

## Goodbye Stress. Hello Relief.

We solve your property problems, so you don't have to.

## **About Urang:**

With over 20 years of property management experience, Urang knows what works and what doesn't. With more than 5000 flats in central London, and surrounding areas, looking after the needs of individual leaseholders is the heart of our business.

Our success has been achieved through cementing strong ties with freeholders and leaseholders, whilst managing to the highest possible standards.

Freeholders and leaseholders also benefit from direct access to our own team of maintenance operatives and tradesmen.



40+ London property specialists on hand to solve your property problems



Urang have provided me with excellent service in the last year. When issues arise the response I get is consistently one that owns the problem, solves the problem and makes my life easier.

# What can Urang offer you:

- Dedicated property manager with senior manager support
- Personalised approach
- Excellent service delivery to high standards
- Company secretarial facilities
- Specialists in delivering 'Right to Manage' solutions, free of charge
- Transparent, regulated and trusted service

#### **Our Services**



Our bespoke management package can include the following services acting on behalf of Landlords, Resident Management Companies and Right to Manage Companies.

- Bespoke service level agreements
- Managing 'house-keeping' contracts e.g. cleaning, gardening, window cleaning
- Access to Urang Cleaning & Maintenance for all 'house-keeping' services
- Preparation of specifications and negotiating service contracts
- Managing reactive repairs
- Advice and management of long term repair and replacement projects
- Administration and management of Section 20 consultation
- Ground rent and service charge collections
- Preparation of service charge budgets with regular financial reporting
- Preparation and independent certification of year end accounts
- Recovery of service charge and ground rent arrears
- Ensuring lessees are compliant with lease terms
- Advice on lease matters
- Compliance management of Health & Safety matters, including Fire and Risk Assessments, Asbestos, Mechanical and Electrical plant etc.
- Company secretarial administration
- Competitive insurance procurement
- Sourcing and employing experienced on-site
  staff



More than 340 Blocks of all shapes and sizes under our management across London



# **Service Delivery**

Managing our leaseholders' property is the most important aspect of our business. Working closely with both freeholders and leaseholders, we take time to understand your requirements. We manage your home by delivering our service through:

- Dedicated property managers available Monday to Friday 9am – 6pm with diverted phone lines for "out of hours" emergencies
- Professional, polite and friendly staff
- Replying to enquiries swiftly
- An approved contractors list
- Access to Urang Building operatives and tradesman
- Dedicated property managers forging close working relationships with freeholders and leaseholders
- IRPM accredited staff, working to exceed industry standards
- An established brand within central London for over 12 years
- We enjoy what we do and we are good at it



### Let's Talk...

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