime costs
- Increased safety management and usually a better-quality job
- Asset enhancement – planned works can react more frequently to changing business needs
- Less stress and a happy business! Reactive work is generally more time-consuming and urgent

You could review the PPM annually, either at the AGM or with the directors and use it as an outline project plan.

To plan and execute major works takes time and it takes planning and the three key challenges of knowledge management, effective communication, and financial management.

Fraser Allen Estate Management specialise in Residential Block Management and are committed to ensuring your needs are put first.
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"Stella was great throughout the whole process. She was very easy to speak to, always answered my calls and emails promptly. Excellent service!"

- Melissa Bagot

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

- Max Braun

www.blockrecruit.co.uk

Feature: Major Works

Addressing the Issues Surrounding Dispensation & Financial Prejudice

Written by Phil Parkinson & Katie Edwards from JB Leitch

Regular contributors Phil Parkinson & Katie Edwards of specialist property solicitors JB Leitch, provide insight and comment on the subject of dispensation from consultation requirements, discussing key caselaw which highlights the significance of procedure and the importance of establishing what is reasonable or subject to financial prejudice.

Failure to follow the consultation procedure for major works or when entering a long-term agreement, as set out within s20 of the Landlord and Tenant Act 1985 (LTA 1985), can result in a landlord being limited to a £250 contribution per leaseholder towards the works in question or £100 per annum towards a long-term contract. Unquestionably this could be catastrophic for a landlord – particularly where the works or contract are high value. In such circumstances, leaseholders may challenge a landlord's claim for costs in excess of these amounts by way of an application to the First-tier Tribunal (Property Chamber) (FTT) under section 27A LTA 1985 and such an application would be for a determination that payment of the service charge is limited to either £250 or £100 (depending on whether the charge relates to works or an agreement) due to the landlord's failure to consult.

In circumstances were the consultation procedure has not, or could not, be followed, pursuant to s 20ZA(1) LTA 1985, a landlord may apply to the FTT in England or the Leasehold Valuation Tribunal (LVT) in Wales, for an order authorising it to dispense with all or any of the consultation requirements, for example where works are required urgently or where the contracting requirements disenable full the full consultation procedure to be followed. The FTT/LVT have the authority to grant dispensation from all, or some, of the consultation - if it considers it reasonable to do so. Whilst there is no statutory definition as to what is reasonable, the caselaw in the area has developed to provide assistance in interpretation.

Caselaw & the Creation of Financial Prejudice

In *Daejan v Benson [2013] UKSC 14*, the Supreme Court confirmed, by virtue of a narrow majority of three judicial votes to two, that a dispensation application ought not be refused solely because the landlord had seriously breached, or departed from, the consultation requirements. This decision changed the landscape of the area and the relationship, and powers, of the parties involved. No longer was the right to be consulted a free-standing right. The Supreme Court steered the common law away from previous decisions of the lower courts. The prior requirements of 'transparency and accountability' set out in *Paddington Basin Developments v West End Quay [2010] All ER (D) 139 (Apr)* was incorrectly found as the legislation was not concerned with public law issues or public duties.

Instead, the Supreme Court made a finding that the purpose of the regime was to ensure that leaseholders were protected from paying for inappropriate works, or paying more than would be appropriate. In considering dispensation applications, it found that the tribunal should focus on whether the tenants suffered any prejudice by the failure of the landlord to comply with the consultation requirements. It was neither convenient nor sensible to distinguish between a serious failing and a minor oversight, save in relation to the prejudice it caused. The implications of the decision were such that where the scope, quality and costs of the works were not negatively affected by the landlord's failure to comply with the requirements, dispensation should generally be granted. Neither the financial consequences to the landlord of not granting dispensation, nor the nature of the landlord, were relevant factors for the LVT in considering how to exercise its jurisdiction. While the legal burden was on the landlord to demonstrate that the dispensation would be reasonable, the factual burden of identifying some relevant prejudice falls on the tenants. Once they have shown a credible case for prejudice, the tribunal should look to the landlord to rebut it and should be sympathetic to the tenants' case.

Conditions

A further aspect of the Daejan v Benson decision that was relatively novel and certainly noteworthy, was the finding that a Tribunal was not limited to granting dispensation unconditionally or refusing to grant it. It had the power to grant a dispensation on such terms as it thought fit—provided the terms were appropriate in their nature and their effect. Insofar as the tenants would suffer relevant prejudice, the LVT should, in the absence of some good reason to the contrary, effectively require the landlord to reduce the amount claimed to compensate the tenants fully for that prejudice. It could also require the landlord to reimburse the tenants for their costs of dealing with the application for dispensation.

The position was considered and developed further within Aster v Chapman[2021] EWCA Civ 660, in which the Court of Appeal restated the breadth of the power to impose conditions when granting dispensation from consultation requirements, so long as such conditions are appropriate in their nature and effect and related to prejudice suffered by the leaseholders.

A condition may compensate tenants retrospectively or prospectively for costs yet to be incurred, particularly where the relevant issue could not have been determined in the application. A condition requiring the landlord to pay the leaseholders' costs of the application is often ordered where communications emanating from the landlord is minimal or insufficient. A Tribunal is entitled to find that tenants would have acted differently, thereby establishing relevant prejudice, even if no tenant argued the issue of defective consultation, or that no tenant made observations on the relevant item of work. Furthermore, where one tenant establishes prejudice, all tenants affected by the prejudice are entitled to the benefit of the same condition.

The Tribunal's approach in such cases was considered and the analysis gave various practical points and pitfalls. A landlord is required to ensure that adequate and sufficient technical evidence is disclosed at an early stage and that communication in that regard in clear, no issues are deferred for later determination if they are able to be dealt with together with dispensation and an expectation exists that landlords should expect to contribute towards their leaseholders' costs of responding to a dispensation application. Furthermore, tenants should, if at all possible, inspect the landlord's technical data during the consultation process and make representations.

The position set out within caselaw does require some work and consideration on the leaseholders' part, however. Credible evidence of the financial prejudice suffered and actions that would have been taken should the consultation have been undertaken must be investigated and ventilated.

Conclusion

With building safety still very much at the forefront of industry action, public and political attention and legislative reform, the drive to ensure that works are conducted with urgency, underpinned by clear justification, remains apparent. This issue of establishing prejudice requires contextual and credible argument. As the case law highlighted above illustrates, in essence there is a burden of proof with leaseholders to answer a key question: what they would have done differently and what financial prejudice have they suffered.

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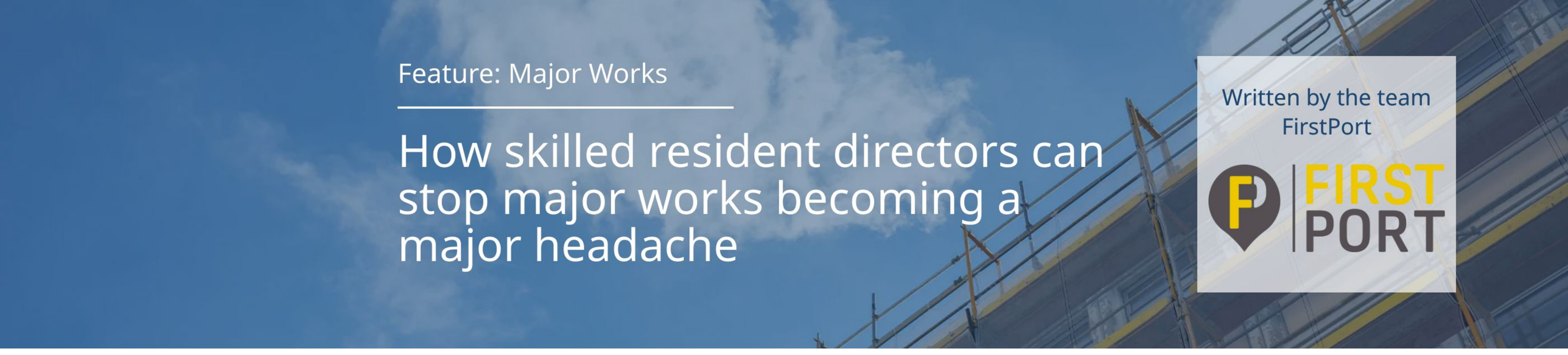

Feature: Major Works

How skilled resident directors can stop major works becoming a major headache

Written by the team FirstPort

The team at FirstPort offers insight into the common, but effective, traits shared by resident directors, to combat the challenges of major works.

Major works and the associated costs, complexities, pressures, and legal obligations can sometimes feel daunting to resident directors. But, with the right skills, effective project management will ensure the works stay on track, and not turn into a major headache.

Choosing to become a resident director, taking ownership for the day-to-day management and maintenance of a development, is a significant responsibility. We often hear from residents who want to be more proactively involved in how their development is run but are unsure if they have the right qualifications to fulfil the role. There isn't a required qualification to become a resident director, and each and every director will have their own unique skills and experience they can harness to support their neighbours.

Here, we've highlighted some of the common, but effective, traits shared by resident directors we work with.

Strong communicator

Key to success is regularly communicating with your fellow directors, leaseholders, residents, sub-committees, and any other stakeholders. Establishing regular communication with your managing agent is also important, as they'll be able to advise how best to keep everybody in the loop on important decisions, such as major works.

Team player

Sounds simple right? But establishing close working relationships with all your stakeholders will help keep the project on track - it's important that everybody feels part of a team that's all pulling in the same direction. Also, identifying complementary personality types and different skillsets helps to create a well-rounded board of directors. For example, a professional accountant can review budgets – the most successful boards play to each other's strengths.

Keen learner

While resident directors don't need to have specific specialist knowledge, as directors of a limited company they will need to gain an understanding of both the relevant aspects of company law and leasehold law. Managing agents are on hand to provide guidance. In fact, our recent survey highlighted that 80% of resident directors rely on their property manager for support or advice in their role.

Long-term thinker

Look at the wider picture, especially when making decisions concerning budgets and major works, as short-term savings can cost more in the long run.

Creative thinker

At times it helps to look for new ways to tackle problems. For example, working with your fellow directors and managing agent to find new ways to engage with leaseholders and residents – a virtual meeting over Teams or Zoom, a WhatsApp group, or dedicated drop-in sessions for each sub-committee.

Acts with integrity

Trust and honesty are crucial to developing strong relationships. Directors must always make decisions in the best interest of the company and its members – never for the individual. Maintaining impartiality and being transparent with important decisions such as instructing required major works is vital.

Well organised

Our survey also revealed that 61% of resident directors are employed and fulfil their role alongside their job, with a third also juggling other responsibilities in their spare time. Getting the work-life balance right can be challenging so it's important to be organised. As a board, establish clear points of contact and lines of ownership for the various tasks to help prevent anybody becoming overwhelmed by works projects.

Decision maker

As a resident director you need to be decisive but also be willing to listen to your fellow directors, leaseholders, residents and managing agent when making decisions about what's best for the company and the development. Directors should expect to lead the decision-making process on major works.

Passionate

With our home environments having become even more important to us as a result of the pandemic, resident directors having a genuine passion and taking pride in their community has never been more apparent. It's this enthusiasm which often has a 'knock on' effect and helps ensure fellow leaseholders and residents love where they live and want to work with their RMC to maintain this.

We understand the challenges property management creates for resident directors. With over 40 years' experience, FirstPort works with over 1,000 resident managed developments across the UK, helping directors meet their management and legal obligations, all while delivering a great service for residents too.

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Feature: Major Works

Reasonable determination: The complexity of service charge apportionment

Written by Simon Bushell, Sales Director at Fixflo

Fixflo

If a landlord would like to carry out major works to a block that would cost any one leaseholder over £250, all leaseholders must be consulted. This consultation process is called Section 20, and it is contained within the Landlord & Tenant Act 1985 (as amended by the Commonhold & Leasehold Reform Act 2002).

A common way to recover these costs is through service charges. Most well-drafted leases will set out how service charges are to be apportioned between the leaseholders in a block. Some leases give fixed apportionments. Others require lessees to pay a fair and reasonable proportion. There are even some leases that set out a fixed apportionment but appear to give the landlord (or some other third party) the ability to vary that apportionment.

But as a recent legal case that went through the Upper Tribunal (UT) and Court of Appeal showed, the latter variant can be dicey territory, and there was some disagreement on how enforceable they could be.

