

AN OVERVIEW OF BLENHEIMS

Blenheims Estate & Asset Management Ltd and Blenheims Estate & Asset Management (SW) Ltd are part of the FirstPort group, with offices in London, Bristol, Torbay and Newquay. We have been managing property in one way or another for over one hundred and fifty years and have an established portfolio of a number of significant and well-regarded blocks and estates running from London through to Cornwall, which now comprises approximately 14,000 homes in Over 500 properties.

OUR PHILOSOPHY

A personal approach touches everything that we do – we recruit and retain enthusiastic, competent staff with a range of experience and expect our team to adhere to high standards of professionalism. When Clients call our offices, they speak to a trained person and we encourage our staff to take ownership of their roles.

The management philosophy is to combine responsiveness and communication with the ability to resolve issues quickly. This means we can adapt our approach to fit a particular Client's requirements, giving a flexible service we can tailor to individual needs. Some buildings and estates are more hands on than others and a lot depends upon the working arrangements with the board of resident directors or the landlord. One of our strengths is our ability to cope with additional demands thanks to systems and procedures that allow our team to work as efficiently as possible. Our Client Accountants provide efficient, accurate reporting and we have invested in state of the art software for property management to further enhance our accounting performance. These systems allow us to constantly improve what we do and have enabled us to grow.

OUR STORY

Blenheims' story began in 2006 following a management buyout by its current owners of the property management arm of a well-regarded London based estate agency. The Estate & Asset Management operation was a backbone of the original business and Blenheims has built on their reputation for providing a high quality service with a personal approach. Also in this year a new Devon office opened to act as the Client Accounting and corporate headquarters and provide property management services.

2009 saw Blenheims acquire the Bristol-based Champions Property Letting and Management, well regarded for high quality, personal levels of service and their depth of property knowledge. We have used our presence in Bristol to develop both the Champions and Blenheims brands. New shared offices that opened in 2015 have allowed us to increase our presence in the city and provide a facility for staff and Clients alike.

In 2012 Blenheims acquired The TMS Group (the South West's largest and most well respected managing agent) to create one of the UK's largest privately owned specialist residential managing agents. TMS brought an able and dedicated team with particular experience in acting for new build developer Clients in some of London and the South West's most complex and extensive schemes. In late 2015, the decision was taken to bring TMS under the Blenheims banner to create Blenheims Estate and Asset Management (SW) Ltd.

Having established a significant portfolio in Cornwall, we felt that our Clients there needed a team that was on the ground and readily accessible to them. With that in mind we opened our first office in the county in 2018. A big step for us but, the office is going from strength to strength and we are certain that this will allow us to deliver the best possible service to Clients.

2021 saw us become part of FirstPort, one of the UK's leading residential service providers. We're excited about the opportunities that our change in ownership will bring for our clients and customers. We'll benefit from access to the FirstPort group's in-house specialist teams, which will enhance our existing capabilities, as well their investment in new digital systems to improve customer experience. We also expect that our clients will be able to benefit from greater efficiencies over time as a result of our being part of a larger group. FirstPort is one of the industry's leading property managers with over forty years' experience. They're members of our key industry bodies and have been awarded a 5-star rating from the British Safety Council for the last five years. If you'd like to find out more about FirstPort you can visit: www.firstport.co.uk/about-us/

OUR CREDENTIALS

Blenheims are a member of the Association of Residential Property Managers (ARMA) and the majority of our property management staff are qualified members at varying levels of the Institute of Residential Property Managers (IRPM). Our Client Accounting Team also benefits from an excellent level of professional qualification across the team. In addition, we are authorised and regulated by the Financial Conduct Authority (FCA).

