



Parkfords

PROPERTY MANAGEMENT

Your Property
Our Priority

www.parkfords.co.uk

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irpm

qualified property
professionals here



The Property
Ombudsman



At **Parkfords Management** we believe in being selective in respect of the properties we manage.

A few words about us

Parkfords Property Management was established in 2013 specialising in Block and Estate Management.

Our dedicated team all have previous experience in the property sector ranging from property development, contracts management, maintenance co-ordination and bookkeeping. All our Estate Managers are IRPM qualified which we believe is important with an everchanging landscape. We offer a service tailored to your requirements, working actively on your behalf to protect your interest and investment.



Our Services What we do

- ✓ Mobilisation and management strategy
- ✓ Pre-Development design reviews
- ✓ Service charge budget preparation
- ✓ Ground rent collection
- ✓ Collection of service charges
- ✓ Credit control and debt recovery
- ✓ Administration of service charge contracts
- ✓ Preparing service charge accounts
- ✓ Sinking/reserve fund and income administration
- ✓ Online customer portal
- ✓ Regular property inspections
- ✓ Insurance cover
- ✓ Facilities management
- ✓ Assist with compliance relating to health and safety legislation
- ✓ Administration of major works requiring section 20 consultation
- ✓ Approved contractors for maintenance work
- ✓ Emergency out of hours cover
- ✓ Meeting preparation and attendance
- ✓ Company secretarial duties
- ✓ Maintaining Statutory registers

FREE Service Charge Comparison Check

We offer a free comparison check on your current service charges against similar size properties that we manage to give you a realistic idea of likely savings we could make for you.

We offer a service tailored to your requirements, working actively on your behalf to protect your interest and investment.





Developers

How we can assist Developers

At Parkfords, we offer a new-build estate management service that will help you achieve the commercial aims and exceed the expectations of future homeowners. We understand that as a developer you have spent a long time building up expectations of standards which we aim to uphold through professional maintenance of the properties and estates.

With any new development, estate management plays a significant role in securing sales and, in turn, ensuring profitability. We are on hand to assist sales staff by helping them understand the specifics of leasehold and estate management, enabling them to provide informed advice to their customers.

We can quote from plan, advise on budget requirements, and assist in the set up and creation of the management companies. Our vast knowledge can be invaluable to developers to assist and allow for a smooth handover of the development to the residents.

Freeholders

How we assist Freeholders

At Parkfords, we use our extensive knowledge of the housing market to cater to as many clients as possible. It is for this reason that we offer a range of useful services to freehold landlords and investors who are seeking to expand their freehold portfolio.

We believe that maximising the return from a freehold investment requires the asset to be maintained pro-actively focuses on protecting your investment with experienced, qualified staff and sound management systems.

Whether you are an individual, developer or investor, we can help you with pre-purchase consultations and asset reporting. We tailor our service to your request, providing a truly unique experience, leaving you with peace of mind that your freehold investment is in safe hands.

Our experienced team provide:

- ✓ Ground rent collection
- ✓ Ground rent reviews
- ✓ Consents for subletting and alterations
- ✓ Buildings insurance
- ✓ Financial reporting
- ✓ Quarterly review of income and expenditure
- ✓ Compliance reporting
- ✓ Annual budget review and reporting

Resident Management Companies

How we assist RMCs



The role of a Director of a Residents' Management Company (RMC) can be daunting and often quite overwhelming. The administrative burden, in addition to day-to-day commitments, can cause significant pressure. We understand that all too well.

The RMC assumes responsibility for the management and repair of the property, for compliance with the obligations of the lease, along with the wide range of statutory requirements. Directors of RMCs require knowledge in a range of areas including health and safety, project management, finance, and company law as well as many others.

We help our RMC Directors with the day to day management of their properties with advice, guidance and understanding. We take time to ensure Directors are fully up to date with all the tasks associated with managing their property. Whether your property is an asset or a home to you, your development should be managed to the highest of standards, ensuring the value of your property is secured now and in the future. This is at the heart of everything we do.

