

# Warwick Estates

Delivering service excellence in building and estate management



## Contact Us

0800 888 6768

[hello@warwickstates.net](mailto:hello@warwickstates.net)

[www.warwickstates.net](http://www.warwickstates.net)



# Introduction

Warwick Estates is a management company providing property, estate, and asset management services for a wide range of clients. Operating under three brands, our aim is to partner with our clients to deliver the best possible service to them and our customers.

Over the past decade we have achieved significant investment, embedded our brand values, and emerged as a focused leader in the management of leasehold properties.

We are proud to be a national company that delivers a local service across England and Wales.

We rely on solution-oriented thinking, open and professional communication, qualified staff, and their teamwork commitment.

Warwick Estates fully meets the regulatory and best practice requirements for the delivery of block management services.



# Contents

About Us	4
Why Warwick?	5
Professional Accreditations	5
Corporate Values	6
Approach	7
Services	8
People	10
Brands	11
Where We Work	12

# About Us



**Our purpose is to be your  
Trusted Property Partner**

## Company Information



Year Established

2007



Homes in Management

>30,000



PI Insurance

£10,000,000

We aim to deliver the very best customer service, client experience, and company culture.

Our goal is to be market leaders, demonstrating that it is possible to simultaneously keep our residents safe, provide an accessible and proactive service, and ensure effective site cash flow whilst ensuring the wellbeing of our employees, partners, and shareholders, all in a long-term, sustainable way.

We recognise that the success of our company depends on every employee feeling valued, respected, and empowered to contribute fully. We value and encourage diversity and inclusivity in the workplace.

# Why Warwick?



As you review our company brochure, we hope you learn more about the qualities that make our company an outstanding provider of management services.

We have great people that are experts in their fields and bring a strong service ethos to everything they do. They take pride and ownership in their jobs.

We have a client-first philosophy and only one objective: to be your Trusted Property Partner. We do this by working with our clients to understand their objectives and ensure these are achieved with the highest level of capability and customer service.

We have national reach at a local level. Our regional offices across England and Wales, allow us to provide a local service but with the ability to draw upon the accumulated knowledge of the wider organisation.

Warwick Estates' culture is defined by a simple set of corporate values that define how we operate every single day – Team Players, Open, and Professional. They reflect how we interact with our clients, customers, and colleagues.

We hope this provides you with a few reasons to get to know Warwick Estates better. We look forward to finding out how we can work together as your Trusted Property Partner.

We are proud to be part of professional industry bodies and to work with them to improve standards for our customers.



We are regulated by RICS and adhere to the RICS Service Charge Residential Management Code 3rd Edition.



We are full members of the Association of Residential Managing Agents and follow the consumer charter and standards.



We are members of the British Safety Council and proudly achieved 4 stars on our 2019 5 Star Audit.



We actively support the IRPM qualification and work with our team via the Warwick Academy to achieve this.

# Corporate Values

We aim to be a partner of choice for our clients, delivering service excellence in asset, building and estate management.

We achieve this by embedding our values across our business operations.

Our values are the principles that unite our people and define what sets us apart from our competitors.



## Team Players

Recognising the strength in collaboration

- We operate and succeed as a team, both internally and with our clients and stakeholders
- We recognise, value, and learn from each other's skills and experiences
- We invest in ourselves, and each other, to learn, improve, and progress

## Open

Honest, transparent, and respectful

- We are fair and honest with ourselves, our colleagues, and our customers
- We are accountable for our actions and promises
- We respect, support, and appreciate each other

## Professional

Consistently delivering high quality, accurate work

- We care about our customers, and are consciously proactive in working to look after them
- We set ourselves high standards and expect them to be consistently delivered
- We communicate in a clear, timely, and effective manner

# Approach

Our approach is what differentiates us.  
We are the Trusted Property Partner.

## Keep our residents safe

We are **trusted** by our clients to manage their **property** with the primary focus of keeping our residents safe. We do this through **effective health and safety management**. This involves **managing the risks** identified in risk assessments and ensuring **continued compliance** with health and safety legislation and best practice guidance.

We are also committed to **managing the built environment to the highest possible standard**. We achieve this through the professionalism we demand of our people and our contractors. We utilise a stringent contractor accreditation system and comply with all consultation requirements for any major works.

## Look after your money

We **partner** with our clients to deliver our service and, in turn, are **trusted** to look after our customers money. We achieve this by **complying with the terms of the lease** and ensuring **open and transparent cash flow management** through accurate budgeting, expenditure management and annual year-end accounts.

## Accessible & proactive service

A fundamental part of **property management** is **accessible and proactive service** for our clients and customers. We recognise that to achieve this to the best possible standard is a team effort, requiring **transparency** and **professionalism**.



# Services

Some of the services that we offer.



