

## RESIDENT MANAGEMENT COMPANY (RMC) & RIGHT TO MANAGE (RTM)

When you choose to act as a Director for a RMC or RTM Company, you make a commitment to your building or estate. We know that in these relationships communication is key and our role is to support and advise to ensure the right decisions are made to achieve a well-organised efficiently run building. Blenheims works with many RMCs and have worked with RTMs since the very first were formed so are ideally placed to advise on all aspects of building management.

The team assigned to your property will be tasked with delivering an efficient, proactive management service that focuses on key aspects of management for an RMC or RTM.

Clients of this type benefit from a service that includes:

- Full establishment of new Right to Manage companies in buildings
- Acting as the link between landlord & residents
- Attending your regular meetings and AGMs to a pre-agreed schedule
- Regular site inspections
- Ensuring your building is managed to the highest possible standards
- Providing expert advice on day to day management issues
- Monitoring of all maintenance contracts and prompt response to maintenance faults
- Management and payroll of portage or caretaking staff (where appointed)
- Advising and consulting on compliance with the terms of the lease, licensing requirements, health & safety legislation and updates to statutory legislation
- Acting as an independent & impartial party in collection and management of service charge monies
- Provision of annual estimates of service charge
- Issuing service charge demands
- Annual accounting
- Providing a front-line response to general queries from lessees or property owners

### 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.