

## Block Management Guide

### What is Block Management?

Around 20% of all residential property in England is leasehold, and more than 35% of those are let in the private rented sector.

Many of these properties are found in apartment blocks, anywhere upwards of two apartments. Apartments in blocks require special care and detailed knowledge, largely due to the legislation that surrounds them.

Some blocks are looked after by commercial freeholders (housing associations or developers, for example), some by Right to Manage companies (RTMs) and some by Resident Management companies (RMCs). TW Property offers block management services to all these, taking over the care of communal areas and shared spaces of residential buildings.

### What is a Block Manager?

In simple terms, a Block Manager is the person responsible for looking after any communal or shared space of a property or estate.

Most commonly, these shared spaces will be in blocks of apartments, but can also include private housing estates or mixed-use sites, both commercial and residential.

Shared spaces need to be maintained on a regular basis, decorated and sometimes improved, so funds need to be collected to maintain the building. All works undertaken must meet the latest government statutory requirements. These shared spaces can include the main walls of a building, roof, common hallways, drives, gardens, etc.

If you don't have time, confidence, or experience as residents or as a freeholder, this can be a daunting task. This is when you would appoint a professional Block Manager to take over the responsibility.

A Block Manager will look after all the shared and common areas on your behalf – these will be demised in your legal documents. A Block Manager does not look after anything within your own property unless the problem is caused by a shared area.

### **Is my building or estate too big or too small for you?**

No. We manage everything from a house converted into two apartments up to large estates of multiple houses and apartments.

### **Who is responsible for instructing a Block Manager?**

Responsibility can vary. There are five main types of people that can instruct a Block Management Company.

1. Freeholder. Someone who owns the freehold outright, and could be an individual, company or housing association. When a freeholder instructs us, we will report back to them on any issues or for instructions on management.
2. Right To Manage (RTM). This is where the freeholder still owns the freehold, but you have either been given or won through the courts the Right to Manage. You have the right to appoint a Block/Estate Manager, but you do not own the freehold.
3. Residents' Management Company (RMC). A company set up to deliver the services on behalf of the landlord under the terms of the lease. The company is a party to the lease (as landlord) and all leaseholders for that acquisition.
4. Residents' Association. A formation rather than a party to the lease and therefore will not be shown in the document. A residents' association (which is an informal representative body of apartment owners and sometimes tenants) is different from an RMC (which is a formal, legal person) even though the body of its membership may be similar or identical.
5. Freehold Company. A company that owns the freehold, the shares in which are usually owned by the leaseholders. Often described as 'having a share of the freehold'.

## As a Block Manager, what will you do for me?

The specific responsibilities of a Block Manager can vary depending on the size of the building, as well as the needs and expectations of the residents. Block Managers deal with everything from maintenance and repairs to financial management and compliance. There's a lot that goes into the role, so Block Managers must hold many competencies and skills.

Ultimately, Block Managers must ensure that the building is managed and maintained properly so residents can enjoy a clean, secure and safe environment. While the role of a Block Manager can be different depending on a number of factors, some of the more common tasks that may be undertaken are as follows:

**Statutory regulation** – ensure the block is kept to the latest standards imposed by the government (statutory regulation)

**Collection of service charge** – issues the service charge invoice and make sure they are paid within the time scale.

**Manage the finances** – arrange for payment of all services and bills through a dedicated system, manage the bank statement and months reconciliation. Also, the preparation of the financial pack for the end of the year and then send to the accountant.

**Budget setting** – setting the budget for the coming year taking into account regular costs, unknown expenditure and cyclical works.

**Repairs/maintenance** – general and emergency repairs, arranging of any service contracts and regular maintenance.

**Section 20 work** – work that falls over the pre-set amount of £250 per flat, which is usually planned larger work.

**Stay up to date on new legislation** – we stay up to date on all new legislation (a law or set of laws passed by parliament).

**Dealing with lease breaches** – enforcing any breach of lease.

**Providing seller's pack** – this is what a leaseholder will need when they sell their property.

**Organisation and storage of documents** – both online and in physical format

**Site Visits** – 2 pre-arranged site visits per year.

**AGM and Residents' Meetings** – attendance at the AGM or residents' meeting.

**Buildings insurance** – arranging of building and any other insurances.

**Company Secretary role** – dealing with transfers, registrations, statutory declaration, updating share or members register, movement of Directors.

**Dealing with general questions** – we're here to help and talk to you, by phone, email or in person.

### Why TW Block Management

We are an independent company located in the heart of Royal Tunbridge Wells. TW Property opened in 2004 and our ethos has not changed, we are friendly, approachable, professional and we care.

You can pick up the phone, pop in or email and one of the team will come back to you, normally the same day. If you have issues or concerns, both Directors work from the office and are more than happy to chat through any problems you may be experiencing. We work on the basis that if there is an issue, talk to us and we'll give you honest answers.

We care, we expect you to be treated and dealt with as we would, and we demand a high level of service and response.

We are reliable, we are here, we answer the phone and emails. This might sound simple, but it's seeming that many companies find it hard to talk to people.

All staff are put through industry training, ensuring they are aware of the latest industry requirements and legislation.



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Since 2004

[www.tw-property.co.uk](http://www.tw-property.co.uk)

TW property is a proactive company. We don't like surprises, so we try where we can to budget and plan for the future on your behalf.

Professionalism is important to us as we want you to have confidence in us. So, we are members of ARMA (Association of Residential Managing Agents) and their Property Ombudsman scheme. And we belong to the Client Money Protection scheme to ensure your money is protected and we're doing everything correctly.

Finally, we have invested in the latest software to make everything run smoothly. This also gives Directors and Leaseholders access to all the latest Block/Estate documents and test certificates. Each leaseholder has access to their service charge account and any outstanding work.

Contact us if you would like to discuss our Block Management service, or if you have any questions relating to Block Management. Call us on 01892 530109 or email Justin Fletcher at [blockmanager@tw-property.co.uk](mailto:blockmanager@tw-property.co.uk)



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