Recent Court of Appeal Judgement on Service Charge Apportionment

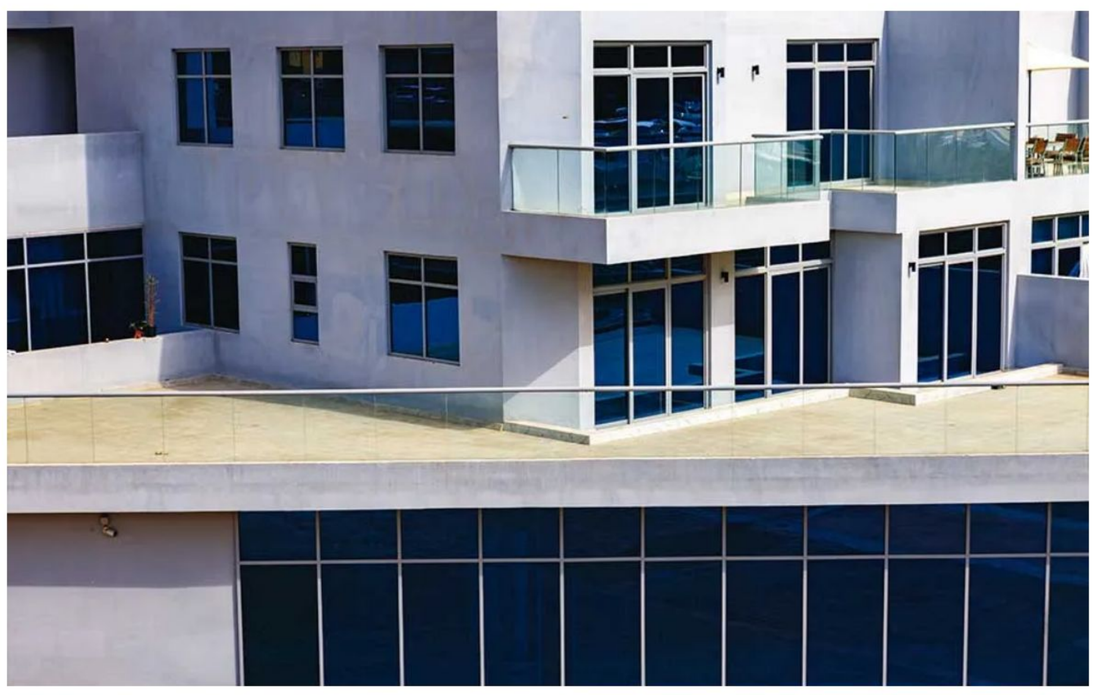
Aviva Investors Ground Rent GP LTD & Anor v Williams & Ors concerned a lease which set out a fixed percentage of service charge payable by each leaseholder in a residential and commercial development in Southsea, Hampshire. The lease contained a clause that allowed the landlord to vary the fixed percentage as they "may otherwise reasonably determine". The question was whether the landlord was restricted to the specified percentage set out in the leases or whether they could determine different amounts.

Initially, the Upper Tribunal ruled that the landlord would be restricted to the percentages specified in the lease and that this wording was void because of Section 27A(6) of the Landlord and Tenant Act 1985. This section essentially states that an agreement between a landlord and leaseholders allowing for the determination of anything that could be determined through application to the Tribunal is void. Section 27A(1) of this Act states that, upon application, the Tribunal has jurisdiction over service charges.

With the wording from the lease void, the UT decided, the landlord could only set service charges at the fixed percentages specified and that they could not be varied, causing alarm with managing agents and landlords across the country operating with similar leases. The landlord appealed this decision, arguing that Section 27A(6) only deprived the landlord of making a decision about service charges and that this role in the lease should be replaced by the Tribunal.

Accepting the appeal, the Court of Appeal determined that the effect of Section 27A(6) was only to deprive the landlord of their role in the determination process. The effect of the decision, they determined, was "to deprive the FTT of all jurisdiction over the apportionment of service charges; which is not what section 27A (6) was intended to achieve."

The Court of Appeal decided, based on previous decisions, that the landlord's role on the lease as the party who "may otherwise reasonably determine" the service charge could be replaced by the First-tier Tribunal (FTT), thus allowing them to determine service charge percentages if asked to do so by either the landlord or the leaseholders.

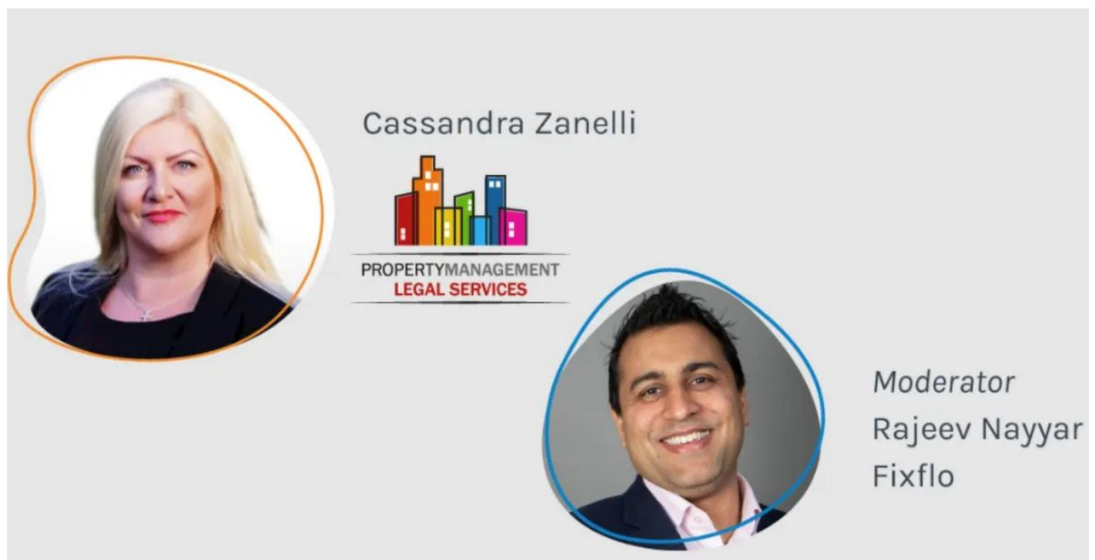


What this means for landlords and block managers

The disagreement that the different tribunals had over leases that allow the landlord to vary service charge apportionment revealed just how complex an area this can be.

Ultimately, the Court of Appeal ruled that a lease with a clause like the one seen in this case is legally enforceable, but the landlord could just as easily have needlessly restricted themselves and suffered financial losses as a result. This shows just how important block managers are to help landlords and RMCs determine matters around major works and leasehold management.

Watch leasehold solicitor Cassandra Zanelli talk you through the ins and outs of this case and others in our Quarterly Legal & Compliance Updates for Block Managers 2021 Q1 webinar.



Managing residential blocks is a huge responsibility. You could be in charge of the health and safety of thousands of residents in one building alone.

On top of that, you need to make sure that communal facilities are serviced regularly. Manage proactive and reactive maintenance tasks, communicate with stakeholders and stay compliant easily with Fixflo's leasehold and block management solution.

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Feature: Major Works

How to keep leaseholders on-board during Section 20 consultations

Written by Ian Hollins, Director at Clear Building Management

The roof is leaking, the windows need replacing, there's an issue with the bin store: most major works projects will end up costing each leaseholder more than £250, and so you need to consult before you get cracking with the work and incurring costs.

And if you don't consult? Leaseholders then are not obliged to pay their contributions - and for most RMCs and RTM companies that leads to an immediate hole in the service charge budget. So far so clear. But the challenge for most directors and their managing agents is how to balance consulting properly whilst managing leaseholder expectations.

Ian Hollins of Clear Building Management sets out some practical advice on how to stay on the right side of the section 20 legislation AND keep impatient leaseholders happy.

It is essential to be able to recover all the costs of maintenance projects, and this means ensuring that every leaseholder understands their obligation to contribute and is willing to do so. The section 20 consultation process is a key part of this, and you need to do more than simply call a meeting and discuss the plans.

There are three steps you need to follow in a section 20 consultation:

1. Serve a Notice of Intention, describing the works, explaining why they are necessary, and specifying when and where observations and nominations for contractors should be sent. Leaseholders have 30 days to respond.

2. Serve a Notice of Estimates, with two or more cost estimates for the work. Any estimate provided by a nominee must be included. Leaseholders again have 30 days to respond.

3. Serve a Notice of Award of Contract. It must be served within 21 days and give the reasons for awarding the contract. (The s20 regulations state that you only need to serve this if the chosen contractor was not the cheapest, however it is good practice to send the notice anyway should you ever face a future challenge.)

Whilst it is a straightforward process, the section 20 consultation takes two to three months to work through as you can see from the response timeframes in the three steps above. So, if it's your flat with the rotten window frames, or your apartment with water ingress from the leaky roof, you want the work doing as quickly as possible – rather than being slowed down by a lengthy consultation process.

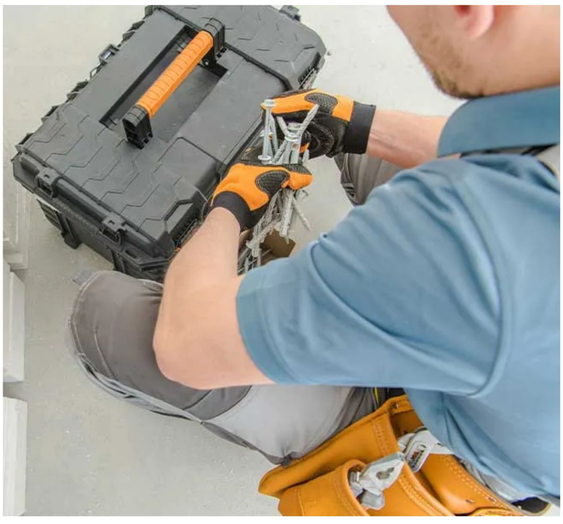
This means communication is more important than ever – with both leaseholders and tenants. Alongside the section 20 legal notices, make sure you engage in regular dialogue with leaseholders so they not only understand why the expenditure is necessary, but can see that you are proactively working to drive the major works project forward.

In an emergency....

Remember that there are situations where you can apply to the FTT for dispensation from consultation. For example, if there is an emergency situation where it would simply not be possible nor sensible to consult before carrying out the works, you can apply to the FTT after the event for permission to recover the costs from the leaseholders.

For non-emergency work though we would argue at Clear Building Management that these projects should all be mapped out in an effective rolling programme of repair and maintenance works. There really should be very few nasty surprises! Whilst some things can't be helped, for every unavoidable repair job there are several more that COULD have been avoided with some foresight, proactivity and better planning.

This is especially pertinent in bigger and more complex developments where there are more things that can go wrong. RMCs in these developments need to ensure their managing agent has a clear maintenance and major works strategy and strong project management skills to keep them on track and on budget.



The s20 consultation process is not that onerous but it can't be ignored – and it is good practice too. The whole point of the consultation is to give leaseholders the chance to have their say on expenditure that affects their development. We also find it is a powerful opportunity to win the hearts and minds of leaseholders who may be reluctant to contribute.

At Clear we aim to use the section 20 consultation process as an opportunity for leaseholder engagement, with regular and open communications. And we always aim to make sure that the works are being carried out before they become an emergency for any individual leaseholder.

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Feature: Major Works

Is it reasonable?

Written by Sinead Campbell from London Flats Insurance

Section 20 consultation procedure

If any major works (otherwise known as 'qualifying works') are required for a block of flats, the cost will normally be recoverable from the tenants. Under the terms of their lease, this cost will normally be added on top of their annual service charge payment – it may also be fully or partly covered by a reserve or 'sinking' fund, dependent on the price of the works and the amount available in the fund.

However, under Section 20 of the Landlord and Tenant Act 1985, if this charge exceeds £250 per tenant the landlord must follow a consultation procedure. This is referred to as a Section 20 consultation, and normally takes place in the form of three notices. The purpose of the Section 20 consultation process is to be certain that no leaseholder is prejudiced by the process.

1. Notice of Intention to Carry Out Works

This notice is the first part of the three-stage consultation procedure to which landlords must comply. This notice must describe what works are going to take place as well as explaining why they are necessary. Landlords must also give tenants a 30-day window of opportunity to respond to the notice and, if they choose to do so, nominate a contractor for the building works

2. Notice of Estimates

The second notification that must be sent is the Notice of Estimates – this requires another 30-day notice to be sent to the tenants, detailing the estimates that the landlord has obtained. It is important to note that at least one of these estimates must be from a contractor who is entirely independent of the landlord. Also, at least one of these estimates must be obtained from nominations made by the tenants in the previous notice (if any). Tenants can use this second 30-day notice to send any observations to the landlord in writing. The landlord should also provide a reasonable time and place in which the tenants can inspect the estimates obtained.

3. Notice of Award of Contract

The final stage of the Section 20 consultation procedure is the Notice of Award of Contract. This should be sent to the tenants within 21 days of entering into a contract with the chosen contractor, and must summarise the tenants' previous observations in regard to the Notice of Estimates. However, this notice does not need to be sent if either;

- the contract has been undertaken by a tenant-nominated contractor; or,
- the contract has been undertaken by the contractor with the cheapest estimate.

What happens when this procedure isn't followed?

Failure to meet the requirements of the Section 20 consultation procedure will often result in a legal dispute. Take, for example, the Ashleigh Court v De-Nuccio & Ors case from 2015:

The Right to Manage (RTM) company had provided both the Notice of Intention and the Notice of Estimates. However, in the latter notice, the RTM company had failed to provide a reasonable time and place for inspection of the estimates. Firstly, they only allowed leaseholders to inspect the estimates between 9am-12pm on weekdays, and even then requested that tenants were to give 48 hours' prior notice. The RTM company did not provide sufficient contact details nor give out their registered address, meaning leaseholders were unable to access or inspect any of the relevant documentation.

The First-Tier Tribunal, upon reviewing the case, ruled that the RTM company had failed to uphold the requirements of the Section 20 consultation. This decision was upheld by the Upper Tribunal, and thus rendered the RTM company only able to recover a maximum of £250 per leaseholder.

The FTT ruled against the RTM company on the basis that they had failed to provide clear contact details and offer a 'reasonable' time for estimates inspection. Initially, the FFT had stated the time and place the RTM made available for inspections was not "sufficiently adequate". However, according to the Royal institute of Chartered Surveyors, it was deemed that "the question which should have been asked pursuant to the regulations was whether the time and place specified for inspection were reasonable" as opposed to "sufficiently adequate".

What is reasonable?

This poses the somewhat abstract question as to what can be considered 'reasonable' in terms of the time and place that needs to be made available for tenants to access documents. Should inspections be offered within the standard 9am-5pm working hours? In the evenings? Mornings? Or should there be no restrictions imposed at all, instead allowing tenants to access documents at any time?

Logically, a 'reasonable' course of action would be to avoid the mistakes of the RTM company, i.e. having no 48-hour notice restriction prior to inspection, supplying clear contact details, and providing a clear address.

