



LONDON BLOCK MANAGEMENT

Managing your property
as if it were our own.







What's important to you is just as important to us

Your building is a much better place to live when properly looked after and maintained, but finding a managing agent that delivers a quality service for a reasonable cost can be challenging and frustrating.

Working closely with our clients means we can pinpoint the services they require and eliminate those they don't.

We pride ourselves on transparency, and we are upfront about the services we offer and our costs.

We train our Portfolio Managers to ask themselves one simple question about the sites they manage: would I be happy if I were a leaseholder?

Why choose London Block Management?

We understand that choosing a managing agent can be daunting, but we believe our experience, transparency, and commitment to communication sets us apart.

It takes a considerable amount of work to put the management of your building out to tender, and if you're dissatisfied with your current arrangement, how can you guarantee a new one will be better? We take your instruction seriously and know we can't let you down.

With over ten years of experience across London, we understand the challenges of managing blocks. We know how to provide day-to-day services that add value to owners and tenants.



We are selective about the blocks we manage and only manage buildings that tick the following boxes:

- Does this building inspire us?
- Can we work well with the client?
- Can we offer an improvement on the current management?
- Is the property easy to reach for site visits, meetings and emergencies?

If we can say yes to each of those questions, we know we've got a block where we can make a positive and sustainable difference.

Who are our clients?

Clients include resident management companies, RTM companies, owners, charities, and developers.

What do we manage?

We manage a diverse range of buildings, spanning new builds to Grade II listed buildings, with as few as ten units to more than 500 units.

We only manage buildings that meet our criteria and work collaboratively with clients to develop a bespoke strategy for each property.

Meet the management team

We're passionate about property. We like interesting architecture and find joy in managing buildings well. We look after each property as if it were our own.

Our team consists of experienced professionals with varying backgrounds - from property managers and surveyors to accountants and lawyers - ensuring we can approach block management from multiple perspectives.

Our dedicated new business Portfolio Directors will manage the handover of your building until we fully understand the block, you as a client, and until any legacy issues are resolved.



James Lee, Director

James comes from an investment banking background, working in senior positions in commercial and residential property departments of banks in London and New York. He focuses on company strategy and ensures that the company maintains its core values: transparent fees, value for money, and outstanding service.



Morven McCaig-Cook, Director

Morven has a degree in surveying and extensive knowledge of property and block management. She focuses on the operational side of the business, ensuring that we deliver the highest level of service whilst retaining our core values. Morven also handles new business enquiries from your initial contact through the first few months of our management. Morven is passionate about changing the industry, putting clients and leaseholders first and ensuring client retention for the long term.



Jonathan Cutts, Finance Director

Jonathan brings an array of accounting and commercial experience to our team; he served his Articles of Clerkship with one of the then "big five" accounting firms, where he was an Audit Manager for several years. Branching out into commerce, Jonathan has worked as a Financial Director in various fields, including a seven-year role for a property holding company. Jonathan has worked for the company for almost ten years.



Ben Hallows, Associate Director

Ben leads the compliance and internal audit side of the business and oversees the daily operations of the Health Safety and block management teams. He ensures that our portfolio and staff are compliant at all times and that our policies and procedures are robust, fit for purpose and evolve in line with best practice and with the latest legislation.



Katie Riches, Associate Director

Katie began her blockmanagement career working for a Hertfordshire-based company managing properties across Surrey, Sussex, and Hampshire. She joined London Block Management in 2014 and currently leads a team, providing support and guidance on a range of block management issues, on top of managing a portfolio of her own clients. Katie is a member of The Institute of Residential Property Management.



Ryan Atkinson, Portfolio Director

Ryan has worked in property throughout his career, initially in South Africa, before joining us in 2015. Ryan has experience developing and managing mixed-use estates, which include residential, commercial, and hospitality facilities (including the Greater Kruger National Park!). Ryan leads a team and is a member of The Property Institute.



Jing Li, Portfolio Director

Jing brings a wealth of experience across twenty years in the block management industry and has worked for some of the most respected firms in the sector, gaining expertise across a wide range of demanding portfolios. Her experience spans the management of large, modern mixed-use developments and traditional purpose-built buildings. Jing leads a team whilst overseeing her own portfolio of high-end clients and is a member of The Property Institute.



