

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, creating a sense of height and urban density. The image is in grayscale, with the company logo and tagline overlaid in white and yellow.

cjdelemere
international

Residential Block Management.



thank you

for considering us

We run our block management operation from our offices in Muswell Hill, North London. We provide a range of hands on property management services to developers, RMCs (Resident Management Companies) & RTM (Right to Manage) companies. We have been voted highly commended, London Property Management Company of the year at the 2015-16 Property Management Awards.

We are a one-stop shop for Sales, Lettings & Block Management and we do not believe that anyone local to us is better placed or experienced to manage residential blocks. We think this is down to our unique get up and go management style, growing reputation and pleasant staff. We are proud to offer a unique hand-held approach to management.

We manage residential developments and estates in London, stretching into the surrounding counties. Over 60% of our management portfolio are RMC & RTM organisations. 40% are landlord instructions, so we have a varied client base all requiring a slightly different set of management approaches and skills.

We are delighted that you are considering us.

why choose us?

We are unique. Our hand-held approach to management and meticulous management style means we are able to provide a first class service, while informing and educating our clients at the frontline. We manage all of our blocks on a twelve month contract basis, so if by the end of the year you're not satisfied, you will have the opportunity and power to change.

We are personable. Nearly 100% of our managed properties are paid in full and up to date on their service charges. This is because we actually pick up the phone and engage properly with the leaseholders, thus removing the letter robot which we believe distances many agents from their customers.

We willingly micro-manage our contractors weekly and in some cases daily using our contractor's database and order system to ensure swift completion of works and invoicing. Each time we engage with our contractors via phone or in person, it's in our DNA to check status updates, completed works, invoicing and approved cost levels. This ensures that the contractors are informed and so are we. It ensures the contractors complete works promptly and that nothing is left to chance. The end result is that it achieves great management for our clients.

We provide an out of hours' service bringing assistance to you around the clock. 24/7, 365 days a year.

Risk and compliance can be a headache in this ever changing world of laws and legislation. All of our sites are risk managed through our traffic light system managing expiry of contracts, insurance, fire & general risk, asbestos, equipment servicing, tree surveys, 5 year electrical testing, gate maintenance and force testing, fresh water systems etc. Our clients feel and know we are in control and this gives them peace of mind. At the click of a button everything is date managed as a risk, with information quickly available. Green for risk managed, red for risk due. Our paperwork trail is now locked solid.

We provide real-time alerts generally to our larger managed sites, which encompass updates to our customers, but mostly repairs notifications. Now there is no need to wonder. We are now engaging personally in the new age, and at the click of a button.

We prepare and provide a clear Estate Code of Conduct for each of our managed sites. This is broadly based on the lease and has key owner/tenant information which explains when service charges should be paid, who to contact

should things go wrong, what is considered internal under the lease, what is considered communal, and the estate regulations and rules. It is this Code of Conduct that will be the estates general code and bible. Call it a diluted, more practical version of the lease. Now our customers have the power of knowledge.

We can help you with future capital planning the right way. We instruct a surveyor to carry out a condition survey of the property looking at building component vs life expectancy and expected cost. We work closely with a surveying firm to compile a true capital reserve plan whereby we can plan for large expenditure for up to 25+ years. Some managers use their expertise on other blocks they manage to calculate this type of plan. However we prefer to use facts, so the use of a surveyor giving true, practical advice on the actual building components, we feel is essential to building a practical and concise plan.

We work with a broker to provide competitive insurance premiums. In 2015, we achieved reduced premiums for 100% of our client renewals. We continue to operate from this benchmark.

It's not an issue for us if you wish to continue to use your existing contractors.

why choose us?

All we request is that they hold the appropriate liability insurance.

We will always be up front, be truthful and frank. Naturally over the years it's this ethos that we have found works best. It is straight forward management. It is property done properly.

We keep your funds in its very own designated trust account in accordance with Section 42 of the Landlord and Tenant Act 1987.

We can tailor our service around you providing it does not break any laws or regulations.

We can educate you in the right way when you are unsure.

Our accounting system provides real time accounting so our figures are up to date every day.

