



# Block & Estate Management and Commercial Services



*Passionate About Property*

[www.lrpm.co.uk](http://www.lrpm.co.uk)

# Who are LRPM



LRPM is an independent Block & Estate Management Company founded in 2018 by Letitia Randell, who brings with her a wealth of experience in block and estate management and construction. With nearly a decade of experience in property, Letitia setup LRPM specifically to pave the way for making a difference to the block and estate management industry.

This is achieved by ensuring high levels of customer service, a transparency in everything we do (in particular with reference to the way client's finances are spent) and ensuring the team employed by LRPM enjoy their working environment and are given every opportunity to gain the qualifications required within the industry.

This is incredibly important to us as a business, as knowledge and confidence allows the team behind LRPM to do their job successfully and deliver the level of customer service expected of its employees. As a premier, independent property management company, we have established a reputation for excellence throughout the services we provide and offer a professional, tailored service to suit your specific needs.



The business has grown organically through word of mouth and reputation and we now have offices in London, Norwich, Cambridge and Cromer. Each area has locally based Property Managers who will be your point of contact for any issues or queries you may have. To lead the way in the management of prime residential blocks in these areas, we assign a highly qualified and dedicated Property Manager to each property.

Quick to respond to issues, these managers are located centrally to our blocks and are able to be on site promptly when required. As our Property Managers look after half the number of units than larger service suppliers, leaseholders benefit from a much more personalised and responsive service and this is something we pride ourselves on.

Our current portfolio is incredibly diverse in both size and construction type; whether it be a listed property on the seafront or a larger block of purpose-built apartments, we have the experience and knowledge to manage them effectively.

Additionally, LRPM has an RICS Building Surveying Consultant to provide more detailed construction advice where required. As a client of ours, you will get a company that follows best practice at all times and genuinely has your properties best interests at the forefront of everything we do.

## MEET SOME OF THE LRPM TEAM



**Letitia**  
Managing Director



**Lee**  
Head of Accounts



**Leanne**  
Property Manager



**Laura**  
Property Manager



**Agata**  
Marketing

# Why Choose Us



By employing LRPM as your Managing Agents you will receive:

## A DEDICATED PROPERTY MANAGER

We allocate an individual Property Manager for your property and leaseholders will receive relevant contact details for any maintenance requirements they may have. Our office team can assist on maintenance items or other issues to ensure that your needs are dealt with promptly should your specific Property Manager be unavailable. Additionally, all clients are able to report repairs online if they so wish.

## REGULAR SITE VISITS

Your designated Property Manager will attend regular site visits and the Director's of the site can also request a quarterly report to be provided to them at no extra cost. We will be on site regularly outside of these visits as and when required.

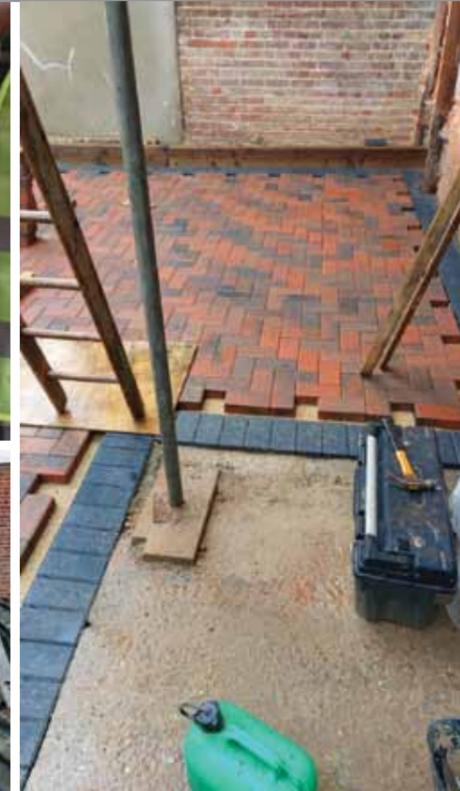


## COMMUNICATION

Keeping you informed is key to running a successful site and as such, we update all owners regularly. We work together with leaseholders to discuss the site and monitor progress; not just when something goes wrong.

## A 24 HOUR SERVICE

Should anything occur outside of our office hours you don't need to panic! We provide an out of hours service for emergency cover should something arise out of standard opening times. This is provided directly by LRPM, so you have the comfort of knowing you are not just calling a call center that has possibly never heard or seen your block prior to your call, you will be speaking with a member of our team who is familiar with your property.



