



Regency

Regency Estates Block Management Handbook

INTRODUCTION

Regency Estates are an accredited member of ARMA.

ARMA is the leading trade association for residential leasehold managing agents in England & Wales.

ARMA promote the highest standards of leasehold management and continually campaigns for improvements in legislation and policy.

ARMA members work to the highest professional standards, all members are independently regulated.

ARMA is strongly in favour of statutory regulation for managing agents and leasehold reform.

The leasehold management sector is unregulated, anybody can set up as a managing agent and start trading.

ARMA was founded in 1991 to bring together professionals involved in private residential leasehold block management. They:

- **Set high standards in residential block management**
- **Require members to meet those standards**
- **Provide technical advice and guidance to their members**
- **Produce information and advice notes for leaseholders**
- **Run training courses on the leasehold system**
- **Promote professionalism in property management**
- **Campaign for improvements in relevant legislation and policy**

ARMA standards: to become an accredited member of ARMA, we must meet the requirements of the ARMA Consumer Charter & Standards. This comprises over 180 bespoke Standards developed specifically for managing agents. These set how ARMA members must deal with their clients.

ARMA Accreditation aims to raise standards and the quality of service to consumers. So, by choosing an ARMA member consumers get the higher standards, greater confidence and more transparency.

ARMA members are also audited every three years by Royal Institute of Chartered Surveyors (RICS)

Any member who falls short of the Charter or fails to meet the Standards may be referred to the Independent Regulatory Panel and may be subject to disciplinary action.

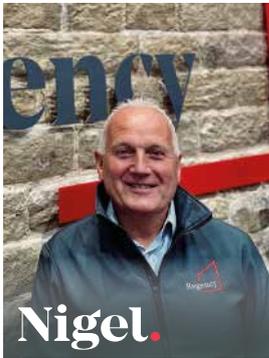
WHAT WE DO?

Our Management Includes:

- We are accredited members of ARMA and our management is carried out in adherence to ARMA's Charters
- Monthly site visits followed by updates if needed. These include a detailed description including photos and meter readings.
- Monthly inspections of emergency lighting, smoke vents, smoke alarms, as required
- Weekly inspection of fire alarms, as required
- The tendering and implementation of any repairs and maintenance contracts including gardening and cleaning.
- 24 hour emergency phone number facility.
- Accountancy, financial budgeting and the setting of service charge levels, together with appropriate collection and arrears procedures including dealing with solicitors and possible court proceedings.
- Administration of separate bank accounts.
- Total compliance with leasehold legislation. We also undertake full fire risk assessments, comply with all regulations relating to health and safety and complete periodic electrical tests.
- All accounts are submitted yearly to Companies House.
- Cost effective comprehensive insurance cover for buildings and general risks.
- Detailed records and administration systems for each development are maintained, utilising our specifically designed software, ensuring accurate information is available to all parties.
- All communal areas are clearly marked so that all tenants know that Regency Estates are the managing agent if they have any problems or there is an emergency.
- Regular communication with other Estate Agents and owners if there are any tenant issues.

An AGM can be arranged with all leaseholders to discuss future budgets, major works, any issues and ensure that there is an established good working relationship between us and the client. It is beneficial that we develop a personal relationship so that we can continue to plan for a successful future.

The Team.



FEES

Our fees are extremely transparent, the annual fixed fee covers all our duties described above

But excludes the appointment and cost of contractors to carry out repairs and maintenance, professional fees such as external audit, legal fees, surveyors' fees

WHO WE ARE

We are a team of four, managing a portfolio of over 30 blocks across the Greater Manchester region. Zoe oversees the management of the portfolio, dealing with the accounts, invoicing, budgeting, and management. Sarah provides administrative support to Zoe, and also handles insurance, utilities and all aspects of service charge invoicing and budgets for the developments. Nigel completes site inspections, attends site meetings, and monitors large project works. Jane also completes site inspections, and manages contractors, reactive maintenance, and the compliance side of the portfolio. Everyone works together on each site, so if a query is raised with the office, we are all able to assist. We are based in the office, when not on site, and can be contacted easily to address any queries.

