Feature: Software and Technology

FlatLiving Magazine

Information, advice & guidance for RMCs and Property Managers

February 2024

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Welcome

Welcome to our February issue of Flat Living Magazine!

In the evolving world of property management, the use of software and technology has rapidly increased. In this edition, our contributors have covered all things software and technology, exploring it's use in our industry.

Don't forget to visit **page 6** where you can find TPIs Wellbeing and Resilience Survey.

In news - TPI welcome amendments to the draft Leasehold and Freehold Reform Bill for the regulation or property agents across the sector. You can also find links to this years ACE Award tickets and nomination pages!

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

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

As always, happy reading!

Belinda Bagnall and The Flat Living Team

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News

The Property Institute Welcomes Legislation to Raise Standards in the Property Management Sector

The Property Institute has welcomed a proposed amendment to the draft Leasehold and Freehold Reform Bill for the regulation of property agents across much of the sector.

As the leading professional body for residential property management, The Property Institute has continued to call for regulation for residential property managers to drive up standards and protect consumers from unscrupulous operators.

Tabled by Shadow Minister members of the Public Bill Committee, Matthew Pennycook MP and Mike Amesbury MP, the amendment is a significant step forwards on this important issue. It comes after The Property Institute's written evidence to the Committee, with further oral evidence from chief executive Andrew Bulmer last Tuesday January 16.

There are an estimated 3.5 million leasehold flats in England, managed by residential property managers, and they are often tall and complex buildings. This represents around 14% of all residential homes in England.

Residential property managers provide services such as health and fire safety, maintenance of the common parts, and manage the finances of the building. In leasehold blocks they may hold substantial sums of leaseholder money, such as reserve funds. Despite such important responsibilities, and associated complex legislation to navigate, residential property managers are not currently required to hold any qualifications to demonstrate competence. While many do so voluntarily, too many do not.

Meanwhile, news of poor quality and poorly managed homes continues to dominate the headlines – with stories of properties with significant damage to buildings and common parts going unrepaired. Poor management and incompetence by unqualified property managers causes detriment and harm to residential communities, placing them at risk financially, and even more seriously, in matters of building and life safety.

Introducing mandatory qualifications is an obvious first step to drive up standards of competence and protect consumers from harm.

The situation is becoming ever more urgent, not least with the implementation of the Building Safety Regime. The Property Institute is calling on the government to take the opportunity presented by the current Leasehold and Freehold Reform Bill to introduce a regulatory regime for the property management sector. If Government lacks the appetite to deliver robust regulation, then at the very least it should protect consumers by mandating minimum qualification requirements and publishing a statutory code of practice for property managers. The government has already made qualifications mandatory for social housing managers in June 2023. The Property Institute now wants the government to close the gap and mirror mandatory qualifications for property managers managing blocks of flats in the private sector. All residents need to be protected from inadequate operators and bad practices – regardless of tenure.

Andrew Bulmer, Chief Executive, The Property Institute, said:

"It is more important than ever that the millions of residents in multi-occupancy buildings are served by competent, ethical, and regulated property managers. Everyone, regardless of tenure, deserves to live in a safe and well-managed home. I was pleased to be able to emphasise our call and the need for regulation of the sector to the Public Bill Committee recently and we welcome any opportunity to work with the Government to see regulation of the sector come forward."

"Many buildings are mixed tenure, with both social and private homes, so the inconsistent approach to mandatory qualifications between the tenures is confusing. Furthermore, vulnerable residents don't just live in social housing – they live in privately owned or rented homes too. As a minimum, all property managers must demonstrate competence through mandatory qualifications. The current situation cannot be allowed to continue whereby a minority of property managers are unqualified and provide a poor service, leaving repairs outstanding, and residents at risk."

"The competence of property managers directly impacts the safety, financial security and wellbeing of millions of people. Competence must be assured for all residents and cannot be a lottery any longer."

In 2019, Lord Best published a report that set out recommendations to uphold standards for all managing agents and drive incapable and unfit agents out of the sector. The Property Institute argues that since the report, the urgency to address the situation around standards in the sector has become far more pressing and is asking the government to consider its proposal for mandatory regulations. It suggests mandatory qualifications will drive out problematic and unethical operators.

As part of its efforts to drive change and bring the matter to the attention of the decision-makers in Westminster, The Property Institute – along with other industry organisations – wrote last autumn to then Housing Minister Rachel Maclean, to call for change and is continuing to press for the same with current Housing Minister Lee Rowley.

Andrew Bulmer continues:
"While we welcomed the decision to protect social housing tenants through the new legislation introduced last June, the rules create inconsistency and unfairness. For example, in a tall residential building of mixed tenures, the latest social housing legislation means the social housing tenants in the building have the assurance of a qualified property manager, but the private sector residents don't. This gap needs to be closed to ensure that all residents in mixed tenure tall buildings receive a safe and high-quality service from a competent, qualified, and diligent property manager.

"We are eager to work with government to drive this forward, through the introduction at the earliest opportunity of mandatory qualifications for managing agents to continue raising standards in the sector."

The Property Institute is the leading professional body for the residential property management sector, representing over 6,000 property managers, and over 350 managing agent firms. It continues to call for regulation of the sector and work with government to drive forward this legislation.

ACE Awards 2024 Early Bird Tickets on Sale and Entries Now Open!

Date & Time: Friday 21st June, 6.00pm - 12:30am

Venue: Old Billingsgate, London

Theme: The Great Gatsby/Roaring Twenties

Join us for an evening celebrating the outstanding accomplishments of the property sector's managing agents and the impactful work of their people in improving the welfare of millions of leaseholders across the country.

Early bird ticket sales are now open - make sure you reserve your spot or table for this summer's event and benefit from our early bird promotion.

Nominations have also opened across all 20 award categories – all those shortlisted will receive a complimentary ticket to the evening, and we've made our entry process quick and easy.

For 2024, attendees can also look forward to six new award categories and a return to the unique London venue of Old Billingsgate on the bank of the Thames. And, after a big turnout last year, expect strong competition for every trophy up for grabs!

Nominations Now Open for 20 Award Categories

The ACE Awards are free to enter and are open to all TPI Members.

Among the six new award categories featuring for 2024 will be trophies recognising those leading the way in resident engagement, the health & safety partner of the year, and four new awards for the managing agent of the year. Check out the list of categories below.

To make an entry **click here**.

Entries Close Thursday 18th March 2024

Safety Case Toolkit - Reasonable Steps and Practical Examples

BSR has published a 'Safety Case Toolkit' guide which is accessible on our Building Safety Hub and here.

The information within the guide is aimed at Accountable Persons (defined under section 84 of the Building Safety Act 2022) to assist them in preparing a safety case report. A safety case report must demonstrate that all reasonable steps have been taken to prevent building safety risks happening and reduce the seriousness if they do.

The guide gives examples of common situations that APs may find in existing buildings to help them decide what steps are reasonable to take to manage and mitigate risk.

Each example in the guide gives a flowchart that suggests short and longer term actions to manage/mitigate risk. The guide is designed so APs can refer to the particular situations that are relevant to them.

Access the guide here.

Further resources from the BSR can be found here.

Cardinus' Indigo Property Management Software Integrates Seamlessly With Dwellant System VIA API

Leading property management services provider facilitates connectivity with property and asset management software for Managing Agents.

Cardinus Risk Management, a leading provider of property management services to managing agents, announces the integration of its INDIGO software and the Dwellant system through the INDIGO Application Programming Interface (API).

INDIGO, Cardinus' flagship property risk management software, enables property managers to digitally manage the risk improvements and reporting for their property portfolio. The integration with Dwellant facilitates a seamless exchange of information, creating a unified platform for managing property-related tasks.

Jamie Truscott, Managing Director Property and Insurance, Cardinus Risk Management, expresses the importance of this development, stating, "The integration of INDIGO with the Dwellant system is a game-changer for property management. This collaboration streamlines the workflow for property managers, allowing them to handle risk improvements efficiently. It brings a new level of transparency and convenience, enabling access and management of risk improvements in one place—the Dwellant system."

The Dwellant property and asset management software provides a centralised platform for efficient property management. Key features include compliance tracking, document management, and effective communication tools, enhancing operational workflows for property professionals.

One of the key benefits of the integration between INDIGO and Dwellant is the ability to share a list of risk improvements between the two systems. Property managers can view the risk improvements in Dwellant and instruct contractors to complete these risk improvements. Once a risk improvement is recorded as completed in Dwellant, an automatic update is sent to INDIGO, providing a real-time status on a property's risks.

Centrick, a leading property management company, played a crucial role as the first adopter of the API.

Phil Johns, Centrick Managing Director commented "At Centrick we are continuously exploring ways to improve the integration and utilisation of our prop tech to enhance the service to our customers and provide more powerful tools to assist our property team. The work Cardinus have implemented with Dwellant is a great example of this and we were delighted to be part of the process that brought this to fruition."

The successful implementation with Centrick has paved the way for the roll-out of this integrated service to other customers. Cardinus is actively collaborating with other systems to extend this connectivity, ensuring a broader range of managing agents can benefit from the INDIGO API.

Cardinus is dedicated to expanding the use of the INDIGO API to more third-party systems throughout 2024. Property management professionals using alternative systems who wish to integrate the INDIGO API, should email property@cardinus.com

Oxford Weekender is Back!

Tickets for the return of a renowned property management residential conference have been released.



The Oxford Weekender is organised by Property Management Legal Services in partnership with the Institute of Residential Property Management.

It will take place next from March 22-24, 2024, and is one of the most popular events in the property management calendar.

More than 40 key-note addresses, workshops and updates from industry experts will be included at the conference based in historic St Hugh's College, Oxford.

The overall theme of the convention will be 'Property Managers: Keep Calm and Keep Managing.'

Award-winning solicitor and leasehold specialist Cassandra Zanelli, the founder of PMLS, said: "Our Oxford weekender is always an unmissable highlight of the year.

"I am thrilled to confirm the dates and theme for 2024's residential conference.

"Next year's event has been designed to let property managers fill any gaps in their knowledge and develop their skills in new areas which now impact our sector."

At the conference, the Institute of Residential Property Management will again be offering delegates the opportunity to take the IRPM level 3 and level 4 exams in leasehold management over the weekend.

Delegates will also have the chance to sample student life at St Hugh's, which is one of the largest Oxford colleges, and was founded in 1886.

En-suite accommodation and dining in the college's impressive dining hall is included in the ticket price.

Places at the conference are strictly limited.

For more information or queries about the conference call Property Management Legal Services on 0330 390 6800.

Further details of the programme and exams will be released shortly via pmslevents.co.uk

Online resources

Property Management Legal Services events: https://pmlsevents.co.uk

The Property Institute Wellbeing & Resilience Survey 2024 - Now Open!

Help Shape Wellbeing Initiatives Across the Sector

The Property Institute Wellbeing and Resilience survey is now open for all residential property management professionals working across the sector. Findings from this survey will form the basis for the TPI Industry Wellbeing Survey Report 2024. The survey will close on 6th March 2024.

Click here to complete the survey.

Our annual survey serves as a check on the mental health of the sector's workforce. The insights gathered enable us to build and develop wellbeing initiatives aimed at safeguarding those in residential property management. The survey results also help to shed light on the human pressures and day-to-day challenges of working within the property sector to leaseholders, the government, and the wider public.

As with our 2023 Wellbeing Report, we will also provide updated recourses to help improve worker wellbeing based on the survey outcomes.

To see the 2023 Wellbeing Report click here



Who should participate in the survey?

We encourage residential property management professionals in the UK working in roles
such as:

• Property Manager/Property Assistant/Estate co-ordinator etc.

• Onsite support professional (e.g., concierge)

• Back-Office support professional (e.g., maintenance and finance)

The findings will be released in a report distributed to members and made publicly available. We believe that the survey results will aid in the development of effective initiatives that support property management professionals both individually and organisationally.

This topic matters. If possible, please give 5 minutes to filling out the survey. Thank you in advance for your contribution.

Open from: 6th Feb – 6th March 2024

Access the survey here



Building Safety Update

www.jbleitch.co.uk

In recent weeks, industry debate has perhaps understandably been dominated by the proposals contained within the Leasehold and Freehold Reform Bill and its implications for freeholders, leaseholders and managing agents. Alongside this, the new year has also brought notable updates in the realm of building safety. In this short article, the team at specialist JB Leitch solicitors highlight some of the most recent and significant updates.

In mid-January, new Regulations (which are the sixth commencement regulations made under the Building Safety Act 2022) brought into force various sections in Part 4 of the Building Safety Act.

The sections enacted included:



- Sections 79 to 82 – covering the requirements with regard to registration of occupied higher-risk buildings and obtaining and displaying a building assessment certificate for such a building.
- Sections 83 to 86 – covering duties with regard to assessing and managing building safety risks, the safety case report and its provision to the regulator.
- Sections 87, 88 and 90 Covering duties to report certain safety information, keeping prescribed information and documents for higher-risk buildings and for sharing that information and documents with various interested parties.
- Sections 91 to 94 – outlining the requirements in relation to a resident engagement strategy for a higher-risk building (HRB), requests by residents for further information or documents about their building, and the complaints procedures to be operated by the principal accountable person (and the building safety regulator).
- Sections 95 to 97 which outlines duties on residents and provide for contravention notices when those duties are breached and for access to residential units.
- Sections 98 to 101 – provides the requirements in relation to enforcement by the regulator.
- Section 102 – which creates the special measures regime.
- Section 111 – which makes provisions in relation to articles of associations of resident management companies.

Readers will note that sections 91 and 94 relate to the requirements in relation the resident engagement strategy, part of the "golden thread" of information. The HSE guidance outlines how Principal Accountable Person's and those supporting them, should approach the Resident Engagement Strategy. A range of case studies is also available to help others gain insight on good practice in resident engagement. The guidance document sets out key considerations and principles to help the Building Safety Regulator, Principal Accountable Persons (PAPs) and Accountable Person (APs) engage effectively with residents and is available via the link below:

hse-engaging-with-residents.pdf (buildingsafetyhub.org.uk)

The HSE case studies to assist on the process of developing and implementing the strategy can be found on the Making Buildings Safer campaign website here:

Residents Engagement Strategy Case Studies (buildingsafety.campaign.gov.uk)

With regard to the development of building safety case reports, The Building Safety Regulator (BSR) has published a 'Safety Case Toolkit' guide for Accountable Persons (as defined under section 84) to assist them in preparing a safety case report. A safety case report must demonstrate that all reasonable steps have been taken to prevent building safety risks happening and reduce the seriousness if they do. Readers will be aware that the safety case report is a document that summarises the safety case for a high-rise residential building. It identifies the building's safety risks and explains how the risks are being managed. Building safety risks are the risk of the spread of fire or structural failure. A safety case report should be submitted as soon as possible when:

- the building is already occupied or becomes occupied.
- you become the principal accountable person.

The deadline of the 1st of April 2024 means that every in-scope building will need to have a Safety Case and Safety Case Report.

