

HURFORD

SALVI

CARR

Residential Block Management

*Block Management
Company Secretariat
Right to Manage
Building Surveyors*



Our Focus:

Regular Inspections:

Property Managers visit buildings at least every six weeks, and more often when necessary. They use their iPads to go through Check Lists and Health & Safety Inspection Reports, and action points are picked up immediately by the Administrators back in the office.

Efficient Back-up:

Property Managers work in teams of three, with one office based support Administrator for two Property Managers, one of whom is Team Leader.

One Point of Contact:

Each building has a dedicated Management Team. Every owner is given a Direct Line Number for the office based Property Administrator, and another for the Property Accountant who can answer service charge queries.

Budget Control:

Property Managers set Budgets and approve Expenditure. They can monitor the Balance Sheet and Expenditure against Budget on a daily basis.





Customer Service

Audits:

Accountability is at the heart of our service. Each year we aim to get Service Charge Accounts certified or audited within six months. For many years HSCPM have worked with independent auditors K+H Accountants, who are now instructed on most of the HSCPM managed buildings.

Company Secretariat:

We can act as Company Secretary if you are a Residents' Management Company or a Right-To-Manage Company. We arrange AGMs and EGMs and maintain the Statutory Books.

Electronic Filing:

File Stream software enables anybody in the office to retrieve quickly emails, letters, invoices, leases, contracts, reports and other documentation, so that we can respond to your queries promptly.

Websites:

Budgets, Quarterly Expenditure against Budget, Last Year's Accounts, Insurance Information and general management details are available on-line for an increasing number of buildings, password protected.

24 Hour Emergency Cover:

HSCPM have a comprehensive list of Contractors, and provide each resident with a card showing out-of-hours emergency call-out numbers. For emergencies and small repairs we use associated company Ashby & Horner Ltd for flexibility and control. A&H can also provide private handyman and decoration services to owners.



Building Surveyors:

Our Building Surveyors look after the Major Works projects carried out on buildings, issue s20 Consultation Notices, and also prepare 20 Year Property Maintenance Plans and Insurance Re-Valuations. They handle major insurance claim work, act as CDM Planning Supervisors, and carry out Asbestos Surveys.

Insurance:

Building Insurance Cover can be offered as part of our group portfolio, providing savings through the benefit of bulk buying. A simple claims process has been agreed with insurers to prevent delay and inconvenience.

Right to Manage:

Our Company Secretariat have helped a significant number of buildings go Right to Manage, and now have considerable experience of the problems that can be encountered.

LVT:

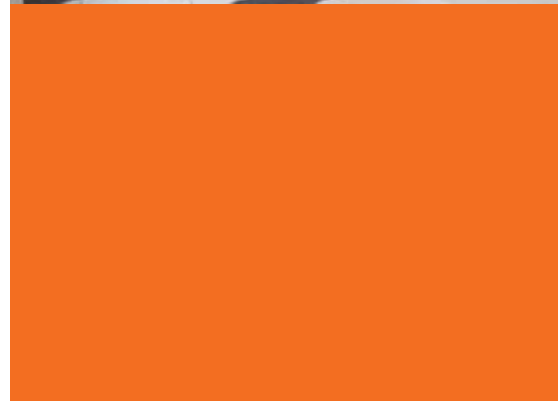
Increasingly Residents' Management Companies, Right to Manage Companies and Landlords are making use of the Leasehold Valuation Tribunal to settle service charge disputes. HSCPM have built up considerable expertise with the Tribunal, and act as LVT appointed Managers on several buildings.

Best Companies:

HSCPM have achieved Best Companies 'Ones to Watch' accreditation, and next year aim to get uplifted to star status and achieve a place on The Sunday Times list of 'Best Small Companies to Work For'.

Debt Collection:

HSCPM work closely with specialist Debt Collector **London Debt Collectors Ltd**, one of the small number of debt collectors specialising in Service Charge recoveries. London Debt provides an excellent service, being firm but fair, and as a result HSCPM have been successful in keeping arrears to a minimum.





Cash Control

Accounting Information:

Fast accounting information is provided to Boards of Directors of RMCs and RTMs, and Landlords. Service Charge payments are normally up to date by lunchtime each day, so that arrears can be monitored on a daily basis. Expenditure items are normally approved and entered within about a week of receipt.

Printouts:

Accounting information can be emailed as Excel spreadsheets or PDF files. HSCPM use standard formats based on the P&L and Balance Sheet formats well-known to accountants and business people.

Expenditure against Budget:

Where required, we send out to all owners a quarterly schedule of unaudited Budget versus Actual Expenditure (BvA) together with a Balance Sheet. These simple documents allow anyone to monitor all the costs, and see the state of the cash balances. This avoids nasty surprises.

Reserve Funds:

HSCPM recommend the preparation of a 20 Year Property Maintenance Plan to justify the annual Reserve Fund collection. This can be prepared by HSC Building Surveyors.





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