

Block & Estate Management



Welcome to LRPM

At LRPM we understand the importance of making a house a home. Your property is one of the largest personal investments you will ever make. With this investment comes great responsibility and that's where we come in!

Our dedicated property management team are here to ensure managing your block or estate is hassle free. We pride ourselves on our customer first approach which has seen us quickly become one of the UKs leading block management companies. From changing the locks to helping prepare annual service budgets we are with you every step of the way.

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Our Services

Here at LRPM it's so much more than simply managing your property.

From regular site inspections, attending residents meetings and handling the accounts, nothing is too much trouble.

No matter where you are in the UK our clients can rest assured that you will receive the highest level of customer service with a team of dedicated property managers across the country on hand to help.

DEVELOPERS, RMC'S & FREEHOLDERS



SERVICE CHARGE & BUDGET MANAGEMENT



CONTRACTORS & DAY TO DAY MAINTENANCE



COMPLIANCE



LEGAL SERVICES



MAJOR WORKS



Who We Work With



DEVELOPERS

LRPM work hand in hand with property developers throughout the project to ensure the smoothest possible transition upon completion of the build.

We will assist with setting of reasonable service charges prior to the properties going onto the open market. We also make sure that all health and safety standards are adhered to throughout the process.

We can offer a bespoke snagging package to take the hassle away from the property developer. We will provide a focal point of contact for the owners of the new properties and will manage the snagging list and provide a weekly update to allow the developers to move onto their next project in good time.

RESIDENTIAL MANAGEMENT COMPANIES

We work with residential management companies to assist them in the running of the property, keeping you up to date with everything that is going on in the building. With our unique 24 hour online repair reporting system and a dedicated local property manager for your area, we can look after your every need.

We tailor all our packages depending on the property. See our list of services on page 12.

FREEHOLDERS

With ever changing legislation we work very closely with freeholders to ensure that they are constantly up to date with the latest rules and regulations. We offer a tailored package depending on the freeholders requirements, whether it be collecting ground rents, overseeing major works and managing the day to day running of the building we have it covered.

SERVICE CHARGE AND BUDGET MANAGEMENT

In order to ensure a property can be efficiently managed the correct budget needs to be in place. We will work with our clients to make sure the sufficient finances are in place to manage the building or estate effectively.

If our clients wish to see any bills or statements relating to their property, nothing is too much trouble.

Our accounts team are available to answer any queries regarding payments and will ensure the

service charges are sent out on time according to the lease requirements.

At LRPM we have a no nonsense approach to debt collection management and follow strict procedures to ensure service charge payments are received on time.

We have client money protection in place at LRPM so our clients have the comfort of knowing their money is always safe and protected.

PAYING YOUR SERVICE CHARGE

As a client of ours you pay either via our portal or alternatively call your local office if you wish to setup a standing order.





CONTRACTORS & DAY TO DAY MAINTENANCE

One of the biggest frustrations for residents is repairs not being done on time or to a sufficient standard. We thoroughly vet all of our contractors and only the finest make our approved contractors list. We also check that all of our contractors are CDM compliant at all times.

Whether your block is in London, Cambridge or Norfolk we have local contractors in your area. We appreciate it's your money that is being spent and therefore for us, it's all about getting the best value for money whilst also maintaining the highest standards.

Our clients are able to report repairs either on the phone or within our online system which automatically notifies the client throughout the process. The client is not only able to attach images to a job request but they can also use the system 24 hours a day.

Alternatively our dedicated management team are always available over the phone should you need them.

COMPLIANCE

With legislation and regulations constantly evolving we work with our clients to ensure all of our properties meet the latest standards and requirements set.

Our aim is to keep you and your property safe whilst also protecting you against any liability being incurred.

When we takeover the management of a new site, a health and safety survey will be carried out on the property and any appropriate actions will be dealt with.

A fire safety certificate is required for all blocks of flats and all of our buildings are checked for presence of cladding and aluminium composite material (ACM). We are always working closely with local fire officers and assessors to protect the residents of the building. The fire risk assessment is carried out to evaluate

any existing risks and to determine whether further preventative action needs to be taken.

When it comes to Fire Safety following the tragic events at Grenfell Tower we take fire safety incredibly seriously. We are vigilant to ensure the hallways are clear at all times, the entrance doors to apartments are to the FD30 fire standard and fire rated door closers are in place. We regularly test emergency lighting, fire alarms, sprinklers and smoke detectors within all communal areas.

We also require Asbestos Surveys to be conducted on any properties that have been built prior to 2000.

Other areas of compliance include:

- Legionella Control And Monitoring
- Electrical Fixed Wire Testing
- Gas Safety





LEGAL SERVICES

We work closely with our legal partner who can assist with the following services:

- Right To Manage
- Enfranchisement
- Leasehold Disputes
- First Tier Tribunal
- Service Charge Disputes
- Exercising The Right To Manage
- Lease Variation
- Breach of Lease

MAJOR WORKS

As per the terms of the lease external and internal redecorations are required.

We manage this process from start to finish and where required will serve a S20 notice.

Other areas of major works include driveway replacement, roofing works, repointing and structural repairs.

We are always happy to receive recommendations from our clients on contractors they wish to tender. We do not have any contractors in house so the client can always be assured we are getting a fair and reasonable quote for the works required.

We have several years of experience working with listed and coastal buildings.





24 HOUR EMERGENCY CARE & ONLINE SYSTEM

Emergencies do happen and when they do we are on the end of the phone or our local property manager can attend to site to resolve the problem.