The new guide gives examples of common situations that APs may find in existing buildings to help them decide what steps are reasonable to take to manage and mitigate risk. This document stipulates that this does not necessarily mean expensive and extensive work is needed but promotes a proportionate approach to the risk. Each example gives a flowchart that suggests short- and longer-term actions to manage/mitigate risk. The guide is designed so APs can refer to the particular situations that are relevant to them.

Download the guide here:

Safety case toolkit – Reasonable steps and practical examples (buildingsafety.campaign.gov.uk)

Looking ahead, on the 6th of April 2024, further regulations will bring into force various provisions of the Building Safety Act 2022. These Regulations will be the seventh commencement Regulations made under the Building Safety Act and key points to note include amending the Building Act 1984 (c. 55) ("the 1984 Act"), which will in particular provide for the transfer of approved inspectors to become registered building control approvers. This is achieved, in England, by commencing sections 43 of, and Schedule 4 to, the 2022 Act. The amendments to the 1984 Act made by the 2022 Act also provide for plans certificates, cancellation of initial notices and new initial notices. Transitional provisions will also ensure that existing approved inspectors can continue to operate and transitional provisions in relation to initial notices and approved inspectors which would continue to apply.

Should you wish to discuss building safety matters further, contact the specialist team at: BuildingSafety@jbleitch.co.uk

For more from JB Leitch, click here.

JB Leitch are specialist solicitors for freehold investor and property management companies.
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The Supreme Court will determine whether a failure to serve a claim notice on an intermediate landlord invalidates an RTM claim

Bishop & Sewell Monro Wright & Wasbrough

www.bishopandsewell.co.uk

The Supreme Court of The United Kingdom is to hear the case of A1 Properties (Sunderland) Ltd v Tudor Studios RTM Company Ltd on 8 February 2024 ("the Appeal").

The Appeal is only the second case where The Supreme Court has granted permission to appeal in a "leapfrog appeal" from the Upper Tribunal (Lands Chamber). Bishop & Sewell are acting on behalf of the Intervener, the Association of Leasehold Enfranchisement Practitioners Ltd ("ALEP").

The judgment is eagerly anticipated, as it will establish whether a failure to serve a claim notice on an intermediate landlord with no management responsibilities – contrary to section 79(6)(a) of the Commonhold and Leasehold Reform Act 2002 ("the 2002 Act") – would render a right to manage claim as invalid. The Appeal further raises the broader point of how the consequences of procedural non-compliance are to be determined, where a statute concerning the acquisition of rights relating to property and similar rights is silent as to the effects of such non-compliance. In this aspect, the judgment is likely to have wider and more general importance.

The Right to Manage Process

A statutory right is afforded to leaseholders to take over the management of their building through a right to manage company ("RTM company") under the provisions of the Commonhold and Leasehold Reform Act 2002 ('the 2002 Act'). While the exercise of those rights are transferred to the RTM Company, title to the premises remains vested in the landlord. An RTM company will take over all the management functions previously afforded to freeholders or landlords in the leases including maintenance and repairing obligations, services such as heating, lighting and cleaning the building, demanding and collecting service charges and insurance. In large blocks, it would often be prudent for the RTM company to appoint a professional agent to be responsible for the day-to-day management.

The basic procedure for the acquisition of the right to manage as outlined in the 2002 Act is as follows:



- The RTM is available to specified descriptions of qualifying buildings and leaseholders: ss. 72 and 75-77.
- Having established an RTM company, any leaseholder who is not a member must be given a notice of invitation to participate: s. 78.
- The claim to acquire the right to manage is commenced by serving a "claim notice" on specified persons: s. 79.
- Persons served with a claim notice can either admit or dispute the claim: s. 84(1)-(2).
- Any dispute as to whether or not the claim has been acquired is determined by the appropriate tribunal: s. 84(3).2
- Upon acquisition of the right to manage, the landlord's management functions under the lease are transferred to the RTM company: s. 96.

As is the case with lease extensions and freehold purchases, a freeholder is entitled to recover costs which it has incurred in the RTM process.

The legislation refers to costs in respect of professional services for which the freeholder was personally liable. This includes professional legal services in respect of the service of the notice, any accountancy costs arising from provision of accounts and any managing agent costs associated with the hand-over of management functions and records. It is important for the RTM process to be steered by specialist solicitors, as leaseholders would still be liable for the freeholder's recoverable costs if the RTM process was not successfully navigated.

The right to manage is a 'no fault' right which leaseholders can exercise without having to demonstrate any complaint against their freeholder or managing agent. Strict eligibility criteria will apply in respect of the building and the leaseholders. The right is exercised by way of service of a formal notice on the freeholder and before the management of the building is transferred to the RTM company, a series of formalities would have to be met. The narrower issue at the heart of the Appeal is whether non-compliance with the strict requirements of section 79 of the 2002 Act to serve a claim notice to acquire the right to manage on an intermediate landlord without management responsibilities would render an RTM Claim as invalid.

The Appeal

The Appeal involves Tudor Studios, a former factory in Leicester which has been converted into student accommodation. The Appellant, A1 Properties (Sunderland) Ltd, is an intermediate landlord which holds four 999-year leases in respect of the reception area, common room, the laundry, and the gym in the building.

Long leasehold owners of flats in Tudor Studios sought to acquire the right to manage the building through the Respondent, Tudor Studios RTM Company Ltd. The respondent gave the claim notice required by Section 79 of the 2002 Act to the freeholder and to the management company, but not to the Appellant. The management company therefore served a counter-notice stating that the Respondent was not entitled to acquire the right to manage Tudor Studios because it had not complied with the procedure set out in the 2002 Act.

The Respondent applied to the First-tier Tribunal (Property Chamber) for determination of the issue. The First-tier Tribunal referred to the decision made by the Court of Appeal in Elim Court RTM Company Limited v Avon Freeholds Limited [2017] EWCA Civ 89 and held that the failure to serve notice on the Appellant did not invalidate the Respondent's right to manage claim because the Appellant has no management responsibilities. The Elim Court judgment also concerned the validity of an RTM claim where statutory requirements under the 2002 act were not complied with due to the claim notice having not been served on an intermediate landlord. The intermediate landlord in question owned a single 'reversionary' head lease over one flat only. This secured an equity release scheme. Accordingly, because the intermediate landlord had no direct management responsibilities, the court decided that service could be dispensed with.

The Elim Court decision referred to the prior judgment of Natt v Osman [2015] 1 WLR 1536, an enfranchisement case which considered the issue of non-compliance with the requirement in section 13 of the 1993 Act to identify one of the qualifying tenants and give particulars of her lease, because it was disputed whether the lease was of a "flat". The qualifying tenant was the daughter of the landlord and therefore the landlord knew the information which should have been included and had suffered no prejudice by the omission to include the relevant information. The Court of Appeal affirmed in Natt v Osman that where non-compliance with a statutory requirement precludes a party from acquiring or resisting the acquisition of property rights, then the court will decide on whether the notice is wholly invalid or not as a matter of statutory interpretation, where the intention of the legislature as to the consequence of such non-compliance is to be ascertained in the light of the statutory scheme as a whole.

In the prior Appeal to the Land Chamber of the Upper Tribunal, the Appellant contended that the Elim Court decision was incorrect and "confined to its own facts" and therefore not applicable to the case of Tudor Studios. The Appellant argued that the Appeal before the Upper Tribunal ("UT") differed from the Elim Court matter, for the Elim Court judgment was made on the basis that the RTM Company attempted – but failed – to serve the landlord with a claim notice, but the Respondent's failure to serve the Appellant was deliberate. The UT dismissed the appeal – also applying Elim Court – the UT found that the intention of the RTM Company for not having served the notice was irrelevant in concluding whether the RTM company could exercise its right to manage.

The Appeal therefore considers the narrower issue in respect of whether an intentional failure to serve a claim notice on an intermediate landlord with no management responsibilities invalidates an RTM Claim. The broader issue of the Appeal is one of statutory interpretation, i.e. where a statute which concerns the acquisition of property rights prescribes a procedure governing the acquisition of the right, but does not specify a consequence of non-compliance with that procedure, how should the court ascertain the consequences of non-compliance in relation to the acquisition of the right without impermissibly re-writing the statute.

ALEP's Intervention

Any official body or non-government organisation seeking to make submissions in the public interest can apply to intervene in The Supreme Court pursuant to Rule 26 of The Supreme Court Rules 2009.

The Supreme Court granted ALEP permission to intervene in the Appeal. ALEP is the leading body of practitioners for leasehold enfranchisement and many of its members also practice in the field of right to manage under the 2002 Act. Philip Rainey KC and Mark Loveday of Tanfield Chambers are instructed by Mark Chick and Matthew Davies of Bishop & Sewell LLP on behalf of ALEP, all of whom are acting on a pro bono basis.

As ALEP is entirely neutral when it comes to landlords, tenants or RTM companies, its written and oral submissions should assist The Supreme Court in addressing the difficulties of landlords, leaseholders, management companies and their advisors strictly complying with notice requirements in modern complex legislation and regulation.



Mark Chick - Senior Partner



Matthew Davies - Trainee Solicitor

The above is accurate as at 30 January 2024. The information above may be subject to change.

The content of this note should not be considered legal advice and each matter should be considered on a case-by-case basis.

If you have a query concerning the acquisition of the right to manage of a building, then please contact our expert Landlord & Tenant team by emailing leasehold@bishopandsewell.co.uk.

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

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Earl Kendrick CPD Sessions

Written by Kelly Sale
www.earlkendrick.com

As we welcome the promising year of 2024, We are thrilled to announce that Earl Kendrick Project and Consultancy Services will be offering free Continuing Professional Development (CPD) opportunities to our valued clients. We recognise the impact of professional development and this initiative is a commitment to empowering individuals and teams for success.



In a world of constant change, staying informed and educated is more critical than ever. At Earl Kendrick, we understand this deeply. Our decision to provide complimentary CPD courses reflects our dedication to fostering a culture of continuous learning.

Continuing Professional Development is a structured approach to learning that focuses on developing and enhancing skills and knowledge in a specific area. With these free sessions, we aim to inspire our clients to prioritise professional development and equip themselves with the tools needed to navigate their ever-evolving roles.

Our free CPD sessions are designed to be flexible and accommodating. You can choose between in-person sessions or remote learning, ensuring accessibility for a wide audience. We recognise the diverse needs and preferences of individuals and teams, allowing you to tailor your learning experience to best suit your schedule and learning style. Our sessions cover a range of topics relevant to various industries, ensuring that you gain practical and applicable knowledge. To enquire further please contact me, Kelly Sale directly on the information below.

In a world where the only constant is change, Earl Kendrick Project and Consultancy Services are setting the tone for a successful 2024 by sharing our knowledge with the people that count – YOU

Complimentary Virtual & In-person CPD Training

Earl Kendrick have produced a series of successful and well-subscribed CPD sessions over the years. Focusing on both online and in-person delivery, we've taken on board some great feedback from previous sessions and updated our content accordingly, to provide fellow professionals with the expertise they need to develop in their own roles.

From statutory compliance and major works, to building defects and proactive maintenance strategies, while taking in topical issues like cladding and drone surveys — all our sessions are free and qualify for CPD.

For more information and to book a session please contact: Kelly Sale BA (Hons) Frameworks Lead – kelly@earlkendrick.com

Statutory

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
The Party Wall etc. Act 1996 in the context of residential block — What you need to know	✓	
Rights to Light	✓	
Daylight, Sunlight & Overshadowing	✓	
Residential Licence to Alter — Law and Practice Workshop	✓	
The CDM Regulations	✓	

Contract Administration

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
Planning for Contract Administration Major Works — Tips to ensure the smooth running of a project	✓	
Specifications and JCT Contracts — What you should know	✓	
What information does your surveyor need ahead of a major works scheme?		✓
How to help ensure a successful major works project		✓

Insurance

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
Unlocking the Mystery of Buildings Insurance Reinstatement Cost Assessments (RCAs)	✓	

Surveying

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
Use of aerial drones and digital surveying tech	✓	
The requirement for regular building health checks in light of the COVID-19 pandemic	✓	
Leaseholder Alterations		✓

Building Defects and Maintenance

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
Cladding — What is it, what are the issues?		✓
Importance of Planned Maintenance		✓
Maintaining Ageing Buildings		✓
Repairing and Replacing Windows in a Residential Block		✓
Typical Defects in Different Building Types — Listed/Historic Buildings		✓
Typical Defects in Different Building Types — Victorian Mansions Blocks		✓
Typical Defects in Different Building Types — Mid Century Buildings		✓
Typical Defects in Different Building Types — Church and School Conversions		✓
Typical Defects in Different Building Types — Modern/New Builds		✓
Typical Defects in Different Building Types — Part Historic/Part New Build		✓
Principles of Maintenance — Windows		✓
Principles of Maintenance — Roofs		✓
Principles of Maintenance — Gutters and Drainage		✓
Principles of Maintenance — Balconies		✓
Dampness in Buildings (Condensation, Penetrating Damp, Rising Damp)	✓	✓
The Building Safety Act	✓	
Fire door surveying	✓	

Building Surveying Clinics

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
Expert Advice Clinic (Topic as required)		✓
Building Surveying Surgery (one-to-one) — to discuss your specific pressing issues		✓

Retrofit

CPD Title	Workshop (30-50 min)	Bitesize (5-15 mins)
Leasehold Retrofit and Green Upgrades	✓	

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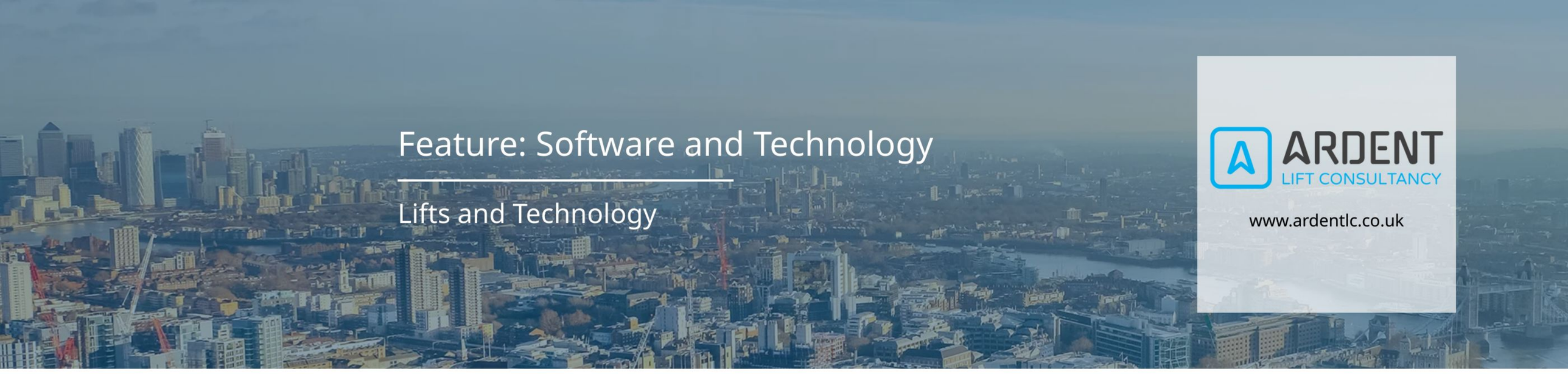


Feature: Software and Technology

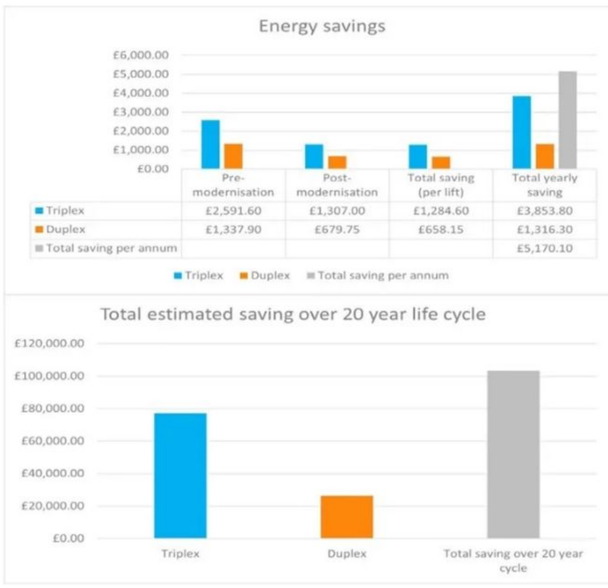
Lifts and Technology

www.ardentlc.co.uk

This month's edition of Flat Living Magazine focuses on technology, and we at ARDENT have been asked to consider what this means within the lift industry.

