

PMS Leasehold Management Ltd.

Retirement Home Management



www.flatmanagers.co.uk

Finalists | RESI Awards 'Property Manager of the Year' 2014
Winner | NOTB 'Regional Property Management Company of the Year' 2013/14
Runner-up | ARMA-Q Award 2012



RICS

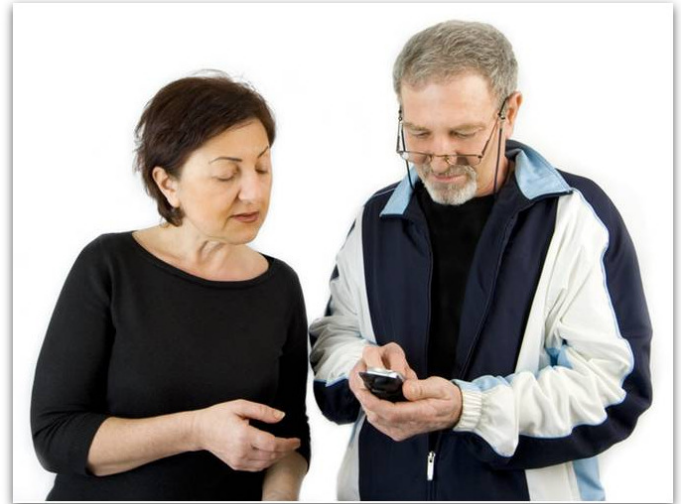
PMS Leasehold Management Ltd.

Professional property management since 1987

PMS have been managing private residential properties since 1987.

What started as a family run business on a kitchen table in Colchester has flourished into one of the most successful property managing agents in the United Kingdom.

Our existing customers have witnessed our transformation into a multi-award winning company that looks after one of the most prestigious portfolios of privately owned residential, commercial and retirement home developments in the country.



In particular, we recognise the importance of ensuring your life is as worry free as it can be. We always keep our clients fully informed of issues affecting their homes. We operate with complete transparency and promise to manage your retirement development as if we lived there.



Typically, our retirement management extends to keeping your communal areas clean, tidy and well maintained. We will ensure that all equipment on-site is serviced and certified, your gardens are manicured, your communal lounge and guest facilities are comfortable and your emergency call and alarm systems are maintained, certified and monitored.

Our service level agreement (which is available on request) demonstrates that customer service lies at the heart of what we do and runs through every aspect of our business ethos.

Fact: 96% of our customers are 'likely' or 'very likely' to recommend us to family and friends.

PMS are active members of the Association of Residential Managing Agents (ARMA), regulated by the Royal Institution of Chartered Surveyors and are one of the first managing agents in our industry to become ARMA-Q Accredited. ARMA-Q accreditation is your assurance that we do things right and always keep our clients best interests at heart.

RESIDENTIAL | COMMERCIAL | RETIREMENT

Office Hours: Monday – Friday 09:00 to 17:00 Closed Saturdays, Sundays and Bank Holidays

OUT OF HOURS EMERGENCY SERVICE 01206 835 350

Registered Office: Windsor House, 103 Whitehall Road, Colchester CO2 8HA

Registered in Cardiff No. 2146800

VAT No. 594 7615 92

What we offer our Retirement customers

A bespoke package that deals with all aspects of retirement living.

Your management team will consist of your on-site House Manager (where applicable), a dedicated Site Manager who provides support to your House Manager and our Site Inspectors who will visit periodically and ensure that lifts are working, maintenance issues are dealt with, your development is clean, tidy and safe.

Our team will be responsible for producing an annual budget to cover the cost of providing services to you in line with your Lease. We will also work with you to provide long-term budgeting to build a sufficient reserve fund for cyclical works (internal and external decoration, equipment upgrade and modernisation) and unexpected issues which occur from time to time.



Major work, like periodic decoration usually require consultation by law. Where consultation is required, we will liaise with you and any recognised Residents Associations you have in place to take on board the wishes of the majority. Any works, large or small, will always be subject to a tendering process so you can be sure you are getting value for money.



We already have a strategic alliance with the main security and monitoring service providers like Tunstall Healthcare and Cirrus Careline so you can be sure of unbroken, seamless coverage.

Why we are different

We can promise you a number of things.

We undertake a lot of market research and we know that our fees offer great value for money.

In addition, we have our own internal legal team who ensure that our management services are delivered in such a way as to get things right the first time.

We promise to offer you a level of expertise and customer service that leaves other retirement home managers in the shade.



We also promise to ensure you get value for money from your service charge.



We also promise that interaction with us will be friendly, courteous and most important, timely. We respond to all calls within the hour, and for our customers who use email, we have a thirty minute response time.

We also promise to give you a central point of contact at our office; no more being passed around to different people and having to explain yourself more than once.

FACT: According to our 2013 customer survey, 40% of our clients are over 55. We know what you expect from a manager.

