



INTRODUCTION TO OUR FULL MANAGEMENT SERVICE



JFM Block & Estate Management LLP

Company No. OC397894 | VAT Reg. No. 207 7691 90

Partners:

James Farrar MIRPM AssocRICS

Joseph Mallon MIRPM AssocRICS



About JFM

JFM are an independent property consultancy and managing agent specialising in the field of residential block management. We work exclusively for home-owner-controlled organisations and pride ourselves on a 'one client - zero conflict' principle. Both partners are members of the Institute of Residential Property Management and associates of the Royal Institution of Chartered Surveyors.

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About this Document

This document is brief introduction to JFM, aimed at those who are looking for a snapshot of our services. Much more detailed information about our company is available online. Please visit our website and read our regularly-updated blog for more information about us.

www.jfm-management.co.uk

Levels of Service

Our aim is to be as flexible as possible for our customers. Accordingly we can adapt to your needs. This introduction provides information on our full management package.

We also operate a reduced services contract for those resident management company directors who are perhaps a bit more hands-on than your average director. We will essentially do as little or as much as you would like us to. Our costs for basic administrative functions naturally start lower, so tell us precisely how you'd like us to help you so we can quote accordingly.

Contact Details

Please feel free to contact us if you have any questions about our services.

Tel: 0208 537 3263

Email: info@jfm-management.co.uk

Full Block Management Package

We will offer all the services you would expect from a RICS or ARMA accredited managing agent including:

- ✓ Billing and collection of service charges
- ✓ Pursuit of arrears
- ✓ Drafting of annual service charge budgets
- ✓ Organising and serving year-end accounts
- ✓ Quick response to repairs and maintenance
- ✓ Ensuring Health & Safety compliance
- ✓ Major Works strategy
- ✓ Full lease analysis
- ✓ Dealing with correspondence
- ✓ Comprehensive site-inspection programmes
- ✓ Full Company Secretarial services

These are the fundamental areas of estate management, in which we excel.

Additional Services

In addition to the above, we can provide all the usual extra services you would expect from an established managing agent through in-house systems and our network of contacts including:

- ✓ Company Secretarial
- ✓ Sub-letting registrations
- ✓ Licences
- ✓ Leasehold Enfranchisement
- ✓ Right to Manage
- ✓ Section 20 consultation
- ✓ Capital expenditure plans
- ✓ Surveying services

The Fundamentals Done Perfectly

We've gone back to basics. We have set ourselves the target of striving for perfection in the most crucial parts of block management. Our key performance indicators for those things which matter most to Resident Management Company clients are higher than any of our competitors we've encountered. This means:

- ✓ Detailed draft budgets prepared well in advance
- ✓ Demands served correctly and on time
- ✓ Accounts filed ahead of schedule
- ✓ Repair issues quickly dealt with
- ✓ Arrears promptly chased and recovered

Flawless Site Set-up

Taking your resident association or management company's most crucial details and processing them through our specialist property management software at the start of a contract is essential. There really is no excuse for getting this wrong, but yet amazingly people do! Get it right, and the automatic regular processes will follow without a hitch. Therefore, the analysis of your leases and a thorough review of your block/estate is given paramount importance.

Quick Repairs-Response

We understand this is of great important to our customers. JFM have a diverse panel of specialist contractors who can be called upon to deal with your maintenance issues as they arise.



- ✓ Issues logged and tracked to completion
- ✓ Ordered on a priority basis
- ✓ Expenditure limits laid out in management agreement
- ✓ Local contractors used where possible

Health & Safety Compliance

Changes to legislation surrounding health & safety over the past 20 years have made the liability for resident directors higher than ever when dealing with blocks of flats. We can to steer you through this tough area and provide you with guidance you need to make the right decisions.

- ✓ Stay on the right side of the law
- ✓ Excellent in-house expertise
- ✓ Reasonably priced service partners
- ✓ Sensible and pragmatic approach



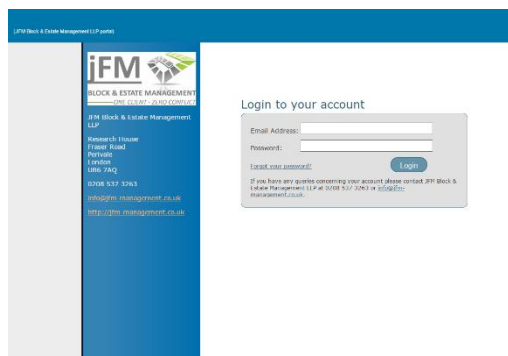
Major Works Strategy

We know that carrying a large internal refurbishment or an external redecoration programme can be real challenge for RMC customers. We will equip you to successfully deal with such challenges.

- ✓ Partners highly experienced on delivering major works projects
- ✓ Excellent advice on Section 20 matters
- ✓ Advice ties in with reserve plans in annual budgets
- ✓ Panel of specialist chartered building surveyors and engineers

Customer Login

JFM have a fully functional customer-portal. Owners will be able to access key documents and run their entire service charge affairs online.



Unique Account for each Home-Owner

Each property owner will have their own login details. Our software is fully responsive so service-charge payers can get into their account from any portable device. Notifications can be published through this portal to notify residents of urgent repairs issues, or to notify them of an upcoming meeting or service charge demand date, for example.

Instant Access to Critical Documents

All too often home-owners are left frustrated trying to access important documents. Sometimes the quickest turn-around times are never enough, for example if someone is re-mortgaging and needs the buildings insurance certificate pronto, or is in the middle of their tax return and needs a statement of their service charge account. Such information is available for instant access at any time saving everyone the hassle of needing to call up their agent, get through to the right person, and rely on them doing as they've been asked, within the timeframes promised.



24/7 Emergency Phone

Outside of the usual office hours, an emergency phone service is provided. All property owner information and frequently used contractors specific to the development are made available to ensure that help is on hand in the same way as one would expect during normal hours of operation.

Affiliations

Both partners are full members of the Institute of Residential Property Management (IRPM) and associate members of the Royal Institution of Chartered Surveyors (RICS.) We are also registered with the Ombudsman Services: Property, for mediation of any disputes should an issue not be resolved through our in-house complaints procedure. We are also accredited members of the Leasehold Knowledge Partnership, the only charity for service charge payers.



RICS®



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