



RULES OF ENGAGEMENT

When Blockcontrol Partnership take over the management of your block and the properties / homes within them, you can relax safe, in the knowledge our team will be proactive in maintaining your property, keeping it current with ever changing legislation and most importantly, available when you need us for emergencies and issues that are inevitably going to happen. But what exactly are our experts at Blockcontrol Partnership doing for you? In essence there are nine main tasks Blockcontrol Partnership will take care of and they are as follows:

1. Understanding of Lease Matters

Blockcontrol Partnership will ensure first of all to have a good understanding of the rights of the leaseholders in the block. Under the Commonhold and Leasehold Reform Act of 2002, leaseholder rights can include: Right to Manage responsibilities, the right to receive summaries of rights and obligations surrounding service charges, and the right for notice to be given prior to the demand for an instalment of rent or service charge.

In addition, it is advisable for block managers to have an understanding of legal requirements pertaining to any bespoke agreements written into each lease, as every lease has its own challenges and intricacies. A lease review will give a clear indication of the managements responsibilities and thus ensuring service charge funds correctly demanded, collected and spent.

2. Fire safety

Blockcontrol Partnership will be entirely responsible for scheduling and overseeing all risk assessments, including those of fire safety. In communal areas, fire alarms, fire doors, extinguishers and escape routes will be all routinely checked and risk assessed by our staff. Fire equipment will be checked to be working correctly, as should fire doors and alarms. We will arrange for an up-to-date Fire Risk Assessment (FRA) and action any follow up recommendations highlighted. On the other hand, our in-depth knowledge of the fire safety in blocks of flats handbook gives us the ability to know what is actually required and what added by the assessor to cover his back!

3. Health & Safety

As well as fire safety, we will run routine checks to ensure each aspect of your block is compliant with necessary Health & Safety regulations.

Risk Assessment of Communal Areas: including communal gardens, lounges and any corridors and walkways. Health & Safety standards must be met to protect the wellbeing of residents, visitors and any employees using the areas.

Electrical Safety: In accordance with the 1989 Electricity at Work Regulations, we are responsible for ensuring the electrical installations are functional, practical and safe within the current regulations, as well as the regular inspections to the condition of outlets, switches and lights for damage and wear. We will also oversee and maintain any lifts within the block, as regular servicing, and planned upgrades of old equipment, (instead of waiting for it to expire!) can save leaseholders thousands of pounds.

Asbestos: We will, as is a block managers duty by law, identify materials potentially containing asbestos in blocks of flats, by way of Asbestos Surveys and manage the register accordingly. An Asbestos Management policy will keep all residents, visitors and contractors working on site safe.

BLOCKCONTROL PARTNERSHIP LTD

30 Roston Road, Salford, M7 4FS

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www.blockcontrolpartnership.co.uk

Registered Company Number 14117983



4. Accounting

We will be responsible for a range of accounting services, and aim for complete transparency so that all clients, directors / association heads are able to see where the service charge funds are being spent.

Accounting duties Blockcontrol Partnership oversee are:

- Correct Invoicing & collecting service charges / ground rents.
- Maintaining proper records and accounts
- Reconciling designated client bank accounts on a monthly basis
- Preparing and monitoring budgets
- Keeping sufficient funds in the management account
- Allocating resources, contractor vetting
- Filing statutory confirmation statements and company accounts in a timely manner.

All leaseholders are invoiced for Service Charge, in accordance with the terms of your lease. We will usually invoice on a half yearly basis and keep track on all units to make sure all monies are paid in a timely manner. In the event of Service Charge Arrears, we have success proven systems in place to recover these and will only use legal avenues if absolutely necessary.

All contractors and service providers will be assessed for cost efficiency, effectiveness on the job, compliance with Health & Safety and proper insurance. We don't believe in making radical changes on taking over a block, unless of course this is required, we will always give the current contractors a chance to improve before making replacements and to tender a new quote if other contractors are of better value.

Although we are always happy to consider a contractor preferred or recommended by leaseholder, we have a portfolio of excellent contractors who we use to tender quotes for any contract prior to making any appointments. To assist with the accounting tasks above and to maintain individual Service Charge accounts, we use a bespoke management software system to make sure all of the above is carried out in an organised manner. The system also allows for leaseholder access to an online portal where they can manage your Service Charge account, download invoices and statements and link to make payments via our website. Management documents, company accounts, budgets and assessments are also available to all leaseholders via the portal.

5. Inspections

Your block should be kept in the best possible condition to protect the health and wellbeing of current residents, and to ensure it is appealing for prospective residents. To do this, Blockcontrol Partnership carry out regular both internal and external documented inspections. Commonly these areas will include communal areas, as well as grounds, gardens, pathways and any attached parking areas, we will also ensure the roofs are inspected at regular intervals to maintain proper drainage. These inspections are then used to schedule works highlighted within them. Maintenance issues can also be raised via the online leaseholder portal. The advantage of this is that leaseholders and management automatically get updates on progress of these repairs by email. Scheduled directors' meetings or quarterly updates are a minimum and our offices are always open to all for a welcoming hot drink and a chat whenever a client requires.

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6. Record Keeping

We will keep a comprehensive record of all completed works, payments issued, service charge payments outstanding and service charge collected. In addition, we will keep record of our inspections, mandatory safety checks and any repairs and maintenance undergone to any equipment on-site.

7. Insurance

Insurance is a core part of our role. Each resident will pay for building insurance, engineering policies for lifts and D&O insurance, either included in the service charge or as an additional annual cost invoiced to leaseholders separately. Blockcontrol Partnership will be responsible for ensuring all your policies are up to date, not under or over insured and that the terms of the policy are complied with. With the rise in building materials, building rebuild costs are more often than not too low and this could jeopardise future claims. We will also notify the insurance company or brokers, instruct loss assessors to process any claims on your behalf.

8. Section 20 Notices

Section 20 Notices refer to Major Works taking place to a building. In short, if works need to be undertaken to a building and the cost will exceed £250 per leaseholder, the management company must follow a three-stage consultation procedure before demanding these funds. Following this procedure is beneficial to leaseholders, it gives them opportunity to voice concerns, propose contractors and make themselves heard. It is also beneficial to the management as following proper procedure will ensure that the funds can be collected by legal means if necessary. We have successfully carried out this consultation process in-house many times over.

9. Legal changes

We will keep abreast of all new legislation and amendments to pre-existing laws that will alter the management of a block, administratively, procedurally or in the form of Health & Safety changes. We are members of the NRLA, the PRS and CMP thus ensuring we are fully backed and compliant.

10. Experience

Yossi & Avi have over 13 years' experience providing Block Management services to property developers, property owners, freeholders and management companies. We treat our clients as friends, partners. You tell us what your dreams are, for your home/property and we will get you there! If you are looking for a communicative, transparent and reliable Block Management company who can provide a comprehensive range of services tailored to suit your needs, look no further.

Take a leap, make the call, it's a decision you will not regret, we're looking forward to proving it to you!

Yossi Weisz & Avi Begal

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Take control with Blockcontrol

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