What sets us apart...

From our first conversation, you will notice a difference. Once you have given notice to your current agent, we will issue a handover list and deal with them directly for a smooth transition.

The first steps to reassurance

If you are taking steps to change agents, it usually means there are some issues to resolve. We aim to rectify any major issues and have the block running to your expectations within three months.

By our first quarterly meeting, we will have taken action which will reassure you that your building is in capable hands.

Regular updates prevent problems

In the first few months, we will be in regular contact to address any concerns.

We create a detailed list of issues for each property in our portfolio, which we update daily, and we brief each team member on current block issues during our weekly meetings.

The lists form the basis of the information pack provided in quarterly meetings. By keeping on top of issues, we can deal with minor problems before they become major ones.

Key steps to successful property management

1. Good communication
2. Value for money
3. Thorough and transparent accounting
4. Prompt, low-cost and reliable maintenance

Good Communication

Our most important piece of communication will be our first meeting. We'll listen to any issues and problems you're currently facing and be realistic about how we can help.

Once you've appointed us, good communication is central to our service. We answer phone calls within two rings (with no switchboard involved), respond to emails within a business day, and our team mans an emergency phone 24 hours a day, 365 days a year.

Choosing to manage blocks within easy reach of our office improves communication too. Site visits are straightforward, you can visit our office, and we can get to you quickly in an emergency.

Value for money

We pride ourselves on ensuring all services to our clients are reasonably priced and offer value for money.

Costs for estate management should be transparent: we charge a fixed fee per flat (or commercial unit) per year, dependent on the amount of work we expect to be involved in managing your property.

We do not charge hidden administration fees or commission on any supplier or contractor invoices. Our management agreements clearly describe what is and isn't included in our service charge.

Thorough and transparent accounting

We conduct a forensic analysis of accounts at handover, starting at the beginning of the current financial year to ensure we fully understand how your building operates. Our accounts team follows set procedures and handles everything from setting your budget to pursuing arrears.

- All our blocks have individual accounts for leaseholder funds.
- Interest always accrues to the block's own account.
- Accounts are updated daily.
- Summary reports are provided at quarterly meetings and available at any time on request.

