

# RESIDENTIAL BLOCK MANAGEMENT IN CENTRAL LONDON

Fraser Bond offers a residential management service which is currently responsible for a number of significant residential blocks located in Central London in particular Soho, Mayfair, Fitzrovia and Covent Garden. We also provide residential block management in Greenwich London.

At Fraser Bond we act for freeholders, block management companies, property companies and right to manage.

Quite simply professional management is based on a personal service, prompt communication, regular site visits and efficient financial control. To achieve this each property has a designated property manager who carries out the following:

- Day to day management including the supervision of on-site staff
- Dealing promptly with leasehold queries
- Organising day to day and emergency repairs
- 24 hour emergency contact
- Managing contractors, appointment of independent registered contractors
- Arranging compliance with health and safety legislation
- Insurance claims
- Managing agent enquiries
- Enforcement of covenants, landlord and tenant notices
- Regular reporting to Directors, attending resident meetings and AGMs.

**FRASER BOND**

# Experience. Creativity. Attention to detail.

## Our services

We have the ability to work with both single and multiple freehold owners, and have complete awareness and understanding of the legal obligations, regulations and formal processes relevant to each party.

Our scope of property management services includes:

- The selection and management of on-site staff including butlers, porters, front of house and maintenance
- Full facilities management and maintenance
- Full financial management including budget forecasts, service charge collection and allocation
- Strategic asset management looking at long-term opportunity for maximising asset value
- Resident liaison – primary point of contact for resident enquiries and grievances
- Oversee assignment and alteration licenses
- Assist in the formation of residents' association and RMC

## Why Fraser Bond?

- Stable staff team
- High levels of initial and on-going training and staff development ensures best practice is paramount
- High levels of legal expertise gained from acting for leading institutional landlords
- Human resources team to ensure optimal management of on-site staff
- Facilities management team to ensure health and safety compliance
- Unique developer consultancy team advising on new building strategy
- Proven asset management capabilities
- Low portfolio size for each asset manager
- Seamless integration of residential asset management activities with other Fraser Bond specialisms

## What makes us different?

Unlike other firms, we don't buy managements. All our blocks have come to us by personal recommendation. Accordingly we retain our managements through client and customer satisfaction, rather than the strength of contracts. We do have our own standard form of management agreement which can be provided upon request. We are also happy to enter into the RICS standard form of contract. We will also consider an appropriate draft which may be offered by your own solicitor.



Marconi House, Strand WC2



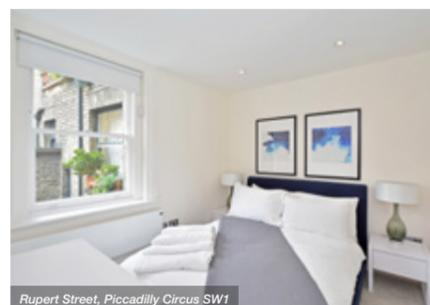
Kensington High Street, Kensington W14



Rupert Street, Piccadilly Circus SW1



Lovat Lane, Monument EC3



Rupert Street, Piccadilly Circus SW1

## Examples of our basic management services

We visit our buildings on a regular basis but at sufficiently varied times to maintain spot checks on the appearance of staff and their attendance on duty.

We prepare in consultation with the client, an annual estimate of expenditure on service charge costs and calculate the 'on-account' charges for each leasehold unit within the property. We then charge and collect service charges in accordance with the provisions of leases and pursuing arrears up to the point of instructing clients' solicitors as necessary. We have an in-house arrears controller to ensure that solicitors' costs are only incurred as a last resort.

At the end of the financial year, we prepare the financial data for the client's accountants to assist in their preparation of the annual audit. We then circulate the accounts to all leaseholders with notice of the annual general meeting.

Aside from the recruitment of porters and cleaners, we issue instructions to contractors to carry out repairs and maintenance of a periodic or recurring nature as well as ordering fuel and other consumables such as lamps, refuse sacks, cleaning materials, uniforms and such other materials as may be required for the proper management of the property.

We are always on hand to advise our clients and committees on matters of management policy and statutory requirements of the myriad landlord and tenant enactments.



Maddox Street, Mayfair W1

## Buying power in insurance

Most of our clients are able to take advantage of our long-standing relationships with key brokers affording a bulk buying power which is second to none in the block insurance market and enabling the keenest rates without the expensive strings that are usually attached to 'cheap quotes'. (Offers of cheap insurance which are "subject to survey or further risk assessment" usually indicate nasty surprises in store with mandatory risk improvements which outstrip many years' worth of illusory savings in premium.) It pays to have clout in the insurance market and this is what we are able to deliver for our clients.

## Additional services

Additional management services are available but fall beyond the scope of our basic management fee. Should you wish to discuss these further, we will be happy to provide a fee structure. Such services include company secretarial services and representation at the leasehold valuation tribunal which is the main arbiter of residential leasehold and service charge disputes.

It pays to have clout in the insurance market and this is what we are able to deliver for our clients



Wells Mews, Fitzrovia W1



Lovat Lane, Monument EC3

# FRASER BOND

## OUR PATCH



Fraser Bond, 3rd Floor, 16 Ingestre Place, SOHO, London W1F 0JJ  
T : +44 (0) 203 743 0212 • F : +44 (0) 203 514 0920 • E : [info@fraserbond.com](mailto:info@fraserbond.com)