



Urang Property
Management Limited



Company Overview

Your Property. Professionally Managed.

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An Overview of Urang

Urang was founded over **27 years ago** and has evolved to become a major disrupter in the London Property Market. We manage more than **10 000 units** and cover all areas of the capital, managing a wide range of developments – from large and complex to the very small buildings. We have uniquely developed the company so that we can offer a **unique range of in-house property services**, which includes:

- Block Management
- Letting Management
- Health and Safety
- Cleaning and Maintenance
- Major and Minor Works
- Project Management and Surveying
- Accounting
- Credit Control
- Insurance Claims Management
- HR and Onsite Staff
- Onboarding
- Legal Administration

Expert Advice and Guidance

Property Management cannot be approached with a "one size fits all" mindset within our team, **we understand that each property and client is different** and will have its own set of requirements and objectives. As such we follow a flexible approach to property management, ensuring that the building is **managed and maintained to the highest standards**. We would look to develop a strategy that **adds value to the property** and which benefits you as the client.

We will provide advice that ties in with your aims, and navigate the complexities of Landlord and Tenant law, building technology and all the other challenges of property management. At Urang, we believe **the key to proactive management is communication**. We will work hard to provide transparency from the outset and form solid relationships with our clients and all relevant role players. With **over 2 decades of experience**, we are confident that we have experience in managing blocks similar to yours. We would be very interested in **providing you with quality property management services**.

+10 000

Managed
Units

+540

Managed
Blocks

+45

Property
Managers

+55

Managed
Lettings Units

+280

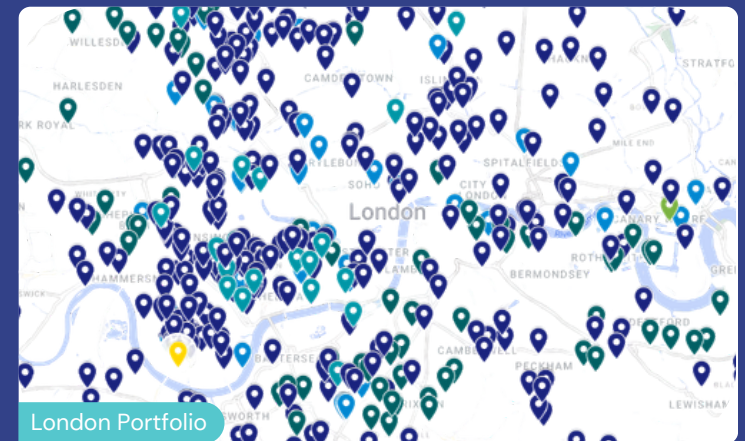
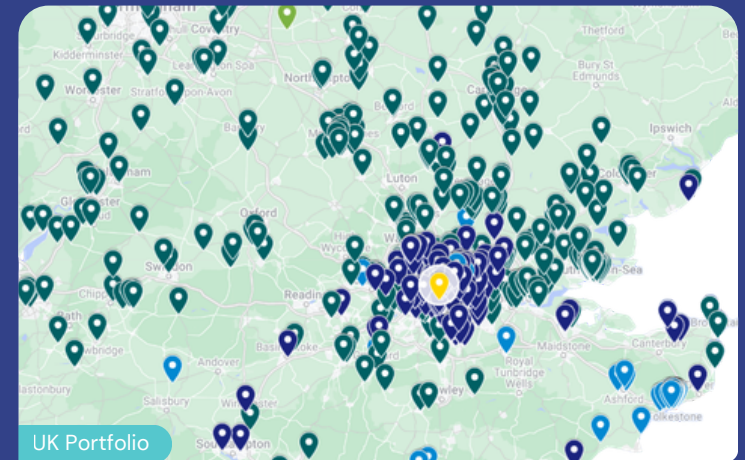
In-House
Staff

2-1400

Scale of Blocks
Managed



Blocks Urang Manages



Pin Indicators:



Urang Head Office
196 New Kings Road, SW6 4NF



**Blocks Managed by
Urang Group Company**



What Makes Us Unique



We have **in-house specialist teams** that can address all property management functions.



We are experts at **asset management**, specifically major works, surveying, providing CAPEX plans.



We cover all areas across Greater London – and are able to provide **local expertise**.