Imposing a 'reasonable' time and place for document access is where it gets slightly trickier. Realistically, there is no specific answer. It is impossible for one piece of legislation to dictate a specific time and place for every block of flats undergoing major works – this must be the responsibility of the landlord or managing company. And whilst having 48 hours' notice prior to inspection is an unnecessary requirement, it remains to be said that there is no set algorithm to which RTM companies or landlords can refer when deciding what availability is 'reasonable'.

Realistically, a retirement block of flats and a block with mostly working families will have different interpretations of what constitutes a 'reasonable' time and place to access relevant documentation. Likewise, it is difficult to determine the most 'reasonable' availability for tenants who are away from the property for lengthy periods of time for travel or work.

In short, a 'reasonable' time and place to access documentation must be determined by a variety of factors; for example, the most accommodating time slot available; the address given to the tenants; the documents to be inspected; and, the availability of the tenants themselves. To reiterate the point made by Collins, this decision is entirely subjective. And, whilst 'reasonableness' is difficult to address under one piece of legislation; it remains to be said that any actions deemed as 'unreasonable' will be legally addressed. The critical factor is always to eliminate any prejudice to the leaseholder so any action taken should be pursued with this in mind, and, as shown by the *Ashleigh Court v De-Nuccio & Ors* case, Section 20 consultation procedures should be taken very seriously – to a reasonable standard, of course.

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Feature: Major Works

The Importance of Contractor Communication & Vetting

Written by Gregg Masters, Managing Director at 4site Consulting

Appointing contractors may be routine for a Property Manager, but this doesn't mean that accidents and health and safety incidents arising from their work needs to be routine too.

Whether you are selecting a contractor for roof works, electric works, or external maintenance, they are likely to be strangers to your building and, therefore, they won't necessarily be aware of known hazards, emergency procedures, site rules or safety procedures – all of which will be bespoke to that property.

Even where you may have a longstanding relationship with a contractor who you perhaps use for various sites, can you satisfy yourself that their work and the work of their team is completed in a way that does not pose a risk to themselves or others?

In accordance with regulation and HSE Guidance (if you are interested, check out HSG159 & INDG 368) you should have an adequate procedure in place for contractor management.

Communication is Key

As previously mentioned, one of the main causes for accidents involving the appointment of external contractors is poor communication between the parties involved – in this case, Property Managers or Landlords.

Communication is key; not only will you need to brief contractors of your property's processes, you will need to scrutinise what they plan to do to ensure they have considered safety, communicating with any affected parties, such as residents, at all times in order to keep them updated.

In some cases, you may have more than one contractor working at your property. In such a case, you will need to consider and manage how their work may impact one another.

Also, if the building was built pre-2000, then you will need to consider any safety implications arising from the potential presence of Asbestos. Contractors should be given access to the buildings' Asbestos Surveys and Register and it is vital that they are asking to see this before any works commence.

Smart Safety

Having access to the safety information of a building is so crucial for contractors, which is why have developed Smart Safety to make this process easier. As a Property or Block Manager, you can use Smart Safety to customise and print a unique QR code for each of your properties in order to display in the communal areas.

This will give contractors (and other visitors to the site) access to safety information for the building; with information from your Health, Safety and Fire Risk Assessments, Water Hygiene Risk Assessments and Asbestos Surveys accessible on the persons mobile phone or

Why is Contractor Vetting so Important?

We have established that communication between you and your contractors is highly important: however, before you can even begin to address this you need to ensure that the contractors you intend to appoint have adequately planned to work safely in the first place.

Just some of the points that you should be considering when employing contractors are:

- Are they trained in the safe working practices of their work?
- Do they regularly maintain and inspect their equipment?
- Have they carried out a suitable assessment of the risk for their works?
- Do they hold any mandatory licenses and insurances?
- Do they subcontract and, if so, do they sufficiently effectively assess the safe working practices of their sub-contractors?

It can be quite an onerous task but, almost inevitably, there are an abundance of companies willing to take this on by pre-vetting your contractors; with a view to cutting down your workload. There still remains the required on-site spot checks and management of high-risk projects, but they can really be of assistance. One such company is Safe4site, however there are a number of others available.

Finally, it is important to note that this works both ways; 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.

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Feature: Major Works

Major Works and the UK Lift Industry

Written by Gareth Lomax, Managing Director of Ardent Lift Consultancy

This month's edition of Flat Living Magazine is focused on major works and it is an area we have touched on in the past, most notably with details on Section 20 Notices and how that would affect planned works to lifts (whether lift modernisation or full lift replacement works).

It is a worthwhile read as it identifies the timescales involved in schemes (reiterated later in this article), where often, from the appointment of your Consulting Engineer (enabling them to commence writing the Specification), to the Contractor starting on site, can be a minimum of 6 months. This underlines the importance of planning ahead, as if the lift is working during this period, the disruption to a building is minimised. However, if you wait until the lift has broken down, it could conceivably be out of service for 9 months, causing huge inconvenience to the residents.

It all starts with the Lift Condition Survey and obtaining clear, concise advice on the condition and longevity of the lift installation before making an informed judgement on how best to address the works.

So rather than speak in hypothetical situations this month, one of our Clients has kindly granted permission for us to utilise their scheme as a Case Study (which we will continue to update you on as the scheme progresses).

Surveying of Lifts

In September 2020, we were appointed by the Managing Agent of the property to undertake the survey of a landmark building in south-east London. The property was originally constructed in the early 1960's and was converted into residential use in 1997.

Upon our arrival, we found the lifts to be indicative of this type of conversion works, with partial modernisations of varying levels having been undertaken when the building was altered.

The building has 4 blocks, designated North, South, East and West, each had differing floor numbers and numbers of lifts within them. The North block serves 17 floors, with three lifts operating in a 'triplex' arrangement, the South block has 11 floors with two lifts operating as a 'duplex' and the East and West blocks are both 8 floors with a single lift in each.

The lifts had undergone full control panel replacements and rewire as part of the 1997 conversion; however, the controller Manufacturer had ceased trading and technical support for these outmoded panels were in short supply.

Coupled to this, the North and South blocks were both operating utilising the original 1960's machines, which not only were operating above their original design life but were also of DC control. This is very inefficient from an energy consumption perspective, meaning there were opportunities to improve long term performance and energy efficiency.

Other areas were also in need of improvements, such as the compliancy of the lifts in terms of Health and Safety (EN81-80) and accessibility (EN81-70). In addition to this, the lift finishes (car and landing) were utilitarian and tired from years of use, offering an opportunity to improve the aesthetics as well as functionality.

An Engaged Client

Following the review of the Survey document, we were invited to present our findings and discuss the best way to approach the project. Due to the budget constraints of the building and their relatively low usage, East and West blocks were determined as being non-critical and these have been moved back for modernisation works in future plans for the property.

The plans for works to North and South Blocks (including ascertaining logistics for access routes, etc within a very challenging environment) took hold and with a clear mandate from the Client, we determined an approach for the modernisation works as well as an agreed level of lift car finishes for the scheme (a real benefit to get these agreed so early into the project).

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

Getting the Specification Right

A correctly specified level of works has two distinct benefits:

1. It ensures the Client's requirements are clearly listed, so a lift that meets and often exceeds expectations can be provided.

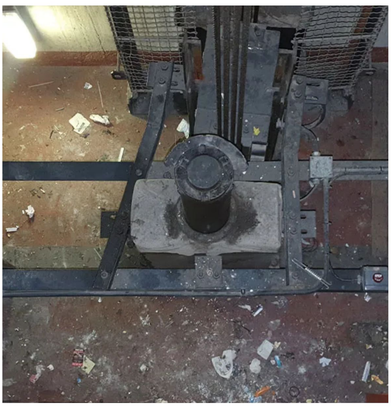
2. It ensures that only those areas that need attention are addressed. Flat owners will have to pay for any remedial work, and it is easy to replace too much and leave them liable for the costs. If the Specification is clear, the Lift Contractors can supply the correct pricing, which will ultimately result in savings for the residents. The Specialist Consultant will draw up a full Specification for your project to ensure adherence to the contractual and technical requirements for the building, Client and those using the lift.

With the property being both of historical interest (English Heritage have listed the main lobby areas) and with a long-term vision from the Directors to restore the high-end original features, the Specification for this scheme was set at a good level to offer 20+ years lifecycle from the lift systems, deliver a safe and accessible level of service to residents and provide finishes befitting the design of the building.

Another area to look at when specifying the works is future energy consumption for the scheme. This project gave us the prime opportunity to improve the efficiency of the lifts, by replacing the 1960's DC machines with modern AC gearless alternatives. Coupled to modern VVVF (variable voltage, variable frequency) drive technology and hibernation functions (switching off dormant lighting and controls when the lifts aren't in use), we anticipate over £5,000 per annum being saved by the property (based on 2021 energy costs), leading to well over £100k savings over the lifecycle of the lifts.

Find the Right Contractor

During the collation of the Specification documents, the scale of the project was reviewed, and it was deemed that it required a certain calibre of Contractor to deliver which in turn, led to the selection of 7 Contractors being invited to Tender.



The Contractors were invited to an early Tender familiarisation attendance, where our team conducted site walk rounds with their key staff members, to review the challenging site logistics and discuss our anticipated methods for installation of the lift equipment. The largest issue we foresaw was the installation of the new machines (and removal of original units). With each new machine weighing more than 700kg, lifting plans and safe measures of working needed to be established early.

The intention of Contractor walk rounds is always to show the property 'warts and all', as the challenging technical issues can be discussed, to ensure plans are already afoot within the Tender return documentation, months before the project has commenced. It helps to keep a focus on the safety and wellbeing of the Engineers who will be tasked with delivering the scheme, by having Pre-Construction Information and Construction Phase Plans identify the risks prior to anyone setting foot on site.

The Tender returns were obtained from all 7 Contractors, with a wide spread of costs for the scheme identified. This is not unusual on schemes of this scale, but we were pleased to identify the equipment being proposed by all 7 Contractors were near identical across the board, meaning everyone had understood the intent of the Specification.

Upon completion of the Tender Analysis document, we identified 3 Contractors who had submitted bids which differentiated themselves from the others (whether in terms of price, programme or showing a clear understanding of the project risks and plans to overcome these) and all were invited to Post Tender Interviews. We hold these to discuss the Tender returns in greater detail and ensure there was nothing omitted or misinterpreted from the Specification documents, clarify any outstanding technical matters and give the Client the opportunity to meet with the Contractors. After all, we work with the Contractors frequently and know their abilities, but it is always good for the Client (whether Property Manager or Director of the building) to see this for themselves.

At the time of writing this article, the decision on selection of the winning bidder sits with the Client, following our issue of Post Tender Meeting Minutes and all supporting documentation from the Contractors. This is the part we often find difficult; knowing any of the Contractors could deliver a great scheme for the Client, but only one will be selected.

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

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Feature: Major Works

Amperage – Why is it important for Electric Heating?

Written by Matthew Billington, Managing Director of Jigsaw Infrared

Government targets have been set for Net Zero

The decarbonisation of heat is an important part of this goal.

There are many areas in any property that need checking or improving to support the push to decarbonisation. When installing infrared heating in any property we have to ensure that the property has enough amperage coming into the property to run all the electrical items in the property.

What is Amperage?

Amperage is a measure of electrical power. All homes and businesses have a feed coming into a consumer unit. The feed for a domestic property can vary with homes have 60-100 amps.

Why is it important for your property?

The total figure gives an indication of a total load that can be used with the property. With a total loading for heating (around 30 amps if all on at once) for a 3 bedroom property, hot water (16 amps), oven (16 amps) and other electrical devices (10 amps) a feed of around 80 amps would be required. The staff at Jigsaw and electricians see a trend with older properties and properties running gas or oil for heating to have lower amperage feeds.

What if my Amperage feed is low?

An electrical installer must consider if all devices can be turned on at once or not. If the incoming feed is set to 80 amps and the total requirement is over this there is a large possibility/certainty that you will get nuisance trips. This is where one circuit will just trip once it realises the building is overloaded.

If this is the case, there will be a need to upgrade the feed. It is possible to contact the UK Power Network to carry out a site survey on the property and for the work to be carried out.

Electrification

In 2019, the UK Government became the first to announce ambitious Net Zero Targets. The Energy and Clean Growth Minister Chris Skidmore said:

"The UK kick-started the Industrial Revolution, which was responsible for economic growth across the globe but also for increasing emissions."

"Today we're leading the world yet again in becoming the first major economy to pass new laws to reduce emissions to net zero by 2050 while remaining committed to growing the economy - putting clean growth at the heart of our modern Industrial Strategy."

"We're pioneering the way for other countries to follow in our footsteps driving prosperity by seizing the economic opportunities of becoming a greener economy."

In order to reach this goal the decarbonisation of our homes and the commercial properties must happen as soon as possible. This means that all fossil fuels use must be reduced and eventually stopped. The electrification of grid is happening and growing quickly. The sales of electric cars are increasing year on year as ranges improve and confidence grows. Damian Carrington, the Environment Editor from The Guardian said:

"Global sales of electric cars accelerated fast in 2020, rising by 43% to more than 3m, despite overall car sales slumping by a fifth during the coronavirus pandemic."

Renewables

The grid is becoming greener each year the BBC quoted:

"Great Britain's electricity system was the greenest it had ever been at lunchtime on Easter Bank Holiday Monday, its operator has said."

"When Britain went into lockdown, electricity demand plummeted and the National Grid responded by taking power plants off the network and the four remaining coal-fired plants were among the first to be shut down."