As in every walk of life, the lift industry is always looking at ways to innovate. Whether this be in terms of health and safety, energy efficiency, or to maximise space within the core of a building.

Our industry has changed in so many ways over the past 20-30 years, predominantly for the better, with the advent of microprocessor control, drive inverters and control systems; all have increased safety and improved energy efficiency.



Energy Efficiency

This is an area where the lift industry has really improved with the advent of new technology, with more efficient forms of powering the lift available including:

- Gearless permanent magnet machines
- Efficient, flow controlled hydraulic systems
- Variable voltage, variable frequency drives
- Regenerative drive systems powering the auxiliary functions
- Low energy lighting and peripherals
- Hibernation modes for non-critical functions

Lift systems can be seen as quite a small element of the overall running costs of a large development, (particularly when factoring communal heating and lighting), however, significant savings can be made if the refurbishment/replacement is planned for and carried correctly, as you can see in our case study https://ardentlc.co.uk/case-studies/multi-residential-block-lift-refurbishment/ there is the potential over the lifetime of a lift to generate vast savings for the clients.



Fibre Lines

Telephone lines are required to maintain the communication between entrapped passengers and the lift service provider in the event of emergency. Whilst many lift lines have transitioned to GSM connections in the last few years, an estimated 200k lifts in the UK are still connected to landlines.

The replacement of copper lines with fibre optic, and the removal of support for older analogue signalling technology from the UK landline networks, will mean that a high proportion of these lifts will require some form of intervention to keep the emergency communication working.

As technology has evolved there has been a proliferation of start-up companies offering 'internet of things' systems, where sensors can give feedback data from the lift. Engaging with the provider of your telephone lines to understand what changes they are making, and by what date, is essential. Your lift service provider should then be able to tell you the age and type of emergency communication equipment installed on your lift, and the different options available to ensure continuing operation and compliance.

Remote Monitoring

Monitoring of building assets and systems is an increasingly hot topic, with many lifts now using remote monitoring technology, allowing information from the control systems to be instantly reviewed and accessed by the lift company. The lift company can check on the current lift status, ask the lift to perform self-test functions, and show basic level serviceability.



These systems are now in wide use by many organisations, including housing schemes with large portfolios where constant monitoring is required.

In the future these systems will be asked to supply considerably more information to HQ, using GSM data systems providing digital information to both lift companies and clients.

This facility will be designed to enable fault diagnosis, along with predictive wear and failure of components to be recorded over time, showing lift usage trends, energy consumption, temperatures, and lift performance data. This will also assist the lift service companies and owners to accurately plan into the future, reducing lift down times along with repair and maintenance costs.

ARDENT Lift Consultancy can assist by undertaking our independent lift survey reports, looking at the current condition of lift equipment, and highlighting operational issues, typical energy consumption values, predicted lifespan, and recommendations with associated budget costing. Follow up consultation meetings to discuss our findings and assist with the planning of any required actions being what we do best.

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

ardentlc.co.uk

info@ardentlc.co.uk

07792 395 259

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

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

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

Our services to support you on every level!

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

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Feature: Software and Technology

A Virtual Necessity: 2024 Is a Year for Digital Development in Property Management

www.jbleitch.co.uk

Readers will be aware of the considerable attention that has been given to the increasing presence and penetration of AI technology in our personal and professional lives, along with the growth in prop-tech and the wider introduction of ever more enhanced management software and integrated platforms

Given the considerable reforms and changes either recently introduced or pending amendment or assent, the role of technology in compliant and transparent property management has never been more apparent.

Taking the new building safety regime as a prime example, there has been considerable attention given to the new requirements for gathering, managing and updating key building information along with the need to develop ongoing engagement strategies between property managers and residents. A common element is the need to develop systems and channels that can allow information resources to be stored and readily accessed online.

Specifically, the new "golden thread" information is statutorily required to be kept up to date and, at different points throughout the lifecycle of the building, must be transferred to the relevant dutyholder. The completion certificate issued by the Building Safety Regulator forms part of the golden thread together with all the information which accompanied the application for the completion certificate. It is a statutory requirement that the golden thread information is held electronically; in the context of property due diligence, it may be most practical to require a seller to make this available to a buyer directly. A significant element of the golden thread concept is the Resident Engagement Strategy, which will become a mandatory requirement for high-rise residential buildings under the Building Safety Act. This strategy will focus on open and transparent communication with residents, emphasizing their safety responsibilities and management. The Building Safety Regulator will review, approve, and sign off on Resident Engagement Strategies when issuing building safety certificates.

Further, recent proposals on leasehold reform and newly introduced regulations on insurance from the FCA, place further emphasis on the accessibility and visibility of information, and so for property managers, the question arises – are your information systems and information workflows prepared for both the requisite changes and the expectations of regulators, contractors, suppliers and leaseholders?

It is a question that many developers and technology providers have already considered, with some introducing digital platforms and solutions to meet these operational challenges, specifically designed to assist both information curation and secure storage throughout a building's lifecycle. Importantly, the concept of increased automation is also a benefit that is being incorporated to enable key information to be presented in a templated format that is consistent with the requirements of the regulator.

However, as with any substantial report, it is only as satisfactory as the data which populates it. This raises another important question – what protocols, processes and channels are in place to adequately request, retrieve and review the information property managers and wider stakeholders require? What is the workflow that supports a comprehensive and secure digital management platform?

A logical place to start is to ask "where are we now?" A review of your current databases, document records, files and level of digitization, along with the capabilities and limitations of your current digital systems internally and public facing channels such as websites and portals will identify the key gaps and development areas you may need to focus on as a priority. You may not need to reinvent the wheel – some of your approaches may be more than adequate, however an initial review may be a useful benchmark and prompt consideration of further efficiencies.

The second question is "what do we need to do?" New regulations and application forms will set out the specific requirements that are to be made available or kept on file for ready access. It will be useful to list and categorise these requirements by the audience and purpose for which it is intended. This mapping exercise will be useful in beginning to outline the structure of future information management and distribution. Matching the requirements to your resources in a templated or tabulated way provides the architecture for development.

Property managers will also ask "when do we need to achieve this?"



Author: Gareth Rowlands, IT Director.

Readers will be aware that it takes time for legislation to be enacted and to be supported by practical guidance and secondary legislation. Although certain schedules are in place, for building safety cases and reports for example, that does not mean that you can't be prepared by asking the right questions now and providing yourself with sufficient lead time to scope, develop, test and modify your solutions for wider legislative requirements on the horizon.

With these previous questions satisfied, the next point to consider will be "how do we achieve this?" The scope of requirements identified above will be the heart of your brief. You may be resourced to be able to develop internally by extending your existing system and web presence – or require the services of an external provider to support bespoke – and secure – design and implementation. Planning is key. Scoping the budgetary and technical impacts of digital service development on your current operations in terms of investment, transfer or potential disruption will mitigate operational risk and will provide indicators for the phases of technical transition. Developing working templates aligned to mandatory and publishable information requirements, listing data sources, frequency of updates required, format and content criteria, will support effective and ongoing workflow development. Ultimately, a key question will be how can digital solutions enable the requirements to be met automatically, accurately and efficiently. With greater administrative demands, automation and the ability for the end user to retrieve and filter information or to auto-populate documents and online pages in a prescribed or appropriate format may allow greater demands to be met without necessarily creating additional delay or cost. Although there is evident technical challenge to existing ways of working, there is also opportunity to adapt and improve.

For more from JB Leitch, click here.

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Feature: Software and Technology

The Development of AI Products

Written by Colin Stokes

MD of Adiuvo

adiuvo

www.adiuvo.org.uk

Colin Stokes, Managing Director at adiuvo talks about development of AI products.



Everyone is talking about AI, multiple companies are selling AI products but a significant number of agents we speak to are considering building their own. Having developed our own both for internal use and sale we thought we would share our experience.

I don't think its controversial to say that building an AI tool is relatively straight forward if those doing so understand the issues clients and the sector have and the resulting product solves one of those issue or improves one or many multiple processes.

For agents considering their own, of course they understand (better than anyone) what they are trying to achieve so no case of the Proptech "solution" failing at that hurdle, its then just (he says) a case of hiring or sourcing the right talent and then that talent having access to the right data.

The data is the key here and it's the most difficult part of the process. Your Large Language Model or LLM needs to learn from the largest possible data set so the question you need to address is do you have access to that data? If agents are doing this in-house then that battle is half won because sitting in your CRM, or your staff's knowledge bank is the information you need, you just need to extract it. In our case, developing a maintenance assistant, we had over 900,000 historic tickets and 15 years' worth of scripts. This allowed us to have closed learning (my preference) and control over the data the AI could learn from and meant not having to risk open learning in the big bad world where apparently things on the internet can sometimes turn out to be not true.

So, you have a product which has learned to an initial suitable level from trustworthy data, you even have the correct guard-rails in place so it cannot be manipulated like a DPD bot and in testing it hallucinates at less than 2% you have a winner right? Well in our experience the process we have discussed here is, as we said, the easier part.

What's the difficulty then? It is simply put, adoption and not from a costs point of view which perhaps in the past has been the main objection as if you have built an AI product properly with true company fit, it should absolutely allow cost or resource savings an elevation of service (preferably both) therefore what objections have we encountered?

When we introduced products t generated an almost immediate split into three; one third were wary of it and although remain open minded wanted to see it in use elsewhere or with other parties first, one third dismissed it and said, amongst other reasons, they didn't foresee it being the norm or useful to them and the final third jumped straight in and volunteered straight away to test it.

Unsurprisingly(?) these differences of reactions were based on demographics; younger participants were overwhelmingly positive so pick your initial targets carefully as successful internal testing and in-house advocates are the key to success. Once you find those partners, again in our experience, the process becomes easier and takes on a life of its own and a virtuous circle of feedback and improvement begins.

For more articles by Adiuvo, please click here.

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

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Feature: Software and Technology

How B-hive Use Technology and Software to Make Communication Clear

B-hive Block Management Partners
www.b-hivepartners.com

In the world of estate and block management, efficiency, transparency, and effective communication are paramount.

B-hive Block Management Partners understands the challenges faced by property managers in overseeing maintenance, finances, tenant interactions, and much more. To address these challenges, they have invested in developing state-of-the-art software solutions, uniquely tailored to revolutionise the block management landscape. One of the standout features of their software is the interactive online client portal, which has been designed to streamline communication with leaseholders, enhance brand presence, and elevate the overall block management experience.



Tailored for Efficiency

B-hive Block Management Partners' software solutions have been meticulously crafted to cater to the specific needs of estate and block management. From tracking maintenance to managing finances and overseeing tenant interactions, this software does it all. It acts as a comprehensive toolkit for property managers, enabling them to efficiently handle their day-to-day responsibilities. Gone are the days of juggling multiple platforms and systems; everything you need is now at your fingertips.

Seamless Integration

The synergy between the software and the client portal is what sets B-hive Block Management Partners apart. This integration ensures that client finance and accounts services are seamlessly linked, making financial management a breeze. Property managers can effortlessly keep track of expenses, revenue, and budgets while providing leaseholders with up-to-date financial information through the client portal.

Your Brand, Your Identity

In a world where branding is key, B-hive's software and client portal can be completely white-labelled to reflect your unique brand identity. This means that the focus is on your business, not theirs. Your clients will interact with a platform that is exclusively yours, reinforcing your brand's professionalism and commitment to excellence.

Accessibility Anytime, Anywhere

With the modern property manager in mind, B-hive's software and client portal are designed to be mobile and tablet-friendly. Whether you are in the office or on the go, you can access all the tools and features you need to effectively manage your properties. This level of accessibility ensures that you are never out of touch with your responsibilities.

Effective Communication Tools

Effective communication is the cornerstone of successful block management. B-hive's software enables property managers to send regular emails and messages directly from the platform, complete with promotional material and market updates. This feature ensures that you can keep all stakeholders informed and engaged effortlessly.

Site Inspection at Your Fingertips

One of the standout features of B-hive's software is the 'site inspection' tool, which is available on your phone or tablet. Property managers can conduct site inspections on the go and upload their findings directly to the corresponding software. This feature enhances efficiency and ensures that no detail is overlooked.

Empowering Leaseholders

The client portal is the jewel in the crown of B-hive's software offerings. It serves as a hub for leaseholders and residents (RMCs) to self-serve, granting them access to key information and account details. This level of transparency empowers leaseholders, giving them the ability to independently access the information they need, such as financial statements, maintenance schedules, and more. This not only reduces the burden on property managers but also fosters trust and confidence among leaseholders.

Your Digital Assistant

Imagine having a digital assistant specifically designed for block management. B-hive's software includes a block management CRM that acts as your 'digital assistant.' This feature enables property managers to efficiently manage tasks, diary dates, contractors, compliance, and more. It ensures that nothing slips through the cracks, allowing you to stay on top of your responsibilities with ease.

Elevating Communication with the Client Portal

The heart of B-hive's block management solution is undoubtedly the client portal. This bespoke online platform has been meticulously crafted to promote your brand while enhancing communication and transparency with leaseholders. The benefits of the client portal are manifold:

1. **Brand Enhancement –** The client portal serves as a powerful branding tool. It showcases your business identity and commitment to modern, efficient communication. It's not just a portal; it's a reflection of your professionalism.
2. **Improved Communication –** Communication is key in block management, and the client portal ensures that it thrives. It seamlessly connects residents, property managers, contractors, and other stakeholders within the same development. This connectivity promotes swift and efficient communication, reducing response times and ensuring that everyone is on the same page.
3. **Transparency –** Transparency is crucial to building trust with leaseholders. The client portal provides leaseholders with access to essential information at their convenience. From financial statements to maintenance schedules, all the information they need is just a few clicks away.
4. **Self-Service –** Empower your leaseholders by offering them a self-service option. The client portal allows leaseholders to independently access the information they require, reducing the need for constant inquiries and administrative tasks on your end.