Our staff are available to advise on any issues that arise and to suggest proactive and effective solutions for the good of all the residents. Our clients make use of our systems, software, and expertise to run their properties in a cost-effective and stress-free way.

Retirement Living Retirement



At Parkfords, our aim is to ensure a secure and comfortable experience free from any worries. Our management revolves around understanding residents' requirements through extensive personal communication and customer service, combined with a deep sense of empathy and consideration.

Our Property Managers are members of the Institute of Residential Property Management, and they are supported by a team of experts in:

- ✓ Health and Safety
- ✓ Finance
- ✓ Legal Compliance
- ✓ Company secretarial
- ✓ Insurance

So, you can be assured of a great service from highly knowledgeable people, together with a focus on value for money and regular involvement.

In addition, our extensive array of retirement living services include:

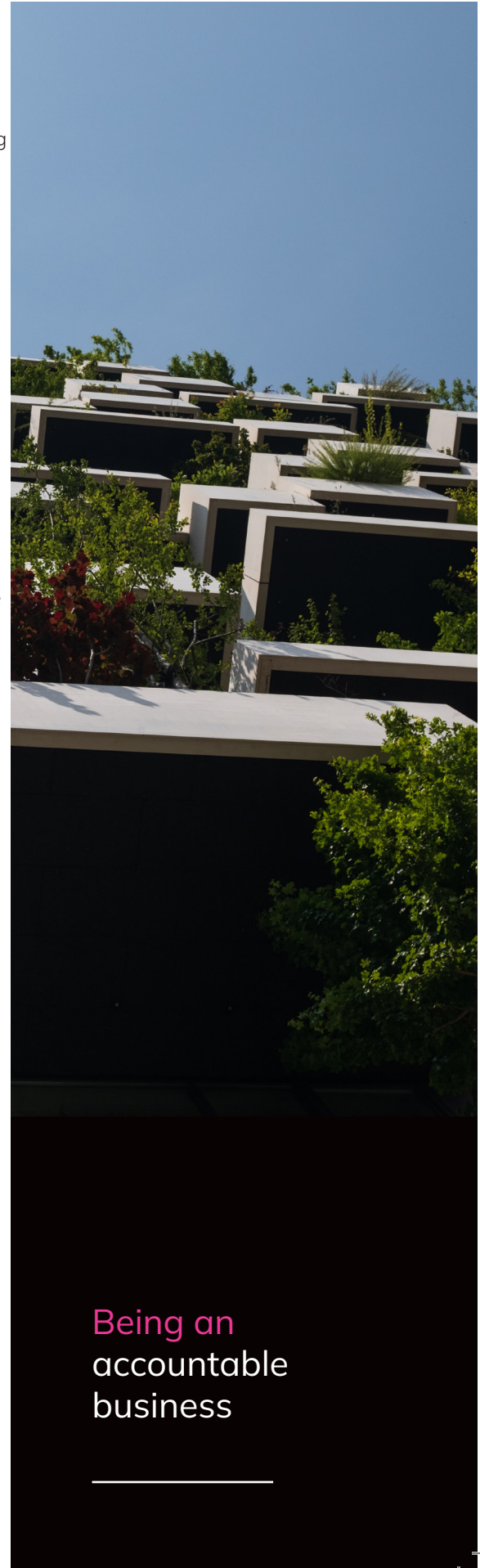
- ✓ On-site staff recruitment and development
- ✓ Facilities maintenance, cleaning and security
- ✓ Management of a wide range of on-site facilities

Raising retirement living standards one building at a time.

Sustainable Property Management

We are dedicating substantial efforts to enhance our sustainability initiatives, with the ultimate objective of diminishing our carbon footprint in the long run.

