



TW Property

Since 2004

www.tw-property.co.uk

Block Management Guide

About us

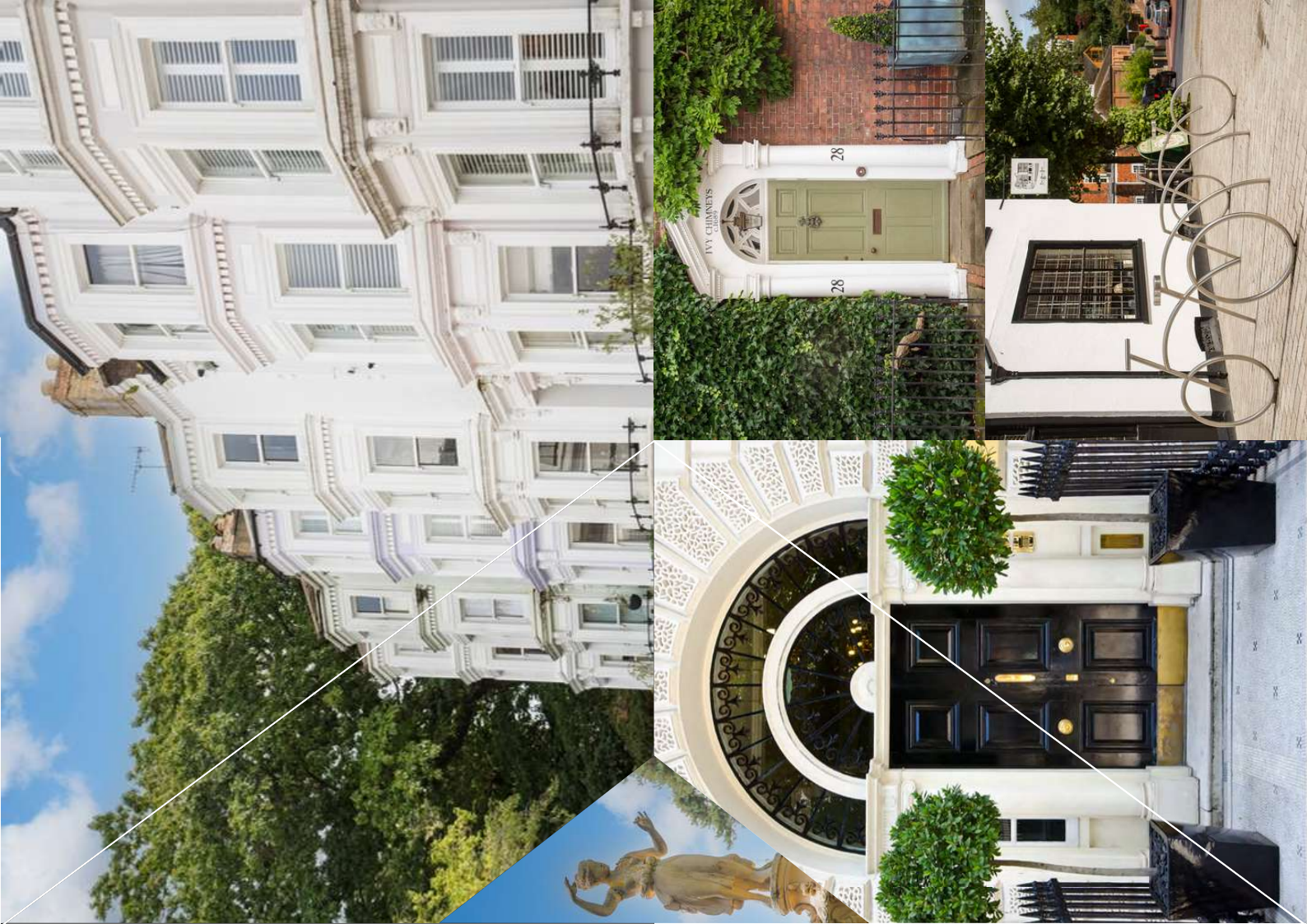
TW Block Management are a local independent Block & Estate Management Company, standing side by side with our Sales and Lettings business. With our town centre office, local contacts and 30 years' experience in Tunbridge Wells we are ideally placed to cover all of your Block and Estate Management needs.