In a rapidly changing property management landscape, B-hive Block Management Partners stands out with its state-of-the-art software solutions and an interactive online client portal. These tools are tailored to elevate the efficiency and effectiveness of estate and block management. By seamlessly integrating various aspects of property management, promoting communication, and offering customization options, B-hive empowers property managers to excel in their roles. The future of block management is here, and it's powered by B-hive.

Contact us now to find out more:

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info@b-hivepartners.com
www.b-hivepartners.com

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

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Feature: Software and Technology

Enhancing Property Manager Confidence: The Role of AI in Block Management

Fraser Allen
Estate Management
www.fraserallenem.co.uk

In the dynamic world of property management, professionals often find themselves navigating challenging situations, particularly in the realm of block management. The complexities of handling diverse stakeholders, addressing maintenance issues, and ensuring regulatory compliance can be overwhelming.

Artificial Intelligence (AI) emerges as a transformative tool, offering innovative solutions to boost property managers' confidence when dealing with difficult scenarios.

AI can be used to empower property managers in the block management industry, fostering a more efficient, informed, and resilient approach to their responsibilities.

Effective communication is crucial in property management, especially when dealing with difficult situations such as conflicts between residents or addressing non-compliance issues. AI-powered chatbots and communication platforms can streamline and automate routine interactions, allowing property managers to focus on more complex matters.



Chatbots can handle enquiries, provide information on policies and procedures, and even mediate minor disputes. This not only improves response times but also ensures consistency in communication.

Property managers can then dedicate their time to more pressing matters, confident that routine communication is being handled efficiently and accurately.

AI plays a pivotal role in risk management within the block management industry. Machine learning algorithms can assess potential risks by analysing historical data, identifying patterns, and predicting future challenges. This proactive approach enables property managers to implement preventive measures, reducing the likelihood of crises and instilling confidence in their ability to manage risks effectively.

For example, AI can assess the financial stability of residents, identify potential lease violations, and predict maintenance issues that may lead to larger problems. By addressing these issues before they escalate, property managers can maintain a smoother and more secure living environment for residents, ultimately enhancing their own confidence in managing challenging situations.

Navigating the ever-evolving landscape of regulatory compliance is a daunting task for property managers. AI can assist in staying abreast of legal requirements and ensuring that all operations adhere to the latest regulations.

AI algorithms can continuously monitor changes in legislation, provide updates to property managers, and even suggest adjustments to existing policies and procedures to remain compliant.

The ability of AI to automate compliance checks can significantly reduce the risk of legal issues arising from oversights or negligence.

Property managers can confidently rely on AI to keep them informed and aligned with the latest regulatory standards, fostering a proactive rather than reactive approach to compliance.

AI can also contribute to improving the overall resident experience, which, in turn, boosts property managers' confidence in their ability to handle challenging situations. Chatbots and virtual assistants can provide residents with quick and accurate information, address concerns, and facilitate the resolution of minor issues without direct property manager involvement.

By leveraging AI for tasks that do not necessarily require human intervention, property managers can focus on more complex resident interactions, demonstrating a commitment to resident satisfaction.

This improved resident experience contributes to a positive perception of the property management team's capabilities and responsiveness.

Finally, the integration of AI technologies in the block management industry has the potential to revolutionise the way property managers approach and handle difficult situations.

From data-driven decision-making to automated communication, risk management, regulatory compliance, and enhancing resident experience, AI offers a diverse range of tools to empower property managers.

As the industry continues to evolve, embracing AI can not only increase efficiency but also instil a sense of confidence in property managers, enabling them to navigate challenges with greater resilience and success.

The synergy between human expertise and AI capabilities is the key to unlocking new possibilities in the ever-evolving landscape of property management.

For more from Fraser Allen, click here.

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

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Estate Management

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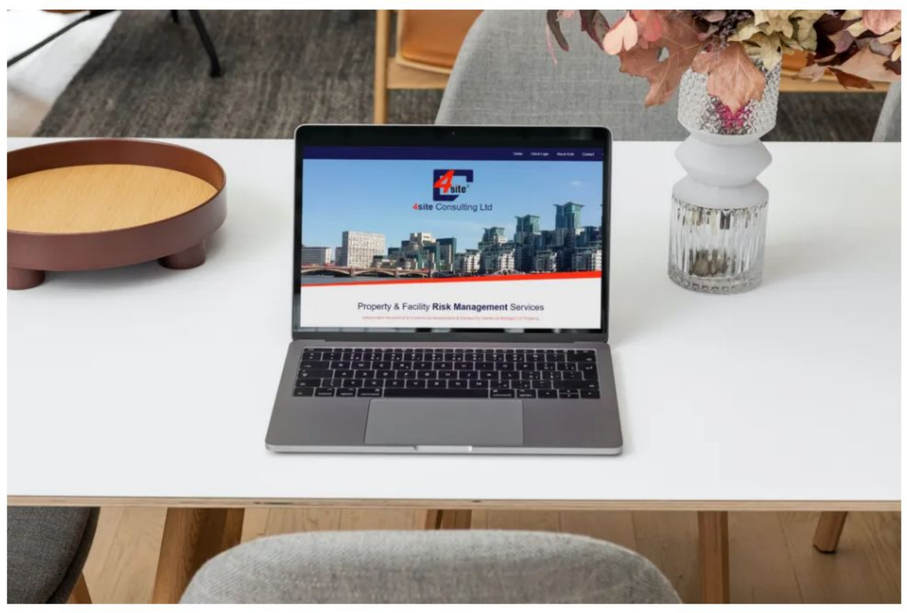
Feature: Software and Technology

Web Portal Update

Written by Scott Masters

www.4siteconsulting.co.uk

Dominated by regulation changes, 2023 proved to be a pivotal year for property management. Looking back on the various impacts, we take a sneak peek at what 2024 may have in store for the industry.



In the rapidly evolving landscape of the block management industry, the use of Proptech, or property technology, has played a pivotal role in transforming traditional practices into streamlined, efficient processes. At the heart of this transformation are safety management software systems, where tracking and ensuring compliance across properties plays a critical role in ensuring the safety of residents and the legal integrity of the buildings themselves. Compliance-based software solutions are becoming more popular, offering tools that not only simplify adherence to the myriad of regulations governing the industry, but also enhance the accuracy and efficiency of management processes.

Whilst the functionalities on offer to the industry are increasing rapidly, the associated costs for operating these safety management software systems are also increasing, taking up a greater proportion of already squeezed budgets. As a result, property managers are facing increasing calls to justify a spend on any Proptech solutions and demonstrate the value-add being brought to the table. Fortunately, there is a growing trend in free-to-use software offerings under the philosophy that safety should be easy to manage without cost being a barrier. At 4site Consulting, our own in-house software team have been continually updating and adding new modules to our own Safety Management Web Portal which is designed to support property managers nationwide with their ever-growing list of safety responsibilities. This comprehensive solution is available free to our clients, and offers an intuitive interface that leaves behind the many complexities that property managers face throughout their compliance duties.

Due to industry demand, we have grown the web portal with new modules and functionality. In 2023, the trend in compliance tracking enhancements continued, and we added a number of new functionalities to cater for this, most notably a new compliance calendar and enhancements to our document management system, all to help with tracking regular service, maintenance, and inspection items.

Interactive Fire Safety Posters & Smart Safety

Our addition of Smart Safety in 2021 was an initial step toward assisting property managers with displaying safety information in an accessible manner, something which has recently come to the forefront of property manager's minds due to the increased focus on resident engagement. The 'Smart' part of this functionality is in the free QR Code which can be produced for any site where we have conducted a risk assessment. The QR code itself is actually an accessible encrypted link to a public-facing safety portal that is specific to the building and enables a view of pre-selected (by the property manager) safety information. This offering has grown over the years with functionality such as the ability for those who scan the code to report concerns and raise issues or to sign in/out of an electronic visitor book. Property managers can incorporate these QR codes into any notice board or poster they may already have as part of an existing resident engagement strategy, or, can request its incorporation into a neatly designed and bespoke poster for a small fee.

Compliance Calendar Tracking

Our compliance calendar has had further enhancements since its introduction for improved document-based tracking. Integrations within the existing document management system now allow for monitoring of documentation expiration dates, seamlessly maintaining them within the same calendar view used for reporting and job tracking.

The updates to this compliance calendar and document tracking system have been developed with one eye on the pending safety case-based regulation changes for buildings 'in scope', although can be taken advantage of by all properties added to the portal. A new functionality for sorting and collating key documents directly for Building Safety Cases has also been developed and released, linking documentation categories with Smart Safety and Policies & Evidence areas for comprehensive management and team interaction.

Building Safety Case Software

Among the notable changes above, our team have also been working hard at a brand-new portal to meet the forthcoming challenges facing 'in scope' buildings. Specifically focused on Safety Case Reports, this new offering will allow the 'self-building' of a safety case from scratch and will directly assist accountable persons with further management of documents and actions, producing and updating the constantly live report document as progress is made. With a host of features to streamline building safety case management, and allow seamless communication of a safety case with the regulator, we invite interested block management companies and freeholders to explore this innovative solution for their buildings in scope.

Administration Tools & Compliance Score

In addition to the aforementioned updates, improvements, and the various Compliance Score and Site Inspection based ease-of-use updates our clients may have noticed, we have also added a new Administrative Panel. This feature, developed in response to client requests, enhances reporting capabilities on site-based or property manager-based activities, providing oversight to senior managers and/or business leaders. Our unique compliance scoring system allows managers of multiple buildings to quickly identify buildings with outstanding issues and allocate resources accordingly.

In the growing world of Proptech, it is likely that property managers will utilise property management software alongside their safety management system, and it is becoming more important than ever that these systems should integrate well with one another for maximum effectiveness. With this in mind, we have expanded the management options for external property management systems linked with our portal, ensuring seamless integration and a consistent data source between two or more systems. As 2024 picks up pace, we will continue to integrate and innovate to make safety accessible to all.

For further information on our web portal, risk assessment, or building safety services, please contact 4site on the information below.

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

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

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Feature: Software and Technology

Enhancing Security in Apartment Living: A Comprehensive Guide for RMCs and Directors

Residentsline Flats Insurance

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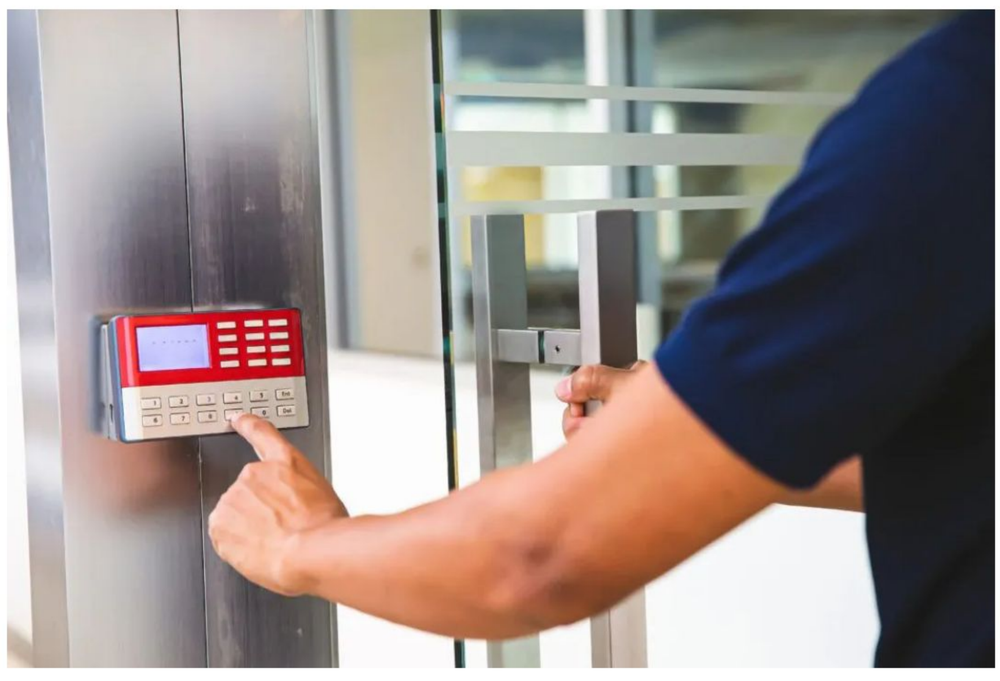
Block residents expect the very best security- for the sake of their financial investment, their personal safety, and the protection of their belongings. Feeling safe and secure in your home is paramount, and residents largely rely on their RMCs and Directors to uphold that right.

Intelligent security measures, a sense of community, enforcing appropriate policies, prioritising maintenance, and embracing new technology all come together to create a secure block environment.

Here we'll be discussing these measures in detail; creating a comprehensive guide for RMCs and Directors charged with residential block security.



Basic Security

Let's get the essentials in place before we go on to add any extras. Basic security for a block of flats should include:

- An access control system

This would ideally be a video system whereby residents can view their visitor before allowing access. Tight controls should be maintained around the supply of fobs or key cards.

- Appropriate lighting

This should include well-lit communal areas and motion activated lighting for entranceways.

- CCTV

Essential for prosecutions should any criminal activity occur, these should be suitably placed and as high a quality as possible. Recordings should be kept well organised and available should they be needed.

- Entrance maintenance

Locks should be changed every few years regardless, but essential maintenance should always be carried out immediately if doors and locks are showing signs of wear and tear.

- Changing the locks on flat doors

This should be standard procedure for all new leaseholders. They should not need to worry that the previous lessee and their acquaintances may still have access to their unit.

The Importance of Block Community

The most useful aid for block security is fostering a sense of community and neighbourly care among residents. They can be your eyes and ears as a block manager; reporting any maintenance needs or strange activity.

For this to work, you'll need to be approachable and also provide an anonymous route for those who would like to make you aware of something but don't want to become embroiled themselves.

Encouraging group activities and events is a great way to encourage friendships and neighbourly respect. Residents are far more likely to actively look out for each other if they're on friendly terms. Some blocks go as far as forming neighbourhood watch programs which can work brilliantly.

At bare minimum, residents should be aware of their own responsibilities when it comes to security; not allowing access to strangers, not propping communal doors open for any reason or length of time and reporting any suspicious activity to block managers. They should also be encouraged to report any maintenance issues that could affect security immediately (e.g. lightbulbs that need replacing, CCTV cameras that have been knocked etc.).

The Importance of External Community

Making sure your block is involved with the wider community can also help to promote security around the building. Open the lines of communication with property mangers who handle other blocks in your area and share any concerns with them. Make contact with local law enforcements and make them aware that you're available for discussions about what can be done to improve any anti-social behaviour in or around the block. If you're a known contact, people will share their concerns, and those concerns can then be addressed.

If you are experiencing particularly serious security issues, it may be wise to invest in security personnel for the block, even if it's only for a short length of time or for certain events (e.g. Halloween, bonfire night etc.).