Solar, hydro, bio and wind installations are growing with more homes, businesses and providers adding to the grids capacity. There is also a growing number of battery technologies that can store electricity at the cheap rate tariff and use the energy when needed. This will lead to a more efficient grid and one that is decentralised. Each home will monitor and maintain its own usage. More and more properties are 'off grid' supplying and using their own energy.

Will we run out of electricity?

Fossil fuels are being phased out with coal being one of the first to be reduced to the lowest levels. From 1 October 2024 Great Britain will no longer use coal to generate electricity, a year earlier than planned, Energy and Climate Change Minister Anne-Marie Trevelyan announced today (Wednesday 30 June 2021).

The renewables and other supplies of energy will grow as that fossil fuels are reduced. Everyone will become more aware of what is being used and when. Properties will use less electricity and cars and batteries will charge off peak.

Advice

Our clients are already thinking about what they can do to ease the use of power in their homes. The modern property will be highly insulated, have renewables built in as standard, have ways of storing the energy generated and it will be able to monitor and regulate the use of all the electricity. Our heaters, smart controls, water cylinder and batteries already offer the solution.

The standard feed being installed in a 3/4 bedroom property is 100 amps. One of the leading questions is whether this is enough for electric heating and car/battery charging. Some developer/homebuilders are installing 3-phase feeds. This is where there are 3 x 100 amp feeds. This would provide a 100 amp for the general home use, 100 amps for heating/cooling and plus 100 amps for car charging, solar panels and batteries (A car on 13 amp would take many hours to charge. A rapid charger using 100 amps will get to 80% in 30 mins - car model and capacity depending).

Jigsaw is in discussion with a number of Government Ministers on this very matter. The future is electric, how we do this rapidly and cleaner is the challenge that we are all facing.

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

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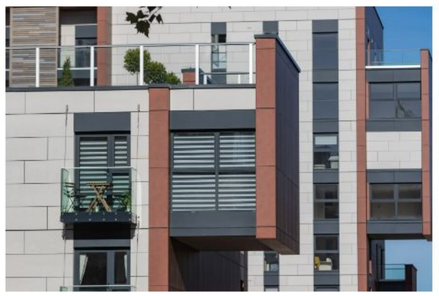

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Feature: Major Works

How would failure to maintain your block affect your flats insurance?

Written by Darren Bagnall from Flat Living Insurance

There is a covenant within a lease or TP1 stating that the freeholder, Property Managing Agent or Residents' Management Company (RMC) will have to ensure the property is in a 'good state of repair'. In addition to this, most insurance policies will not pay for any loss or damage that is caused by the tenants' failure to maintain the property in a reasonably good state of repair.

This means that the RMC must 'take all reasonable precautions to prevent or minimise loss, destruction, damage, accident or injury and maintain the premises, machinery, equipment to a good state of repair'.

Things to consider:

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

It may be convenient to overlook any maintenance issues, even for a short period of time, but what would happen if you experienced a major loss? You should remember this when making a claim; Loss Adjusters will have to pass comment on the general condition of your property and whether they believe the property to be adequately maintained.

Also, if a property is in a poor condition and somebody is injured due to a decision made by the RMC, this could give rise to a personal claim against the RMC.

On a positive note, significant discounts can be secured from insurers where you can prove that maintenance has been completed, i.e. ground maintenance, IEE Tests, Fire Risk Assessments etc.

What are a Residents' Management Company's maintenance responsibilities?

There isn't an exhaustive list of exactly what an RMC must legally do and what the tenant's responsibility is, but there are some rules.

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

You could prepare a maintenance schedule for the property/properties you own, detailing what needs to be carried out and when.

Here are some areas to consider:

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

Normally, anything internal to a flat and not communal is the responsibility of the leaseholder or owner. Anything that serves a communal purpose should be maintained by the RMC. The full details should be contained within your lease, but this will normally include the exterior fabric of the building (the building's roof, floor slabs, walls, windows, and doors), the pruning of trees/shrubs and paths being safe.

How quickly should an RMC make repairs?

You should try and keep as much under your control as possible. Simply blaming a leaseholder for negligence won't help when you're trying to make an insurance claim.

If you're keeping on top of your maintenance schedule then you shouldn't have too many unexpected repairs. But when things do need fixing, you should arrange for the issue to be inspected and any necessary repairs to be carried out as soon as possible.

It is very much in your own interest to respond to any required repairs as quickly as possible. You should also make sure to keep a complete written record and audit trail of all reports and checks you have completed in case of any situation arising which relates to the maintenance of the property.

If you need to complete a repair, it should be completed in a 'reasonable' amount of time. If you are notified of a required repair or Health & Safety concern, then try to respond within 24 hours and, unless it is an emergency, aim to have the issue resolved within a few days.

Whenever repairs and maintenance need completing, it is good practice to communicate this to all of your residents and keep record of your

It is in everybody's best interest to maintain your block. This is vital for insurance requirements, for residents' and visitors' safety, to ensure your property retains its value, and for your enjoyment!

Why wouldn't you?

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ARMA Welcomes the Recovery Potential of the ‘Polluter Pays’ Provision

ARMA Welcomes the Recovery Potential of the ‘Polluter Pays’ Provision

The team at the PolluterPaysBill is seeking to convince the Government to add the Polluter Pays Redress Scheme into the Building Safety Bill, based on the provisions of the Environment Protection Act 1990 as amended, to establish a statutory framework for the recovery of direct and indirect remediation costs from responsible parties where a building is found not to have been constructed in accordance with building regulations in force at the time of construction.

Dr Nigel Glen, CEO of the Association of Residential Managing Agents (ARMA), has welcomed the recovery potential of the ‘Polluter Pays’ provision as an amendment to the current Building Safety Bill, and commented:

“The proposal put forward to ensure that the responsible parties pay for cladding remediation and building safety work has been the stance of ARMA since the very start of this current crisis – we have long campaigned and asked Government to protect leaseholders from these crippling costs by immediately forward-funding all necessary remediation work required to make affected buildings and their residents safe as soon as possible. Allowing the Government to identify those works and place the responsibility of remediation costs on those who failed to make the grade in terms of materials, workmanship, or construction standards - rather than on leaseholders – is a sensible and practical solution to the current crisis.

“Adopting the Polluter Pays amendment will remove the current requirement in the Building Safety Bill for building owners and managing agents to pursue all reasonable avenues for costs, as well as the option for leaseholders to take what will likely be costly legal action against developers, and replaces it with a more practical scheme, where Government funds the work and recovers any costs from liable parties - whether regulatory failure, developers, contractors, manufacturers, or warranty providers, for example – after the work has been completed.

“Managing agents have shown extraordinary dedication to their residents, working tirelessly to expand their resources, and investing in supporting affected leaseholders in the last few years, so we are genuinely supportive of a remediation process that is proportionate, and entirely funded and delivered by Government."

Steve Day, a Campaigner in the ‘PolluterPaysBill’ and ‘Building Safety Crisis’ teams said: “We are grateful to ARMA for supporting this amendment to remove the burden of remediating defective buildings from leaseholders and to provide the right incentives to developers and others to ensure that their buildings are safe. We urge the government to bring forward the “polluter pays” provisions as a government amendment to the Building Safety Bill when Parliament returns in September.“

To find out more about the Polluter Pays Bill, click here.

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

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Shaping Future Work Patterns

Written by Ian Magenis,
Partner at Scanlans

SCANLANS
Property Management LLP

Scanlans partner Ian Magenis looks at how the firm's property management arm has responded to the pandemic, and how its impact is shaping future working patterns.

Before Covid-19, I was not a great supporter of home-working, but now I can see that the hybrid working model is here to stay, and that's a good thing.

As a firm, we have always had the capability to facilitate remote working, because our property managers did base themselves at home periodically.

However, when lockdown happened in March 2020, we had to immediately scale up our provision for remote working across the board and in double-quick time, at considerable cost to the company.

Within 24 hours, everyone was up and running from home with a fully-functioning PC which gave them access to our phone systems and servers. An app meant their mobile phone became their office handset, with calls to the office re-routed to them.

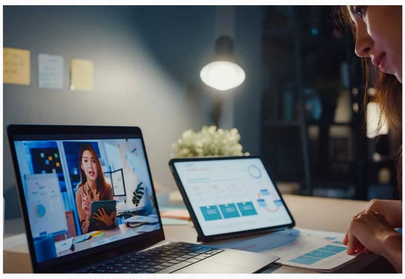
Regardless of where our property managers were, clients could get hold of them on their usual numbers.

Ideally, there would have been a bedding-in period for this new technology, but we needed to respond instantly to ensure there was minimal disruption to our clients – the management companies at hundreds of sites across the north west, Yorkshire and the Midlands.

I'm extremely proud that we have maintained a high level of service to our clients throughout the pandemic, even though the way we operate has inevitably changed.

Most importantly, all our property managers have remained fully-operational. This has happened without any reliance on government funding or lending. Not a single property manager has been furloughed.

Everyone has become adept at the use of Microsoft Teams and Zoom, going from never having used this technology to being experts within 24 hours.



For the first month or so after the initial lockdown, attendance at our offices was limited to three people, just to collect and open the post, look after printing needs and so on.

Then, in May last year, we introduced a booking system for property managers to spend one day a week in the office to carry out tasks that could only be done from there.

Interaction with clients has historically involved face-to-face meetings with management company directors and property owners, but these shifted to Zoom and Teams.

Also, unless it's been absolutely necessary, we have shied away from indoor meetings, partly because we have a significant number of younger staff who have not yet been fully vaccinated.

To an extent, the move to video conferencing has depersonalised our client meetings, which has been a downside.
However, as they mostly take place in the evenings and involve a lot of driving for our property managers, the switch has been beneficial for them and has meant we've actually been able to offer more frequent meetings.

Generally, there has been good feedback from clients. Some have loved using Zoom and Teams, and they will carry on holding video meetings once normality returns, but others have responded less favourably. Once Covid-19 restrictions are lifted, we will resume face-to-face meetings for those who prefer them.

In terms of our client service, we immediately had to address various on-site issues, such as ensuring there were signs in lifts explaining that usage was limited to one person, ensuring that hand sanitiser was available in public areas of the apartment blocks in our portfolio, and ensuring that our cleaning contractors focused on keeping door handles, rails and other widely-used fixtures and fittings clean and sanitised.

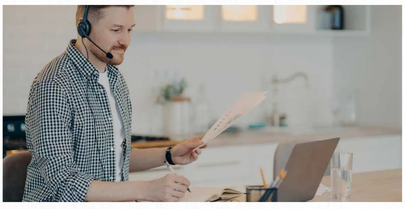
Unfortunately, during the first lockdown, DIY stores were shut and there was a national shortage of plaster and plasterboard. This meant delays to minor repairs because contractors could not get hold of the materials they needed. As a result, we spent a good deal of time communicating with and advising clients. Thankfully, repairs were able to resume once stores reopened.

The nature of our business does mean that most of our interaction with clients is negative – they call to say something has broken or if there is another issue.

They can often become quite worked up. If property managers are working on their own, from their living room or bedroom, there is less opportunity to offload or share concerns with colleagues.

In this respect, the pressures of the job have become significantly higher during the pandemic, because the support and protection from colleagues in the office has not been there. This has traditionally been one of our strongest areas, but to a degree that has been lost.

However, given the highly unusual and stressful situation from a work perspective and a personal perspective, the staff have all coped brilliantly



So what does the future hold?

Our experiences during this period have springboarded us as an employer to introduce new ways of working, and they are here to stay.
Flexible, remote working is now a tried and successfully tested formula, and so the hybrid model will continue. This will involve spending some time in the office and some time working remotely.

It will significantly improve the work-life balance of our team. Everyone has realised that the hours they spend in their cars commuting to and from work are really important to them.

Working from home has meant people starting at 8.30am instead of having to set off for the office at 7am or 7.30am. They've begun their working day fresher and more relaxed.

Similarly, at the end of the working day, they simply log off rather than arriving home tired and frustrated because they've been stuck in traffic.

We believe the hybrid model will maintain loyalty, ensuring continuity and staff retention. The focus is on keeping our staff and keeping them happy, which makes for happy clients.

If I could offer one piece of advice to managers up and down the country, it would be to urge them to trust and respect their staff more. Some think that if they can see their staff for eight hours a day, then they must be being productive. But trust them to act responsibly in terms of working remotely, and they will respond positively.

We ourselves are now looking at a management style which is task-driven rather than working day-driven. More time spent at one's desk being clock-watched does not necessarily mean more efficient working.

Managers will run the risk of losing staff if they insist they return to the office full-time.

Scanlans Property Management manages apartment blocks, housing developments and entire estates and maintains public spaces across the north and the Midlands. Its portfolio comprises nearly 18,000 units across over 300 sites, ranging in size from 10 apartments to 750 houses.

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Property Management LLP

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How empty crisp packets can help the homeless

Written by Emily Johnson, Graduate Property Manager completing her apprenticeship with Learning Curve Group

It can take up to 80 years for a crisp packet to decompose in landfill, and it's clear that as a nation crisps are a popular snack choice, with the UK consuming around 6 billion packets a year, which equates to an astonishing 16 million packets being thrown away a day.

It was reported that in Manchester alone in 2017 that 1 in 154 people were homeless, and this increased by 34% in 2019. In February 2019, the Guardian reported that Manchester experienced the highest number of deaths amongst the homeless in comparison to any other local authority.

There are several schemes now where crisp packets are being collected and ironed together to make blankets for the homeless, the silver lining acts as an additional insulating layer, so are a great addition to the inside of a sleeping bag as they help to retain the individuals body heat.