## Budgeting

Preparation of an annual budget for service charges in accordance with the terms of the lease



## Billing & Collection

Regular billing, collection and credit control of service charges, ground rent and other charges. All funds are held in dedicated and ring-fenced client accounts



## Insurance

Provision of advice on required insurances and administration of insurance claims



## Accounts

Arrange for the preparation of draft accounts in anticipation of an examination by an independent accountant

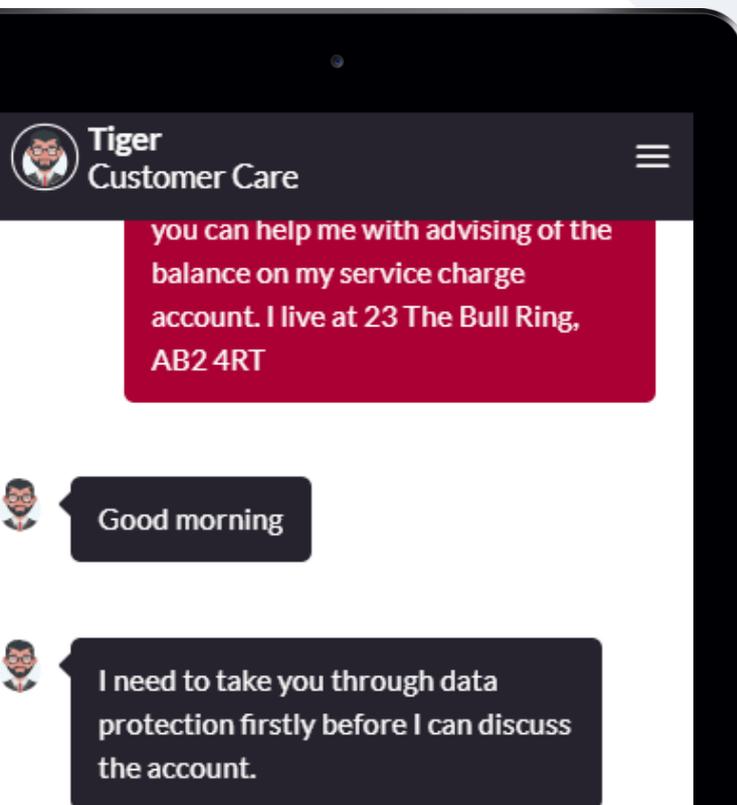


## Customer Service

Our trained professionals are available from 8am to 9pm Monday to Friday so we can be there for our customers when they need us.

Our Chartered Loss Adjustors handle our out of hours calls outside of these hours. They have direct access to our system, enabling local contractors to be appointed reducing the cost to the property owners.

Being accessible for customers is a core aspect of our approach. We achieve this by offering a variety of communication methods.



## Live Chat

In operation from 8am to 9pm Monday to Friday and manned by our in-house trained employees.



## Tickets

Customers can open a ticket via our portal. Our team can interact on the ticket so the customer can see live updates on how the matter is progressing.



## Calls and Call Backs

Our phone lines are open Monday to Friday 8am to 9pm. We also offer a call back service for any customers who do not wish to wait if our phone lines are busy.



## Emails

We share our teams' work emails with our customers so that they can communicate with them directly.



## Repairs & Maintenance Management

Deal with all repairs and maintenance and proactively plan for future works

## Health & Safety Management

Appoint and advise on all health and safety compliance requirements



## Contractor Management

Source, accredit, instruct, and pay contractors as required and approved



## Client Support

Provide appropriate reports and advice as required

## Landlord & Tenant Advice

Advise the Client on residential landlord and tenant procedures including statute and practice



## Lease Compliance

Monitoring compliance with the terms of leases and agreed management practices



## Alienation & Consents

Respond to solicitors' and lessees' enquiries regarding assignments, licences and consents

## Find Out More...

We offer a wide range of services and are committed to doing so in an ethical and sustainable way. We have created a range of Information Documents which are available via our website.

- Corporate Social Responsibility
- Ethical Standards
- Data Protection
- Property Integration
- Creating Connected Communities
- Planning for the Future
- Risk Management
- Fire Safety
- Solicitors Enquiries and Consents
- Company Secretarial Services
- Service Charge Accounts
- Insurance

# People

We are committed to being your Trusted Property Partner.

