

Block Management Services

Westways' Block Management department specialises in the management of small and medium sized residential and mixed commercial/residential buildings throughout West and Central London. Our clients include freeholders, Residents' Management Companies (RMCs), Right to Manage Companies (RTMs), developers and housebuilders. Our current portfolio consists of 33 residential and mixed-use buildings which are mixture of period conversions and purpose-built blocks and comprise over 250 units.

We firmly believe that the key to successful block management is communication, and we focus all our efforts on building the trust and confidence of our clients through a proactive and transparent approach to the management of their property. We apply the standards set out in the RICS Service Charge Residential Management Code (3rd Edition) and follow guidance from the Institute of Residential Property Managers (IRPM). Block management client references and PI insurance will be provided on request.

Highly recommended!

All the freeholders are very happy with their quick response to any problems that might arise and they have also been instrumental in getting our building insurance down to a very good rate without compromising the cover. I would highly recommend them.

Patricia



Reliable!

Westways have always proven to be reliable and of good character and always maintain their personal and business affairs in a correct and proper manner. I would have no hesitation in recommending them.

Regine



Administration

- Prepare the yearly budget for discussion by freeholders/members of the committee/directors before agreed date.
- Issue service charge accounts and demands, collection of monies, chasing and communicating arrears to directors. When necessary, instructing solicitors to act on unpaid service charges.
- Ensure that ground rent demands are served to lessees in accordance with Section 166 of the Commonhold and Leasehold Reform Act 2002 and ensure prompt collection of monies.
- Manage payment of salaries to staff and regular contractors such as estate managers, gardeners, cleaners, etc. As well as unscheduled payments to contractors as required.
- Oversee applications to carry out alterations, apply the agreed guidelines, and as required liaise with directors and building surveyors.
- Ensure that owners and occupiers comply with the terms of leases with respect to floor coverings, decorations, car parking etc.
- Respond to enquiries from prospective buyers and solicitors for matters concerning the sale of flats within the property.

Health & safety

- Ensure that the property meets current legislation including, but not limited to, The Regulatory Reform (Fire Safety) Order 2005 and The Management of Health & Safety at Work Regulations 1999.
- Organise electrical equipment, gas safety, hazardous substances (asbestos), water risk (legionella) and any further assessments that may be required.

Management

- Provide 24/7 emergency cover for urgent issues which may occur at any time.
- Attend the property (at least) once a month to inspect, 'walk the floor', carry out and log any equipment or alarm testing.
- Work closely and communicate clearly and promptly with the freeholder/leaseholders on all matters regarding the management of the property.

- Meet with the freeholder/leaseholder on an 'as needed' basis to inspect the communal areas, grounds and external condition of the property.

Accounts

- Open and maintain a separate client account with funds contained therein clearly identified as 'client money'. This will be an interest-bearing account at the current rate for such accounts and interest earned will be added to the account.
- Maintain banking accounts and detailed records of all income and expenditure. Liaise as applicable with accountants/auditors preparing annual accounts and audit and deal with any enquiries.
- Manage and work closely with the owners in the planning and usage of the reserve fund (if applicable). Obtain competitive insurance quotations, settle insurance premiums after collecting the same via service charge accounts.
- Liaise with insurers regarding any claims which may arise from, or affect the communal areas and handle reimbursements.

Major works

- Assess the condition of the property and take the lead in agreeing the schedule for major works with owners.
- Where necessary, appoint RICS building surveyors and liaise with them in the preparation of specifications in connection with planned major works. Obtain three competitive quotes from contractors and submit same to the directors and all lessees by way of notices in accordance with the provisions of the Section 20 of the Landlord & Tenant Act 1985 (as amended by the Commonhold & Leasehold Reform Act 2002).
- Appoint building contractors, supervise works and organise payments for such works.

Meetings

- Schedule, plan and set the agenda for periodic freeholder/committee/directors' meetings and the AGM.
- Report to freeholder, directors and leaseholders on the day-to-day management of the block