



## Residential Service Charge Management



“Management delivered with quality customer service”

## About Adair Paxton

Adair Paxton is one of the oldest and most respected firms of chartered surveyors, estate agents, valuers and property managers in the region. We have specialised in residential service charge management for some thirty years and are members of the Royal Institution of Chartered Surveyors (RICS).

## What is Residential Service Charge Management?

Service charge management is the management of all matters related to the common parts of blocks of flats. It includes the collection of the service charge, ground rents, special levies, insurance, organising maintenance and repairs and the general day-to-day running of blocks of flats and other residential properties with shared grounds to ensure a high quality of maintenance and appearance.

## Why is it so important to have quality management?

Without proper management many problems can occur for flat owners, making properties often difficult to sell or let. Quality management helps to protect and maintain the value of your property and assists in providing an enjoyable environment in which to live. Our success is built on this understanding.

## What are our objectives?

- To provide expert knowledge and advice on all aspects of management.
- To maintain open lines of communication and transparency between owners, agents and occupiers.
- To be courteous and professional.
- To deliver the highest standards of customer service at all times.
- We listen, process and respond to your requirements as quickly as possible.
- We provide a local service.

## What is included in our service?

### Routine Inspections

Many maintenance problems can be avoided if there is a system of regular inspection. Clients are able to specify with us how many inspections they would like and how they are to be conducted.

### Organise Repairs

We have an extensive list of contractors who are able to address all maintenance issues. We quickly assess the nature of the repair and act accordingly. We can organise quotations for major works and oversee any project work, whilst dealing with smaller routine matters immediately.



### Day-to-Day Contractors

We manage and appoint where necessary local day-to-day contractors such as cleaners and gardeners and endeavour to make sure standards of service are maintained.

### Health & Safety/Risk Assessment

There is increasing legislation involved with flat management. We provide advice and instruct reports on your behalf so that the element of risk is managed. Reports to comply with recent legislation are automatically carried out for Health & Safety, Fire Risk and Asbestos and any others (e.g. lifts) where applicable.

### Financial

We collect service charges, ground rents, insurance premiums and special levies. We provide annual budgets and manage arrears. Accounts are produced by accountants at the end of each financial year. We ensure at all times that clients' money is managed in accordance with the Client Account Regulations of RICS and ARMA (i.e. in designated client accounts to ensure complete openness and transparency).



### Insurance

We ensure that the property has the necessary building, public liability and terrorism cover insurance and that the Directors have Directors and Officers' Liability insurance.

### Meetings

We organise the Annual General Meeting where appropriate and any other additional meetings the property owners should require in the course of each year.

### Day-to-Day Issues

We are involved with any day-to-day issues that affect the common parts such as noise, leaks and the dumping of rubbish and enforcement of covenants where required.

### Sales/Purchases

Full liaison with solicitors, accountants, etc to ensure sales/purchases proceed to completion as quickly and smoothly as possible.

### Leasehold Enfranchisement

We are able to advise in connection with the purchase of the freehold and lease extensions in accordance with the Commonhold and Leasehold Reform Act and other relevant Statutory Codes.

## What to do next?

If you are seeking a managing agent with an established reputation let us know by contacting William Marshall M.Sc MRICS MNAEA on 0113 205 4190.

We have the expertise, the experience and understand the need for quality customer service.

**Call 0113 205 4190**  
**for more information or email**  
**[william@adairpaxton.co.uk](mailto:william@adairpaxton.co.uk)**



## Did you know we also provide the following services?

### Residential management

Call Michael Marchant FNAEA, MARLA  
on 0113 239 5775

### Residential sales and lettings

Call Paul Turner LLB, Dip.DEA 0113 391 7100

### Residential surveys and valuations

Call Bruce Collinson FRICS on 0113 239 5773

### Land development and planning

Call Bruce Collinson FRICS on 0113 239 5773

### Commercial property sales and lettings

Call Simon Dalingwater MRICS on 0113 239 5777

### Commercial property management, surveys and valuations

Call Stephen Holliday FRICS on 0113 239 5776

### Commercial rent reviews and lease renewals

Call Graham Davies FRICS, MCI Arb on 0113 239 5774

For further information on the above services,  
please call 0113 239 5770

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