We have a great working relationship with our approved contractors and in some cases the relationship stretches beyond 20 years. We have a broad and reliable database of contractors to ensure we can effectively cover a catalogue of services and repairs to our managed blocks at a competitive rate.

We are the cleansing kings. We have a proven track record of taking on new developments and cleansing the site, squeaky clean of its issues. Whether this is stabilising cash flow, or handling a series of neglected repairs, we pride ourselves on this attribute.

We are meticulous with information collecting, and by keeping such detailed records it allows us to focus on the hands on management approach we feel so strongly and energetically about providing.

We work with a known risk compliance consultant with over 50 years' experience to ensure that we receive the best risk advice for you. This includes asbestos and fire & general risk. We can guide you when it comes to property laws and regulations and give you the right advice when you need it.

You will be assigned your very own dedicated estates manager including your own financial controller. Things have never been more personable.



what's included

in our fee proposal?

Our services include the fundamental areas of service charge collection and accounts administration together with the following:

- > Proposing a service charge budget for you to agree.
- > Preparing a rolling reserve fund or capital expenditure plan with the future in mind.
- > Collecting service charges in the manner the lease sets out.
- > Negotiating contracts, repairs and long term qualifying agreements.
- > Interpreting leases, case laws and up to date statutory laws and requirements.
- > Signposting you when we think you need specialist advice.
- > Implementing best practice as it applies to the task in hand.
- > Reacting by appointing contractors for small repairs to the structure, plant, fixtures, fittings and equipment on a day to day basis.
- > Managing, supporting & guiding neighbour issues.
- > Diagnosing problems on site.
- > Interpreting fire risk assessments and planning with you what you need to do.
- > Instructing solicitors to deal with serious debt recovery.
- > Re-tendering cleaning, gardening, window cleaning and facilities contracts to deliver best value to you.
- > Arranging insurance for buildings, directors and officers, plant and public liability through our broad insurance contacts.
- > Inspecting the common parts at a frequency agreed with you. Our standard proposal includes twice annually unless otherwise stated.
- > Appointing a certified accountant to prepare service charge accounts.
- > Protecting your money by holding all service charges in trust, in a RICS regulated client account.
- > Attendance to one annual general meeting per annum.

Being much, much more than just an agent...

planning for your future.

capital planning the right way!

We now have over 80% of our managed properties on board with future capital planning the right way. We instruct a surveyor to carry out a condition survey of the property looking at building component vs life expectancy and anticipated cost. We work closely with a surveying firm to compile a true capital reserve plan whereby we can plan for large expenditure for up to 25+ years. Some managers use their expertise on other blocks they manage to calculate this type of plan. However we prefer to use facts, so the use of a surveyor giving true, practical advice on the actual building components, we feel is essential to building a practical and concise plan.

The law requires that leaseholders paying variable service charges must be consulted before a landlord carries out qualifying works or enters into a long-term agreement for the provision of services.

A landlord for the purpose of consultation includes 'any person who has a right to enforce payment of a service charge' (Section 30, Landlord and Tenant Act 1985). Consequently, depending on the

structure of the leases and titles at any given property, a landlord could be any of the following:

- > Freeholder
- > Head Lessee
- > Resident Management Company
- > Right to Manage Company

Detailed regulations have been produced under Section 20 of the Landlord and Tenant Act 1985 (as amended by S151 of the Commonhold and Leasehold Reform Act 2002) which sets out the precise procedures landlords must follow; these are the Service Charges (Consultation Requirements) (England) Regulations 2003 ('the Regulations').

The Regulations separate the consultation procedures into four schedules, each covering different contracts.

The requirements in the Regulations are defined under three headings:

- > Qualifying works
- > Qualifying long-term agreements
- > Qualifying works under long-term agreements

We assist our clients in the delivery of cyclical and planned maintenance works.

We work with our clients to deliver large component replacements and renovations in conservation areas and in listed buildings and have handled many large and small renovation projects. We also guide you in the right direction when you need to undertake measured surveys, including planning applications. We work with contacts who liaise closely with local authority planners and conservation officers and have developed many effective working relationships over the years.

