



RESIDENTIAL PROPERTY MANAGEMENT SERVICES



Welcome

Diamond Managing Agents provide Residential Property management services throughout Surrey and London, taking pride in caring for communal properties whether it is a block of flats or an estate.

As the company is independent of any property management conglomerate, it is able to offer its services free from corporate pressure.

We believe in offering the very best to our clients and we work tirelessly to provide an exemplary service. Our philosophy is to meet the individual needs of every client with the utmost commitment, care and integrity.

Our approach is to have an in-depth understanding of our customer's needs then providing top quality and reliable service at a competitive cost.

Growing from the recommendation of existing clients and lessees with first hand experience of the company's services, DMA has established a specialist, personal and professional practice with a high track record in the management of properties.

// Diamond Managing Agents have worked tirelessly to bring new changes to improve the management of this residential block. I highly recommend them for any challenges you may have in the management of your properties. //

John A Clarke

Director for Central Walk – Epsom

Services

Management Services

The management and administration of purpose built blocks of flats, converted houses and privately run residential estates is a quite unique form of property management requiring specialised skills and an in depth knowledge of legislation.

At DMA we have a proven track record in the highly specialised area of Block Management. We take a very proactive interest in the properties we manage with the view that the value should not only be maintained but enhanced wherever possible. To achieve this, we work closely with freehold owners and representatives of Resident Management Associations to prepare proper programmes of cost effective management that maximise the capital value of buildings while continuing to maintain the annual service charge at a sustainable, economic level.

We offers a dedicated property management service for residential developments. Our key aim is to provide quality of service, and transparency in fees, so that our clients receive a comprehensive, bespoke and professional management service.

Our primary function is to maintain and enhance the structure, amenities and services of your property in agreement with client wishes and in compliance with lease covenants and statutory provisions.

The range of our management services includes:

- ❖ Service charge budget preparation
- ❖ Service charge collection and administration
- ❖ Supplier management and payments
- ❖ Annual audit preparation
- ❖ Company Secretarial services
- ❖ Maintaining the directors and members register
- ❖ Dealing with solicitors preliminary enquires for sales
- ❖ Day to day management and planned maintenance
- ❖ Regular maintenance and running repairs
- ❖ Monitoring on site service delivery
- ❖ Maintenance of client bank account
- ❖ Maintenance of property database
- ❖ Site inspections
- ❖ Management company accounting and financial reporting
- ❖ Arrangement and attendance of annual meetings
- ❖ On site meetings with residents
- ❖ Setting up of new Right-to-Manage company (RTM)
- ❖ Assistance in the organisation of the collective Freehold purchase
- ❖ Out of office hours coverage
- ❖ Debt recovery
- ❖ Insurance claims



Services

DMA operate stringent financial controls to guarantee that funds are readily available to ensure efficient property management. This is facilitated with the co-operation of leaseholders, by prompt payment of service charge contributions, when due.

At the beginning of the financial year, we will present a budget of anticipated expenditure for the year ahead. This will be based largely upon historic costs and, when possible, provide for identified maintenance.

At the end of the financial year, a service charge account is prepared and the necessary information is passed on to independent accountants for the production of audited or certified accounts.

These accounts will show the amounts collected and spent during the year, the total outstanding by way of arrears and balance remaining in the client account at the year-end. Accounting procedures comply with current regulations and Royal Institution of Chartered Surveyors code.

We carry full Professional Indemnity Insurance cover in accordance with ARMA and the Financial Services Authority (FSA) requirements.



*Effective
Management
can lift up the
capital value of
your property*



Services

Additional Services

INSURANCE

Insurance is often one of the largest items of service charge expenditure and it is therefore essential that value for money is obtained. The main types of insurance relating to flats and communal grounds are:

- ❖ Buildings
- ❖ Terrorism
- ❖ Material Damage
- ❖ Public Liability
- ❖ Contents of Communal Areas
- ❖ Engineering
- ❖ Directors and Officers Liability

DMA can arrange a comprehensive package of insurance for all types of developments and ensure that the most cost effective level of cover is achieved.

HEALTH & SAFETY

Current legislation requires all limited companies, including management companies, to undertake Health and Safety inspections and Risk Assessments.

DMA work closely with a specialist provider of such services to ensure that there is no risk to residents or the public on developments.

COMPANY SECRETARY

Every private limited company (residents management company) requires a company secretary (and at least one director).

Subject to a separate appointment, DMA undertakes the company secretarial role for management and freehold companies.

This comprises keeping the statutory accounts, attendance at AGMs, issuing notices and agenda along with the provision of a registered office facility.

SURVEYING

DMA works with selected Chartered Building Surveying practices and are able to recommend to clients an appropriate professional to specify, tender, oversee and undertake contract administration in relation to major works projects and special repair works.



OUT OF OFFICE HOURS SERVICE

DMA operate a 365 day out of office hours emergency service.

Expenditure

How you can help control expenditure

Good communication between residents and their agent will always improve the management of a block or estate.

Communication will also help to ensure that service charge monies are efficiently and fully utilised for their intended purpose, such as the upkeep of the property, rather than being wasted on preventable accidents.

In particular, some specific ways in which residents can help themselves are:

- ❖ Prompt notification of repairs
- ❖ Co-operation in allowing access to contractors and surveyors to avoid charges for aborted visits
- ❖ Observing the terms of your lease at all times, particularly with regard to the prompt payment of service charge demands
- ❖ Efficient use of water consumption
- ❖ Paying attention to the plumbing system of your property to prevent any leakage problems
- ❖ Taking a collective interest in the upkeep of the common parts and grounds



Communication

Effective communication is fundamental to our management approach

Effective communication and continuity of service to clients are two of the core values of the Company. For this reason, we undertake to:

- ❖ Respond promptly to letters and emails
- ❖ Return your telephone calls without delay
- ❖ Deal courteously with all leaseholder enquiries
- ❖ Issue informative general correspondence and newsletters

We understand that the key to creating a welcoming and attractive development is to ensure everything runs smoothly behind the scenes. You can rely on DMA.





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