At TW we believe communication, transparency and honesty are the key to ensuring a building is run well and all residents, Directors and Freeholders are kept up to date in a timely manner. This is aided by our online portal system giving you 24-hour access to the important documents you need for the building as well as full access to your service charge accounts.

The block management service covers all aspects of residential block management from setting budgets and full refurbishments to Health & Safety compliance and day to day running. Along with our extensive knowledge of the regulations and requirements of the industry, we can ensure your building is fully compliant. We also help keep a good relationship between freeholders and leaseholders, vital for the smooth running of the building.

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, all staff 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.

Although we are located in Tunbridge Wells, we cover Kent, London and the South East



Management Services

TW Block Management offer a range of services including:

- Arranging and overseeing major works projects
- Arrangement of your Health and Safety & Fire compliance
- Opening and maintaining a service charge account
- Carry out visual site inspections with frequency agreed in advance
- Maintaining internal & external areas in accordance with the lease
- Regular liaison with contractors
- Director's meetings
- Annual General Meetings
- Acting as Company Secretary
- Legal and insurance compliance
- Payment of supplier invoices as per the agreed spending limit
- Arranging building, Liability, Estate & Directors & Officers insurance
- Dealing with property sales and liaising with the relevant solicitors
- Enforcement of Breach Of Lease
- Keeping an up to date register of current leaseholders and tenants
- Advising clients of regular legislation
- Providing year end pack to external
- Accountant to produce year end accounts
- Keeping a register of Members
- Creating budgets with Directors on a yearly basis

The above is an overview of services that TW Block Management can offer but should you require a full list, please do contact us and we will be happy to provide this to you



What we manage & who we work with

What we manage

We oversee a diverse portfolio of developments, ranging from converted Victorian flats to modern new builds and high-rise buildings. Our services extend beyond towns and cities to include country estates, mixed developments of houses and flats, and multi-use properties combining commercial and residential spaces. We are equipped to manage extensive grounds and other amenities as well as sites with employed staff and other associated facilities, including parking.

Developers

Whether you are currently developing a building or estate we are here to help. We can provide budgets ready for completion alongside regular visits before completion. We can also work with your solicitors to discuss lease apportionments.

Listed buildings

We recognise that listed buildings can present unique challenges, and we are able to act as the primary point of contact between the relevant authorities and surveyors when needed. Within our current portfolio, we already manage listed properties and have a strong understanding of listed building consent requirements. We are also highly familiar with the processes involved, as well as the implications of failing to comply with listed consent regulations.

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.

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.

Freeholders

We work with numerous investors and estates where there is a share of Freehold, we aim to provide a service to our clients that is transparent, efficient and cost effective. Where required, we can collect Ground Rent on your behalf in accordance with the lease. When a freeholder instructs us, we will report back to them on any issues or for instructions on management.





Company Details

Professionalism is important to us as we want you to have confidence in us. So, we are members of TPI (The Property Institute) and their Property Ombudsman scheme. We also belong to the Client Money Protection scheme to ensure your money is protected and we're doing everything correctly.

We are happy to provide our client money protect certificate to you on request, alternatively this can be found on the footer of our website.

All staff are put through relevant industry training, ensuring they have industry knowledge. All staff also have regular ongoing industry training to keep up to date on relevant changes and legislation. While some of our staff are trainees when they join our company, we ensure that they complete their level 3 or 4 in property management with their MTPI (Member The Property Institute) accreditation. For those that carry out their level 4 qualification, they then progress onto their AssocRICS qualification.

