

Residential Service Charge Management



About Adair Paxton

Adair Paxton is one of Yorkshire's longest standing, independent Residential & Commercial Property Specialists. We have specialised in Residential Service Charge Management for over 40 years, but have been operating as surveyors in Leeds since 1859. We are members of the Royal Institution of Chartered Surveyors (RICS).

We pride ourselves on being able to assist clients with all of their property needs under one roof. Everything we do is Director led to ensure our standard of service and professionalism are second to none.

*"Management delivered
with quality customer service"*

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:

- Collection of service charge, ground rents, special levies, insurance
- Organising maintenance and repairs
- 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

Our Team

Our local team will bring the required management initiatives and excellent customer service skills to ensure the development is managed to a high standard and your exacting specifications are met.



The expectations of each and every site are specific and as an independent managing agent, we can tailor our service to your requirements.

Our service to you

We believe that providing a 5-star customer service to your leaseholders and frequent reporting to your Directors is essential to the smooth running of your department.

We will work with you to ensure your individual specifications are met. Nothing at Adair Paxton is set in stone, other than our standard of service, which we aim to always be excellent.

Review Existing Contracts

We will work with you to ensure you receive excellent quality of service from your soft service contractors (gardeners, cleaners, window cleaners, general maintenance). If you have preferred contractors we will be happy to work with them or alternatively if you would like us to re-tender services, this is included as part of the fee.

We work with an excellent team of local, primarily independent contractors many of which work across numerous sites and have worked with us for many years.

Practical Management

Your dedicated Property Manager will oversee the day-to-day running of the site and be your primary point of contact. This person will know the site well, manage the contracts, arrange the insurance, oversee planned maintenance and ensure preventative maintenance is always a high priority.

They will attend the AGM, prepare the budget alongside the Directors ensuring compliance with all current legislation.



Service Charges

In addition to a dedicated Property Manager (PM), you will have a dedicated Accounts Administrator who will be responsible for collecting service charges, paying contractor invoices and assisting the PM with the budget.

What is included in our service?

Routine Maintenance

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 work alongside your Project Manager, whilst dealing with smaller routine matters immediately.

Health & Safety/Risk Assessment

There is increasing legislation involved with residential property management. We provide advice and instruct reports on your behalf so that the element of risk is managed.





Reports to comply with legislation are automatically carried out e.g. Health & Safety, Fire Risk, Asbestos, 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 or RICS (i.e. in designated client accounts to ensure complete openness and transparency). This area of management is often overlooked but is a key part to successful management.

Insurance

We ensure that the property has the necessary building, public liability and any other insurance required, such as Directors & Officers' Liability insurance.

Meetings

We organise the Annual General Meeting where appropriate and any other additional meetings the property owners require throughout 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, 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 as 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, please get in touch:

Call 0113 239 5770

for more information or email

Nicola Thompson LLB MRICS

nicola@adairpaxton.co.uk

or

Reece Fisher-Lowry MTPI

reece@adairpaxton.co.uk

Did you know we also provide the following services for commercial and residential properties?

Sales & Lettings

Property Management

RICS Valuations

Professional Surveying Services



Jason House, Kerry Hill, Horsforth, Leeds LS18 4JR
Tel: 0113 2395770 www.adairpaxton.co.uk