



Alcyone, Shore Road, Sandbanks

# ASSET

PROPERTY MANAGEMENT

## ***BROCHURE***

*Bespoke services for residential blocks*  
[www.assetpropertymanagement.co.uk](http://www.assetpropertymanagement.co.uk)

## Why choose us...

We have found over the years that the basis for great working relationship is to work closely with our clients and to be honest about what all parties are looking for.

We pride ourselves in providing a professional and personal service supported by professional training and ARMA membership.

It is our ethos to keep our fees transparent and provide a personable professional service that sets us apart from other agents.



## **Overview...**

We cover the counties of Dorset and Hampshire from Dorchester to the West, through Poole and Bournemouth, and Southampton in the East.

Understanding that all buildings are different and that requirements change is key to our Management. We create bespoke solutions each time and our fees relate to the service that you require.

We always aim to provide exceptional service to our clients.

We manage a diverse range of properties, from small conversions to luxury purpose-built blocks ranging in size from 4 units up to 50 units.



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## **Choosing a managing agent...**

If you are dissatisfied with the current managing agent or those managing your property, jumping ship can be risky, and create a huge workload.

On top of that it is difficult to know what exact service you should be getting. By using Asset Property Management Ltd we are members of ARMA who are the Association of Residential Managing Agents. This means we adhere to their strict standards and guidelines for your added protection and assurance.

## **Working with us...**

We are not here to impose ourselves on you. We pride ourselves in building relationships with leaseholders. That way you keep us informed especially if repairs are needed or workmanship has not been up to standard.



**Jasmin House, Bournemouth**

We carry out regular property inspections and liaise closely with our contractors who provide us with another pair of eyes on matters arising.

We have a small friendly office team who are available during normal working hours to deal with any problems arising.

We also provide a 24 hour emergency call out contractor list.

We maintain worksheets for each property on our books which highlight each matter being worked on and by whom. This enables us to deal with issues effectively and regularly monitor progress.

When appointed as your agent we use a standard handover process, providing a list of information we require and contacting your existing agents to ensure a smooth handover of responsibility.

## **What makes us...**

Our accounting service has set procedures to handle everything from setting your annual budget to collecting your service charge and pursuing any arrears. Dedicated members of our team have many years experience in the financial and property environment.

All our blocks have segregated client designated bank accounts in which leaseholder funds are held not only does this mean that your money is kept separate from our own office account but is kept safe in any eventuality. The accounts are held in accordance with ARMA and their strict client money guidelines.

## **Transparency...**

We believe our charges are reasonable and competitive within the local market place.

We charge a fixed fee per flat per annum subject to VAT at the prevailing rate. We base our charges on the estimated amount of work we anticipate to provide a full management service to your property. We do not charge hidden extras.

The only charges that we would typically charge in addition to our management fees are the following...

- Fees associated with the sale or transfer of individual units normally charged to the seller
- Company secretarial such as acting as the registered office, filing annual returns for the freehold or management company
- Where there are significant works required at the property, which are normally subject to Section 20 legal procedures, fees are negotiable at the outset.



## **Location...**

We feel strongly that we can only provide a premium service to blocks within easy reach of our Bournemouth office typically within 40 minutes travelling time.

This enables us to visit the block regularly to check on contractors, monitor and direct staff or simply to undertake routine site visits to check there are no problems.

We find that the best service is offered by local firms where we can provide a regular volume of work in return for quality, time and an affordable service.



## **Communication...**



We are really proud of the process we have set up in the office. Emails are dealt with during the day if received on a working day or if not on the immediate following working day.

All calls to our office requiring feedback are logged for follow up action and only cleared when this has been completed.

We have a 24 hour answering service for out of hours calls and all blocks are issued with our emergency call out list, which is also posted on site to cover for those unfortunate eventualities.

## **Professional Trade Bodies...**

We are members of The Property Ombudsman, a specific scheme for residential leasehold management

[www.tpos.co.uk](http://www.tpos.co.uk)

We are also accredited members of ARMA - the Association of Residential Managing Agents the only dedicated UK block management association.

[www.arma.org.uk](http://www.arma.org.uk)



Fairview, 38 Golf Links Road, Ferndown



## **Professional Indemnity Insurance...**

We have full Professional Indemnity Insurance in place based on the recommended levels set out by ARMA.

## **Complaints Procedure**

We adhere to the highest standards of practice and ethics complying with all the relevant codes.

We operate a formal complaints procedure to deal with any matters where our clients are unhappy. Details are available on our web site.

## Our Team

We are a fairly small team and all come from very specific backgrounds.

You will know who is dealing with your block and who to speak to if there is a problem.

Our whole team is dedicated to working with you and you can rest assured that our whole team will be assisting in managing your block.

We also have an open plan working in our office which enables all staff to be kept aware of issues that arise which are then discussed by us on a daily basis as another means of keeping up to date.



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### Malcolm Davis FCA Director

Malcolm is a founding director of Asset and has considerable experience in professional financial services within the UK including senior management experience at the then big five accounting firms. He runs our financial team and works closely with the Property Managers on all service charge, accounting and budget related matters.

### Ryan Davis MIRPM BSc – Senior Property Manager and Company Secretary

Ryan has worked in block management for over 7 years. He oversees and works closely with the Property Managers on all service charges, accounting, and budget related matters. Ryan also has overall responsibility for management of all of our blocks in particular compliance issues and Financial Accounting.

### Paige Darvill-White AIRPM – Property Manager

Paige has worked in block management for over 8 years. She has overall responsibility for maintaining a third of our portfolio. In particular dealing with maintenance issues, arranging AGMs and complying with the lease terms relevant to each block she manages.

### Jack White AIRPM – Property Manager

Jack started with us in 2020, and looks after the management of another third of our property portfolio. In particular dealing with maintenance issues, arranging AGMs and complying with the lease terms relevant to each block he manages.



## ***Our Team continued...***

### **Sandra Lines – Property Manager**

Sandra started with us as chief administrator and has grown into a property managerial role since joining us in 2018. She has overall responsibility for managing the final third of our property portfolio and works in conjunction with Paige and Jack.

### **Marcus Robinson – Chief Administrator and Property Manager**

Marcus started with us in 2022, and is our chief administrator dealing with all administrative duties within our company, as well as assisting Ryan with collection of service charges and arrears. He is also our newest property manager who will be working alongside Paige on her portfolio.

### **Sarah Turner – Accounts**

Sarah has overall responsibility for maintaining our client ledgers, a role she has carried out for many years at Asset and previous employments. Sarah reports directly to the Directors and monitors overall block cash flow.

### **Pamela Suares – Bookkeeper**

Pamela has worked for us for many years and oversees the book keeping of all our portfolio to comply with the relevant legislations.



### **Elaine Power – Administrator**

Elaine has worked for us since we were founded and works in administration of all transactions throughout of our managerial portfolio.



## Next Steps...

We would love to meet up and go through our services in detail as we are sure you will have specific questions about your property and why you need a managing agent.

Normally a couple of members of our team will come to site and that way we get a real feel for the property and any issues.

Meeting face to face gives you the chance to make sure you like us.

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## Meeting guidelines

If we can set up a convenient time to meet at your property we can discuss your current situation and discuss any formal documents you hold and have a walk through the building. This will make the meeting beneficial for all parties.

We want to show you how having a managing agent makes life simpler and frees up your time for other things.

## Contact

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All properties featured are managed by Asset Property Management Ltd



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