



**D&S
Property
Management**

Setting Higher Standards in Block Property Management at Reasonable Prices



1) ABOUT US

D&S Property Management is an independent property management company, specialising in block management, centrally located in London.

As a small sized company, enabling us to offer you the bespoke service you deserve, which can be tailored to your specific needs and requirements, as well as providing you with your own dedicated Property Manager. We work with a flexible approach in mind as we believe one size does not fit all. You can either enter into our standard agreement or we can sit down with you and select a package that would best suit your needs.

We are able to offer you a comprehensive package to manage the whole or any part of your building, If you currently manage the building yourself or have a managing agent and have already issued the current years service charge demand, we could offer our services on a pro-rata basis. This will enable you to trial our services and experience the professionalism and speed in which we work, saving you time and money.

We have been working in the Block Management Property Management field for post 10 years. Along with our Qualified Property Managers, we have an in-house Property Solicitor to help and advise you on your Leasehold/Freehold/Company decisions. We make it our business to keep up to date with all current legislation and regulations ensuring you that you are protected and not left vulnerable.



2) OUR SERVICES

Our services are subject to the terms of any written agreement and for an annual fee D&S Property Management can offer the following services:

- a) Collect service charges from tenants.
- b) Prepare and submit service charge statements.
- c) Pay for general maintenance out of funds provided and ensure that service charges and all outgoing monies are used for the purposes specified under the lease and in accordance with legislation.
- d) Produce annual spending estimates to calculate service charges and reserves, as well as administering the funds.
- e) Produce and circulate service charge accounts and supply information to tenants and any residents' association, liaising with and providing information to accountants where required.
- f) Administer building and other insurance if instructed and authorised, subject to Financial Services Authority Regulations.
- g) Arrange and manage contracts or services in respect of, for example, lifts, and boilers.
- h) Arrange periodic health and safety and fire risk assessments in accordance with the statutory requirements, and, where necessary, in liaison with the relevant public authorities.
- i) Visit the property to check its condition and deal with minor repairs to buildings, plant, fixtures, and fittings. An appropriate frequency for visits should be agreed with the client.
- j) Deal reasonably and as promptly as possible with enquiries from tenants having regard to any requirements or constraints in the written agreement.
- k) If instructed, on behalf of clients engage and supervise staff such as caretakers, gardeners, and cleaners (if staff are employed at a property the annual fee may be increased to reflect the additional work).
- l) Keep records on tenancies.
- m) Keep clients informed on changes in legal requirements, including any statutory notices and other requirements of public authorities, and check compliance with lease terms.
- n) Advise on day-to-day management policy.
- o) Escalate, with the clients consent, in the collection of unpaid ground rent and/or service charges, subject to any statutory procedures that need to be followed.



3) ADDITIONAL SERVICES

As part of the terms of engagement, a 'menu' of charges for duties outside the scope of the annual fee could include the following (some of these charges may be the responsibility of individual tenants):

- a) Preparing specifications, obtaining tenders, and supervising substantial repairs or works;
- b) Preparing statutory notices and dealing with consultations where qualifying works or qualifying long term agreements are proposed
- c) Attending courts and tribunal proceedings in connection with the property managed;
- d) Advising on rating, planning, improvement, other grants and valuations;
- e) Handling insurance claims (where authorised by the Financial Services Authority to carry out insurance mediation activities);
- f) Preparing replacement-cost assessments for insurance purposes;
- g) Considering tenants' applications for alterations, or formal recognition of a tenants' association;
- h) Advising on and dealing with assignments of leases, subletting, change of use and Home Information/Landlord Pack requests;
- i) Preparing schedules of dilapidation or condition in respect of individual dwellings;
- j) Providing additional copies of documents, insurance policies and accounts to clients or tenants;
- k) Employing and working with other advisors in connection with the property;
- l) Charging the cost of overseas telephone calls and faxes, etc. that are necessary for the purposes of carrying out their work;
- m) Giving information to prospective purchasers, vendors or their agents of the leasehold interests in the individual dwelling, as required under Home Information/Landlord Pack Regulations.
- n) Answering specific enquiries from tenants and prospective purchasers or their legal advisers, including pre-contract enquiries;
- o) providing accommodation for meetings and inspections of documents in connection with the property managed;
- p) working outside normal office hours;
- q) dealing with non-routine matters;



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- r) advising on termination and handover of management and service contracts;
- s) carrying out the duties of a company secretary;
- t) recruiting and employment of site based staff;
- u) undertaking additional duties with a landlord as required under the Right to Manage; and
- v) advising on and dealing with long term maintenance plans.

4) OUR FEES

- a) From £199 – £275 per flat – depending on the level of service required
- b) From 10% – 15% of any Major Works
- c) 4% of any works we do not manage if administration or collection of money is required
- d) Others fees that are chargeable under the terms of the lease, such as those under section 3)



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