As key functions, e.g. **Health & Safety and site inspections** undertaken by specialist teams – important points of action would not be overlooked.



Each client is provided a **key point of contact** with support from within the broader team.



We ensure our Property Managers have the **capacity** to exceed the Clients' requirements.



We seek to form **long-term relationships** with Clients to enable partnerships.



We take a **flexible management approach** – each property and client has a set of requirements and objectives, which the allocated PM will focus on.

A Glimpse of Urang-Managed Developments



Barrier Point, E16 (259 Units & 2 Car Parks) Managed since 2014



24 Oakley Street SW3 (3 Units) Managed since 2020



Finland Street, SE16 (53 Flats, 6 Houses & 67 Car Parks) Managed since 2021



26 Clanricarde Gardens, W2 (7 Units) Managed since 2016



Eastgate, SE14 (102 Units across 5 Blocks) Managed since 2007



5-8 Tate Court, Hampshire, SO15 (3 Units) Managed since 2022



Emerald Square, SW15 (83 Units & 42 Houses) Managed since 2023



45-45a Earlsfield Road, SW18 (6 Units) Managed since 2011



Anchor Brewhouse, SE1 (63 Residential Units) Managed since 2017

Brief Profile of Urang Property Management Limited Head Staff



PAUL | FOUNDER

Paul has over 25 years of experience in the property industry. It all started when he received the keys to his new apartment along with a box of papers and an unexpected role of managing the block. He understands that managing a property can be stressful, time-consuming, and complex and he is passionate about solving those property-related concerns.



JOE | MANAGING DIRECTOR

Joe began his career in the City but sought more customer interaction and job satisfaction, leading him to join Urang as a property manager. Over the last 11 years, he has progressed to Head of Property Management, overseeing client relationships, mentoring the team, and ensuring a smooth, efficient, and high-quality service for all clients.



ANAND | ASSOCIATE DIRECTOR

Anand will be the point of contact in regards to any potential opportunities at Urang. Anand has worked within the freehold management industry for over 6 years. He currently is a Business Development Manager who liaises with Freeholders, Property Developers, and Private Investors to make sure that Urang is exceeding their expectations.



KIRSTY | HEAD OF ONBOARDING TEAM

Kirsty and her team collaborate with property managers to ensure a seamless handover and setup. With extensive experience in managing and mobilising large mixed-tenure developments, she works closely with clients to achieve a unified management approach. Kirsty is a passionate property manager known for her transparent, personal style.



JOE | HEAD OF PROPERTY MANAGEMENT

Joe leads our Property Management team with deep expertise and strategic insight. Joe has guided clients and teams through a wide range of complex challenges, from cladding remediation projects to tribunal proceedings, earning a strong reputation as a trusted, intelligent adviser.



MAX | HEAD OF PROPERTY OPERATIONS

Max leads our property management operations, overseeing credit control, health & safety, inspections, access management, and transfers and assignments. With a background spanning construction, estate agency, and over a decade in building management, he's a trusted, proactive adviser known for collaborative leadership and client-first delivery.