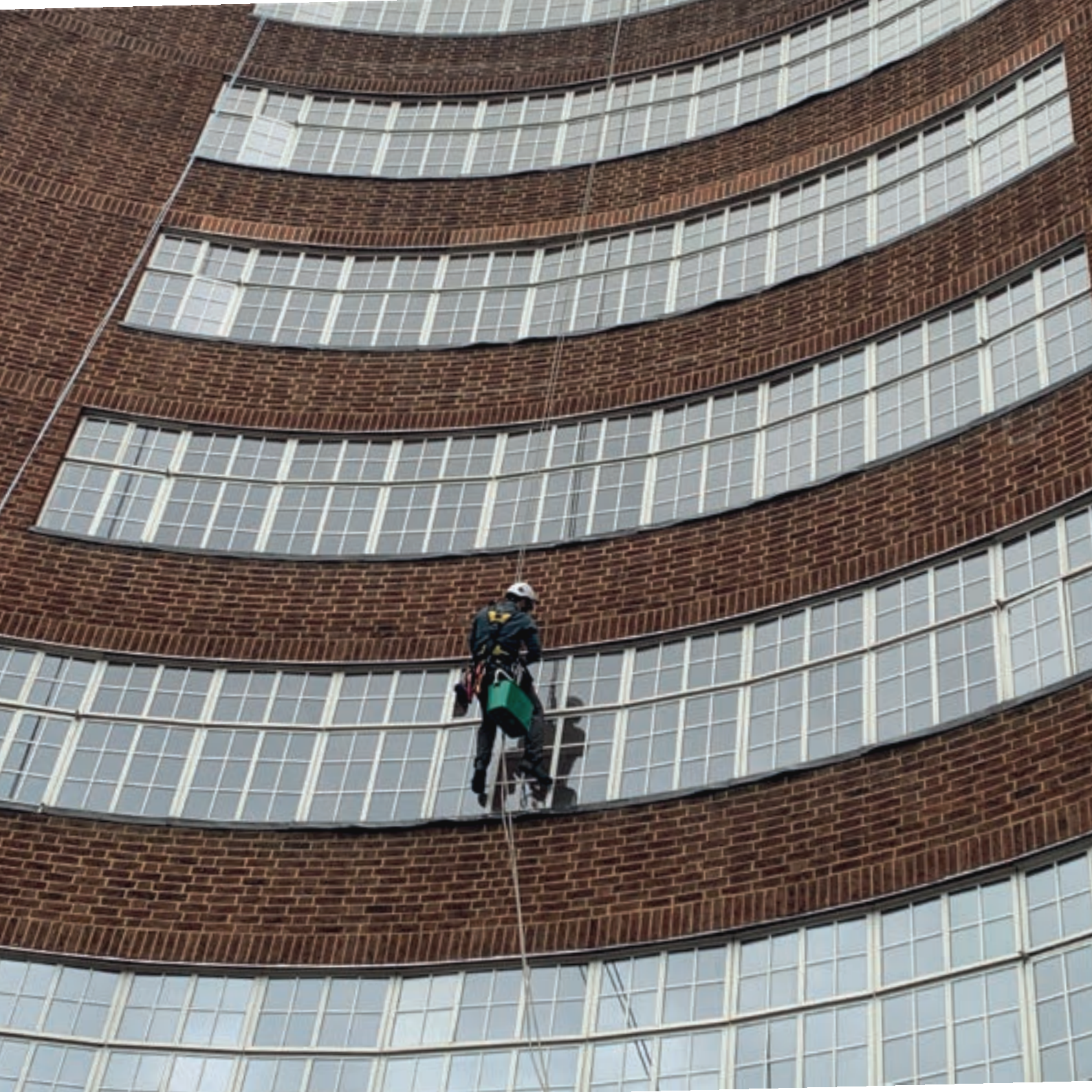
Prompt, low cost, reliable maintenance

We work with reliable contractors to deal with any building and any issue. Their fees reflect the quality of their work.

Our contractors never cut corners, offer us very competitive prices, and all maintenance is completed to a high standard to ensure longevity and reduce the chance of further repairs.

Although we have our own trusted contractors, we are equally happy to work with any contractor you have established a relationship with - we have found some of our favourite contractors that way!

We have a signing authority with each client, above which we seek your approval before settling any invoices.





Company Details

At London Block Management, we are ready to provide you with the highest standard of service. Over the years, we have developed strict policies and procedures that set us apart from other managing agents.

Professional Associations

We are members of TPI, the leading UK block management association.

We are members of The Property Ombudsman.

We are an Appointed Representative (Reg. Number 602508) of Clear Insurance Management Ltd, which is authorised and regulated by the Financial Conduct Authority (Reg. Number 307982).



Insurance

We have professional indemnity insurance in place with Hiscox Insurance Company.

Data Protection

We are registered with the Information Commissioner's Office for data protection purposes (Reg. Number Z2352077)

Complaints Procedure

Our complaints procedure meets best practice protocols and complies with each of the codes of practice applicable to our business. This is available on our website.

London Block Management highlights

- Properties within easy reach of our office
- Clear fee structure and value for money
- Aim to resolve any legacy issues at handover within 3 months
- Regular reports and updates
- Reliable and trusted contractors
- Excellent communication





Let's meet

Nothing compares to a site visit and a conversation.

Once we've met and looked around your building, we'll provide you with a quotation. It benefits us to see your lease and accounts or budget, to help us understand your block and how it's currently managed.

Depending on the size of your building, you may want to go out to tender. We can give you a standard set of questions that will allow you to compare agents on a like-for-like basis.

If you decide to appoint us, we will prepare a bespoke management agreement containing your building and management company details. Once that is signed, and your current agent's contract has been terminated, we can begin taking the stress of managing your property off your hands!

We look forward to meeting you!

Contact us on 020 7870 4000 to arrange a meeting.



London Block Management Ltd
3rd Floor
9 White Lion Street
London N1 9PD

Tel: 020 7870 4000

info@blockmanagement.com
www.blockmanagement.com



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