Modern Lighting

Motion-detecting, LED lighting schemes are not only great for the electricity bill (and the planet), but they're great for boosting security too. Good lighting will make CCTV footage clearer, deter most break ins and make residents feel safer.

Areas of focus should be entranceways, car parks and alleyways. Any dark spots in the building will be vulnerable- not many criminals will continue with their activity if they're suddenly very well lit.

Summary

Security must be a top priority for RMCs. Residents should feel safe in their own home, and it only takes some simple steps to do what you can to uphold their sense of safety.

Keeping your block up to date with technological advances in the security systems available will ensure that the value of the block is maintained while boosting safety. It will also reduce the likelihood of incidents occurring which could lead to damage, legal issues and complaints.

Being ahead of the game will reduce your stress and workload while also saving residents from the potential trauma of being burgled or worse. Prioritising security is a sure-fire win for everyone.

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

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

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

Residentsline Flats Insurance

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Feature: Software and Technology

Cost Effective and Energy Efficient Upgrades for Blocks of Flats

www.blockinabox.co.uk

As the popularity for apartment living grows, so does the importance of energy-efficient upgrades. Blocks of flats, with their shared spaces and communal facilities, present the opportunity for implementing cost-effective measures that enhance energy efficiency.

In this article, we aim to explore ways to improve the energy efficiency in blocks of flats, focussing on insulation, smart thermostats, solar panels, and LED lighting.



What is Retrofitting?

Retrofitting is the process of upgrading and modifying existing structures to improve their efficiency. The goal of retrofitting is often to bring older buildings or infrastructure in line with current standards, enhance their energy efficiency, incorporate modern technologies, or address safety concerns.

Insulation Efforts

Insulating an entire block of flats is a collective effort that can result in significant energy conservation. Insulating shared spaces like hallways, basements, and rooftops plays a crucial role in maintaining the building's overall temperature, alleviating the demand on individual heating and cooling systems in each apartment. The collective contribution of enhancing a buildings insulation will work towards creating a more energy-efficient living environment.

In order to assist with insulation efforts, at Block in a Box we recommend carrying out a thermal survey (thermal imaging). These have many uses within the property sector such as detecting heat loss, detecting moisture and are also often used for electrical inspections. When ensuring that building insulation methods are effective, it would be useful to know where heat is being lost.

To learn more about thermal surveys with Earl Kendrick, click here.

Smart Thermostats

It's easy to confuse smart thermostats and smart meters, but it's important to know that they are very different. Smart thermostats provide the ability remotely control heating systems, whereas smart meters primarily manage gas and electricity readings. As the world of technology continues to grow, so has the use of smart thermostats.

Introducing smart thermostats in apartment buildings offers the benefits of centralised control and energy optimisation. Property managers can utilise these devices to manage temperatures in communal spaces, ensuring efficient heating and cooling whilst minimising unnecessary energy consumption. Residents can also benefit from individual control over their home's temperature, leading to personalised comfort and energy savings.

Solar Panels

In support of the cost-of-living crisis and the governments Net Zero targets, there has been a lot of buzz around retrofit, green upgrades and reducing energy costs within residential buildings. So, it makes a lot of sense to invest in renewable energy sources such as solar panels.

Harnessing solar energy in blocks of flats can be achieved through shared solar panel installations on rooftops or in designated communal areas. This approach means that residents can collectively benefit from renewable energy provided directly to their building. This reduces the reliance on the grid for energy whilst minimising the overall electricity costs for the building and benefitting all parties involved.

LED Lighting

Whilst there is an obligation to provide communal lighting within shared spaces, it doesn't have to be costly. Energy-efficient LED lighting is an easy and effective upgrade for shared spaces within blocks of flats. Common areas such as building entrances, stairways, and car parks can benefit from LED fixtures, reducing electricity consumption and maintenance costs.

You can read more about communal lighting with JB Leitch here.

At block in a box, we have chosen Earl Kendrick for any retrofit and green upgrade consultancy requirements you may have.

Earl Kendrick can offer up-to-date advice both in terms of what landlords should be doing to prepare themselves and how they should deal with applications from leaseholders for various works.

To obtain a quote, simply complete the form on our website, call our team on 0333 0154 145 or email info@blockinabox.co.uk and we will be in touch.

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

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

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

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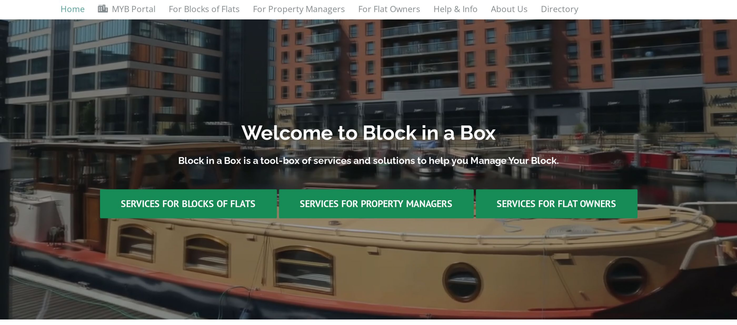

Welcome to Block in a Box

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

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

View Our Services and Products



3D Surveys



Aerial Surveys



Accounting Solutions



Alternative Accommodation



Asbestos Survey and Management



Broadband Services



Cladding Consultancy



Commercial Property Surveying



Contractor Accreditation



Cyber Security Training



Decarbonisation



Directors and Officers Liability



Drone Surveys



Electric Charging Points



Emergency Assistance



Enfranchisement



EV Connected



EWS1 Forms



Fire Door Inspection



Fire Risk Assessments

Flat Living



Fire Risk Appraisal of External Walls



Fire Safety Information Posters

FPRA

FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

FPRA



Health and Safety



Health and Safety Awareness Training



Health and Safety Risk Assessments



Higher-Risk Building Registration



Historic Building Repair



Housing Associations



Insurance Solutions



Insurance Works Surveying



Landlord Home Emergency



Lease Extensions



Lease Variation



Legal Solutions



Legionella Risk Management



License to Alter



Lift Wrapping



Neighbourly Advice: Daylight, Sunlight and Overshadowing



Out of Hours Helpline

Party Walls

Planned Maintenance Program

Pre-Purchase Building Surveys

Quantity Surveying

Reinstatement Cost Assessments

Representative for Cladding Remediation Funding

Retrofit and Green Upgrades

Right to Manage

Rights of Light

RMC Director Training

Rooftop Extensions

Rope Access Surveys

Section 20 Major Works

Service Charge Arrears

Service Charge Collections

SmartLink45 Prepay Meter

Utilities

Water Leak Prevention Systems

Find local services for your Block of Flats

Can't find the service you wanted?

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

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Energy Efficiency and Sustainability Initiatives for Residential Properties

www.flatlivinginsurance.co.uk

The property industry has an important role to play as we all work towards Net Zero. The residential sector is a large contributor to the UK's emissions, but utilising available technology can give property managers and leaseholders the insight they need to increase efficiency in residential blocks.

Here we'll be discussing some of advantages afforded to us by Property Technology (Prop Tech) and how it can help push energy usage down.

Monitoring and Benchmarking Your Usage



If you don't know what resources and how much energy is being used by your building and when, you can't begin to manage your energy strategically.

Smart meters, sensors and intelligent software dashboards can track and analyse your building's usage in real time. This includes water, electricity and gas consumption, as well as carbon output.

The data can then be used to tell you where energy is perhaps being wasted and how it can be optimised, by looking at the patterns and anomalies that is highlights for you. You can then adjust your energy management strategy to suit.

Once you have this information, you can also benchmark your building against similar ones and check what you are doing against best practise. Prop Tech is purely data-driven, so you'll get genuine results for like-for-like comparisons.

To take things one step further, you can use Prop tech to become a part of online networks where you can compare and contrast, seek advice and collaborate with other building managers and leaseholders of a similar mindset. You can also join in the conversation with leading experts in the field.

Automation for Ultimate Efficiency

Automating your building's energy systems (including lighting, heating, ventilation and air conditioning) is a sure-fire way to improve your energy efficiency. Prop Tech can play a key role in this. Intelligent use can optimise your usage based on occupancy, weather, time of day and resident preferences.

A good example would be using a combination of smart thermostats, lighting systems and window shades to create the perfect lighting level and temperature at a given time. This can massively improve your energy efficiency, as well as creating a more comfortable environment for all residents.

Getting Everyone On-Board

Prop tech doesn't only have to be used to control energy usage. It can also be used to engage residents and encourage a team effort towards energy efficiency.

Prop Tech sounds fancy, but it can be as simple as providing a mobile app for residents to track their individual usage and keep them aware of the overall usage of the building against your targets. This keeps things engaging and transparent-you could even set up a reward system for great energy efficiency!

If budgets allow, you can use smart locks, voice assistants and wearable tech- for the sake of access but also for individual energy control. If residents feel in control of their own usage and are aware of the overall goals of the building, behaviour change should follow.A good example would be using a combination of smart thermostats, lighting systems and window shades to create the perfect lighting level and temperature at a given time. This can massively improve your energy efficiency, as well as creating a more comfortable environment for all residents.

Summary

From smart locks to solar panels (yep, they're Prop Tech too), there are so many solutions on the market now. Many are very affordable and their return on investment is often speedy.

It's important to stay up to date with advancements, especially ones that can bring down energy usage and reduce emissions for the UK. That could be as simple as logging into a free webinar, a regular Google search, or booking yourself into a conference here and there.

Modern leaseholders are often eco-centric, and buildings that take sustainability and energy efficiency seriously will be very attractive. For the sake of the environment, and freeholder's investments, energy efficiency should be taken seriously and remain at the top of the agenda for 2024 and beyond.

Flat Living Insurance arranges insurance for self-managed customers only, call us on 0333 577 2044 to get a quote for your block today.

Flat Living Insurance only provides insurance for blocks of flats and apartments. Our flats insurance policies are designed to concentrate on understanding what protection your block of flats needs and delivering it.

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Feature: Software and Technology

Property Management and the AI Revolution

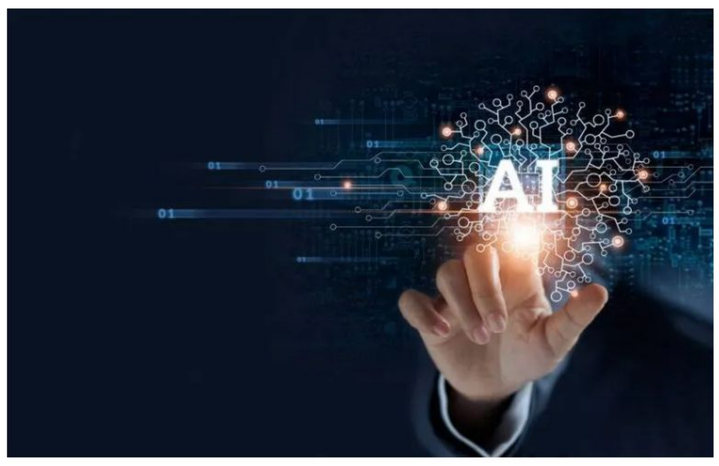
London Flats Insurance
www.londonflatsinsurance.co.uk
020 7993 3034

AI has been a hot topic lately. New advances have been covered broadly in the news and its potential for use across most, if not all industries has been well documented.

With so many legislative changes in the past few months, property professionals could be forgiven for feeling less than inspired to delve into another round of changes to their processes and systems… but embracing AI technology will be key for the sector- this year and well beyond.

Learning about the possibilities that AI presents for the sector could be truly game-changing. Streamlining time-consuming elements of the job, improving the collection and use of data for better decision making, and transforming the customer experience are just some of the potential applications.

What is AI?



With all the discussion about the benefits and risks of AI technology, many articles fail to give the reader a clear, concise definition- so here's ours.

AI stands for Artificial Intelligence, an area of computer science that's been in progress since the 1950s. It allows computers to 'learn' from experience and use that 'knowledge' to make automatic decisions.

Recently, technology has advanced and made headlines with its potential world-wide, cross-industry applications, including:

- Process automation and efficiency
- Accurate data collection and analysis
- Customer service improvement
- Translation
- Security and fraud prevention

An Efficiency Boost

One of the most obvious applications of AI for the property management industry if in automation and efficiency. This is great news for tenants, leaseholders, property managers and company owners alike.

For residents, smoothly automated processes result in fewer errors and speedier results. For property professionals, many time-consuming, mundane tasks can be handed over to AI-driven software. Examples include:

- Notices and reminders
- Payment collections
- Maintenance requests
- Maintenance planning
- Tenant screening
- Verifying documents
- Producing listing descriptions

The use of AI in maintenance planning could have far-reaching effects including increased resident satisfaction and the avoidance of emergencies as routine tasks are completed in a timely fashion.

For company owners, the result could be a healthier bottom line as employees can focus on business development and other areas of their roles currently consumed by manual tasks.

Data Handling and Fraud Detection

AI can be applied to existing data sets to automatically detect and remove duplicate or out of date records. It can also fill in the blanks for missing records. This leads to accurate databases that can be used for reliably insightful analysis.

AI can also be utilised for fraud detection and prevention- algorithms can study financial transactions and activities, highlighting any worrying anomalies. This early warning system can help protect investments for companies and their clients alike.

Energy Efficiency

As many buildings are brought up to date with modern energy efficiency, AI can play a role in optimising property managers' efforts. 'Smart buildings' use sensors and automation to optimise efficiency, reduce costs and improve resident satisfaction. AI plays its part by automatically adjusting lighting and heating to suit.

Customer Service Applications

Possibly the most far-reaching possibilities for AI in the property industry are its applications in the customer service space.

Property management is fraught with opportunities for customer dissatisfaction. Residents are heavily invested in the upkeep of their properties (both literally and emotionally), and it's easy for property managers to miss the mark among their myriad of duties.

AI can provide residents with 24/7 availability via intelligent chatbots that can speak in any language. They can answer many questions without the need for human interaction- something residents will likely appreciate as much as the property managers themselves.

AI applications for maintenance planning, automating service charge demands and payment collections, and customer service improvement shouldn't be underestimated. For property managers, the new tools available on the market could streamline their day-to-day work and maximise their time for better profitability and a happier working life. For residents, the possibility for human error and slow response times are minimised.

For more from London Flats Insurance, click here.

To visit London Flats Insurances website, click here.

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

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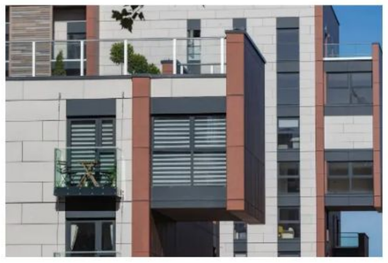

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Feature: Software and Technology

Apartment Management at Your Fingertips

ManageYourBlock™
www.manageyourblock.co.uk
tel: 0333 577 9070

Property management companies have been embracing property technology for some time now. Utilising specially designed software to maximise productivity, simplify processes and boost efficiency will not only make working lives easier, but it will no doubt boost the bottom line.
Here we'll be walking you through the features of Manage Your Block and explaining how its features are specifically designed to put apartment management in the palm of your hand.