So far, I have managed to collect 720 crisp packets, the majority of which have been donated to me by my mum, who is now a teacher in the secondary school I attended and has managed to persuade her pupils and colleagues to hang onto these for me.

If you are a lover of crisps, then you're in the right place, please make sure that the crisps packets are only opened at the top of the bag, and avoid making additional rips, if the bag is ripped down the side it makes it more challenging to incorporate it into the blanket.

The crisp packets need to be washed out prior to be ironed into a blanket, if you have time to do so that would be greatly appreciated, if not I am more than happy to add yours to my collection and can wash them alongside my own.

How you can help

It takes 150 crisp packets to make a whole blanket, so far, I have enough for 4.8 and would love to be able to make 10, if you have any spare packets please feel free to send them my way, please address these to: FAO Emily Johnson, 340 Deansgate, Manchester, M3 4LY. Any help or support would be greatly appreciated.

Emily Johnson is a Graduate Property Manager at Rendall & Rittner. She is completing her Housing & Property Management Apprenticeship with Learning Curve Group.

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

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

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

What can I do on the Manage Your Block portal?

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

Share account information with other directors

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

Have access to a contact list

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

Use the calendar

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

Send alerts

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

Keep contact info for your contractors

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

Quotes

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

Manage your documentation

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

Keep a diary

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

Notes

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

And now also collect service charges

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

ManageYourBlock™

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

Featured Job Vacancies

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

Assistant Property Manager

Location: East Sussex

Salary: £20-£22k

Tell me more

Property Manager

Location: East Sussex

Salary: £28-£40k

Tell me more

Property Manager

Location: Cardiff

Salary: £28-£35k

Tell me more

Property Manager

Location: Essex

Salary: £30-£35k

Tell me more

Property Manager

Location: East London

Salary: £36-£40k

Tell me more

Property Manager

Location: NW London

Salary: £20-£40k

Tell me more

Property Manager

Location: Leicestershire

Salary: £25-£35k

Tell me more

Block Manager

Location: Home-based - Norfolk

Salary: £30-£35k

Tell me more

Property Manager

Location: Central London

Salary: £40-£45k

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Property Management Events

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

16th September 2021

Proper Awards

The Proper Awards is an annual awards ceremony honouring the property industry's top suppliers taking place at the Ministry of Sound in London.

Find out more

23rd September 2021

NLG Service Charge Conference

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

Find out more

14th October 2021

ARMA Annual Conference

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

More details coming soon

18th November 2021

NLG Annual Conference

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

Find out more

ARMA Training Courses in September

ARMA's upcoming training courses cover a range of topics which will help better prepare staff for the modern world of property management. Topics covered include service charge accounts guidance, granting consent and licences to alter, leisure facility management, and webinars on façade fire safety and Section 20B.

As always, Beginner, Intermediate, Advanced and Refresher courses are available, with course lengths ranging from half-days, full-days, or bite-sized webinars. ARMA training courses and webinars are available to both members and non-members, with ARMA members and IRPM members able to benefit from discounted rates. Information on Block Booking discounts can be found after the listings below.

Upcoming Training Courses

TC11: Residential Service Charge Accounts Guidance

Dates: 07.09.21 - 08.09.21
Times: 09:30-12:30

A two-day, six-hour interactive webinar discussion addressing best practice for service charge accounting.

Areas covered include understanding the difference between corporate and service charge accounting, gaining an overview of corporate accounts (RMCs, dormant companies, legal requirements, etc.), best practice for service charge accounting from budget to year end and more.

Please note: This forum is not designed to teach book-keeping and is not suitable for relatively inexperienced accounts staff or property managers.

Book your place

TC69: Pools And Gyms In Residential Blocks

Date: 09.09.21
Time: 09:30 – 12:30

A three-hour training course on best practice in the management and maintenance of leisure facilities in residential blocks. This course will give property managers and organisations a robust understanding of managing blocks with gyms, swimming pools and other leisure facilities.

Book your place

TC98: Granting Consent And Licences To Alter

Date: 16.09.21
Time: 09:30 – 12:30

Property managers dealing with leasehold properties will often be faced with situations where a leaseholder has asked for permission to carry out work to their flat, or to sub-let the flat to another person, or even for permission to have an animal in the property. They will also have to deal with cases where a leaseholder has not asked for permission but has just gone ahead and done something forbidden by their lease. Knowing when permission is required and the basis for giving or refusing consent is an important part of residential leasehold management.

Book your place

TC1: Introduction To Residential Property Management

Dates: 20.09.21 – 22.09.21
Times: 10:00-12:00

A six-hour course being run over three days (two-hours per day) by ARMA's Technical Officer, for those new to residential leasehold property management. It will provide an overview of the controls and processes required to effectively manage a leasehold block..

Book your place

TC81: Lift Maintenance

Date: 23.09.21
Time: 9:30-13:30

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

Book your place

TC68: Communal Heating For Apartment Blocks

Date: 27.09.21
Time: 10:00 – 12:30

This two-hour session is essential for any Managing Agent with a new-build block. Looking closely at the evolving energy landscape and new challenges affecting Managing Agents' responsibilities, this bespoke and practical course will provide members with specific knowledge to ensure compliance under the Heat Network (Metering and Billing) Regulations 2014.

Book your place

TC66: Introduction To Fire Safety For Property Managers

Date: 28.09.21 – 29.09.21
Time: 9:30-13:30

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

Book your place

Upcoming Webinars

W11: Dealing With Section 20B: The "18 Month Rule"

Date: 07.09.21
Time: 14:00 - 15:00

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

Book your place

W7: Façade Fire Safety

Date: 14.09.21
Time: 10:00 – 11:30

A 90 minute, CPD certified training session to give a specialist introduction to façade issues, the current situation, process and remediation solutions. The webinar will cover; a brief overview of historical fires involving exterior façade materials, modern methods of construction, an overview of Grenfell's External Wall System, Government Approved Documents, Building Regulations, Non-Compliances and their confusing complexities and more.

Book your place

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

Block Booking Discounts

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

How to claim your discount:

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

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

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Setting Standards in Residential Property Management

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

IRPM Key Objectives

Setting & Raising Standards across the residential property management sector

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

Providing individuals with an independent **professional accreditation**

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

Join the IRPM

National Leasehold Group

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

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

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

Upcoming Training & Events

Leasehold Management Training

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

Find out more

Service Charge Conference

Taking place on the 23rd September in Milton Keynes is our much-anticipated conference.

Find out more

Annual Conference

Save the date for our 2021 Annual Conference which will be taking place virtually and in-person in London.

Find out more

With thanks to our 2021 Partners

bolt burdon SOLICITORS

CLAWS Consultants

EarlKendrick Building Surveyors

FORTUS BUSINESS ADVISORS & ACCOUNTANTS

liquid Recruit Smarter

mcdowalls

Tetra

TriPartum

BLOCK in a BOX

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

3D Surveys

Accounting Solutions

Company Secretarial

Contractor Accreditation

Cyber Security Training

Drone Surveys

Electrical Charging Points

Emergency Assistance

Flat Living

FPRA
FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Health & Safety

Insurance Solutions

Legal Support & Assistance

Out of Hours

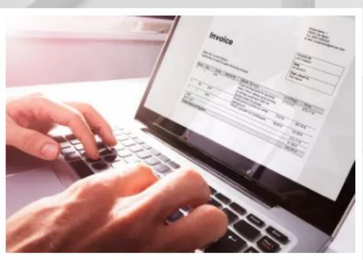
Reinstatement Cost Assessments

Repair & Maintenance

RMC Director Training

Rooftop Extensions

Service Charge Arrears



Service Charge Collections

SmarkLink45 Prepay Meter

Utilities

Water Leak Detection

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

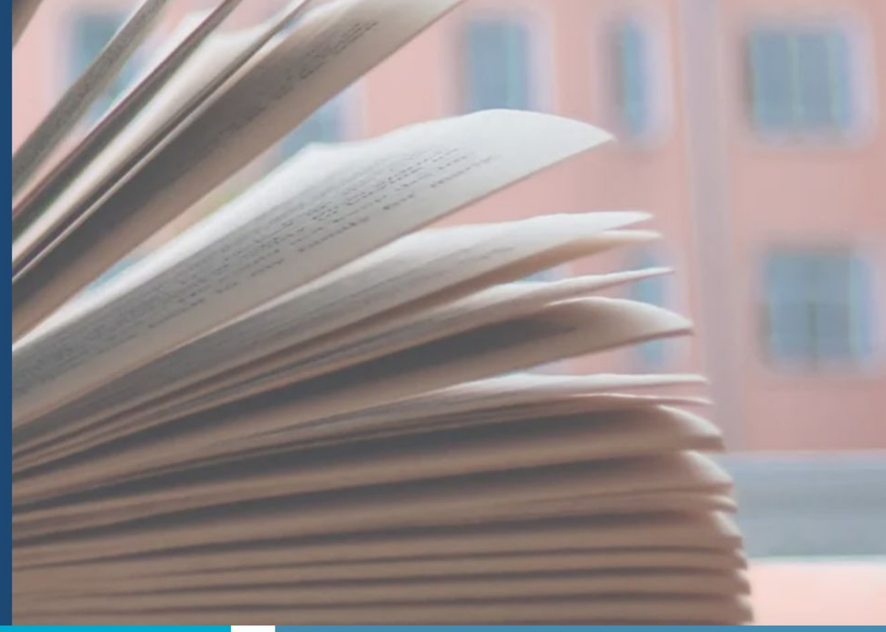
call us on 0333 015 4145

email info@blockinabox.co.uk

or visit our website blockinabox.co.uk

Directories

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



01
Managing Agents

02
Suppliers

03
ARMA Agents

04
ALEP Members

Find an Agent

Featured Managing Agents are listed alphabetically.

Nationwide

Clear Building Management

Find out more

Nationwide

FirstPort

Find out more

Bristol / South West

Fraser Allen Estate Management

Find out more

Nationwide

Omnia Property Group

Find out more

Nationwide

Trinity Estates

Find out more

AM Surveying & Block Management

Find out more

Bellharbour

Find out more

Casserly Property Management

Find out more

Crabtree Property Management

Find out more

Evolve Block Management

Find out more

Hillcrest Estate Management

Find out more

Hobdens Property Management Ltd

Specialising in Block & Estate Management since 1946

Find out more

Homestead

Find out more

Mainstay Residential

Part of the First Port group

Find out more

Metta Property Management

Find out more

PMS Managing Estates

Find out more

POD we'll take care of it

Find out more

Remus

Find out more

Scanlans Property Management LLP

Find out more

Find a Supplier

Featured suppliers are listed by category and then alphabetically.

Accountants

FORTUS
BUSINESS ADVISORS & ACCOUNTANTS

Find out more

Accountants

JW HINKS
CHARTERED ACCOUNTANTS

Find out more

Accountants

Numerico
CHARTERED CERTIFIED ACCOUNTANTS

Find out more

Fire Protection

PLP
FIRE PROTECTION

Find out more

Health & Safety

4site®

Find out more

Insurance

FlatLiving
INSURANCE

Find out more

Insurance

London Flats Insurance

Find out more

Insurance

Residentsline
Flats Insurance

Find out more

Insurance Valuations

BARRETT CORP HARRINGTON

Find out more

Lifts

ARDENT
LIFT CONSULTANCY

Find out more

Lifts

Hemsworth
Lift Consultants

Find out more

Lifts

ilecs
LIFT CONSULTANTS

Find out more

Out of Hours Response

adiuvo

Find out more

Maintenance

tna building services
elite property maintenance

Find out more

Mailboxes

POST BOXES UK
VALUE ENGINEERED SOLUTIONS

Find out more

Parcel Delivery

Locker
simply smart

Find out more

Principal Contractor

STONE
CONTRACTS LIMITED

Find out more

Recruitment

BLOCK RECRUIT

Find out more

Software

Fixflo

Find out more

Software

ManageYourBlock™

Find out more

Solicitors

Bishop & Sewell
Monro Wright & Wasbrough

Find out more

Solicitors

JB LEITCH
SOLICITORS

Find out more

Solicitors

Keebles

Find out more

Surveyors

HAMILTON DARCEY LLP

Find out more

Surveyors

mcdowalls

Find out more

Training

LEARNING CURVE GROUP

Find out more

Training

PROPel
Learning & Development for the Property Industry

Find out more

ARHM

Raising standards in retirement housing

RAISING STANDARDS FOR OVER 25 YEARS

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

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

About Us

Discover more about the ARHM and our mission

Code of Practice

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

Events & Training

Regional training, events and conferences

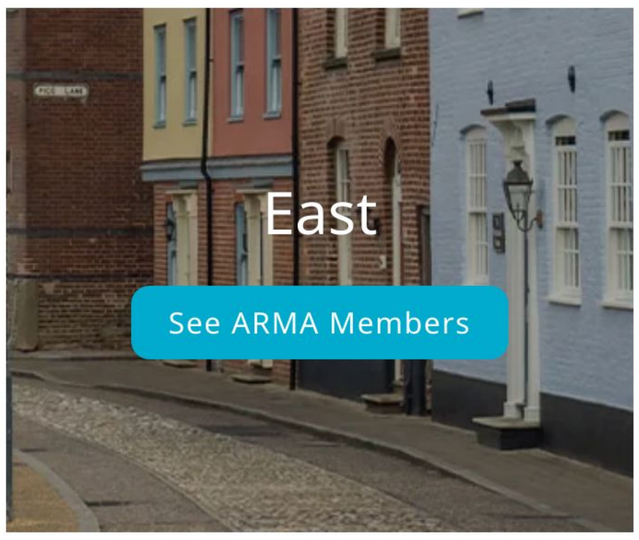
arhm.org | enquries@arhm.org | 07974 311 421

