



Hamiltons Block Management Service



*Managing blocks of all sizes
throughout Bristol and Bath.*

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WELCOME

Thank you for your interest in using Hamiltons as your Block Management Agents.

Hamiltons manage blocks and estates of all sizes throughout Bristol and Bath, so whether your block consists of just 3 flats or you have an estate of 200 properties, Hamiltons can offer you a comprehensive Management service **tailored to meet your block's needs**.

Below you will find a comprehensive run down of our services. Should you wish to discuss what we can do for your block, please contact **Andrew DeLong** or **Simon Charman**.

OUR SERVICE

HAMILTONS APPOINTMENT

If Hamiltons are appointed as your block agents, we would initially carry out the following:

- Change the Company's registered office address.
- Appoint a member of staff to act as Company Secretary.
- Collect the Company Kit and all paperwork from your current agent.
- Appoint an accountant.
- Send "Welcome letters" to all residents.



REGULAR MEETINGS

- Arranging both AGM and Directors meetings.
- Booking venue (if required).
- Preparing and distributing Notices and Agenda.
- Chairing of meetings if required.
- Taking, typing up and distributing Minutes .

FINANCES

- Service charge requests sent.
- Arrears chased in the appropriate manner.
- Individual financial records kept for each property.
- The Company's finances (including arrears) are discussed at each meeting.
- Preparing cash book for the annual audit and to assist accountants in this respect as necessary.



BUDGETS

Each year, Hamiltons will draw up a budget detailing all the forecast expenditure of the following financial year. The budget will be discussed at one of the regular meetings and, if approved, service charges for each property can be calculated. The current budget is always available on your Company's web page.

OUT OF HOURS CARE LINE

Hamiltons offer an out of hours care line, so if an emergency occurs outside of normal works hours, a member can be contacted. The numbers to call will be on our answer phone and also displayed in your blocks main entrance hallway





BANK ACCOUNT / CHEQUES

Each block that Hamiltons manage has their own bank account. If your Company does not currently have a bank account or wishes to set a new account up, we will handle this for you. If you currently have an account set up, we will contact the bank to get the correspondence details changed.

Our aim is to make your Block's sinking fund earn as much interest as we can. We would look at putting any excess money into a high interest account for an agreed period of time (usually 6 months or 1 year).

All financial decisions are discussed at the regular Directors' meetings to ensure everyone is kept up to speed.

Two signatories will be required for every cheque written, one signatory will be a member of staff at Hamiltons, the other will be one of the directors in the block. All cheques sent for countersigning will be accompanied with a photocopy of the invoice.



REGULAR VISITS

Hamiltons will make regular site visits to your block in order that we can see how the block is being maintained and if there are any issues that need to be dealt with. Any issues that are discovered will be handled in the appropriate manner.



MAINTENANCE AND CONTRACT STAFF

- Emergency works will be dealt with quickly.
- Maintenance work will be carried out in an appropriate manner.
- Obtain quotes for agreed works.
- Works costing over £250 per flat will have the correct notices served on owners.
- We will liaise with your current contract staff (cleaners, gardeners) and ensure that work is carried out to a high standard. We can also arrange for quotes to be obtained for these works to be carried out by our contractors if required.
- Visit site during works to keep an eye on progress.
- Payment of all contract work carried out at the Company's request.



INSURANCE

Hamiltons have a "Block Insurance Policy" that a majority of our blocks are insured with. This means that we can get very competitive Buildings Insurance rates and we often find that we can insure your block at a better price than you are currently getting.





WEB SITE

All the blocks we manage have their own web pages where residents can access previous minutes, details of the next meeting, budgets, year end accounts and much more.

All documents are posted in the **PDF format** and all sensitive documentation is **password protected**.

An example of how the web site would look can be found at www.hamiltons-management.co.uk/blocks/example



HEALTH AND SAFETY

- Organise and monitor the regular testing of fire alarm.
- Fire extinguishers will be serviced once a year
- An asbestos survey will be carried out if required
- A fire safety report will be carried
- Lift maintenance carried out regularly
- Letters will be sent to those residents causing an obstruction in the block



DAY TO DAY WORK

- Dealing with enquiries from residents
- Dealing with all correspondence from solicitors in relation to the sale of a property.
- Chasing arrears.
- Keeping Company records in order.
- Paying contractors.
- Keeping financial information up to date.



FEES AND OTHER INFORMATION

Our fees are calculated on a block by block basis. Please call or email us with details of how many flats and houses are in the block or estate you wish us to manage.

The Directors of your company may at any time give notice to terminate Hamiltons service by giving 3 months notice of termination.

FINALLY....

Hamiltons are involved with property management throughout Bristol, Bath and surrounding areas. Our team of dedicated staff are always available to discuss problems which arise. Should we be appointed to act on your behalf, we will be happy to deal with any queries at any time.

I trust the above is helpful and that the services offered are in order but should you wish to include any other services please do not hesitate to contact us.

Andrew Delong for
Block Management by Hamiltons