The Challenge of Block Management

Property management is well known to be a challenging role. One person is often responsible for the delicate management of multiple units within a residential block. This calls for a varied skillset of customer service acumen, organisational prowess and, of course, up to date knowledge of the legalities regarding the responsibilities involved.

Add to this the often out of date processes that must be followed in a traditional office setting, and you have a very time-consuming job on your hands. Working from paper filing systems is obviously the worst-case scenario, but most will find themselves working from an archaic online system that is tricky to get to grips with and presents challenges when trying to work in a modern way.

With multiple resident emails coming in, several quotes received and ready to compare, service charges to request and collect, health and safety assessments due, a light bulb to replace and a leak in Flat 5... keeping track and maintaining resident satisfaction can be a challenge. That's why we built Manage Your Block.

What Can Manage Your Block Be Used For?

Our software has been designed by and for residential property managers. It's a powerful tool for property managers and yet it's incredibly user-friendly, built with simplicity and speed in mind.

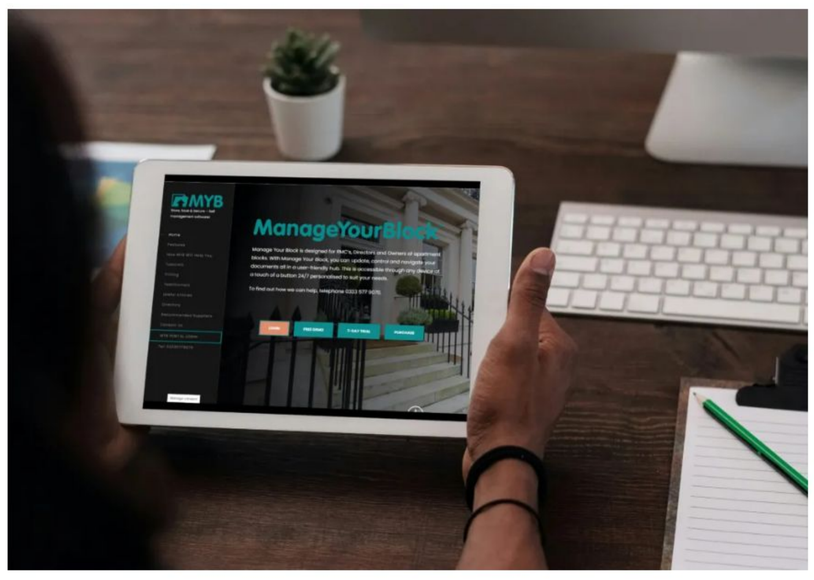
It's essentially a central hub for anyone involved in the running of your block and can be used for storing documentation and information, including:

- Insurance claims history
- Maintenance history
- Inspections and reports
- Risks assessments and reports
- Preferred contractor information
- Contact details for all residents

Manage Your Block solves the issues of:

- Where to store information safely and in line with GDPR
- How to contact residents and contractors while keeping an audit trail
- How to ensure that essential documents and records are always accessible
- How to hand over the management of the building to a new Director when the time comes

Many Directors collate so much information during their time at the helm that it can be difficult to remember everything they need to hand over, or to know where to look for certain documents or contact details. While some are very organised and hand over successfully, others are not so thorough...Manage Your Block makes the whole process simpler, easier and provides less room for error.



24/7 Access Via Any Device

With flexible working now largely standard practise, many people are working on varying schedules and taking a hybrid approach to working from home and being in the office. Property management requires reliable access to documents, contacts, and paper trails. Not having access to the necessary records can increase the likelihood of major damage (as an extreme example), and simply slow processes down.

Manage Your Block is cloud-based, meaning teams can access all the information they need from any device and at any time. Be it a phone, tablet or laptop- as long as there's an internet connection, staff can securely log in and work as they would from their desk.

Calendar and Diary Reminders

Your team will have constant access to the calendar function, where you can enter keys dates for your block. You can schedule in your Health & Safety, Fire and Lift inspections, service charge reminders and insurance renewals as well as setting reminders to alert you when things are due.

You can also note when garden maintenance will be happening, cleaning staff will be on site, team birthdays, resident events... the list is endless. It can all go in one place with reminders set so you can relax in the knowledge that your mental to-do list is no longer needed.

Contractor Information and Quotes

Once your diary reminder has popped up to jog your memory, you can then head to your contractor contact details list to request quotes or issue works orders- right from the system.

Keeping an up-to-date list of preferred contractors means that it doesn't matter who's on duty on any given day- anyone can log in and see who needs to be booked and whether a quote has been requested or obtained.

Contacts and Alerts

Communication with your residents is key. You can store all your residents' contact details within Manage Your Block and then use our Alerts function to send messages out as and when needed. Common messages include:

- Health and Safety reminders
- Maintenance issues (and your plans to correct them)
- Broken lift alerts (especially important for any disabled residents)
- Resident event invitations and reminders
- Reminders about inspections/who to expect to see on site
- Crime in the building or in the area
- Sending quotes received to the RMC officers

Service Charge Collection

You can also upgrade your package to include our Service Charge Collections feature which will enable you to prepare and process service charge demands for your residents- minimising the need for back-and-fourth over service charge issues and keeping you compliant.

Summary

Manage Your Block is a modern solution for modern property managers. It allows the flexibility now expected by the workforce, eliminates the need for paper records and reduces the chance of human error.

You and your team don't need to be technological whizzes either. Manage Your Block is simple to use and our tutorials provide all the training you may need. If you'd like to sign up or if you have any questions, just head to our contact page and drop us a line.

Manage Your Block is FREE for all Residentsline policyholders.

As you can see, Manage Your Block has been expertly designed for Resident Management Companies, Directors and Owners of apartment blocks. The cloud-based, easy to use software provides accessibility 24/7 and ensures your documentation and information is safe and secure- allowing you to focus your energy where it's needed.

For more from Manage Your Block, click here.

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

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

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ManageYourBlock™

Self management software for blocks of flats!

VISIT OUR WEBSITE



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

Who is Manage Your Block For?

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

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

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

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

OUR FEATURES

Diary

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

Documents

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

Notes

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

Quotes

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

Save

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

Contractors

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

Contacts

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

Calendar

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

Alerts

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

The Importance of Directors and Officers Liability Insurance

Protect your Directors with Residentsline
www.protectyourdirectors.co.uk

Belinda Bagnall, Managing Director of Residentsline explores the significance of Directors' and Officers' Liability Insurance for your Residents' Management Company.

As a member of a Residents' Management Company, you have a range of responsibilities to ensure the smooth running of your block of flats.



This may include:

- Finance and accounting
- Service charges
- Insurance needs
- Maintenance
- Inspections
- Major works and reparations

This can sometimes be an exhaustive list; it requires a great deal of planning and experience to successfully manage a block of flats or apartments. As such, it can often be easy to make mistakes.

A vital thing to remember here is that, whilst mistakes often happen, any mistakes which cause an incident such as damage or personal injury can result in legal action being taken against the Residents' Management Company.

This is because the directors and officers of the Residents' Management Company are held liable for any decisions taken when acting in their position.

This may seem unfair. After all, being a director or an officer of a Residents' Management Company is a voluntary role which requires a lot of time and effort on behalf of the residents in the block. As such, it can be difficult to understand how directors and officers can be penalised so heavily. Regardless, the fact remains that directors and officers require suitable protection in case of legal action being taken against them.



Directors' and Officers' Liability Insurance

This type of insurance cover provides protection towards members of Residents' Management Companies and their legal liability. Underwritten by AVIVA Insurance, our policy protects directors and officers against the cost of potential claims for alleged wrongful acts.

These may include:

- Breach of trust
- Breach of duty
- Neglect/error/omission
- Misstatement
- Libel and slander
- Breach of warranty of authority
- Wrongful trading

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

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

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

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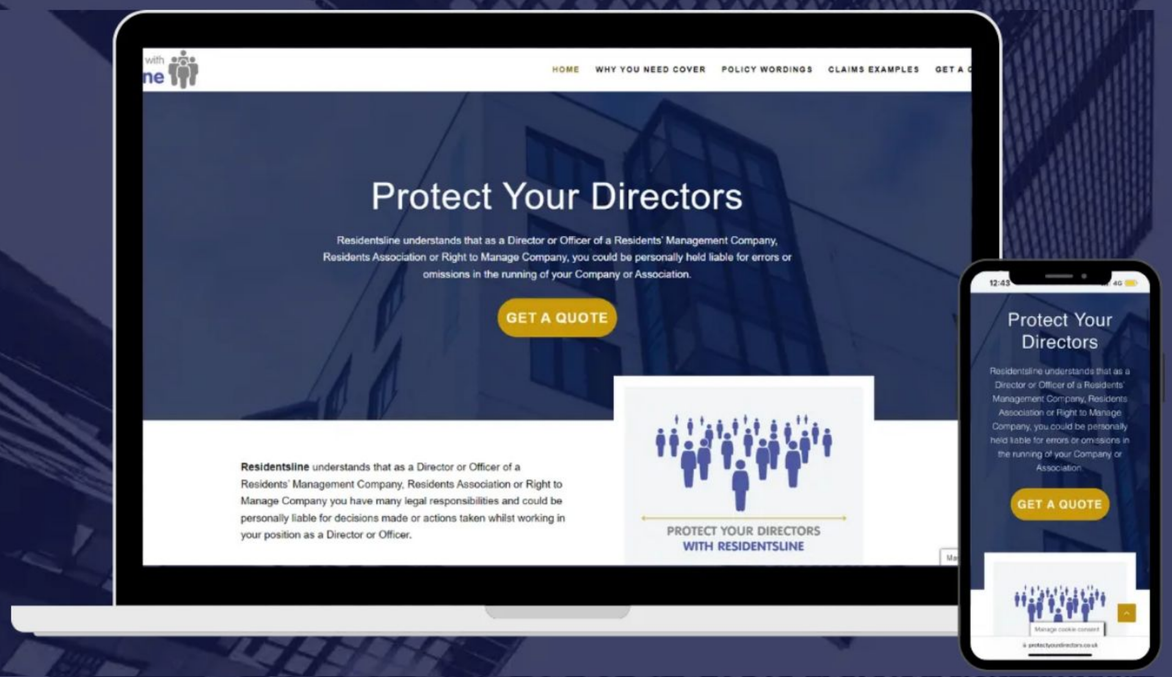
CLICK HERE TO GET A MANAGEMENT LIABILITY INSURANCE QUOTE AND COVER TODAY!

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



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BLOCK
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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

Featured Job Vacancies

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

BLOCK RECRUIT

Senior Block Manager/ Team Leader

Location: Hertfordshire

Salary: Up to £55,000 per annum

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Block Property Manager

Location: North London

Salary: Up to £34,000 per annum

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Block Property Manager

Location: Hertfordshire

Salary: Up to £45,000 per annum

Tell me more

Property Manager

Location: Berkshire

Salary: £20,000 - £40,000

Tell me more

Business Development Manager

Location: Merseyside

Salary: £27,000 - £30,000

Tell me more

Senior Block Manager/ Team Leader

Location: Hertfordshire

Salary: £60,000

Tell me more

Property Administrator

Location: Hampshire

Salary: £20,000 - £23,000

Tell me more

Block Property Manager

Location: Somerset

Salary: £25,000 - £28,000 + £4,200 car allowance (£32,000 max)

Tell me more

Block Recruit

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

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

BLOCK RECRUIT

Upcoming ARMA Training Courses

TC114: Introduction to Being an RMC/RTM Director



Dates: 18th - 19th March 2024 1pm to 4pm

Duration: 3 hours a day over 2 days

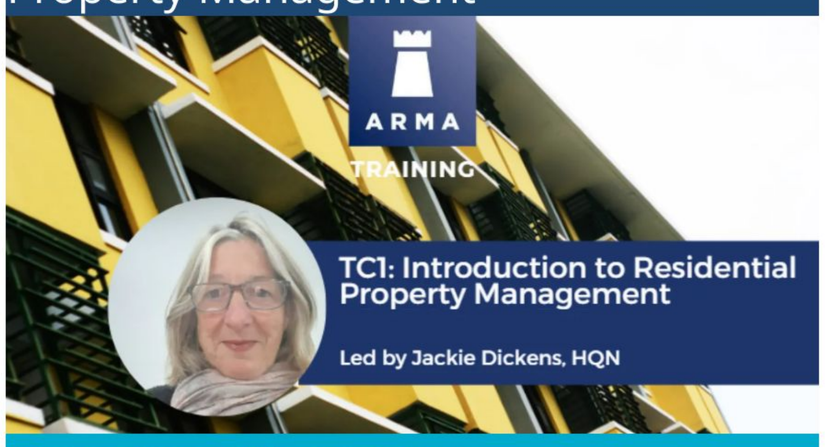
If you are a Director of a Residents' Management Company (RMC) or Right to Manage Company (RTM), or thinking of becoming a Director, this course is for you.

Who should attend? The course is recommended for all Directors of a Residents' Management Company or a Right To Manage Company, and for anyone considering taking up such a role.

Aim: The aim of this course is to help you understand the different elements involved in being a Director and develop how you carry out the role.

Book your place

TC1: Introduction to Residential Property Management



Dates: 18th to 19th March 2024

Duration: 3 hours a day over 2 days

A 6-hour course being run over 2 days (3-hours per day) by one of ARMA's industry experts, this course is perfect 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.

Who should attend?

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

Book your place

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



Dates: 7th March 2024

Duration: 2 hours per day over 1 day

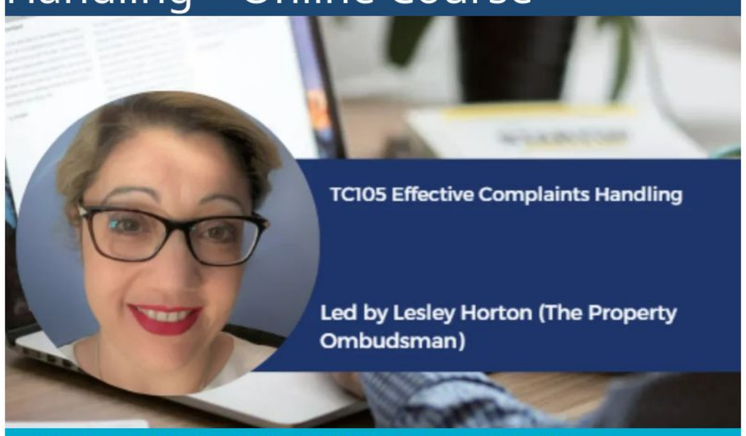
This training course delivers instruction on how to conduct basic fire door checks under Regulation 10 of the Fire Safety (England) Regulations 2022.

Aim:

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

Book your place

TC105: Effective Complaints Handling – Online Course



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

Duration: 2.5 hours over 1 day

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

Book your place

TC55: Introduction to General Health and Safety for Property Managers



Dates: 26th to 27th March 2024

Duration: 3 hours a day over 2 days

This course is designed to introduce new entrants to the sector to the minimum Health & Safety knowledge essential to their career path. This course is not intending to turn beginners or new on-site staff into Fire Safety Risk Assessors, CDM experts, etc. merely to furnish them with the awareness to perform the day job safely and give comfort to their employers.