What people say about us.

Don't just take our word for it, read our **testimonials** below!

We have a number of buy to let properties in the Bolton and Blackburn area many of which are apartments which obviously require a Block Management Company to manage the estate.

In our experience the quality of Block Management Companies is poor and leaves a lot to be desired. We have experience of 14 different block management companies and the only one which we have found able to provide an acceptable level of service is Regency Estates.

The principle people at Regency Estates are Nigel Holt who carries out monthly inspections of the estates who is very hands on person with a practical approach to any problems on the estate. Nigel is supported by Zoe Richardson who deals with the administration of all estate matters in a most efficient manner.

In addition to providing a very professional service, Regency also provides a competitive fee for their services.

We inherited Regency Estates when we bought an apartment in Bolton and since then we have been instrumental in awarding Regency Estates three other estates to manage. In each case the Directors of the management company have been pleased with the service provided by Regency Estates.

We have no hesitation in recommending Regency Estates to provide a competent and professional Block management service with a competitive level of fee."

Michael Jones, Owner

The Regency logo consists of a red square with a white outline, positioned above the word "Regency" in a white, sans-serif font.

Regency

Westwood Park – Bolton

"After suffering at the hands of a National Supplier for a few years with a 24/7 national call centre that never answered, where tradesman would travel many miles to complete a repair and the travel time was more than the cost of the repair along with many other costly mistakes.

We decided to write a tender specification that gave us exactly what we wanted from a Managing Agent. Although very detailed it was, in essence, simply the service that any decent Managing Agent should provide.

We invited 6 Agents and had two refuse to Tender and one that said what we were requesting was not feasible. Of the remaining 3 agents we found Regency the most accommodating, helpful and understanding.

They won the tender back in 2018 and we have remained with them ever since. They are very much a family firm employing staff locally and using local contractors. I have no hesitation in recommending them!"

Alan Hinchliffe – Owner

Westpark, Bolton

"It's now been a year since we had nominated Regency Estates as our Block Management Agent. At first we (the directors of the estate) were apprehensive to hand over the running and managing of the estate to an outside business who may have no interest in the properties wellbeing. However we had

- General Communications & correspondence have been clear and responsive.
 - Contractibility when needing to communicate certain matters was never a problem (even outside office hours).
 - The availability for occasional urgent important meetings were easy to set up.
 - Items raised for attention have been addressed swiftly.
 - Service charges are been issued/ collected promptly and sub-contractors (gardeners, cleaners, maintenance) are managed without issues.
 - All staff including the MD have always been friendly and very helpful. It feels that Regency are professional, proactive and show an invested interest in running and maintaining our estate giving us 'piece of mind' that everything will be taken care of.
- Thank you for a great service in the past year and would be happy to recommend 'Regency' if you are looking for a reliable, trusting Block Management Agent."

Jens Nussbaum, Owner

Friargate – Horwich

"As a first time buyer I was worried that my service charge would be expensive and I had heard stories from friends that companies would charge large amounts for small jobs. It was a relief that Friargate was excellent value for money and included everything necessary. Dealing with Zoe is never a chore and any issue be it large or small is always dealt with quickly, efficiently and most importantly for me in the most cost-effective manor. I would whole-heartedly recommend Regency to anyone looking to change block management"

Jay Murray, Owner

Bolton Road – Radcliffe

"Before Regency took over the management of the 4 blocks the whole area was in a complete mess. The gardens had weeds a metre high, the gates weren't working and the walls in the communal areas had not been painted in years. There was also a huge debt due to unpaid service charges from other owners. Since taking over the place has been transformed, the gardens are now in immaculate condition, the four communal doors replaced, walls painted regularly and a healthy sinking fund is now being accrued. I could not recommend Regency highly enough as they have done an almost faultless job since taking it over."

Russell Turner, Owner



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