## PERSONAL SERVICE

Everybody at LRPM including accounts and administrative staff, are given the opportunity to visit your block so as to familiarise themselves with your property. This also allows the client to put a face to the name and helps to build positive relationships.

## LOCALLY SOURCED CONTRACTORS

Where possible and cost effective LRPM will endeavor to use local contractors within 30 minutes of your property, giving a greater degree of accountability and helping contribute to the local economy. If you have preferred contractors in place, we will work with them to build a professional relationship. We have no ties to existing contractors yet have a rich bank of approved contractors we can recommend if required.

## DEDICATED ACCOUNTS MANAGER

We have a dedicated finance team in place and your property will have their own Accounts Manager who will be available to you for any service charge queries you may have. LRPM also offer a home visit service if you are unable to attend any of our offices. They will go through your service charge, budgets and any financial queries relating to your property you may have. Our accounts team are always available and will happily advise and support your understanding, just pick up the phone, email, or pop into one of our offices. Your Accounts Manager monitors the block's income and expenditure and can provide you with summaries throughout the year if required.

## A MULTI-DISCIPLINARY FIRM

LRPM has a wide range of in-house experts who are able to provide advice and assistance across any property related enquiries you may have. Whether they are related to the development or any other property you have, we can draw on that expertise for your benefit.

## SUSTAINABILITY

By working with you we aim to actively reduce the environmental impact of the development and your service charge costs. Our accounts team actively source comparative pricing, ensuring the costs to you are fair, reasonable, and competitive. Additionally LRPM where possible, like to use recycled paper and as a company we are moving towards a 100% zero emissions fleet.

## SERVICE CHARGES

We review the current service charges annually and work with the Directors of the Management Company in reviewing any contracts or schedules in situ. This is to make sure we are cost effective with the block's finances.

## BUILDINGS INSURANCE & DIRECTORS LIABILITY INSURANCE

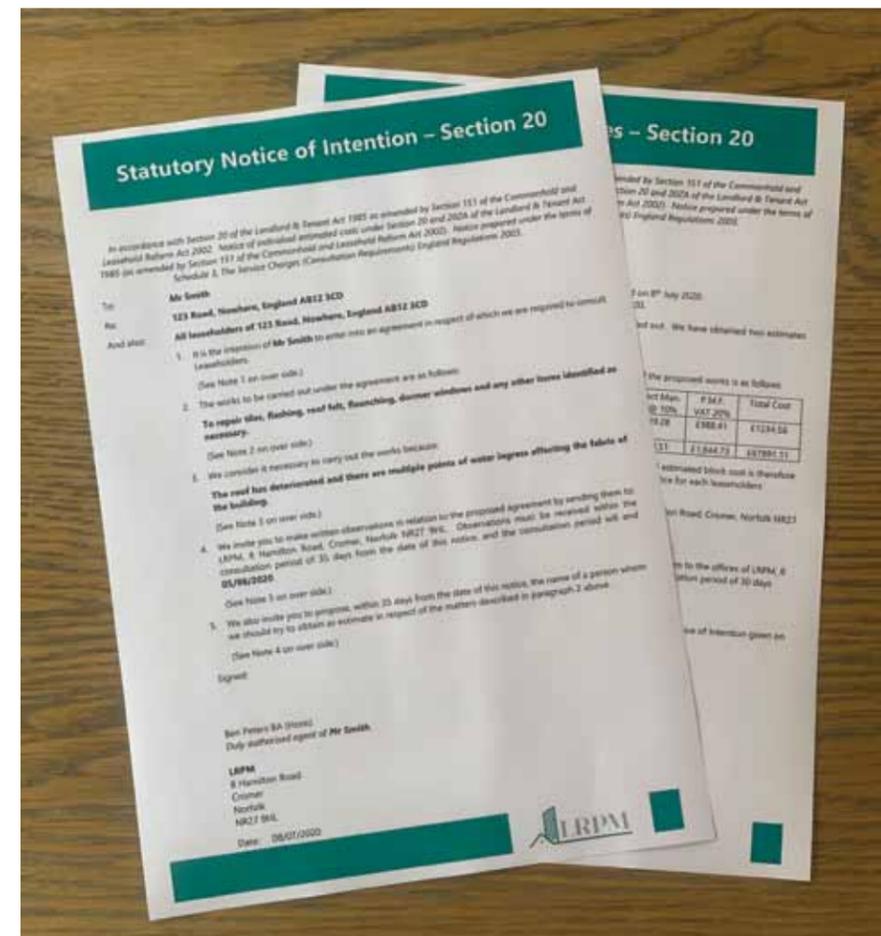
We use two separate brokers to ensure the market is adequately tested for competitive premiums and sufficient cover. If we place buildings insurance for you, LRPM will handle all claims and associated perils on your behalf. Alternatively, if the insurance is set by the freeholders, we can offer guidance as necessary.