Book your place

TC66: Introduction to Fire Safety for Property Managers



Dates: 14th to 15th March 2024

Duration: 3 hours a day over 2 days

This course is provided for block managers looking to learn the basics of fire safety for residential buildings.

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



ARMA Training Costs

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

Online Training Course Costs

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

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

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



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

Get in touch

Website: www.arma.org.uk

Phone: 0207 978 2607

Twitter: @ARMAleasehold

Upcoming Events

The Property Institute Annual Seminar 2024



Dates: Thursday 16 May 2024

Venue: Queen Elizabeth II Centre
The Property Institute Annual Seminar promises to deliver important industry updates directly to members whilst also serving up unbeatable networking opportunities with peers and top industry suppliers.

Early Bird Tickets on sale from 8 December until 14 February 2024

Book your place

Oxford Weekender 2024



Friday 22nd March to Sunday 24th March.

The conference will feature a variety of keynote and break-out sessions, specifically designed to inform, equip, and support property management professionals. These sessions will cover all the areas that currently impact our sector and help delegates expand their skills and knowledge.

Over the weekend, delegates will have the chance to hear from industry-leading speakers who will deliver more than 40 keynote addresses, workshops, and updates.

Book your place

ACE Awards 2024



Date: Friday 21st June

Venue: Old Billingsgate, London EC3

ACE Awards 2024 will be heading back to the Roaring '20s with a Great Gatsby theme. Get creative and start planning your frocks & tuxedos for an evening of glitz and glamour!

The 2024 ACE Awards will recognise excellence and exceptional achievements by UK managing agents, their suppliers and the work of their people in improving the lives of millions of leaseholders. For 2024, attendees can look forward to new categories and a unique London venue on the bank of the Thames.

Stay tuned for the list of 2024 categories. And in the meantime, save the date!

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

ACE awards 2023 winners

ARMA SAVE THE DATES - 2024



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

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



Setting Standards in Residential Property Management

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

IRPM Key Objectives



Setting & Raising Standards across the residential property management sector



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



Providing individuals with an independent **professional accreditation**



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

Join the IRPM



Directories

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



01
Flat Living Directory

02
Recommended Suppliers

03
Find an ARMA Member



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Accounting Solutions

Flat Management Co. Accounts Limited

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Alternative Accommodation

ICAB Insurance Claims Accommodation Bureau

Find out more

Asbestos Surveying and Management, Fire Risk Assessments and many more

4site®

Find out more

Broadband Services

4thUtility

Find out more

Cladding Consultancy, Commercial Property Surveying

EarlKendrick Project & Building Consultancy

Find out more

Cyber Security Training

intelectGroup eLearning

Find out more

Neighbourly Advice: Daylight, Sunlight and Overshadowing

McQuade Neighbourly Matters

Find out more

Directors and Officers Liability

Find out more

Drone Surveys

MIRU

Find out more

Electric charging points

ESTD 1859 BRITISH ENGINEERING SERVICES

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Emergency Assistance

R&M Facilities Management

Find out more

Enfranchisement

BRADY SOLICITORS

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

FRC an RSK company

Find out more

FPRA

FPRA FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS

Find out more

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

EarlKendrick Building Surveyors

Find out more

Insurance

FlatLiving® Insurance

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Insurance

London Flats Insurance

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Insurance

Residentsline Flats Insurance

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Party Walls

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Right of Light

McQuade Rights to Light Specialists

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RMC utilities specialists in resident management energy

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Water leak detection and solutions

Waterguard

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Setting the Standards in Property Management

TRANSPARENT
STANDARDS
AUDITED
SERVICE
REGULATED

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

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

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

020 7978 2607 | www.arma.org.uk



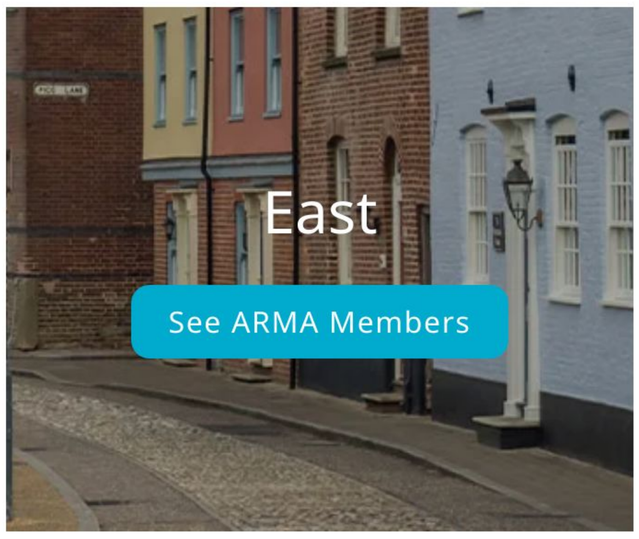
Find an ARMA Member

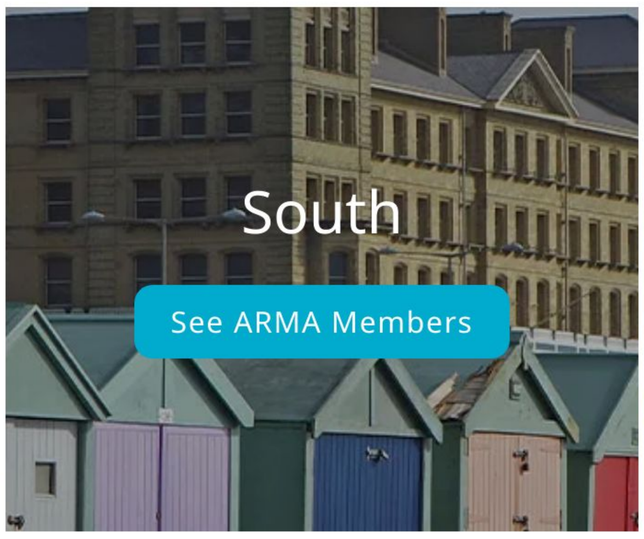


Are you considering a new managing agent?

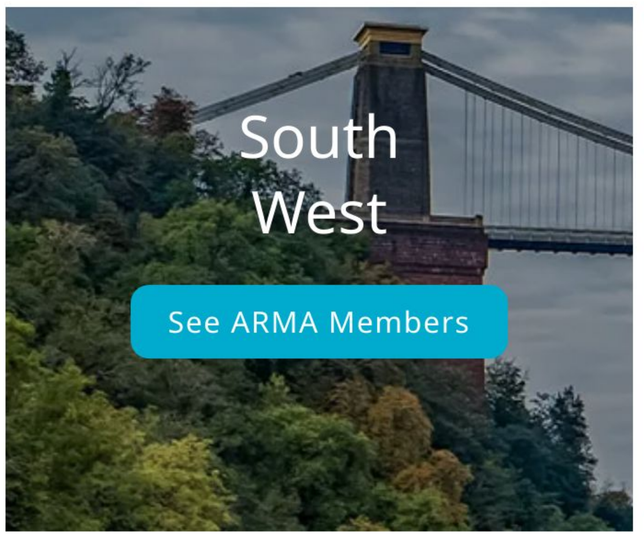
Below are a list of ARMA (Association of Residential Managing Agents) members by region.

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





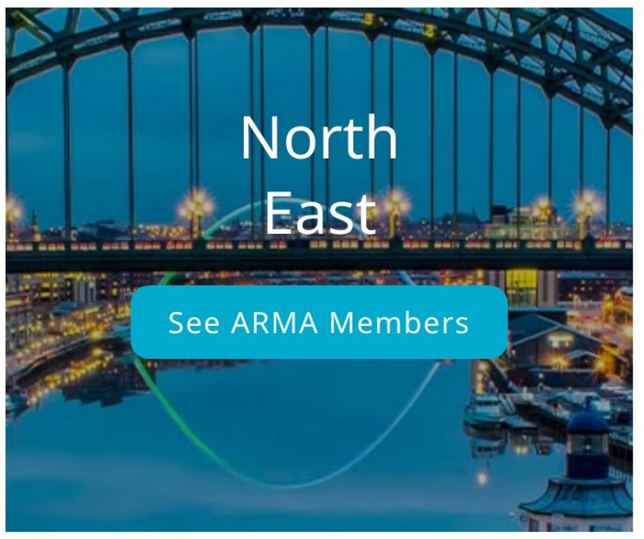


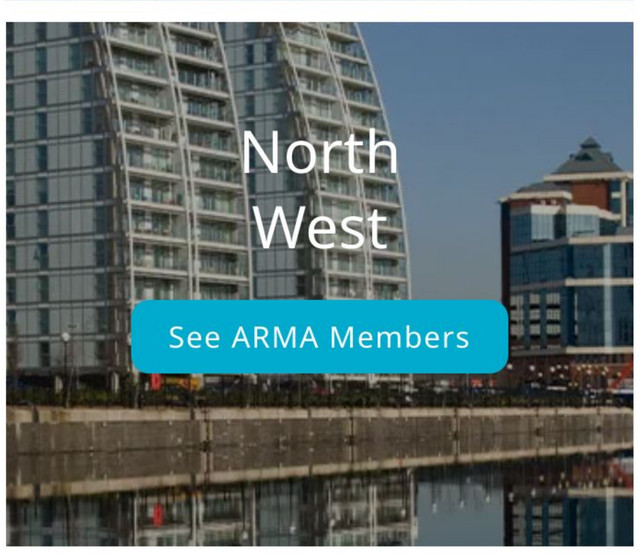


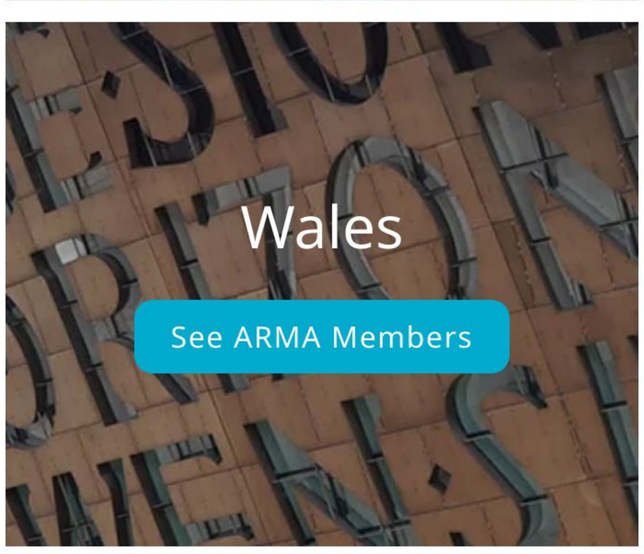


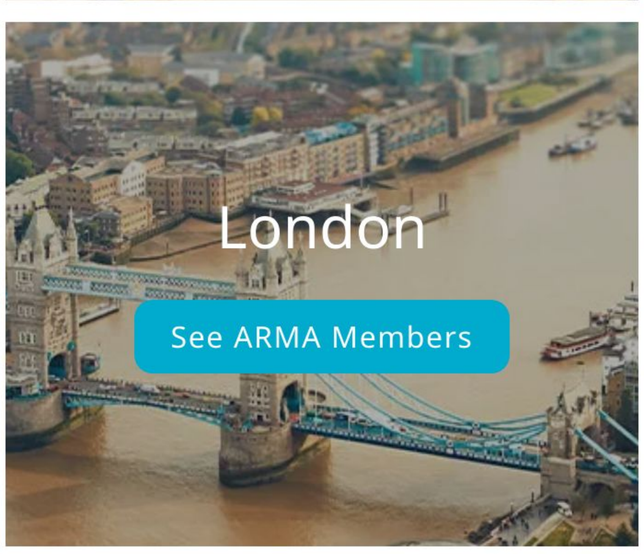




















ALEP ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

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



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.

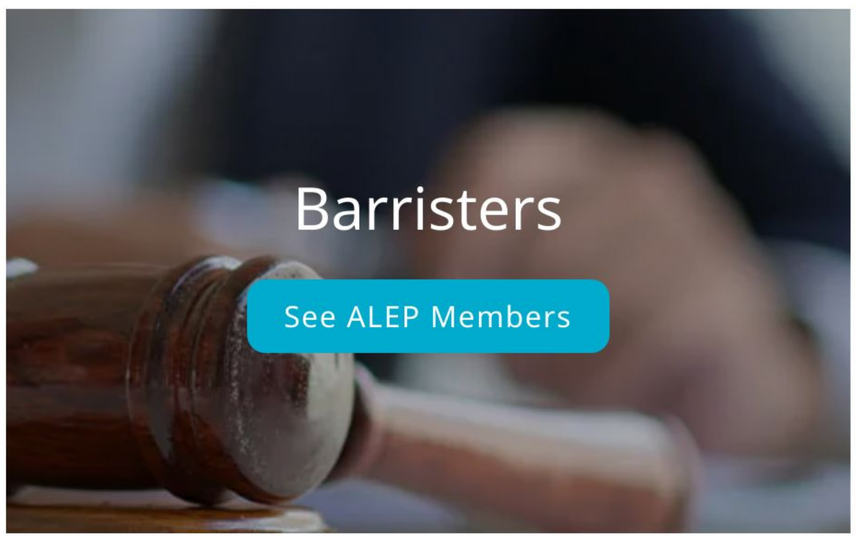


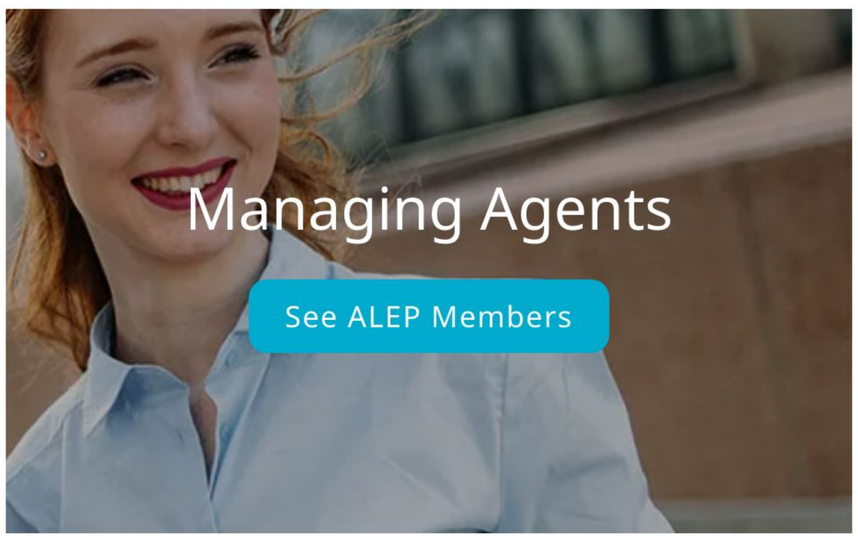
ALEP members can advise or assist with:

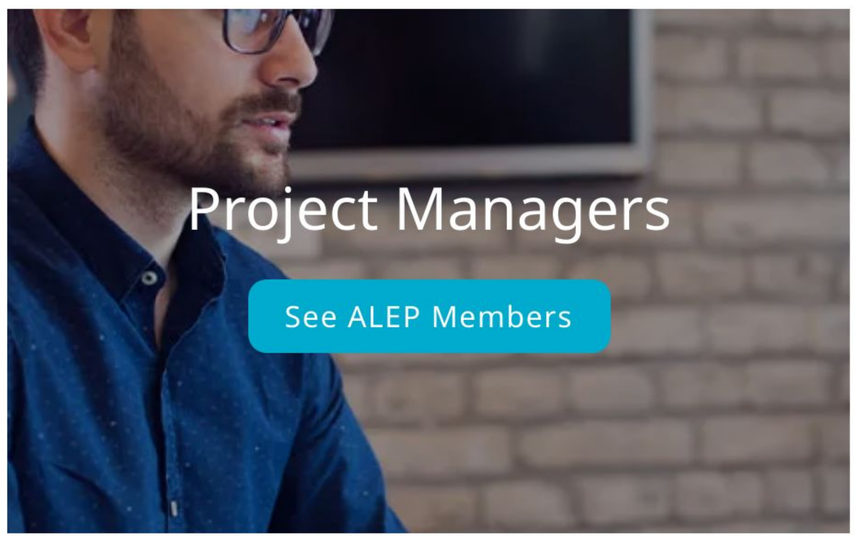
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

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

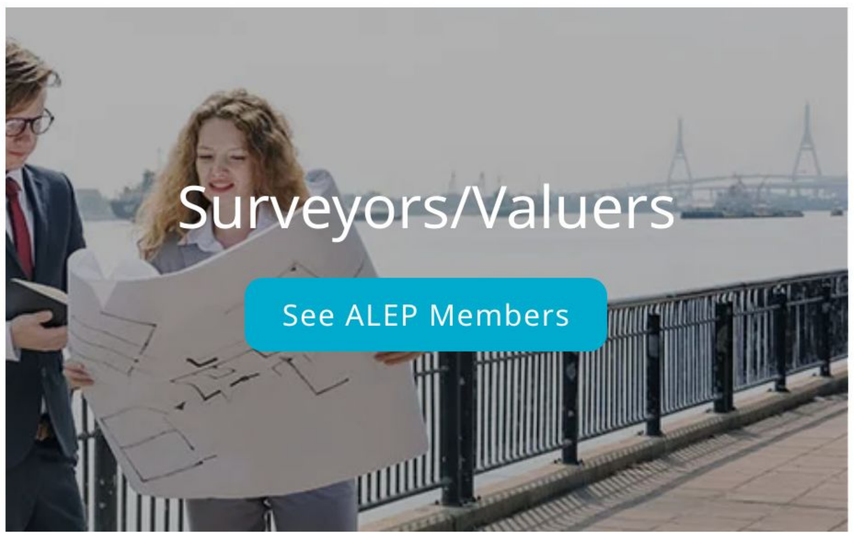
- Barristers
- Managing Agents
- Project Managers
- Solicitors/Legal
- Surveyors/Valuers



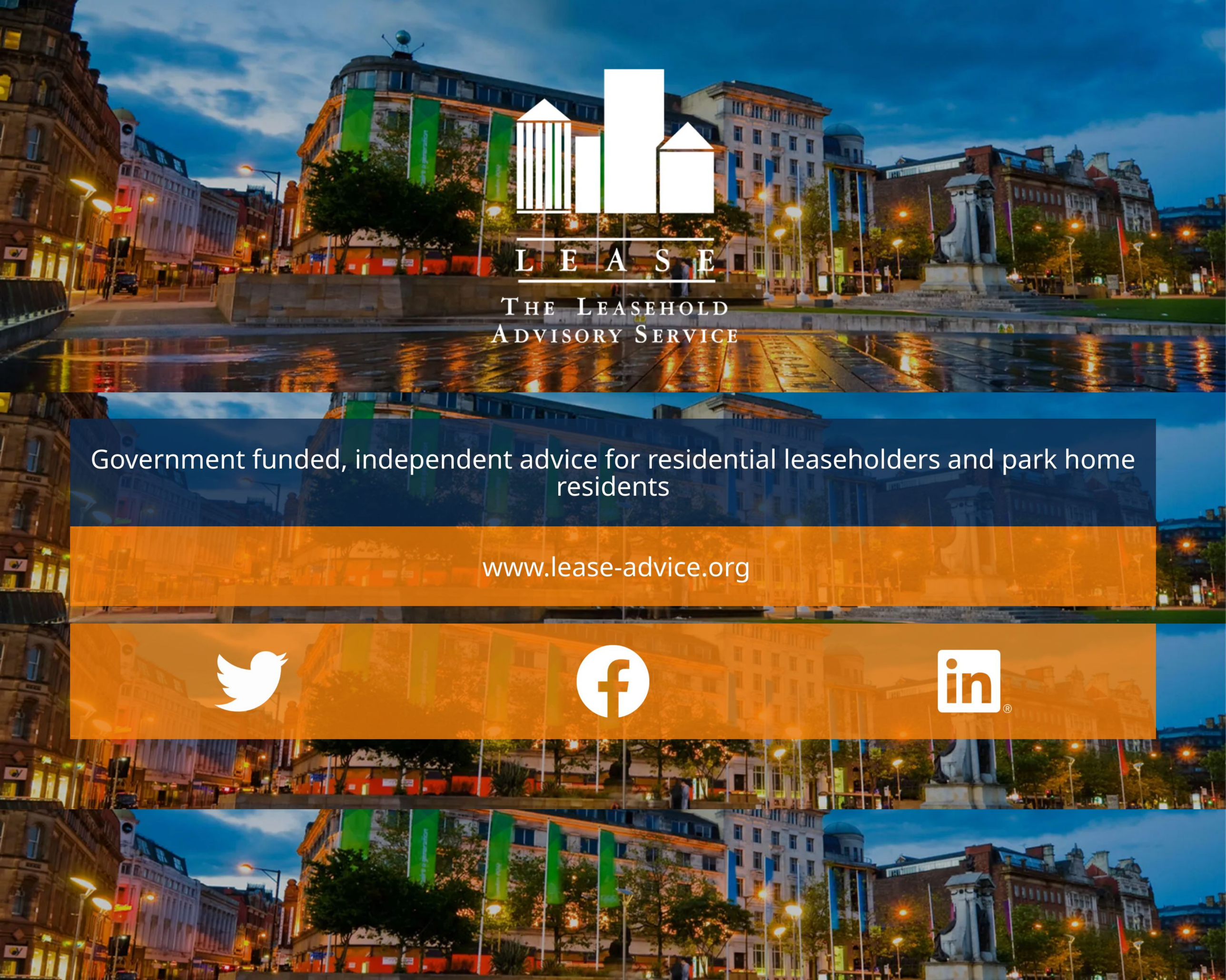








ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS



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

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

You can read more on the Flat Living website which has over 1,500 articles for Residents Management Companies, Directors and Managing Agents.

Flat Living Website

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Linktree

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

Sign Up

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

Contact Us

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

FlatLiving®

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Last name

Email address

example@yourdomain.com

Send me the latest Flat Living Magazine issue each month!

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



ARMA Members
East Midlands

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



ARMA Members
Yorkshire

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



ARMA Members West Midlands

- Blocsphere Property Management Ludlow 03333 601 601 Full Member
- Centrick Limited Birmingham 0333 012 4125 Full Member
- Compass Block Management Birmingham 0121 236 5757 Full Member
- Cottons Birmingham 0121 247 2030 Full Member
- Exclusive Property Management Ltd Solihull 0121 707 7727 Full Member
- Hadrian Property Management Company Limited Lichfield 01543 410922 Full Member
- KT Management Co (UK) Ltd Merry Hill 01384 573 637 Full Member
- KWB Property Management Limited Birmingham 0121 233 2330 Full Member
- Longlease Property Management Stratford upon Avon 01789 333 464 Full Member
- Mainstay Residential Ltd Worcester 07900 822309 Full Member
- Metro PM Birmingham 0121 428 4747 Full Member
- Pennycuick Collins Birmingham 01214 561 700 Full Member
- Philip Laney & Jolly Great Malvern 01684 580974 Full Member
- Principle Estate Management Birmingham 0121 289 4315 Full Member
- Proxim Property Management Alcester 01789 713112 Full Member
- Specialist Property Asset Management Ltd West Midlands 0121 725 3620 Full Member



ARMA Members North West

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



ARMA Members
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
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- Quadrant Property Management Limited London 020 7386 8800 Full Member
- Raglan Limited London 020 7937 5272 Full Member
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- 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
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- Amber Management — Ware — 0800 567 7567 — Full Member
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- Arko Property Management Limited — Hastings — 01424 439786 — Full Member
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- FirstPort Retirement Property Services — New Milton — 07900 822309 — Full Member
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- Aspire Block & Estate Management Limited Watford 01923 372169 Full Member
- Belgravia Block Management Ltd Peterborough 01733 345 278 Full Member
- Broadoak Management Limited Hocklife 01525 211548 Full Member
- Carringtons Residential Management Ltd Harlow 01279 7011239 Full Member
- Encore Estate Management Cambs 01223 866 980 Full Member
- Flaxfields Limited Linton 01223 941380 Full Member
- Hegarty Property Management Moulton Park 01604 953890 Full Member
- Hill & Clark Limited Boston Full Member
- Home From Home Ipswitch 01473 858690 Full Member
- Janeteva Estate Management Melbourn 01223 655734 Full Member
- Letters Block Management Peterborough 01733 898 589 Full Member
- Norwich Residential Management Ltd Norwich 01603 670 050 Full Member
- PREIM Ltd Peterborough 01223 866980 Full Member
- Proactive Block Management Ltd Letchworth Garden City 01462 376 015 Full Member
- Redwood Estate Management Ltd London 0203 962 7222 Full Member
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- TLC Estate Agents London 0207 370 4000 Full Member
- TW Property Block Management Tunbridge Wells 01892 530 109 Full Member
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- Belmont Property Management Truro 01872 260606 Full Member
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- BNS Management Services Bristol 0117 9570 809 Full Member
- Castleford Property Management Poole 01202 757 050 Full Member
- DNA Property Management Bristol 01934 863925 Full Member
- Easton Bevins Bristol 0117 944 3000 Full Member
- Freehold Management Services Ltd Plymouth 01752 603 900 Full Member
- Hillcrest Estate Management Limited Somerset 0117 973 0600 Full Member
- Hillsdon Management Ltd Sidmouth 01395 517950 Full Member
- Koti Property Management Ltd Bodmin 01208 510050 Full Member
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- Saturley Garner & Co Ltd Churchill 01934 628174 Full Member
- Stephen & Co Block Management Ltd Weston super Mare 01934 621101 Full Member
- Tuffin & Co Property Management Ltd Plymouth 01752 254 222 Full Member
- West of England Estate Mgmt Co Ltd Bath 01225 485910 Full Member



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- City Estates London 02088 095 051 Full Member
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- Cotleigh Property London 02088 020 111 Full Member
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- Drivers & Norris London 02076 075 001 Full Member
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- Islington Properties Limited London 02078 120 480 Full Member
- James Andrew Residential Ltd London 02083 497 171 Full Member
- K&M Property Management Limited Barnet 02084 401 034 Full Member
- Lamberts Chartered Surveyors London 02071 486 784 Full Member
- London Block Management Ltd London 02078 704 000 Full Member
- Parkgate-Aspen Property Management London 02087 328 888 Full Member
- Parkwood Management Company (London) Ltd London 02083 688 111 Full Member
- Sterling Property Management (UK) Limited London 02030 310 850 Full Member
- Trust Property Management Ltd London 08452 601 515 Full Member
- Y & Y Management Ltd London 02082 111 550 Full Member



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- Strangford Management Ltd — London — 02039 462 650 — Full Member
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- Itsyourplace Limited Fleet 0330 660 0699 Full Member
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- Minster Property Management Limited Wimborne 01202 883 360 Full Member
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- Retirement Lease Housing Association (RLHA) Frimley 01252 356 000 Full Member
- Stride & Son Chichester 01243 813 760 Full Member
- PS&B - Estate Management Limited Portsmouth 07887 621 824 Full Member



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- Fraser Lake Ltd — Gateshead — 01914 783 456 — Full Member
- Kingston Property Services Limited — Newcastle upon Tyne — 03301 231 133 — Full Member
- Potts Gray Management Company Ltd — South Shields — 03300 104 188 — Full Member
- Town & City Management Limited — Darlington — 01325 389 689 — Full Member



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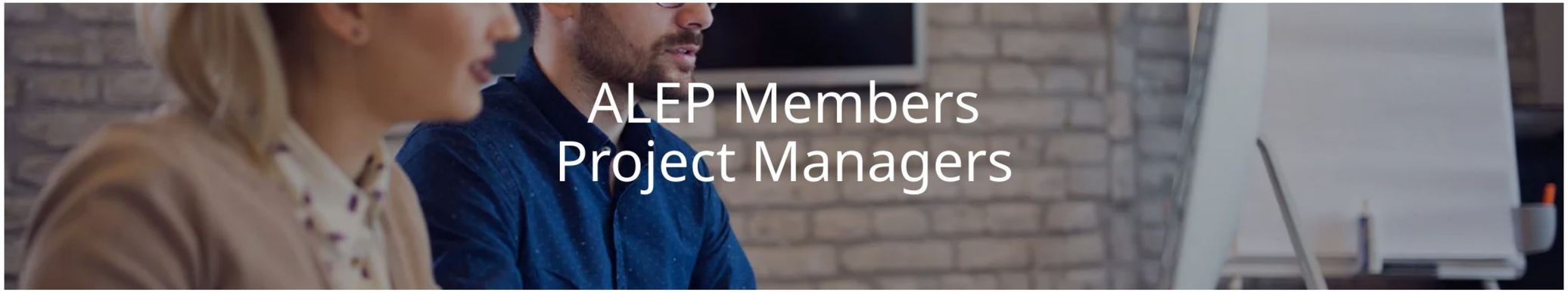
- Western Permanent Property Cardiff 02920 235 151 Full Member
- Westquay Property Management Ltd Barry 01446 506 079 Full Member



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- Mike Somekh The Freehold Collective 020 3488 3148
- Silvana Goddard Start Lease Extensions 020 8315 6901



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• Alison Stone	Alison Stone Surveyors	07917 106437
• Andrew Lester	AML Surveys & Valuation Ltd	020 8960 7573
• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
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• Stewart Gray	Austin Gray LLP	01273 201988
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• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
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• Katy D'Souza	Brasier Freeth LLP	07808 249262
• Wayne Norcliffe	Castle Surveyors Limited	0800 246 1002
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• Riccardo Carreli	Chestersons	078 1882 6198
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	07973 364162
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	07842 395767
• Emma Biddle	Egerton Ltd	020 7664 6648
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• David Toogood	Harding Chartered Surveyors	07808 161 463
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• Colin Horton	Hortons Valuers Ltd	020 3058 3200
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• Adrian Hau	John D Wood & Company	020 7802 3279
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• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
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