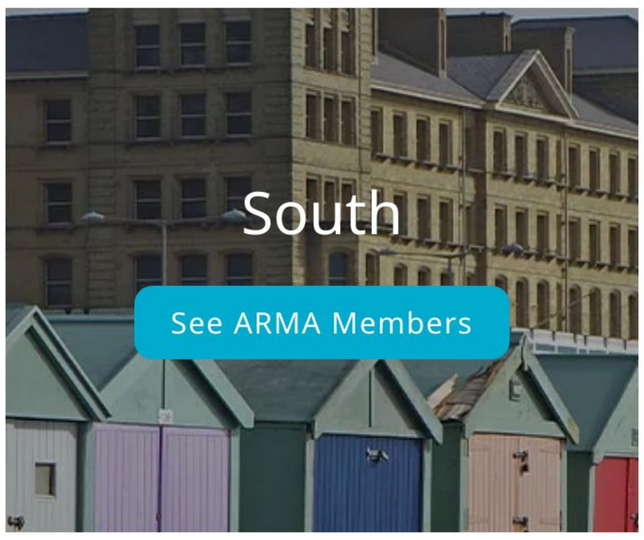
Find an ARMA Member

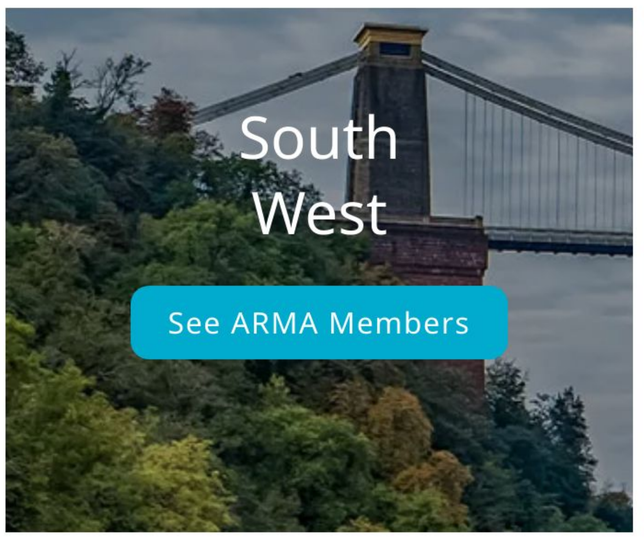
Are you considering a new managing agent?

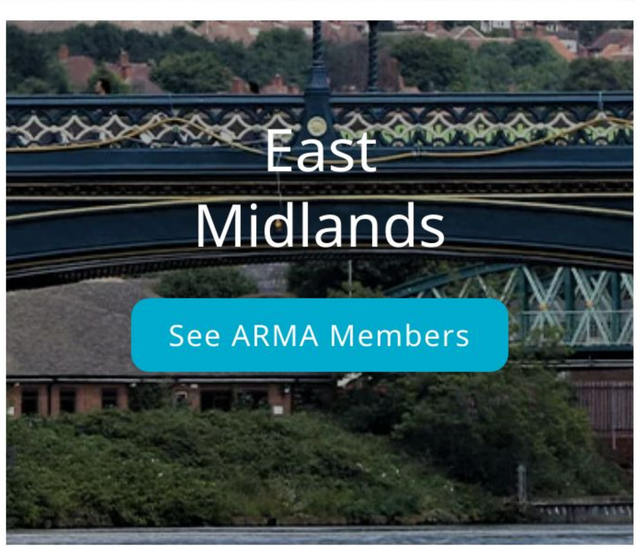
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

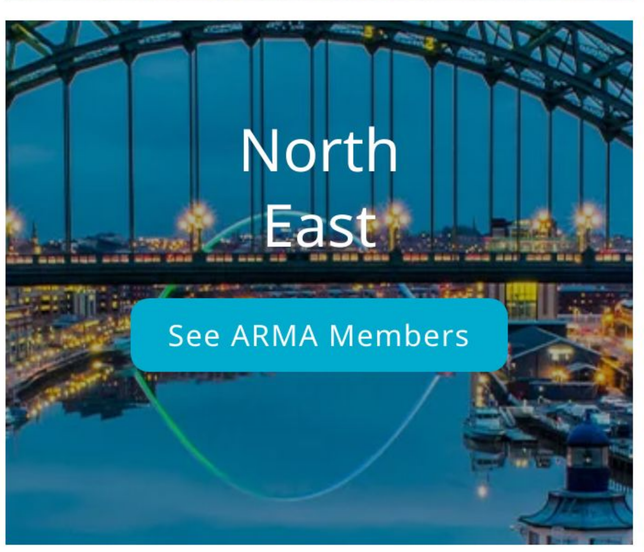
A managing agent that is a 'member' of ARMA will have successfully achieved ARMA Accreditation and is required to comply with the ARMA Bye-Laws, RICS Code, relevant legislation and ARMA Consumer Charter & Standards.











Setting the Standards in Property Management

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

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

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

020 7978 2607 | www.arma.org.uk

Find an ALEP Member

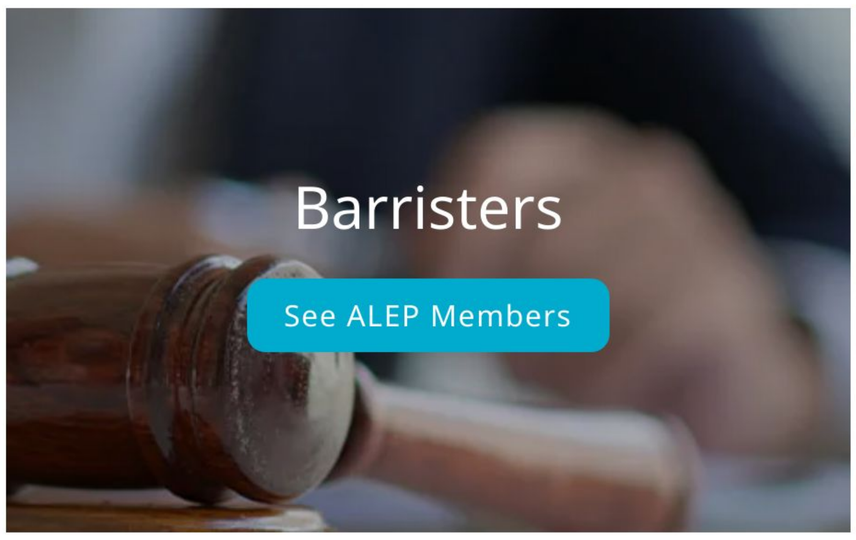
ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

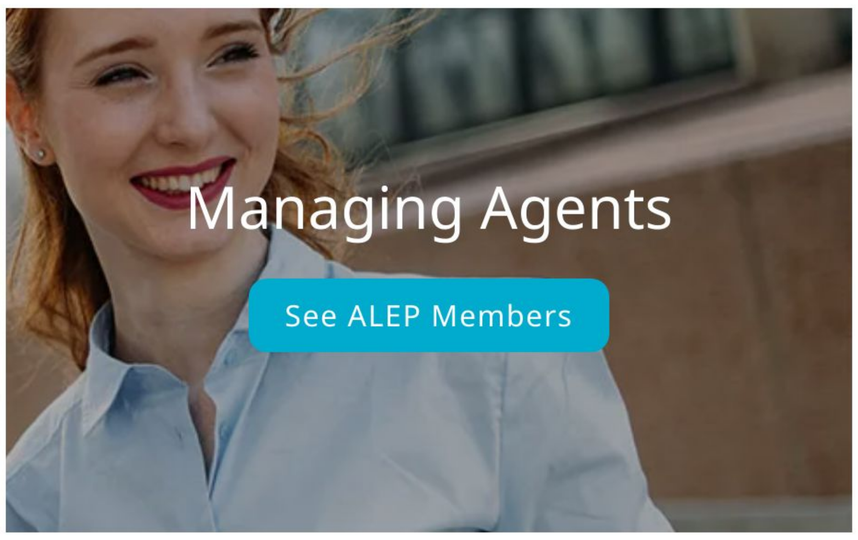
ALEP members can advise or assist with:

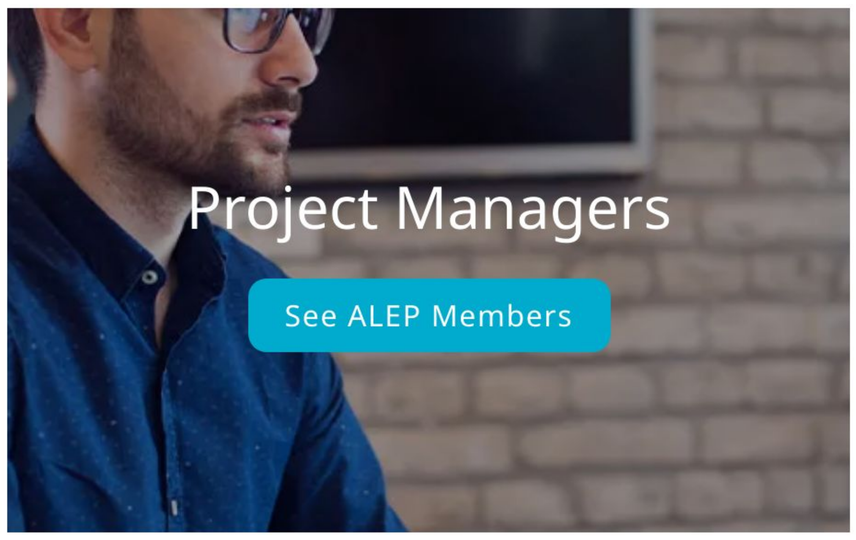
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

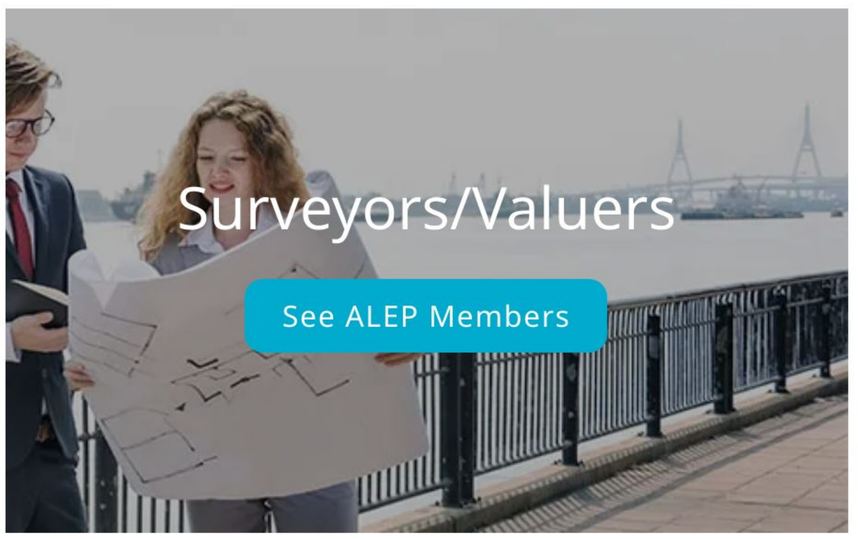
Below are details of ALEP Professionals (alphabetically) in the following areas:

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









ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

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

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

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

Our Work

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

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

Our Members

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

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

Areas ALEP members can help with include:

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

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

LEASE

THE LEASEHOLD ADVISORY SERVICE

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

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

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

Flat Living Website

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

LinkedIn

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

Sign Up

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

Contact Us

ARMA Members
South East

- Adur Property Management — Shoreham By Sea — 01273 252526 — Full Member
- Allsop Letting and Management Limited — Brighton — 01273 322000 — Full Member
- AM Surveying & Block Management — Aylesford — 01732 220 598 — Full Member
- Amber Management — Ware — 0800 567 7567 — Full Member
- Appre Management Services Ltd — Leatherhead — 01372 376 536 — Full Member
- Arko Property Management Limited — Hastings — 01424 439786 — Full Member
- Atlantis Estates Ltd — Reading — 0118 903 5902 — Full Member
- Austin Rees — Hove — 01273 207 501 — Full Member
- Bamptons Sustainable Property Management Ltd — Broadstairs — 01843 609 388 — Full Member
- Banner Property Services Limited — High Wycombe — 01628 522888 — Full Member
- Bartley Management Limited — Winchester — 0345 017 9969 — Full Member
- BBM - Burkinshaw Block Management — Tunbridge Wells — 0207 978 2607 — Full Member
- Belgarum Property Management Ltd — Winchester — 0800 298 0069 — Full Member
- Boydens Ltd — Colchester — 01206 762244 — Full Member
- Bridgeford & Co — Lymington — 01590 677725 — Full Member
- BW Residential Limited — Southampton — 02380 847111 — Full Member
- Cable Rock Ltd — Eastbourne — 01323 345045 — Full Member
- Canbury Management Ltd — Staines — 01784 466501 — Full Member
- Caxtons — Gravesend — 01474 537733 — Full Member
- Charles Cox Property Management — Denton Island — 01323 894 400 — Full Member
- Cleaver Property Management Ltd — Wokingham — 0844 499 3411 — Full Member
- Collinson Hall — St Albans — 01727843222 — Full Member
- Cosgroves Block Management — Southsea — 02392 827 827 — Full Member
- Courtney Green Ltd — Horsham — 01403 246 170 — Full Member
- Covenant Management Limited — Witney — 01993 899 840 — Full Member
- Deacon Crickmay Asset Management — Hove — 01273 421 286 — Full Member
- Denfords Property Management — Southampton — 023 8038 6970 — Full Member
- DJC Property Management Limited — Wickford — 0345 459 2812 — Full Member
- DMG Property Management Limited — Marden — 01622 831017 — Full Member
- Eastbourne Lettings Limited — Eastbourne — 01323 430811 — Full Member
- Essex Properties Limited — Chelmsford — 01245 329652 — Full Member
- Evolve Block & Estate Management — Ringwood — 01425206595 — Full Member
- Fell Reynolds — Folkestone — 01303 228688 — Full Member
- FirstPort Property Services Limited — Luton — 01582 393700 — Full Member
- FirstPort Retirement Property Services — New Milton — 020 3117 2612 — Full Member
- FPE Management — Hastings — 01424 457750 — Full Member
- Fresh Property Management Ltd — Borehamwood — 020 3651 6000 — Full Member
- Gem Estate Management Limited — Letchworth — 01462 480 481 — Full Member
- Graves Son & Pilcher LLP — Brighton — 01273 321123 — Full Member
- Hamways Ltd — Oxted — 01883 730890 — Full Member
- Helen Breeze Block Management — Sevenoaks — 01732 740789 — Full Member
- Hera Management Services — Billericay — 0345 683 8812 — Full Member
- Heritage Management Limited — Kingswood — 01737 850260 — Full Member
- HES Estate Management Ltd — Leatherhead — 01372 450 655 — Full Member
- Housemartins Property Management — Seaford — 01323 896418 — Full Member
- HPS — Wokingham — 0118 962 7493 — Full Member
- Hunt Property Management — Eastbourne — 01323 644288 — Full Member
- Hurford Salvi Carr Property Management Ltd — Hertford — 01992 500 040 — Full Member
- Hydehead Ltd — Peacehaven — 01273 579796 — Full Member
- Jacksons — Hove — 01273 328 556 — Full Member
- Jennings & Barrett — Erith — 0203 598 9665 — Full Member
- JH Property Management Limited — Sittingbourne — 01795 476 249 — Full Member
- Jordan & Cook Ltd — Worthing — 01903 820740 — Full Member
- Kent Gateway Block Management — Rochester — 01634 814867 — Full Member
- Kent Property Management — Canterbury — 01227 678016 — Full Member
- Let Solutions — Canterbury — 01227 456466 — Full Member
- Lucy Block Management Limited — Oxford — 01865 559973 — Full Member
- MCS — Hertford — 01920 466500 — Full Member
- Oakfield PM Ltd — St Leonards on Sea — 01424 854 814 — Full Member
- PACE Property Lettings & Management Ltd — Southend on Sea — 07810 801485 — Full Member
- Park Lane Block Management Ltd — Southampton — 02380 330706 — Full Member
- Peerless Properties (Oxford) Limited — Oxon — 01869 331198 — Full Member
- Pembroke Property Management Ltd — Tumbridge Wells — 0333 3442 100 — Full Member
- Pinnacle Property Management Ltd — Hurst — 01189 320180 — Full Member
- PJJS Management Services Limited — Maidstone — 01622 861 533 — Full Member
- PMS Managing Estates Limited — Essex — 01206 835350 — Full Member
- Premier Block Management — Borehamwood — 020 8236 1270 — Full Member
- Property Management Solutions — Bournemouth — 01202 901 709 — Full Member
- Qube Property Management — Hertfordshire — 0333 014 3330 — Full Member
- Rayners — Godstone — 01883 742690 — Full Member
- Residential Management Group Ltd — Hoddesdon — 0345 002 4444 — Full Member
- Roger McMillan Properties Ltd — Cobham — 01932 576444 — Full Member
- Rushbrook & Rathbone Ltd — Hitchin — 01462 420201 — Full Member
- Scott Estates Management Ltd — Hastings — 01424 722 586 — Full Member
- Sebright Property Management Limited — Harrow — 020 8863 2767 — Full Member
- Sensible Property Management (Eastbourne) Ltd — Eastbourne — 01323 738886 — Full Member
- Sheridan's — Beds — 01462 814087 — Full Member
- Sweetings Property Management Limited — Surrey — 020 8941 7799 — Full Member
- Trent Park Properties LLP — Borehamwood — 020 3384 0583 — Full Member
- Trinity Estates — Hemel Hempstead — 01442 437 656 — Full Member
- Virtus Property Management — Bishops Stortford — 01279 461281 — Full Member
- Warwick Estates Property Management Ltd — Harlow — 01279 626 616 — Full Member
- Acquis Management Limited — Dorking — 01306 881884 — Associate
- Eaves Property Management Services Limited — Maidenhead — 01628 947908 — Associate
- LevelUP Property Management — Northfleet — 07920 000144 — Associate
- Metta Property Management Limited — Westcliff-On-Sea — 0330 133 0242 — Associate
- Orchard PM Limited — Worthing — 01273 030 271 — Associate
- Sennen Property Management Ltd — Camberley — 01276 804 781 — Associate
- Vertical Village — Esher — 020 8399 0170 — Associate
- Zone Property Management — Sawbridgeworth — 07983 447522 — Associate

ARMA Members
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 486 797	Full Member
•	London Block Management Ltd	London	02078 704 000	Full Member
•	Parkgate-Aspen Property Management	London	02087 328 888	Full Member
•	Parkwood Management Company (London) Ltd	London	02083 688 111	Full Member
•	Sterling Property Management (UK) Limited	London	02030 310 850	Full Member
•	Trust Property Management Ltd	London	08452 601 515	Full Member
•	Y & Y Management Ltd	London	02082 111 550	Full Member
•	Charles David James Ltd*	London	0207 7040 660	Associate

ARMA Members South

• Anstey Property Management	Southampton	02380 730 111	Full Member
• Asset Property Management	Bournemouth	01202 532 898	Full Member
• Burns Hamilton	Bournemouth	01202 391663	Full Member
• Deacon Crickmay Asset Management	Horsham	01403 218975	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
• Millstream Management Services Limited	Ringwood	01425 888 912	Full Member
• Minster Property Management Limited	Wimborne	01202 883 360	Full Member
• McCarthy & Stone Management Services	Bournemouth	01202 508 190	Full Member
• Napier Management Services Limited	Fordingbridge	01425 650 656	Full Member
• Rebbeck Brothers Ltd	Bournemouth	01202 438 908	Full Member
• Retirement Lease Housing Association (RLHA)	Aldershot	01252 356 000	Full Member
• SPL Property Management LLP	Poole	01202 555 560	Full Member
• Stride & Son	Chichester	01243 813 760	Full Member
• Weldon & King Estate Agents	New Milton	01425 623 423	Full Member
• APEX Facilities Management Ltd	Barking	02085 942 120	Associate
• PS&B - Estate Management Limited	Portsmouth	01273 326 171	Associate

ARMA Members South West

• Alpha Housing Services Limited	Taunton	01823 270 661	Full Member
• Andrews Letting & Management	Bristol	01179 294 400	Full Member
• Apex Property Management*	Plymouth	01752 210 970	Full Member
• Belmont Property Management	Truro	01872 260606	Full Member
• Blenheims Estate & Asset Management Limited	Paignton	01803 668 730	Full Member
• Bloq Management Services Limited*	Bristol	0117 942 3112	Full Member
• BNS Limited	Bristol	0117 9570 809	Full Member
• Bourne Estates Ltd	Poole	01202 784280	Full Member
• Easton Bevins	Bristol	0117 944 3000	Full Member
• Freehold Management Services Ltd	Plymouth	01752 603 900	Full Member
• Hillcrest Estate Management Limited	Somerset	0117 973 0600	Full Member
• Hillsdon Management Ltd	Sidmouth	01395 517950	Full Member
• Peninsula Management SW Limited*	Barnstaple	01271 386306	Full Member
• Plymouth Block Management	Plymouth	01752 717311	Full Member
• Stephen & Co Block Management Ltd	Weston super Mare	01934 621101	Full Member
• Tuffin & Co Property Management Ltd	Plymouth	01752 254 222	Full Member
• West of England Estate Mgmt Co Ltd	Bath	01225 485910	Full Member
• Bath Leasehold Management	Bath	07775 444432	Associate
• JW Block Management Limited*	Compton Dundon	07762 857617	Associate
• Koti Property Management Ltd	Bodmin	01208 510050	Associate
• Smeaton Block Ltd	Plymouth	01752 938208	Associate
• Southernhay Estates Limited	Exeter	07788 437522	Associate

ARMA Members
London

- 2 Manage Property Ltd Sunbury on Thames 01932 765 493 Full Member
- ABC Block Management Limited Edgware 02086 214 000 Full Member
- Acorn Estate Management Bromley 02083 156 980 Full Member
- Adelaide Jones London 02077 255 800 Full Member
- Alliance Managing Agents Ltd London 02033 281 950 Full Member
- Andrew Purnell & Co London 02088 797 888 Full Member
- Blenheims Estate and Asset Management Limited London 02073 684 150 Full Member
- Bowood (London) Limited London 02072 236 940 Full Member
- Brackenbury Property Management Ltd London 02030 023 600 Full Member
- Centro Plc Sutton 02084 011 000 Full Member
- Cluttons LLP London 02074 081 010 Full Member
- Colin Bibra Estate Agents Limited London 02085 670 077 Full Member
- Crabtree PM Limited London 02083 717 070 Full Member
- Craig Sheehan Chartered Surveyors London 03452 077 400 Full Member
- D&G Block Management London 02079 328 500 Full Member
- Dauntons Soar Management Limited London 02078 341 032 Full Member
- Esskay Management Services LLP London 02073 318 888 Full Member
- Fairoak Estate Management London 02030 789 824 Full Member
- Fifield Glyn London 02076 296 457 Full Member
- Fry & Company London 02078 210 099 Full Member
- Grace Miller & Co. New Malden 02086 051 200 Full Member
- Hammond Properties Sidcup 02083 004 811 Full Member
- HML Croydon 02086 628 800 Full Member
- Houston Lawrence Management Ltd London 02078 013 201 Full Member
- JCF Property Management Limited London 02087 889 700 Full Member
- JFM Block And Estate Management Harrow 02038 657 789 Full Member
- Kensington Flats London 02075 896 699 Full Member
- Kinleigh Folkard & Hayward London 02035 420 147 Full Member
- KMP Solutions Limited London 02083 719 171 Full Member
- London Wharf Property Management Co Ltd Erith 07543 247 144 Full Member
- May & Co Management Ltd London 02073 763 726 Full Member
- Michael Laurie Magar Ltd Borehamwood 02084 929 850 Full Member
- Moonstone Management London 02083 009 281 Full Member
- Pinnacle Housing Limited London 02074 275 182 Full Member
- Prime Management (PS) Limited Bromley 02037 008 733 Full Member
- Prime Portfolio Ltd London 020 7409 0209 Full Member
- Property Hub Wembley 0208 459 3333 Full Member
- Urang Property Management Limited London 02077 518 355 Full Member
- Aston Square Ltd London 020 3982 8282 Associate
- Barosa Property Limited Stanmore 02030 867 130 Associate
- Blue Crystal Residential Ltd London 020 8994 7327 Associate
- Davies Daniel Ltd London 02034 170 425 Associate
- Eight Asset Management London 07951 622 643 Associate
- JSG Block Management Ltd Ruislip Manor 01895 604 446 Associate
- Navana Asset Management Limited London 0203 9979 918 Associate
- Nicolas Van Patrick Ltd London 02075 901 200 Associate

ARMA Members East

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

ARMA Members
West London

• Aspect Property Management Limited	London	020 7828 1664	Full Member
• Berkshire Hathaway Home Services Kay & Co	London	020 7467 2027	Full Member
• Bold and Reeves Limited	London	020 7408 7590	Full Member
• Brunsfield Ltd	London	020 3601 7676	Full Member
• Burlington Estates (London) Limited	London	020 7499 3207	Full Member
• Castlereagh Management Limited	London	020 7258 9670	Full Member
• Homes Property Management Limited	London	020 8960 7730	Full Member
• KDG Property Ltd	London	020 7887 6413	Full Member
• Knight Frank LLP	London	020 7861 1242	Full Member
• Lanigan Estates Ltd	London	020 7223 0851	Full Member
• Lee Baron	London	020 7758 5600	Full Member
• Lewis & Tucker	London	020 7323 2321	Full Member
• London Residential Management Ltd	London	020 7438 1080	Full Member
• Lornham	London	020 7724 4777	Full Member
• Mayfair Property Management Limited	London	020 7576 9435	Full Member
• MIH Property Management Ltd	London	020 3637 7968	Full Member
• PRESIDE	London	020 7224 0011	Full Member
• Principia Estate & Asset Management	London	020 7341 0220	Full Member
• Quadrant Property Management Limited	London	020 7386 8800	Full Member
• Raglan Limited	London	020 7937 5272	Full Member
• RMD Properties (London) LLP	London	020 7723 2111	Full Member
• SBA Property Management	London	020 7629 4949	Full Member
• Sears Morgan Property Management Limited	London	0844 257 2222	Full Member
• SHW	London	020 7389 1500	Full Member
• Sloan Block Management	London	020 7221 4935	Full Member
• Smith Waters LLP	London	020 7839 3950	Full Member
• Susan Metcalfe Residential Property Management Ltd	England	020 7591 0931	Full Member
• Tideway Property Managers	London	020 7409 0609	Full Member
• Hudsons	London	020 7323 2277	Associate
• Parallel Property Management	London	020 3828 0180	Associate