## REINSTATEMENT COST ASSESSMENT (RCA)

The insurance industry requests an RCA is completed every 3-5 years to ensure that underinsurance isn't taking place. We will oversee this for you so as to make sure the property is covered appropriately and in the instance of the block being over insured, will look to have your cover adjusted accordingly.

## FIRE RISK / HEALTH & SAFETY ASSESSMENT

LRPM will ensure all fire safety and compliance requirements are adhered to in line with current legislation. As previously mentioned, all staff are given adequate training so they are fully up to date on all legislation.



## SECTION 20 CONSULTATION / MAJOR WORKS

When a property is in need of major works to repair and maintain the structure of the building, LRPM has a wealth of knowledge and experience to offer in working in conservation areas or on Grade II or II\* listed buildings, as well as period properties and purpose-built blocks. We would discuss this with the Management Company and walk through the options of what can be achieved in a realistic timeframe, and how to plan for the future. We follow the specific legal processes required to complete such works and will apply for dispensation on the sites behalf if required.

# Who We Work With



## DEVELOPERS

LRPM work hand in hand with property developers throughout the project to enable the smoothest possible transition up until completion of the build.

We will assist with setting 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 regular updates to allow the developers to move onto their next project in good time.

## RESIDENTIAL MANAGEMENT COMPANIES & RIGHT TO MANAGE COMPANIES

We work with Residential Management Companies and Right To Manage 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 14.

## 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 freeholder's requirements, whether it be collecting ground rents, overseeing major works or managing the day to day running of the building, we have it covered.



## SERVICE CHARGE AND BUDGET MANAGEMENT

In order to manage a property efficiently, 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.

Our client money is held separately from the business account, ensuring clients funds are always 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 or arrange a bank transfer.



***“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***





## 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 through 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 use the system 24 hours a day.

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

## 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 experience working with a variety of buildings including listed, coastal and period properties, both conversions and purpose built blocks.

## 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, we take this incredibly seriously. We are vigilant to ensure the hallways are clear at all times, the entrance doors to apartments meet current fire standards and fire rated door furniture is 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:

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

## 24 HOUR EMERGENCY CARE & ONLINE SYSTEM

Emergencies do happen and when they do we are on the end of the phone or your 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.



**LRPM offer a multitude of services. Some of which are listed below:**

- Opening, handling and reconciling service charge bank accounts
- Site expenditure and tracking analysis
- Property management software
- Preparing and sending out service charge forecasts and actuals
- Collection of service charges to include an invoicing and arrears collection service, budgeting and reporting
- Receiving and paying invoices from contractors
- Collecting ground rents (if applicable)
- Holding monies in a separate, audited client bank account
- Producing electronic and physical records for annual account review and electronic storage of all files
- Keeping records of freeholders, leaseholders, tenants and management companies subject to General Data Protection Regulations
- Providing standard information to accountants and/or auditors for the preparation of annual service charges and corporate accounts
- Administering the management of the building and establishing relevant insurances (as allowed by the FCA)
- Routine liaison with Residents Associations or the Director's of Resident Companies during normal office hours
- Access to a dedicated customer contact team during normal office hours
- Reading utility meters and liaising with relevant utilities companies, comparing the market for competitive rates
- Visiting the property at least bi-monthly (or subject to client requirements) and visually checking the general condition and maintenance standards within the building through scheduled documented site inspections with a dedicated site Property Manager
- Appointment and management of contractors to carry out cleaning, gardening, repairs, maintenance and decoration subject to regulatory practice, job specifications and contract preparation

- Actioning of Section 20 processes in obtaining quotations and providing initial consultation on larger works
- Arranging compliance activities such as Fire Risk Assessments or Asbestos Surveys
- Providing a maintenance service to action immediate site repairs
- Acting as Company Secretary and as the Registered Office
- Attendance at AGMs during normal office hours and weekday evenings including completion and distribution of minutes
- Preparing and maintaining registers of shareholders, directors, members and other statutory records
- Filing annual returns, annual accounts and other statutory documents at Companies House
- Registration of and administration of Directors details
- Secure storage of company statutory files
- Advising on and implementing changes to legislation



# Commercial Property

# Commercial Services



## OUR COMMERCIAL SERVICES

### ● Detailed building surveys

A bespoke report with a detailed internal and external inspection and full technical report with a detailed explanation of the building's construction and any defects.