Major works can be a nightmare resulting in poor or insufficient works, cost overruns, excessive time, and contractors with unsafe working practices. Our contacts and professional advice will ensure your project runs smoothly.

We will guide you all the way.



the strategy...

the first twelve months

01 step

As soon as we are formally instructed to manage your block or estate we need to arrange for our terms and conditions of management to be signed. It should be assumed that prior to engaging us you will have established any current contractual obligations you hold with any other agents and provided for any required notices. If there is anything in our agreement which is not quite clear, we are here to help and explain. We undertake all our management agreements for a fixed term of twelve months only. This provides transparency for everyone. It's important to us that we are instructed annually based on our performance.

02 step

The puzzle needs piecing together. This can sometimes be a simple task, however it can sometimes be a very tricky one. We will issue to you our management handover checklist, which details a series of paperwork and information we require. This can simply be handed to any current agents to compile. In any case, you can provide us with your current agents' details and we will do all the work. We will advise along the way of any missing pieces of the jigsaw. We then set you up officially on our financial systems, set up bank accounts, files etc. in preparation for the official handover date. This is a great opportunity to discuss anything you know you will want to change, write to the contractors to confirm the change of management and inform the owners of the new set-up.

03 step

The handover date is upon us and we have already completed the set-up. Everyone knows who we are and when we are starting. You're now ready to go. We know what your financial situation is, we know what the service situation is and we know what your short and long term plans are. We simply now must work on filling in those missing jigsaw pieces. We call this the site cleansing stage. We want everything to be in check, which includes arranging paper contracts where applicable for the site services. Maybe you want to just see how a contractor gets on in the first few months before making any changes?

04 step

In the first few months residents will begin to communicate with us, speak to us personally, get to know our personalities and vice versa. We will then really start to understand the democratic view of the owners and their expectations. Following the site cleansing stage, this is a great time to consider your capital requirements and begin planning for the future. This includes considering your financial position against your capital milestones. What future work will be required? When and approximately how much will it cost? We can help you with this.

05 step

We are now months into management and things are much clearer. Are you not sure about that contractor? Do you want to look at cost savings and re-tender services? Do you want to do that all anticipated internal redecoration? Is it time to tackle that outstanding issue that's been bugging you?



management charges...

standard residential block

Fee	Description	
1	Management Fees	By individual arrangement
2	Section 20 notice preparation and administration (without works supervision)	
3	Preparation of specification, tenders and contract administration where cost exceeds £500.00 for any one job	
4	As above, but through external surveyor management, for administration and management	
5	Insurance claims management and administration	
6	Valuation for insurance purposes	
7	Court attendance on behalf of Client in relation to legal proceedings	
8	Sub-lettings administration work	
9	Dealing with Licence to Alter applications	
10	Preparations of Schedule of Dilapidations	
11	Solicitors sales enquiries	
12	Re-mortgage enquiries	
13	Company secretarial services	
14	Auditors fee	
15	Attendance to external meetings (outside contract)	

All prices shown are subject to VAT at 20%

what our customers say about us.

"We have always been impressed by their fast uptake of the role, speedy response, fine attention to detail in generating and maintaining records and competency in providing practical solutions to problems. These are good demonstrations of them keeping their "finger on the pulse"."

Freeholder/Landlord - Circa 300 flats.

"CJ Delemere combines knowledge and expertise with efficiency and forward thinking, which combined, have made a marked improvement to the day to day running, servicing and overall condition of our 8 storey, 70 flat apartment block. They are efficiently responsive and always happy to embrace more far-reaching and permanent solutions and are not one to always look for the easiest way."

Director of a resident Management Company. 70 Flat apartment block.

"I originally bought my flat through CJ Delemere, who at the time were not managing our building. After a few years under different management, with which we were growing increasingly unhappy, we switched and have never looked back. They are a very rare breed of agents that actually seem to care about their clients. Everyone I have dealt with has always been extremely personal, professional and quite simply, nice people."

Director of a resident Management Company. 26 Flat apartment block.

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