This service operates 365 days of the year because we understand you never plan to have water flooding through your ceiling on Christmas Day but it does happen and we will be there when it does.

When you call us out of hours you won't be put through to a call centre you will be transferred to one of our team local to your area. We additionally hold a list of contractors who work 24 hours a day.

This service comes as standard for our Silver and Gold Block Management packages.



The Services

List of services offered for our bespoke packages as well as our standard bronze, silver and gold packages. We will inspect each property individually and tailor each package accordingly. Please contact us for more information at your local branch.



DESCRIPTION
Opening and handling bank accounts.
Preparing and sending out service charge estimates.
Collecting service charges and reserve fund contributions including sending demands and associated summaries and any required statements.
Processing payments relating to the Property within expenditure limits and funds available or as reasonable expediency shall dictate.
Accounting for services charges.
Providing information to accountants prior to the preparation of annual service charge accounts.
Using best endeavours to collect current and on-going routine service charge arrears but not action requiring legal work or tribunals.
Providing reasonable management information to the leaseholders.
Liaising with the Client.
Liaising with any recognised resident(s) association(s).
Entering into and managing maintenance contracts on behalf of the Client.
Viewing, without the use of inspection equipment, the common parts of the Property to check condition and deal with any necessary repairs other than major repairs.
Preparing specifications and contracts for minor works and services, such as cleaning, gardening, window cleaning and overseeing such works
Organising periodic health and safety checks (but not specialist checks and tests) and ensuring appropriate risk assessments are in place.
Consultation with the client on management matters (and qualifying works).
Opening and handling bank accounts.
Preparing and sending out service charge estimates.
Consultation with the client on long-term agreements except for consultation on the appointment of a Managing Agent.
Engaging and supervising on behalf of the Client site staff for the Property and dealing with all matters relating to their employment other than pension and Employment Tribunal matters.
Visiting the Property.
Dealing with day-to-day lessee issues and reporting to and taking instruction from the Client on lessees' dissatisfaction.
Advising the Client on all relevant legislative and regulatory issues and general interpretation of leases.
Keeping records of residents and tenancy details, where provided.
Advising and liaising with the Client on management policy.

ADDITIONAL SERVICES

Any additional work entailed, where the information as listed in Appendix 4 is not forthcoming on the Takeover list.
Arranging buildings and other Insurance and dealing with claims.
Providing copy documents including insurance policies, copies of invoices and receipts, for which there may be a charge.
Issuing demands for administration charges with associated summaries of rights.
Arranging fire risk assessments by competent persons.
The collection of arrears existing at the time of takeover.
The provision of leaseholder welcome packs or handbooks.
Fees for specialist advice on assessment of major repairs and decoration or other issues.
Negotiating with local and statutory authorities regarding operation or amendment or improvements to communal services as necessary.
Drawing up and reviewing risk assessment plans. Advising on health and safety matters and other legislative requirements.
Preparing specifications, obtaining tenders and supervising major works.
Holding annual meetings with residents, if required.
Advising and providing information on the transfer of leases.
Responding to pre-contract sales enquiries.
Advertising and recruiting site staff on behalf of the Client.
Dealing with any pension issues relating to site staff.
Subletting, changes of use and handling requests for any necessary approvals, lease extensions and variations.
Preparing replacement cost assessment for insurance valuation purposes on buildings and landlord contents.
Preparing schedules of dilapidation or condition in respect of individual dwellings.
Supplying additional copies of the accounts and other documents.
Dealing with requests for improvements or alterations by leaseholders and related party wall matters
Legal recovery of unpaid service charges and/or ground rents and/or action for non-compliance with leases. Including, instructing solicitors and preparing for and attending Court/Tribunal.
Dealing with requests for improvements or alterations by leaseholders and related party wall matters
Carrying out appraisals of reserve funds. Including surveys of Property and reporting to Client.
Preparing and monitoring major building works not covered by annual contracts, dealing with S20 consultations. Including, serving the required notices, instructing and liaising with specialist consultants, inspecting work in progress, and handling retentions.

The Services - Continued

Preparing statutory accounts for submission to Companies House excluding audit, if required.
<ul style="list-style-type: none"> • Company Secretarial Services: • Acting as Company Secretary to the Client • Issuing membership or share certificates • Calling annual general or extraordinary meetings (prepare notices, attending and taking minutes).
Carrying out appraisals of reserve funds. Including surveys of Property and reporting to Client.
Carrying out appraisals of reserve funds. Including surveys of Property and reporting to Client.
Arranging venues for AGM's and EGM's.
Attending meetings of directors.
Attending meetings outside of specified hours.
Filing statutory company returns.
Fees of specialist advisers.
Providing any form of services to the Client over and above this Management Agency Agreement in relation to the exercise by the lessees of Enfranchisement, the Right to Manage or as the result of the Appointment of a Manager by a Tribunal.
Dealing with taxation issues relating to trust fund interest.
Any matters relating to rent reviews.
Answering leaseholders queries additional to those to be reasonably expected and where excess work arises due to this.
Providing detailed Legal advice on any of the above.
Providing accommodation for meetings and inspection of documents and the facility to make photocopies.

“ We have recently moved our property management services to LRPM and so far we are really impressed. It is refreshing to have a property management firm with very efficient systems and procedures who get the job done.”

Jenny, London

The Areas We Cover





Block & Estate Management

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Passionate About Property