



Managing Residential Estates throughout the South East



Bespoke Property Management
No sales, no letting, no conflict of interests.

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FPE Management, 184 Queens Road, Hastings, East Sussex, TN34 1RG

OUR PLEDGE

PEACE OF MIND PROPERTY MANAGEMENT

For flat owners to enjoy where they live to the full, for landlords to maximize the value of their investment, we will do everything we can to care for a building, to ensure its needs are tended to correctly, to safeguard its standing – now and always.

To give you the best possible customer service, we specialize in bespoke residential property and estate management in the local area. We don't do letting or property sales, so when it comes to looking after your building it will be the centre of our attention.

Due to delays using external contractors we have created a sister company called R4 Maintenance Ltd to deal with maintenance and emergency's so we can respond to our clients quickly and efficiently and R4 Management Ltd to deal with all CDM2015 regulations regarding client's duties.

We recognize that every building is unique, just like every customer, and we make it our business to get to know it and you well, to understand the exact level of quality service that's really required to make the most of your building's communal areas.

Our professional in-house team has many years' experience of handling all aspects of residential property management, from the day-to-day chores to those annual administration tasks, so we know how to provide a service package to best suit your building.

So, whether it's a converted Grade 1 listed property or a modern purpose-built apartment block, let FPE Management take the strain, and provide you with a hassle-free and cost-effective bespoke property management service.

FOCUSED ON CUSTOMER SERVICE

Customer satisfaction is our priority

Founded in 2011, FPE Management set out to address what we considered to be a general lack of good customer service in the property management industry. Providing a bespoke service tailored to the individual needs of each client, the company has built a solid reputation on core beliefs designed to put customer service first.

Keeping you close

We are based in the centre of Hastings, and by only managing properties within a 60-mile radius of the town we are able to respond to your needs far more efficiently. For routine visits to check for any problems or to inspect contractors' work, we are never far away.

Communication

There is nothing more frustrating than simply not knowing what is being done to rectify a problem with your communal areas, whether the insurance is in place, or when redecoration is scheduled. With a level of contact and reporting to suit you, we'll make sure you're always in the picture.

Working with the right partners

Just like you need to be sure you have chosen the right property management agency, we need to be sure that the contractors we work with will deliver the right quality of workmanship. So we have established a network of general and specialist independent local contractors that we know you will be happy with. Always ensuring that we have the necessary contractor's insurance on file.

Accounting transparency

Since a significant part of what we do relates to the management of monies for the upkeep of your building, absolute transparency is paramount. Our accounting procedures hide nothing and show everything. Each property we manage has its own bank account so matters of finance are always crystal clear. We have invested in bespoke software so our reporting is precise and easily digested.





CORE SERVICES

Our core service package, offered on an attractive fixed yearly cost basis, comprises everything you need to reduce the amount of personal time you would otherwise spend on managing your building's communal areas:

- Arranging regular maintenance work, for example: cleaning and gardening.
- Handling unexpected maintenance tasks, such as repairs and general wear-and-tear.
- Managing contractors to carry out maintenance, including invoices and payments.
- Regular site visits to ensure building and grounds are in good order and all services are functioning correctly.
- Arranging meetings (in office hours) with flat owners and landlords to resolve any issues arising.
- Preparing the annual service charge budget.
- Setting up bank accounts dedicated to the building's management.
- Collecting and banking the service charge, reserve fund and ground rent.
- Responding to any account enquiries from flat owners.
- Arranging buildings insurance via brokers.
- Quarterly debtors and expenditure reporting.
- Producing annual year-end accounts, independently certified.
- Out of hours emergency only telephone service.
- Fixflo 24 hour on-line fault reporting system.
- Annual confirmation statements for Limited Companies.

ADDITIONAL SERVICES

We are also able to provide you with add-on services on a separate fee basis, ensuring that your block management service matches the precise needs of your building as they evolve over time and that you'll always have someone to turn to.

- Management of major works, Section 20 consultation and supervision.
- Property surveys and condition reporting.
- Handling applications for consent.
- Advising on applications for assignments of tenancies or leases and sub-letting.
- Freehold licence applications.
- Arranging the formation of Right to Manage (RTM) companies or Resident Management Companies (RMC).
- Arranging lease extensions.
- Acting as company secretary.
- Providing information to solicitors in connection with flat sale enquiries.
- Arranging meetings (outside of office hours) with flat owners and landlords to resolve any issues arising.
- Secretary duties including AGM'S
- Representation at First Tier Tribunal (F.T.T.) hearings.
- Covering Clients duties under CDM2015.

TESTIMONIALS

"Tracy and her team are great. Attentive, transparent, efficient and on our side. It's not easy dealing with people on varying levels of income and ages but when stuff needs to get done it is. Tracy is knowledgeable and of great help with thinking about collective enfranchisement, lease extensions etc. I recommend FPE."

"VERY RELIABLE, HANDS ON BLOCK MANAGEMENT."

Simon, Director, Cornwallis Gardens, Hastings



"I cannot recommend more highly FPE Management's service and knowledge of Leasehold Law. They have a human approach and can resolve even the most intricate of Block Management issues. This dynamic company has set a new bench mark for other companies to follow."

Local Estate Agent



"Our Right To Manage Company was formed several years ago. We have used managing agents in the past, and in 2012 we moved our business to FPE. What a breath of fresh air to have a managing agent who is totally committed to our company as if it was their own. Making no excuses, direct, and always finding time for us, FPE has already made rapid in-roads on all aspects of our business. Nothing is too much trouble for them, whereas previous agents often gave the impression they were doing us a favour!! We would definitely recommend FPE Management - without hesitation."

Stella, Director, Kenrith Court, Hastings

Review from Top of the Block.

"Tracy and her team have been on hand throughout the time we have used their services to ensure that the main issues affecting our building are always well- considered. They have a 'can-do' approach to property management; not shying away from dealing with difficult issues, but making sure those who need to be informed (and who need to make decisions) have timely and well-prepared information. FPE have proved to be very efficient at dealing with emergency situations; finding effective solutions to the benefit of both the building, and the people living within it.

Approachable and friendly; our property maintenance has improved considerably since being taken on by FPE."

Resident Freehold Company Director Helen



PROFESSIONAL ETHICS

For your peace of mind

FPE Management has an internal code of practice that is adhered to at all times. This is to prevent the exploitation of our clients and preserves the integrity of our company.

We keep up to date with new legislation, ensuring full compliance with our industry's code of conduct as per The Association of Residential Managing Agents.

We stay at the forefront of industry Standards.

We are members of The Association of Residential Managing Agents (ARMA), The Institute of Residential Property Managers (IRPM), The Property Ombudsman and operate to the OFT Approved Code.

We have £2m professional indemnity insurance and are registered with The Data Protection Agency.

CONTACT FPE MANAGEMENT

As each building is so different, we prefer in the first instance to meet with you on-site to discuss your own unique requirements. We'd then be glad to provide you with a competitive quote for our bespoke block management service along with references from existing clients.





Please contact us to arrange a visit:

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