You will almost certainly have people providing services at your development, some of these people may have been with you for many years. Naturally, relationships and trust is built with people like this. We won't make any changes unless we are asked to. We are quite happy to work with your existing contractors providing they have Public Liability Insurance (in case anything goes wrong) and always observe current Health and Safety regulations.

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What our clients say about us

There are many more testimonials and we are happy to put you in touch with existing clients.

Jay Weatherly, Director of The Light Building Cambridge

“PMS achieved more with our development in their first eight months of management than the last two agents did in five years.

Both I and my fellow Directors are looking forward to working with this conscientious company for the foreseeable future.”



Mark Dumbrell, Director of Bay View Court RTM Company Ltd, Harwich

“Since dealing with PMS I have found them to be extremely professional and efficient. I have no hesitation in recommending PMS to any organisation or individual looking for a proactive and professional Property Management Company.”

Carole Goodenough, residential customer in Harlow

“I have always found PMS to be reliable in their services to (our) residents. I would recommend PMS to friends or colleagues searching for a company to support their properties.”



The 'nuts and bolts' of our management

Financial; we will

- Prepare short, medium and long-term budgets for service charge calculation.
- Send out invoices for, and arrange collection of, service charges.
- Provide periodic budget reports to monitor expenditure, targets and cash-flow.
- Prepare and implement any necessary reserve or sinking fund plan for cyclical maintenance and unforeseen events.
- Liaise with your accountant for the preparation of company accounts and annual returns.
- Collect arrears promptly and efficiently.



Secretarial; we will

- Assume the role as your Company Secretary.
- Open and manage a Section 42 compliant bank account specifically set up to hold your service charge fund *in trust*.
- Arrange, notify and produce minutes for, General and Director's meetings for your retirement home.

Liaison; we will

- Deal with day to day enquiries from Leaseholders at your development.
- Respond to solicitors' and Lessees' enquiries surrounding assignments and licenses*.
- Attend your Annual General Meeting with Leaseholders/Members of any recognised tenants associations.
- Administer insurance claims to the common parts of your development.

Repair and Maintenance; we will

- Deal with maintenance issues promptly and efficiently and manage appropriate contractors for the maintenance and upkeep of communal areas.
- Source maintenance contracts for your plant and/or machinery, e. g. lifts, sewage pumps, alarm systems, electric gates etc, where applicable.
- Undertake regular site inspections.
- Provide a complete project management plan for works, large or small, when needed.

*extra fees apply, charged to the leaseholder concerned

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Compliance; we will

- Ensure Lease compliance and deal with breaches quickly and professionally.
- Monitor, report and advise on constantly evolving legislation, policies and the regulatory environment concerning Health and Safety and Landlord and Tenant law.
- Manage and oversee the systems that ensure your retirement home complies with its legal and statutory requirements.

Board Support; we will

- Advise on residential landlord and tenant procedures including statute and best practise.
- Advise on management policy.
- Attend Board Meetings.
- Provide regular target and budget updates.
- Report on communication from Lessees and recognised tenants associations that the Board ought to be aware of.

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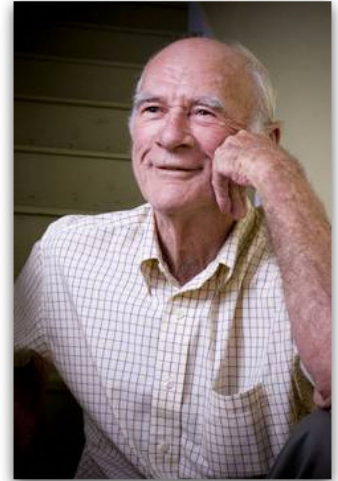
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The Cost

Our management fee is dependant on the number of properties at your development. A bespoke management prospectus can be supplied upon request.

Instructing us is easy. Our seven step process is applied to make the hand-over of management as simple as possible, we will:

- [Acquire a client bank account](#) to hold your Service Charge monies in trust.
- [Liaise with your outgoing Agent](#) to transfer all information and records across.
- [Communicate with all property owners at your development](#) and deal with all enquiries surrounding the move to PMS.
- [Contact all service providers](#) (gardeners/cleaners/insurance providers etc) to ensure no break in service.
- [Take control](#) of any outstanding or in-progress maintenance works, insurance claims and/or cyclical major works.
- [Take over collection of Arrears](#) (if any) and if legal action has been started we will liaise with the solicitors involved to recover overdue payments.
- [Adjust all service addresses](#), accounting and filing references at Companies House.



We can assume our management role with immediate effect but acknowledge that there may be a termination clause with your existing manager.

We endeavour to manage a site for life, and will strive to offer a continued service based upon performance and trust.

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Professional property management and maintenance since 1987

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Retirement Home Management

Residential Block Management

Residential Estate Management

Commercial Property Management

Right To Manage Inception

Lease Extensions

Freehold Purchase

Property Legal Services

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