Our Company Staffing Structure



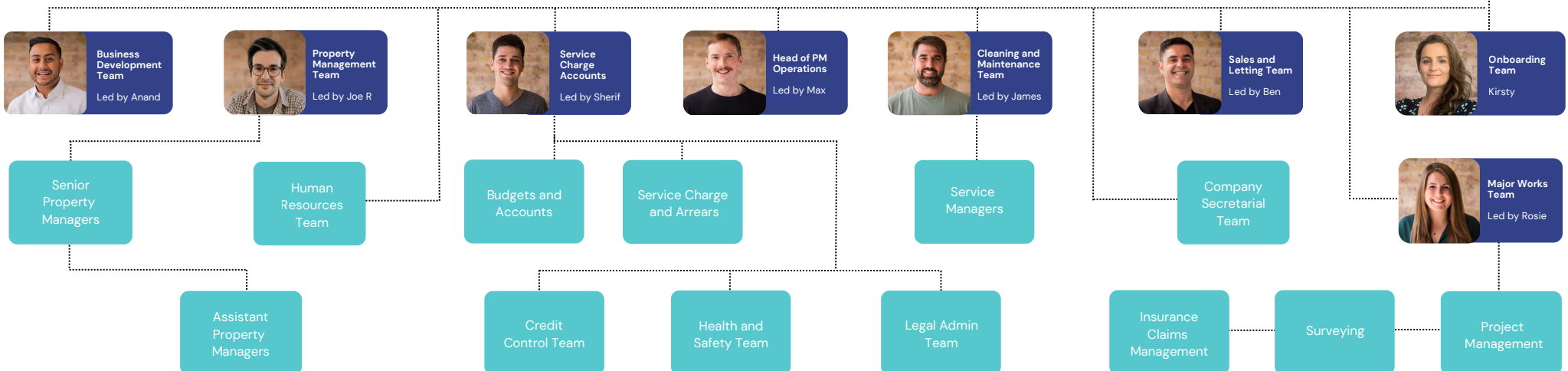
**Founder
Paul Cleaver**



**Urang
Group CEO
Emma Power**



**Managing
Director
Joe Munday**



Urang Property Management Limited

www.urang.co.uk

An Overview of Urang Property Management's Support Services

Surveying

Our team of qualified in-house building surveyors are available to assist you with your projects and ensure there is a smooth transition through each stage. Our building surveyors can create specifications for a variety of different works such as but are not limited to, internal, external, roof, and damp works.

The surveying team offers other services such as 10-year maintenance programmes, condition reports, structural surveys, license to alters, fire door inspections, and property inspections under the terms.

Insurance

We have managed to build a longterm relationship with brokers who we trust and work with on a daily basis.

- We ensure that the correct cover is taken out.
- We look for ways to reduce the level of premiums.
- We aim to keep the client informed through the process.
- We are FCA registered and authorised to handle claims directly in a sympathetic and efficient manner.
- Clients are advised when to arrange for revaluations, what is an acceptable excess, and whether the level and scope of cover are sufficient.

Company Secretary

We can provide our clients with Company Secretary services including the following:

- Dealing with and managing changes in Directors.
- Maintaining a register of directors, members, and shareholders.
- Providing any information requested to statutory authorities.
- Taking custody of and using the company seal.
- Issuing new or replacement share certificates.
- Filing the Annual Confirmation Statement and Accounts.
- Creating copies of any resolutions and agreements and sending these to Companies House.



Project Management

We offer a service to existing property management clients providing high-quality interior and exterior refurbishment and redecorations. We combine our experience and knowledge to tailor the delivery of any project in line with the client's needs. Typical projects we can deliver include:

- Full Internal and External Renovations
- Design and Build
- Dry Construction
- Sound Insulation
- Roofing
- Suspended Ceilings
- Design and build
- Planning
- Cladding and Glazing

Health and Safety

Urang has an in-house department who is responsible for ensuring all staff is aware of the H&S statutory and best practice guidance for the maintenance of assets. Our Health & Safety team ensures that the best care is taken in complying with Health & Safety legislation.

Providing advice and guidance on how best to undertake works and projects, we work in an autonomous department that ensures best practices and the best possible safety standards. Fire and General Risk Assessments are undertaken in-house and reviewed annually to ensure ongoing compliance and improvement.

We participate in external audits and have sought external accreditations to proactively benchmark our performance which is underpinned by our commitment to continuous improvement. Urang H&S Ltd has been ISO 45001 (Occupational Health and Safety Management System) and ISO 9001 (Quality Management System) certified.

Approach to the Fire Safety Regulations

Urang has proactively approached the Fire Safety Regulations that recently came into effect. The Health and Safety department at Urang ensures that all buildings, which are high-rise as well as those above 11 metres in height, are provided with additional safety measures to ensure mitigation of the risk to residents.



Know Your Client – Process

Urang's KYC process is in line with TPI and RICS regulations that extend to each individual Leaseholder and being the responsibility of the RTM and its Managing Agent to ensure compliance with, in reference to all Leaseholders of each individual block. It is fundamental that these administrative, regulatory, and legal documents are prudently managed to ensure both the Agent and Client are compliant with afore-mentioned ARMA and RICS standards of practice.

For the purpose of compliance, we are obtaining renewed Titles for each flat. To meet requirements, we are obtaining the Titles directly from Land Registry. As Land Registry is the only source of the registered and legal document (the Title) which confirms ownership. To ensure continued efficient management of the building including obligations such as Sublet Registration, Licences to Alter, Licences to Assign, or any service charge disputes we are also carrying out an audit of the lease/lease variation on file to obtain any that we may not have (e.g., lease variations).