Our registered address is
Shadwell House,
65 Lower Green Road,
Rusthall, Tunbridge Wells,
TN4 8TW

Company number: 12629471



Finances



DAY TO DAY ACCOUNTING AND BUDGETING:

Our online software, Blocsonline allows the day to day accounting to be stringently managed and reported to you via your property's online portal. We complete bank uploads weekly and our experienced professionals can give you peace of mind that your money and property are being managed with the due care and attention that it deserves .



FINANCIAL FORECASTING:

Our quarterly financial summaries take a holistic approach to expenditure VA budget to date. From this, we are able to forecast the amounts being spent on the building to ensure that we reduce any unexpected expenditure. Prior to the end of the building's financial year end we provide each client with a budget for the next year to allow time for consideration. Using our forecasts we can predict the amounts to be spent in the next year. Reports can also be drawn down from our portal for Directors as and when required.



ARREARS MANAGEMENT:

With our software system, we are able to micromanage any delays in payment, keeping any arrears to a minimum . We work with our clients and leaseholders to make sure every individual knows what they are paying towards and why . Should arrears arise, we will contact the leaseholders in the first instance.



Online Portal

We use a dedicated Block management software which has access to a residential portal for both Directors and Leaseholders/Freeholders. This has different levels of access based on your status.

As a Leaseholder, you will be able to access documents such as Fire Risk Assessments, building insurance, testing certificates and any other important documents.
You will also be able to see your personal ground rent and service charge balances.

FINANCIAL INFORMATION DIRECTORS ONLY:

- Building budgets and costs
- Debtors and creditors
- Financial statements
- Actual VS Budget reports
- Expenditure

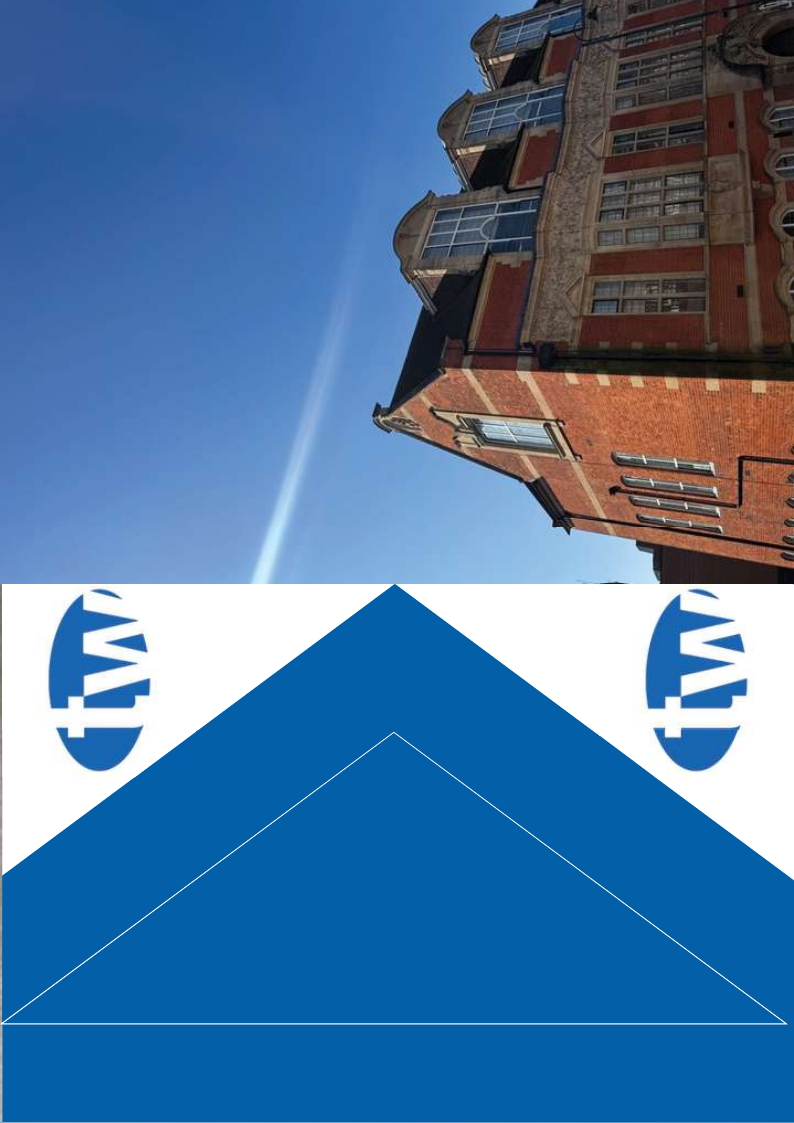
FINANCIAL INFORMATION ALL:

- Personal Service charge account
- Personal Ground rent account statements
- Service charge and ground rent invoices
- Personal payment receipts

GENERAL INFORMATION:

- Insurance Documents
- Your property manager and their email address
- Testing certificates
- Health & Safety documents

The above is just a small amount of the information that you will have access to via your computer, tablet or even your smartphone .



How we assist you

Transitioning from one block management company to another can feel like a daunting process. With the right support, it can be smooth, efficient, and highly beneficial for your development. At TW Block Management, we specialise in managing seamless handovers, ensuring there is minimal disruption to residents and no gap in essential services.

From the outset, we take full control of the transition process by liaising directly with the outgoing managing agent to obtain all necessary documentation, including financial records, contracts, compliance reports and property information. Our experienced team carefully reviews all details to ensure accuracy, transparency, and continuity.

We communicate clearly with leaseholders and directors throughout the process, keeping everyone informed and reassured at every stage. Any existing maintenance arrangements, supplier contracts and ongoing works are assessed and, where requested, improved to deliver better value and service.

Our priority is to ensure that your development continues to run smoothly from day one. We quickly establish strong communication channels, implement efficient management systems, and address any immediate concerns to build trust and confidence.

With a structured and proactive approach, transitioning to TW Block Management is not just a change in management—it's an opportunity to enhance the overall standard of service, improve financial clarity, and create a better living environment for all residents



