

## LANDLORDS & FREEHOLDERS

We know that as a Landlord you have a range of commercial requirements when it comes to your relationship with a managing agent. When we work with landlords we establish the ground rules together and agree what aspects of the management of the building they want to be involved in. Our goal is to make the management of their investment as simple and trouble-free as possible, while ensuring that all the statutory and contractual aspects surrounding the building are met.

Our landlords particularly value the way in which Blenheims can:

- Ensure Ground Rent collections are managed in a regular and robust manner and statements are provided routinely and promptly
- Provide efficient management of day to day maintenance matters
- Provide a link between the landlord & residents in the building
- Provide up to date, professional advice on lease compliance and changes in statute
- Ensure compliance with Health & Safety statute
- Propose, schedule & manage major works projects on the landlord's behalf

All of this is in addition to our standard services that cover

- Regular site inspections
- Management and payroll of portering or caretaking staff (where appointed)
- Instruction, supervision and payment of suppliers and contractors
- Monitoring all routine maintenance contracts such as cleaning and gardening
- Provision of annual estimates of service charge
- Issuing service charge demands
- Annual accounting

### **THERE ARE ALSO A NUMBER OF OTHER SPECIALIST SERVICES WE ARE ABLE TO PROVIDE DEPENDING ON YOUR REQUIREMENTS:**

#### **SPECIAL PROJECTS**

These could include developing information packs for residents with house rules and regulations or reappraising arrangements for sub-letting, licences for alterations, and the way in which these are dealt with by a Client's solicitors. We have significant experience in these matters and can provide samples where required.

#### **SURVEYING**

The firm's building surveying department put a great deal of effort into understanding each building in detail and have a good rapport with building companies to achieve effective costings and good quality work. Most major works contracts such as external refurbishments are handled in-house in this manner.

#### **ROLLING MAINTENANCE PROJECTS**

Planned maintenance programmes have been produced for a number of our buildings which take into account the likely frequency of maintenance and renewal works such as re-carpeting or lift overhauls and their forecast future cost. These programmes enable sinking funds, special collections and budgets to be set up and adjusted which helps us and our Clients to ensure that residents and leaseholders enjoy a well-maintained building without unforeseen and unwanted additional collections having to be implemented.

#### **INSURANCE SERVICES**

Blenheims operate a comprehensive block policy for much of the portfolio currently underwritten by Aviva which provides competitive premiums and enables Clients to benefit from economies of scale and superior claims handling.

#### **COMPANY SECRETARY**

The firm is able to provide a Company Secretarial and Registered Office service where required.

#### **OTHER SERVICES**

We retain close links with a number of professional firms such as solicitors, surveyors and estate agents.