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Wales

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

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Anthony James Consultancy Ltd	Merseyside	01704 545 800	Full Member
Casserly Property Management	Manchester	01617 876 197	Full Member
Haymarket Block Management	Salford	01615 490 909	Full Member
Homestead Consultancy Services Ltd	Lytham St Annes	01253 640 040	Full Member
Livingcity Asset Management Ltd	Manchester	01612 741 400	Full Member
Manchester Residential Management Ltd	Manchester	01617 074 873	Full Member
Matthew's Of Chester Limited	Chester	01244 346 226	Full Member
Oakland Residential Management Limited	Hale	0161 929 6151	Full Member
Premier Estates Limited	Cheshire	03454 918 899	Full Member
Realty Management Limited	Stockport	01614 747 677	Full Member
Red Rock Estate & Property Management Ltd	Beaumont	03331 235 670	Full Member
Regency Estates	Bolton	01204 695 919	Full Member
Revolution Property Management Ltd	Salford	01618 500 022	Full Member
Scanlans Property Management LLP	Manchester	01612 368 888	Full Member
Stevenson Whyte	Manchester	0161 832 5060	Full Member
Urbanbubble Limited	Manchester	01612 363 336	Full Member
Zenith Management Limited	Manchester	01612 451 166	Full Member
Entire Spaces	Manchester	0161 826 6807	Associate
Hive Block Management Ltd	Preston	01772 398 112	Associate

ARMA Members
Yorkshire

- Commerson Estate Management Ltd — Leeds — 03301 112 610 — Full Member
- Goldsborough Estates — Bradford — 0113 381 6429/26 — Full Member
- Horizon Management — Sheffield — 0300 030 1035 — Full Member
- Hunters RBM — Elland — 01422 893 726 — Full Member
- Inspired Property Management Limited — Doncaster — 01302 729 500 — Full Member
- LIV Group Limited — Leeds — 0113 244 2444 — Full Member
- Mulberry PM — York — 01904 655200 — Full Member
- Omnia Estates Ltd — Sheffield — 0114 2792840 — Full Member
- Premier Property Management & Maintenance — Barnsley — 01226 770088 — Full Member
- Venture Block Management Ltd — Leeds — 01138 313 235 — Full Member
- Watson Property Management — Leeds — 0113 273 8788 — Full Member
- Elmfield Real Estate — Bedale — 01677 450300 — Associate

ARMA Members East London

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

- Charlesons London 020 8550 2221 Associate
- Hawk Block Management London 02080 161 178 Associate
- Letting International Limited Ilford 02085 549 999 Associate

- Managed Partnerships Limited Ilford 0203 475 9067 Associate

ARMA Members
East Midlands

- 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
- SDL Property Management Nottingham 07795 503 749 Full Member
- SDL Estate Management Nottingham 07920 542 665 Associate
- Stoneyard Nottingham 01159 243 304 Associate

ARMA Members
South London

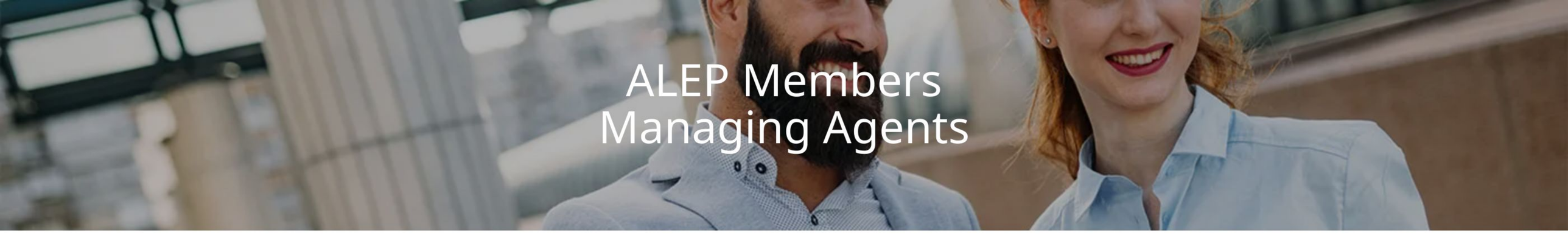
- M H Associates London 020 7737 2552 Full Member
- Moss And Co London 020 8946 7661 Full Member
- Prior Estates Limited Bromley 020 8460 9690 Full Member
- Rendall & Rittner Ltd London 020 7702 0701 Full Member
- SL Property Consultants Ltd London 020 7622 9259 Full Member
- VFM Property Management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

ARMA Members
North East

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

ARMA Members
West Midlands

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



ALEP Members Managing Agents

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

ALEP Members
Solicitors/Legal

Mark Adcock	Adcocks Solicitors	01543 442100
Thomas Roberts	AK Law (London) Limited	020 8280 0810
Daniel O'Doherty	Amphlett Lissimore Bagshaws LLP	020 8768 6852
Ian Mitchell	Anthony Gold Solicitors LLP	07525 071699
Joe Arnold	Arnold & Baldwin	020 8642 2999
Salvatore Amico	Attwaters Jameson Hill Solicitors	020 3871 0039
Jeremy Donegan	Bate & Albon Solicitors	01903 369959
Nick Tompkin	Bennett Griffin LLP	01903 229910
Simon Elliott	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 232300
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Caroline Wild	Blake Morgan LLP	020 7405 2000
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4775
Jennifer Slater	Bonallack & Bishop	01722 422300
Simon Kerrigan	Boodle Hatfield LLP	020 7079 8112
Russell May	Boyes Turner	0118 952 7206
Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Roger Hardwick	Brethertons LLP	01295 661453
Roland Pingree	Carter Bells LLP	020 8939 4000
James Souter	Charles Russell Speechlys LLP	020 7427 6716
David Haines	Charles Russell Speechlys LLP	01483 252525
Claire Allan	Child and Child	020 7235 8000
Erin Iley	Clarke Mairs LLP	0191 245 4725
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Mark Brassey	Collins Benson Goldhill LLP	020 7436 5151
Mari Knowles	Commonhold & Leasehold Experts Ltd	01273 839555
James Compton	Comptons	020 7485 0888
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Jonathan Everett	Coole Bevis LLP	01903 534505
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Louise Uphill	Dutton Gregory LLP	01962 624469
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Kate Chatters	Farrer & Co	020 3375 7219
Paul Dench	Field Seymour Parkes	0118 951 6253
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Natasha Rees	Forsters LLP	020 7863 8400
Francesco Cuffaro	Gisby Harrison	01707 878300
Jon Tawse	Glanvilles LLP	01329 282841
Tyrone Grant	Grant Saw Solicitors LLP	020 8858 6971
Graham Jaffe	Gregory Abrams Davidson	020 8209 2653
Sarah Finch	Hamlins LLP	020 7355 6085
Andy Finkel	Harold Benjamin Solicitors	020 8872 3066
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Andrew Pluck	Hart Reade	01323 727321
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Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
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Tim Reid	Hogan Lovells International LLP	020 7296 5873
Callie Tuplin	Holmes & Hills LLP	01376 320456
Ash Oberoi	Housing and Property Law Partnership Solicitors	020 7553 9000
Amanda McNeil	Howard Kennedy LLP	020 3755 5598
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Yashmin Mistry	JPC LLP	020 7625 4424
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Julie West	Julie West Solicitors	01372 383273
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Jade Wilson	Lease Law Limited	01622 750851
Suki Samra	Lester Aldridge LLP	01202 786317
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Ricky Coleman	Mayo Wynne Baxter LLP	01342 310600
Ricky Coleman	Mayo Wynne Baxter LLP	01323 730543
Ricky Coleman	Mayo Wynne Baxter LLP	01903 743201
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Tim Wild	Mills & Reeve LLP	020 7648 5289
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Shazda Ahmed	Monarch Solicitors	020 8889 8888
Jolanda Peters	Moore Barlow LLP	020 8939 2731
Matthew Hearsum	Morrisons Solicitors LLP	020 8971 1085
Shelley Fitzpatrick	Mullis & Peake LLP	01708 784000
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Lucy Riley	Nockolds Solicitors Limited	01279 712586
Chris Connor	Norton Connor Limited	0113 239 0088
Tim Morgan	ODT Solicitors	01273 710712
Deborah Mantell	Oliver Fisher Solicitors	020 3219 0145
Guy Osborn	Osbornes Solicitors LLP	020 7485 8811
Laura Simpson	PainSmith Solicitors	01420 565310
Jennifer Sanders	Paris Smith LLP	02380 482125
Lorraine Lancaster	Paul Robinson Solicitors LLP	01702 338338
Reece Wheeldon	PDC Law	01992 668168
Martin Codd	Penningtons Manches Cooper LLP	020 7457 3000
Lease Extension Team	Peter Brown & Co	020 8447 3277
Dee Puckering	Philip Ross Solicitors	020 7636 6969
Stephen Eccles	Pinney Talfourd LLP	01708 463202
Stephen Soper	Powells Law	01934 623501
Rebecca Kefford	Preston Redman	01202 292424
Stephen Simmons	Redferns	020 8424 7070
Lee Harle	Ringley Law LLP	020 7428 1977
Caroline Knowles-Ley	Rix & Kay Solicitors LLP	01273 766929
David Moore	Rodgers & Burton	020 8939 6300
Elizabeth Clarkson	Rollits LLP	01482 337260
Sarah Taylor	Royds Withy King	01225 730151
Shabnam Ali-Khan	Russell-Cooke LLP	020 3826 7306
Gary Dunger	SA Law	020 7183 5683
Gary Dunger	SA Law	01727 798020
Stephen Kenmir	Sampson Coward LLP with Whitehead Vizard	01722 410664
Saul Marine	Saul Marine and Company	020 8959 6090
John Midgley	Seddons	020 7725 8068
John Summers	Setfords Law Limited	020 3962 4031
Sarah Goodall	Shoosmiths LLP	03700 86 8498
Julian Spalter	Spalter Fisher LLP	020 3328 5822
Gary Scott	Spector Constant & Williams	020 7269 5120
Glenn Stevenson	Stevensons Solicitors	01362 869100
Mark Coupe	Stillwells LLP	023 8072 7173
Elizabeth Cobb	Stone Rowe Brewer LLP	020 8891 6141
Jane Canham	Storrar Cowdry Solicitors	01244 400567
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Kathryn Millner	Streather Highgate LLP	020 8347 2480
Tim Farrington	Streeter Marshall	01883 622433
James Khakpour-Smith	Taylor Walton LLP	01727 818513
Jim McKeever	Teacher Stern LLP	020 7242 3191
Vikki Herbert	Thackray Williams LLP	020 8290 0440
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Jason Winton	Thirsk Winton LLP	020 8505 4777
Laura-Pauline Adcock-Jones	Thompson Smith and Puxon	01206 574431
Gemma Featonby	Thrings LLP	01793 412107
Alan Tibber	Tibber Marks Solicitors	020 8954 4705
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Nick Kephalas	YVA Solicitors LLP	020 8445 9898
Nick Kephalas	YVA Solicitors LLP	020 7493 7888
Mark Curtis	Z Group	020 8944 1180

ALEP Members
Barristers

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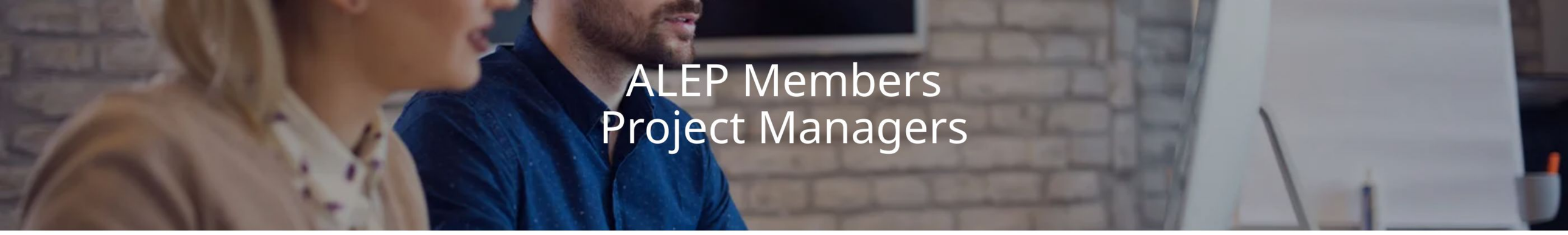

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Project Managers

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• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Patrick Oliver	Aston James Associates	020 8771 5035
• Stewart Gray	Austin Gray LLP	01273 201988
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
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• Thomas Dogger	BN Investment Ltd	020 7101 3382
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• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
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• Adrian Hau	Douglas and Gordon	020 7591 8746
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• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• David Haines	Extend Your Lease	020 7586 0044
• Angus Fanshawe	Fanshawe White	020 7099 8465
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• David Toogood	Harding Chartered Surveyors	020 7736 2383
• Harriet Fleming	Harriet Fleming Surveyors Ltd	07855 454707
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Joe Fraser	Joe Fraser Chartered Surveyors	01642 262728
• Marcus Clark	Joe Fraser Chartered Surveyors	020 7206 2612
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• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
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• Jeremy Dharmasena	Knight Frank	020 7861 1587
• David Parkin	Lamberts Chartered Surveyors	020 7520 2317
• Keith Chew	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Robert Kaye	Leasehold Assist Ltd	07714 570858
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• Tim Palmer	McNeill Lowe & Palmer	01582 469946
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
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• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
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• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
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• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills Commercial Ltd	020 7016 3728
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• Matthew Gawne	Shaw & Company (Surveyors) Ltd	020 8948 1122
• Tim Sheridan	Sheridan's Surveyors	01462 814087
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	01273 821969
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• Ray Smith	Watsons	01603 751577
• Daniel Knowles	Websters Surveyors	020 8017 1943
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• James Bush	Woodward Chartered Surveyors	01923 920950
• Ian Young	YA Property	01635 262590