Choosing the right Managing Agent for you

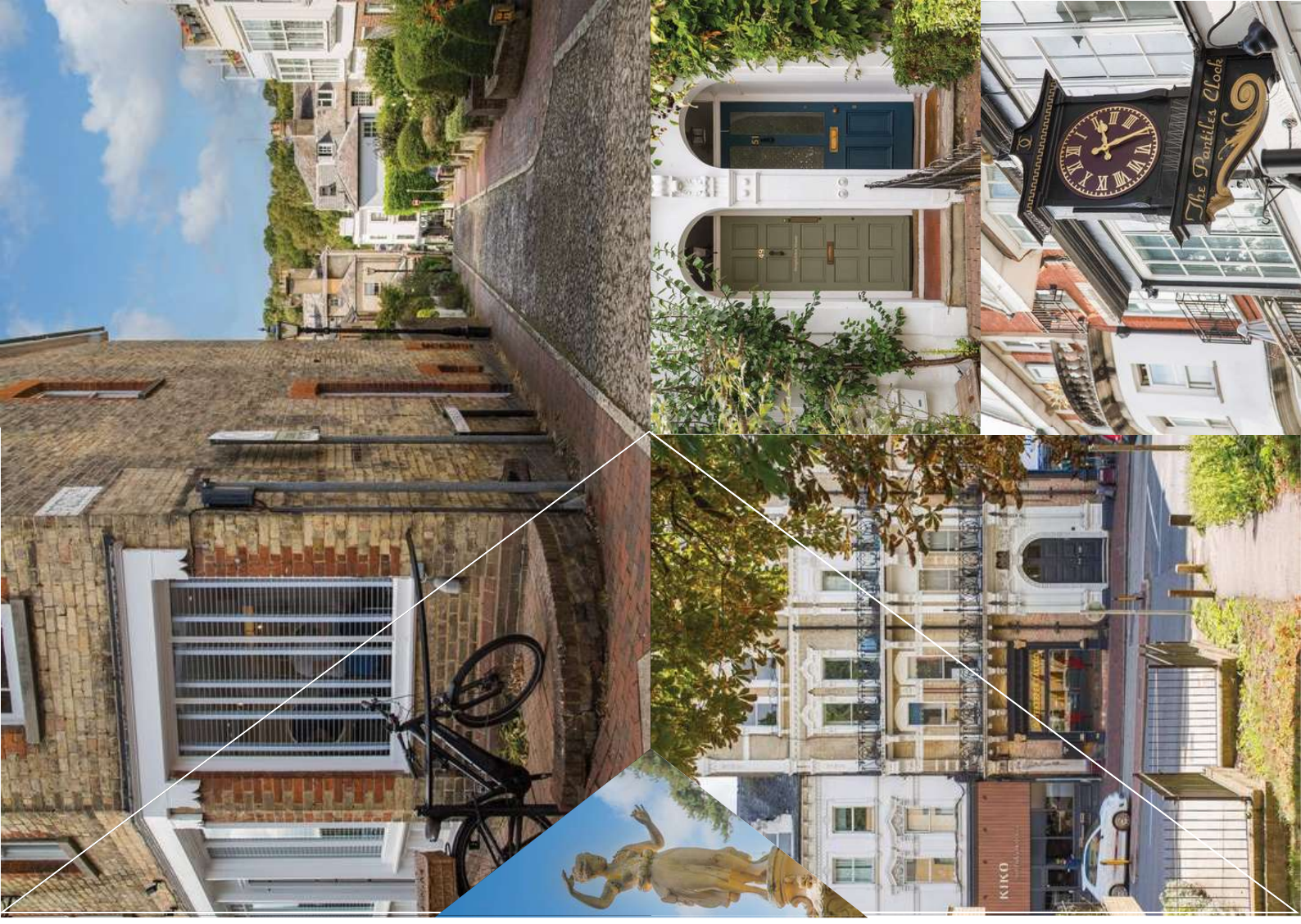
Choosing the right managing agent is one of the most important decisions you can make for your property or block. A good agent doesn't just handle day-to-day tasks—they protect your investment, maintain standards and create a smooth experience for residents and owners alike.

TW Block Management offer a transparent and communicative service. You should feel confident that your agent will keep you informed, respond promptly and explain decisions clearly. Experience also matters; an agent with a strong track record will be better equipped to handle everything from routine maintenance to unexpected issues.

It's equally important to assess their approach to costs and contractor management. The right managing agent will prioritise value for money without compromising quality, and they'll have reliable networks of trusted suppliers.

TW Block Management will assess each block on an individual basis and offer a service that is right for you and your block. Each level of service can be tailored accordingly.

We will work closely with you, so professionalism, accountability, and a proactive attitude are key. Taking the time to choose carefully can make a significant difference to how well your property is run—and your peace of mind.





How the process works

1

Reach out to us to discuss your requirements, reasons for changing Managing Agents and the services that you require

2

We can arrange a site visit free of charge at a time that suits you to look at the block/estate, meet with the relevant parties and provide copies of our fees and optional extras

3

Should you decide to proceed with our services, it is time to discuss what service suits you and your block/estate best

4

Once everyone is in agreement of the service and fees, you will need to serve notice on your current managing agents (if applicable) and provide us with a start date for our services to start

5

We will send out a contract for signature. We are happy to discuss the contract with you as we understand this can be daunting

6

We will handle everything from here including getting in contact with your outgoing managing agent to start the handover process

7

When we have received all of the relevant information from the outgoing managing agents, we will provide a clear breakdown on the block's current position and what we need to do moving forward

The right managing agent should be like a walk in the park

Contact us

We are here to help you and answer any questions that you may have. Please feel free to call, email or pop into the office to discuss further.

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