Given these are fixed and are not used for proof of ownership, we will keep them for our records but also provide them to the leaseholder so moving forward they will also have them. Therefore, it is seen as best practice to update identification information annually to ascertain that our systems are always updated, in relation to service charging etc.

Financial Reporting

We have dedicated in-house accounts departments that will be responsible for the financial management of your developments. Your dedicated Accountant's Main Duties will include the following:

- Manage and maintain property finances.
- Setting up new properties on BlocksOnline.
- Oversee financial handling for properties, provide financial reports.
- Timely issue of budget and service charge demands.
- Handle day-to-day queries from clients, the property manager, and leaseholders.
- Processing fees and payments.
- Oversee credit control for unpaid invoices.
- Handle budget allocation and process.
- Providing the previous **Year-end accounts**.
- Proving a new financial year **Budget** before the end of the current financial year.

We have built strong relationships with **external accountants** responsible for signing off the year-end leaseholder accounts and auditing the service charge accounts. We would be happy for you to use our preferred firm; if not, we will work with your preferred accountants.

Major Works

A project falls under the 'Major Works' category if the total value of works exceeds £250 for any leaseholder and/or it is complex enough to require a full tender process. If so, the building will be offered this service to manage the project from start to completion.

During a project, you will have a Project Manager who will liaise with both the client and the appointed contractor. The Project Manager will contact contractors to tender for the works and produce a tender analysis of all quotes to give to the leaseholders.

We have a list of trusted contractors but would be happy to work with your preferred contractors. When on-site, the project manager will make regular inspections, check on progress and produce fortnightly reports. The project manager will liaise with residents when required and assist with any possible problems throughout the duration of the project.

- Completing all Section 20 documentation
- Liaising with both the contractors and leaseholders/residents before and during the project
- Producing regular reports
- Carrying out regular inspections and updating clients accordingly
- Main point of contact for leaseholders and residents throughout project

Urang charges a management fee on the Major Works which is based on the total contract value of the project. It is standard practice to charge between 8% – 12% for our services but would be open to discussing this based on your requirements in regard to the frequency of reporting and attendance to the site, etc.

Out-Of-Hour Emergency

Upon management takeover, each leaseholder will receive a welcome letter introducing Urang as your new managing agent.

The welcome letter will also contain an emergency out-of-hours number should any emergency arise between 6 pm and 9 am.

Contractors

We have a panel of in-house preferred contractors and also have also built good relationships with contractors in various specialist areas.

However, we are also happy to work with any contractors that you may recommend. Some of our best contractors have been found when we've taken over new blocks that they've been working with.



Asset Management

We understand that the buildings we manage are people's homes and/or investments. We seek to add value by using intelligent asset management, which protects and enhances the buildings we manage.

We advise our clients to obtain a Capital Expenditure plan (CAPEX plan) and meet with the Clients to ensure we obtain their input into the works. We then link the CAPEX plan to the reserve and set out a clear plan across a period of years. Following a proactive method of major works means our buildings stand out from the crowd.

Lettings

Our services can be tailored to suit your needs, ranging from vacant-, owner-use- and tenanted property management.

All are monitored with regular inspections to ensure your property is well looked after and all maintenance concerns are handled. Our service includes, but not be limited to:

- Full Lettings service, ranging from valuation, viewings, contract negotiations, tenant referencing & handovers
- Emergency maintenance – 24/7
- Key holding
- H&S consultancy team to perform and advise on Fire & General Risk Assessments
- Insurance negotiations
- Ensuring compulsory certificates, like GSC, EICR & EPC, are always updated
- All cleaning requirements

Credit Control

Our internal credit control procedure- We have a dedicated Credit Control Department who aims to collect in all funds according to the timetable laid out in the property's lease, with some leeway allowed for people in financial difficulty (where cashflow allows)

- Invoice for charges sent to all leaseholders. The standard service charge demand gives leaseholders 32 days to pay.
- After expiry of 32 days, 1st payment reminder sent to leaseholder – giving 14 days to make payment- advising late penalty charge may be added if payment is not received.
- After expiry of 14 days, final reminder sent to leaseholder – giving 7 days to make payment and adding a charge for late payment for anyone with a history of paying late.
- After 7 Days credit control to call/ send email to the leaseholder for the payment to be received within 3 days – advising further admin cost if their account has to be passed to the solicitor for collection.
- No response – pass over to solicitors for collection and add charges for this.