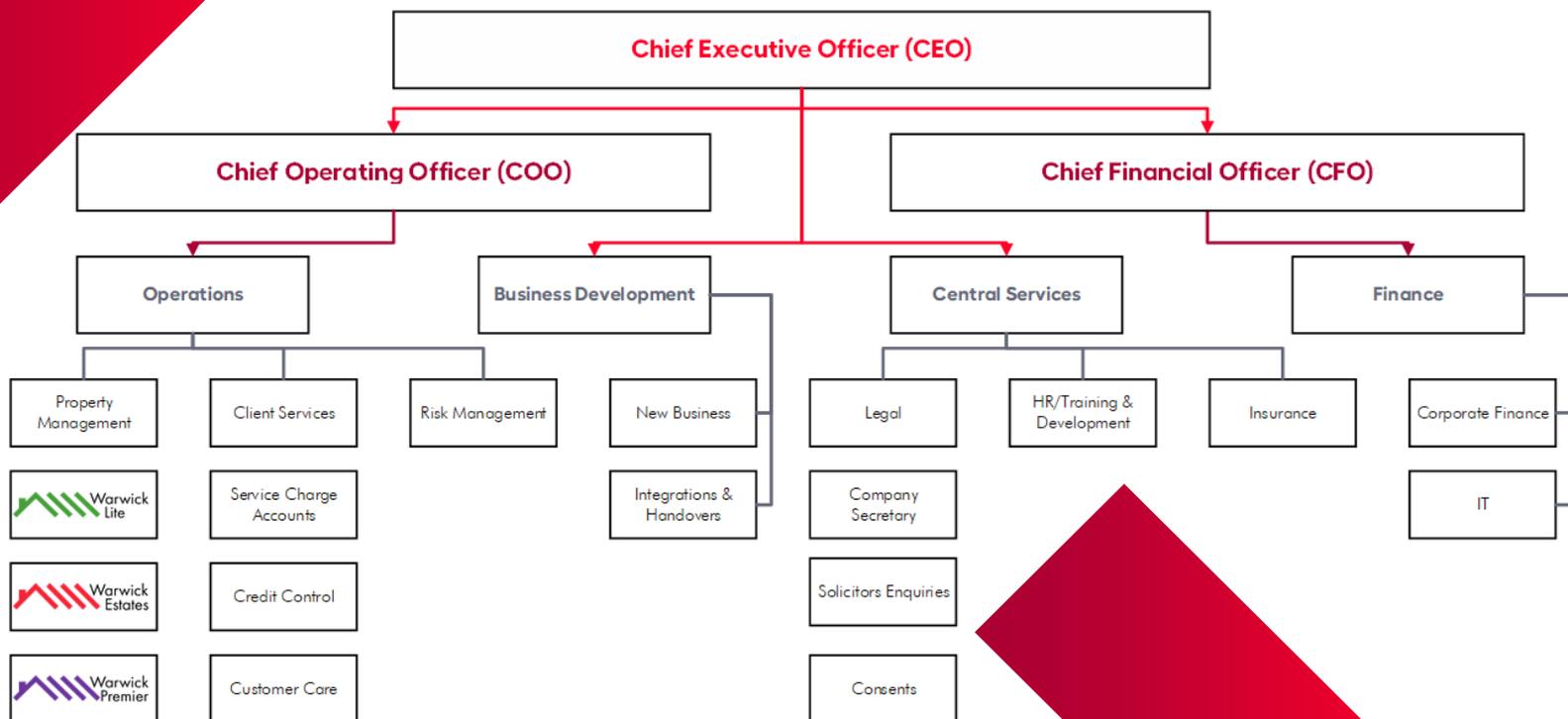
This commitment is driven by our Executive Team and delivered by our highly qualified and experienced people.

The contribution of our management team is vital towards maintaining quality assurance in the services provided to our clients and customers.

We pride ourselves on being an Employer of Choice in the residential leasehold sector.

We aim to attract and retain the best candidates with a desirable company culture, leadership style, and employee engagement.

You can find out more about our senior people and employment offering on our website.



# Brands

As your Trusted Property Partner, we are committed to delivering a service which aligns with your requirements, expectations, and budget.

Recognising that a single standardised service offering does not always meet these needs, we operate under three distinct brands.



## Warwick Lite

Flexible, affordable, client-driven service

This 'tailored to you' approach ensures that vital management support is accessible to all, regardless of size or budget.

- Administration and compliance led support
- Fully customisable client service
- Affordable quality



## Warwick Estates

All-encompassing management solution

Meeting today's demanding management standards with a clear, customer-focused service delivery.

- Full suite of management services available
- Customer driven delivery
- Competitive price performance



## Warwick Premier

Unparalleled service, focused on quality

Our aim is to offer a bespoke service to a standard rarely seen in the property management industry.

- Service tailored for prime residential
- Enhanced focus on place-keeping
- Quality service, fair cost

# Where We Work

Our property management professionals are based across England and Wales and are supported by our central hub in Harlow.

## Warwick Estates HQ

7 Astra Centre, Edinburgh Way,  
Harlow, CM20 2BN

We are proud to be a national company that delivers a local service across England & Wales.



## Contact Us

Our team of property management professionals are here to help

0800 888 6768

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