### ● Summarising building surveys

A bespoke report with detailed internal and external inspection and summarised report.

### ● Schedules of Dilapidations

A schedule to outline all items of disrepair where a tenant, or a landlord, has an obligation to repair. The schedule will include suggested remedial action and a photographic record.

### ● Schedules of Condition

A schedule to record the conditions of a building to later act as a comparison at the end of a lease to enable the decorations or wear and tear to be judged for legal or contractual reasons.

### ● Building Reinstatement Cost Calculation Reports

A report which includes a calculation to identify the building declared value (BDV) for insurance purposes.

### ● The Management of Major Maintenance Works

A service to oversee any maintenance work to a property which might have been highlighted in a schedule of dilapidations or works to update a property between tenancies.

## AN OWNER OF A COMMERCIAL PROPERTY?

We can assist you in all aspects of managing a commercial property, including providing you with an appraisal of the market rental value and offering a find a tenant service. We will happily advise you on the service of notices and recommended wording and clauses in leases, in order to keep up to date with the most recent legislation changes.

If you are thinking about purchasing a new investment, we would be happy to advise you on the suitability of available properties, what rents you might achieve and whether you might need to undertake any maintenance work prior to advertising and letting the property.

## A TENANT OF A COMMERCIAL PROPERTY?

We can offer a number of services to ensure you are in the best position possible during a rent review or when agreeing a new lease with a landlord. We can be apart of the negotiation process or can simply provide you with information, including an appraisal of the current market rental value for your property.





● **License to alter letter**

Attending a site to discuss alteration works to a property which are being proposed by a lessee or tenant and producing a letter of consent or refusal.

● **Commercial rent reviews**

Negotiating with a landlord or tenant on the other parties behalf with the intention of settling a rent review.

● **Market capital valuations**

A report to outline the market value of a particular property including a description of its construction, its situation and any general remarks to highlight items which are affecting its value.

● **Market rental valuations**

A report to outline the rental value of a particular property including a description of the property, its situation and any general remarks to highlight items which are affecting its value.

● **Expert witness reports and Civil Procedure Rules (CPR) Part 35 reports**

A report to be used in a legal matter or arbitration case as a third party opinion on a range of survey and valuation work.

*“I feel compelled to add this review as a new client of LRPM. Since the beginning of the year they have been like a breath of fresh air to me !!!!*

*Previously I was under another block management agency which to say the least was a nightmare. The property had no fire protection and was in need of a total refurbishment! Since LRPM took over the building earlier this year within a very short time LRPM called in a Fire Officer who presented a report of immediate requirements and within a very short space of time all these requirements were implemented bringing the building into a safe and secure environment. E.g. Full audible, break glass boxes in all areas smoke and heat detectors throughout the building and all of our flats feed back to a zoned monitored fire panel which is tested religiously every week.*

*On a cosmetic side, the building has been totally refurbished to a five star standard replacing doors, carpets etc and a great colour scheme (SMASHING).*

*The staff are fantastic normal human beings where nothing is too much trouble with issues dealt with instantly (none of your leave it with me) which I had become use to with the old agency, not that I have had any issues as such, let’s say enquiries.*

*Overall Pucker Stuff, Thank You LRPM, one very happy client”*

*Martyn, Norfolk*

*“The service we received from LRPM is so professional and friendly. They were fantastic at reassuring and guiding us through the process to get our daughter into her first flat living on her own.*

*She’s been there for 2 weeks and they still continue to support and assist, NOTHING is too much trouble. I would highly recommend them and their services.”*

*Marcus, Norfolk*



*“I have dealt with LRPM on several occasions and have always found them to be approachable and happy to assist as needed. I always get straight through and a member of the team is always willing to offer advice and guidance, all of which have been dealt with efficiently and expertly. I can’t recommend enough.”*

*Steven, Norfolk*



- Block & Estate Management
  - Commercial Services
  - Building Survey
  - Residential & Commercial Lettings
  - Holiday Lettings (Norfolk Branch)
- management@lrpm.co.uk | www.lrpm.co.uk

|           |              |
|-----------|--------------|
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| Norwich   | 01603 904600 |
| Cromer    | 01263 639900 |

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