Legal Administration

Our legal team is responsible for compiling a sales pack, dealing with landlord consent under the lease, and providing legal support to Property Managers covering all aspects of leasehold management.

This involves working with 550+ clients made of right-to-manage, share of freehold, head leasehold, and residents' management companies and freeholders; ensuring that our legal services are tailored to each client and per the Lease, Memorandum and Articles of Association and statutory provisions. An overview of the legal services that we provide:

- Managing re-sales processes
- Subletting and Alterations
- Lease extension
- General support
- Land Registry administration
- Right of First Refusal

Cleaning and Maintenance

We are dedicated to providing a highly personal service of an excellent quality that is reliable, consistent, and competitive. We are committed to our customers and staff alike and which means our loyal staff is dedicated to caring for your property.

The Cleaning Services that we offer include:

- Regular Cleaning (Communal Areas/End of Tenancy Cleaning)
- Carpet Cleaning
- Window Cleaning (external/internal)
- Waste Removal
- Gardening
- Pest Control

Plumbing and Drainage, Electrical and Handyman Services:

- Leak inspections and Boiler installations
- Standard plumbing works
- Drainage and gutters contacts (jetting and cleaning)
- Electrical Safety Tests
- Standard electrical repairs and installations
- General handyman and carpentry repairs



Company Software We Use



At Urang, we believe proactive management is driven by regular site visits supported by clear, reliable lines of communication. While it is not possible to be on-site every day, we ensure effective communication channels are in place so that issues can be identified and resolved promptly and efficiently.

Each development is allocated a dedicated Property Manager and Assistant, providing continuity and in-depth knowledge of the site. Residents are encouraged to communicate through multiple channels, including online request logging via our website, and are provided with a residents' handbook containing practical information about living in the development. We support our management approach with a comprehensive computerised

management system, BlocksOnline, which enables property managers to raise works orders, request estimates, track contractor progress, and diarise key events with automated reminders. The system also reserves costs against held funds, ensuring accurate financial reporting. Leaseholders and Directors have secure access to their own online portals, where they can view block documentation, financial reports, insurance schedules, and year-end accounts. Leaseholders can log issues directly through the system, receive live updates from their Property Manager, and set reminders for meetings, inspections, and payments.



Urang has implemented Quooda to improve the management of risk, safety and compliance for the properties we manage. Quooda offers the following:

- Access anywhere, anytime, allowing users to update records in real-time from the office or on-site.
- Task management capability for both internal employees and third-party contractors.
- Fully customisable, allowing you to create your reporting and checklists.
- Integrates with existing technology solutions to provide a single source of truth.
- Complete digital golden thread of property information to support compliance with the Building Safety Bill.
- QR Coded systems for asset management.
- Built-in reporting that can be automated to save time and reduce errors.
- Set up access hierarchies to provide access to the data that users require.



How Can the Urang Group Help You?

Client Relationships

We offer our clients and partners property management with peace of mind, as it is our responsibility to take charge of the understanding of legislation and technical issues relating to block management. We work with numerous stakeholders in the industry, including estate agents, to ensure that blocks are managed and maintained to the highest standards. With this in mind, we seek to simplify the complex and offer our clients reporting, cost implications, and, more importantly, solution-orientated advice.

- ✓ Can assist with legal queries
- ✓ Efficiently respond to calls and emails
- ✓ Assist with maintenance, major works and project management
- ✓ Has a wealth of expertise
- ✓ Can assist with Human Resources and onsite staff issues
- ✓ Assist with cladding and building safety compliance



Our employees have trained in and are members of: TPI, RICS, CIMA, CIPD, IOSH, NEBOSH, CIH



Thank you for considering us as your Property Management Partner

Please reach out to us for a no strings attached conversation so we can take you through the steps to excellent property management with Urang.



Leannele – Business Development
& Operations Coordinator

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🌐 www.urang.co.uk