



**Bespoke Services**  
*for London Residential Blocks*



# Bespoke Services for Residential Blocks



**Call for more details**

**17 Hanover Square**  
**Mayfair**  
**London W1S 1BN**  
**Tel: 0207 016 7734 Fax: 0207 408 9456**  
**Email: westend@abcestates.co.uk**  
**Web: www.abcestates.co.uk**

**51 Brent Street**  
**Hendon**  
**London NW4 2EA**  
**Tel: 020 8203 4567 Fax: 020 8202 6517**  
**Email: info@abcestates.co.uk**  
**Web: www.abcestates.co.uk**

**179 Station Road**  
**Edgware**  
**Middlesex HA8 7JX**  
**Tel: 0203 603 3333 Fax: 020 8621 4001**  
**Email: office@abcestates.co.uk**  
**Web: www.abcestates.co.uk**

ABC Block Management Ltd.

Registered Office: Suite 301, Churchill House, 120 Bunns Lane, London, England, NW7 2AS. Registered in England Number 09103554



## Why choose us...

**We create a bespoke solution for every individual property and our fees relate to the service that you require.**

**We manage a diverse range of property, from new builds to Grade II listed buildings. Our buildings range in size from 4 units to over 100 units.**

**Within three months of being instructed to manage your property we aim to rectify all major issues and have the block running smoothly to our clients' expectations.**

**As a management company, we are often in very frequent contact during the bedding-in period of three months. This could be at least once a week, generally dropping to monthly contact as we work through any issues, and should become quarterly meetings by the end of the second quarter. If any situation should arise where you wanted information, we would of course email this across immediately.**

**At ABC we firmly believe in a long term relationship with our clients and an understanding of their requirements to provide the correct service for each unique situation. All blocks are different and ABC adapt our role and fees to suit the needs and input level of each client.**





## Management Services

After consultation and a site meeting with any client ABC will discuss the services required and the involvement of both parties, and from there we will draw up a management contract setting out our duties and fees in order to run the block efficiently and cost effectively, including some or all of the services below.

- ▲ **Reactive maintenance.** The immediate response and reactions to everyday problems including, leaks, communal and electrical malfunctions, door locks, gutters, downpipes, leaf clearance from gutters, arranging keys, lighting issues, fire alarms, communal pumps, lifts, gates, car parking etc.
- ▲ **Management of maintenance contracts.** ABC will orchestrate Block and Estate service contracts with quality approved companies for works such as lift maintenance, electrical testing, cleaning, gardening, communal energy systems, estate facilities, playgrounds etc
- ▲ **Site visits.** Regular site visits to the Block or Estate will be undertaken. An agreed number can be specified with the client and written into the management contract. For buildings we usually attend quarterly (4 times a year)
- ▲ **Ensuring compliance with Health and Safety legislation**
- ▲ **Tendering for competitive insurance renewals** (buildings, lifts, public indemnity, directors and officers insurance)
- ▲ **Accounting and financial control** (budgets, ground rents, invoices, reconciliations and payroll)
- ▲ **Formulating service charge demands.** At the beginning of each financial year a budget of expenditure for the Block or Estate will be estimated by the property manager on the basis of historical expenditure and include any planned provisions for the year ahead. The estimate is agreed by the client and duly invoiced to all owners. The service charge, which is payable as per the terms of the lease/transfer, is then duly demanded for payment.
- ▲ **Arrears chasing**
- ▲ **Maintenance of all company records**



# Additional Management Services

- ▲ Freehold Purchases
- ▲ Ground rent collection
- ▲ Company secretarial
- ▲ Major works projects
- ▲ Assisting with leases, licenses and planning
- ▲ Insurance reinstatement cost assessments
- ▲ Out of hours emergency service
- ▲ Assisting lease extensions, rent reviews and enfranchisement
- ▲ Right to Manage applications





## Accounts

**We have a very high success rate in collecting debt (regularly hitting 100% collection on even our largest blocks) and, providing information is forthcoming from the previous agent, typically have the accounts reconciled and totally under control within the first three months of taking over.**

**All our blocks have segregated client accounts for leaseholder funds - not only does this mean that your money is never co-mingled with our money, it also means that it is safe in any eventuality. Any interest paid by the bank always accrues to the block accounts.**





# Communication

**We are really proud of the process we have set up in the office, and are delighted that our clients feel the same.**

**Emails are dealt with within 24 hours of receipt, and often within the hour.**

**Each time the main number is called it will be answered swiftly, with no switchboard involved. Regardless of who you speak to, your call will be passed to your block manager whenever possible. If they are unavailable an issue will be added to our internal list. This is reviewed by all the staff throughout the day and means we can keep on top of the issues across the team.**





## Professional trade bodies

We are a member of the Ombudsman Services, an accreditation scheme for residential leasehold management



Ombudsman Services: Communications,  
PO Box 730, Warrington WA4 6WU  
[www.ombudsman-services.org](http://www.ombudsman-services.org)



ARMA (The Association of Residential Managing Agents), the only UK block management association.  
178 Battersea Park Road, London SW11 4ND  
[www.arma.org.uk](http://www.arma.org.uk)



IRPM (Institute of Residential Property Management)  
75 Gloucester Place, London W1U 8JP  
Telephone: 020 7935 8478 Email: [info@irpm.org.uk](mailto:info@irpm.org.uk)  
[www.irpm.org.uk](http://www.irpm.org.uk)

## Professional Indemnity Insurance

We have full indemnity insurance in place with Ace European Group, policy No 17482342

## Complaints Procedure

We adhere to the highest standards of best practice and ethics, complying with all the relevant codes. We operate a formal complaints procedure to deal with complaints from clients and others. Details are available from our head office.



## Next Steps

We would love to meet you and go through our services in detail as we are sure you will have specific questions about your property. Ideally a couple of members of our team would come to site and meet with you - that way we can see the building and get a real feel for the property so that we are able to accurately give you an indication of fees. Not to mention, meeting face to face gives us a chance to make sure you'll like us - it's better to work with a company you get a good feel for after all!

## Meeting Guidelines

If we are able to set up a convenient time to meet at your property we would suggest that we bring with us examples of the following:

- ▲ Our standard management agreement
- ▲ A quarterly report
- ▲ The handover documents

That way we can have a quick chat through all the formal documents, an overview presentation and have a walk through of your building. This will make the meeting beneficial for all parties. We want to show you that having a managing agent makes life simpler and frees up your time to get back to the things that you should be doing.

Ideally if you could bring copies of the following, or just be able to give us an overview, this would also really help:

- ▲ A sample lease
- ▲ Your latest annual budget

## It may pay to change

Good maintenance is not just about cost - although that's certainly important - but about overall quality. We would value the opportunity to meet, assess your property and create a costed management plan for your consideration.

We offer this with no obligation on your part. However, when you see the tangible difference ABC can make, we believe you will want to make the move.



# Contacts

## **National Association of Estate Agents (NAEA)**

Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
CV34 6LG

T: 01926 496800  
E: [info@naea.co.uk](mailto:info@naea.co.uk)  
F: 01926 417788  
[www.naea.co.uk](http://www.naea.co.uk)

## **National Approved Letting Scheme**

Tavistock House  
5 Rodney Road  
Cheltenham GL50 1HX

T: 01242 581712  
[info@nalscheme.co.uk](mailto:info@nalscheme.co.uk)  
F: 01242 232518  
[www.nalscheme.co.uk](http://www.nalscheme.co.uk)

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**We offer a free rent guarantee  
with all lettings we do across greater London**

Subject to Terms & Conditions

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