- ✓ We have implemented LED lighting to enhancing energy efficiency and prolong the lifespan of bulbs, resulting in reduced costs and waste.
- ✓ Our commitment to recycling is widely communicated through residents' update letters, our online portal, and the establishment of recycling bins in developments where such provision was previously lacking. This includes paper, cardboard, plastics, glass, metals, and recently, biodegradable food waste.
- ✓ To minimise paper consumption, we actively promote the use of our online portal for communication.
- ✓ Cycling is actively promoted throughout our developments, and we have created secure cycle stores in several sites where this feature was previously absent.
- ✓ We have implemented rainwater harvesting systems to decrease water usage in communal areas.
- ✓ Replanting initiatives are underway to reduce carbon dioxide and air pollution and improve air quality. This includes the installation of green/living walls in city centre areas where traditional planting is not feasible.
- ✓ We engage local independent contractors whenever possible to support local communities and reduce air pollution caused by long journeys and commutes by national contractors.
- ✓ Electric car charging points are being retrofitted, where lease agreements and documentation permit.
- ✓ We encourage the use of public transport whenever feasible.



**Being an
accountable
business**

Onboarding Team

- ✓ Dedicated team of Estate Managers and service charge experts
- ✓ Pre-development consultation
- ✓ Occupation strategies
- ✓ Full lease/TP1 reviews
- ✓ Advice on budget plans
- ✓ Traffic management planning
- ✓ Community engagement strategies
- ✓ Debt recovery plans
- ✓ Early planning for improvements
- ✓ Weekly reviews during integration
- ✓ Fast customer intro communication
- ✓ Customer welcome packs
- ✓ Over 100 buildings successfully integrated in the last 3 years



Customer Services

Customer Services

We understand the importance of effective communication when dealing with the management of your property:

- ✓ Dedicated IRPM qualified Estate Managers
- ✓ Direct contact with Director
- ✓ Property assistants and administration
- ✓ Emergency out of hours cover 365 days a year
- ✓ Communication in plain English
- ✓ Online customer portal



56 Reviews: 4.3



Trustpilot

81 Reviews: Excellent



Effective Communication

Communication

Requesting References

These are available upon request. We have numerous satisfied clients who are willing to share their experiences with you. We frequently extend invitations to potential clients to visit our office, meet our team, discuss any specific concerns, and ensure they are properly addressed. Alternatively, we can provide references from existing clients who have faced similar circumstances.

Data Protection & GDPR

Parkfords Management is registered with the Information Commissioner's Office and adheres to the regulations outlined in the Data Protection Act of 1998 and GDPR rules. Our record-keeping is primarily digital, and if necessary, we can maintain hard copies for the legally mandated minimum period, which typically spans six years. If extended retention is necessary due to notification, we will comply with those requirements. All physical documents are securely stored, and our digital files are maintained on an encrypted cloud server, with a backup process occurring daily.

Complaints Handling Procedure

We take feedback and complaints very seriously and are committed to addressing any issues within our control, or we direct dissatisfied parties to the most suitable resolution centre. If you require our complaints handling procedure, it can be provided upon request.



"Effective communication and trust are the primary elements for a successful relationship"

Major Works

Major Works



We routinely manage and supervise significant construction projects at our sites, as stipulated under Section 20, ranging from basic external decorations to extensive undertakings with tenders exceeding £100,000.

Examples of such projects include:

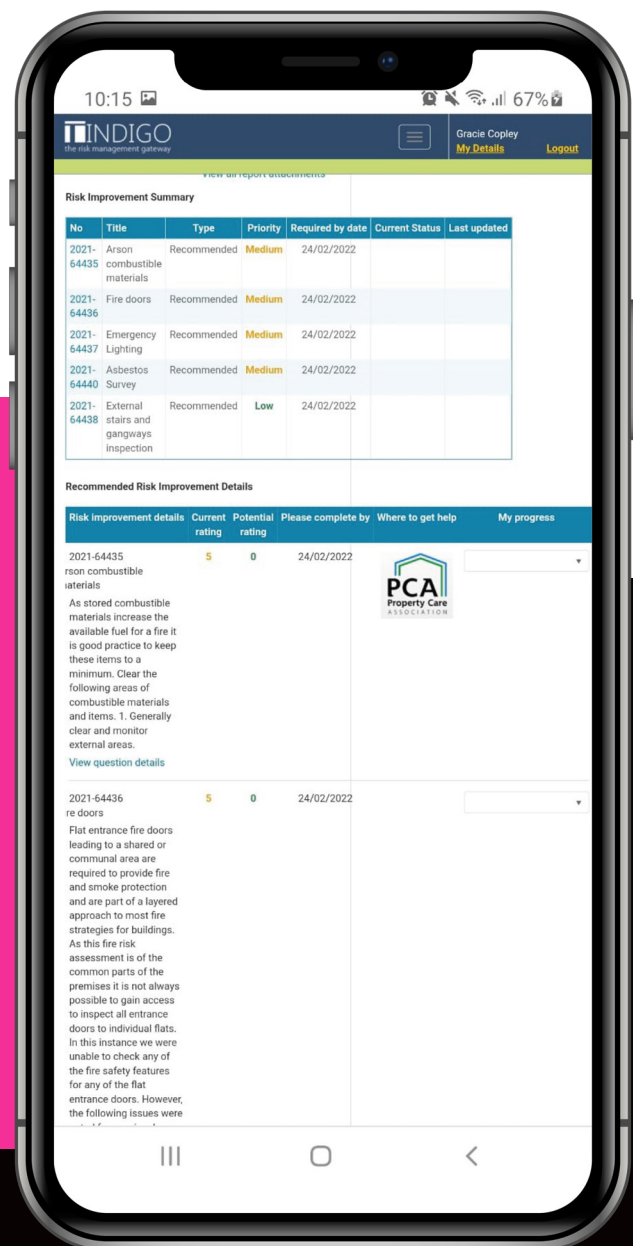
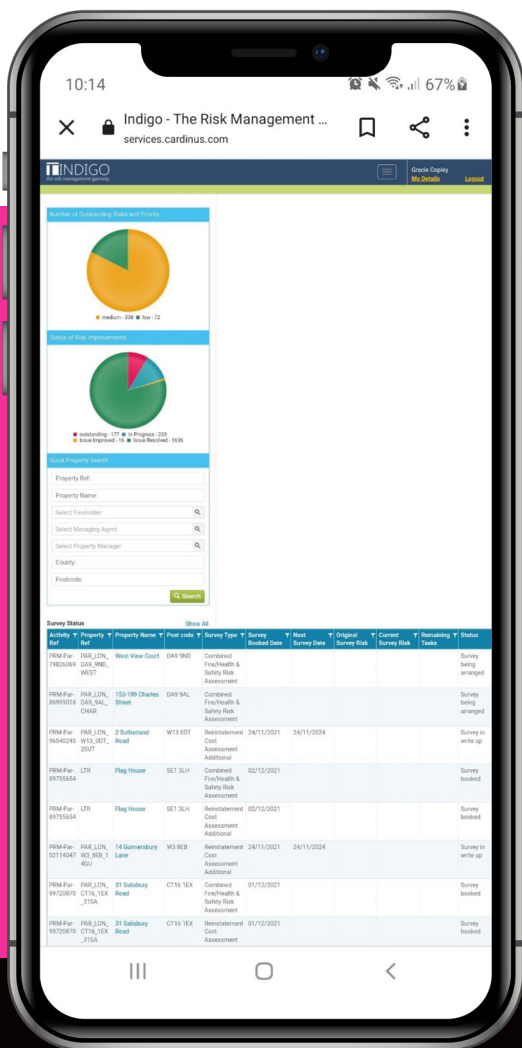
- ✓ Internal/External Decorations
- ✓ Replacement of Lifts
- ✓ Communal Heating/Hot Water Replacement
- ✓ Replacement of Sewage Tanks and Pumps
- ✓ Roof Replacements
- ✓ Building Underpinning
- ✓ Complete External UPVC Upgrades
- ✓ Complete Intercom Replacement or Upgrades
- ✓ Complete Internal Lighting Upgrades

Expertly managing
your interest and
investment

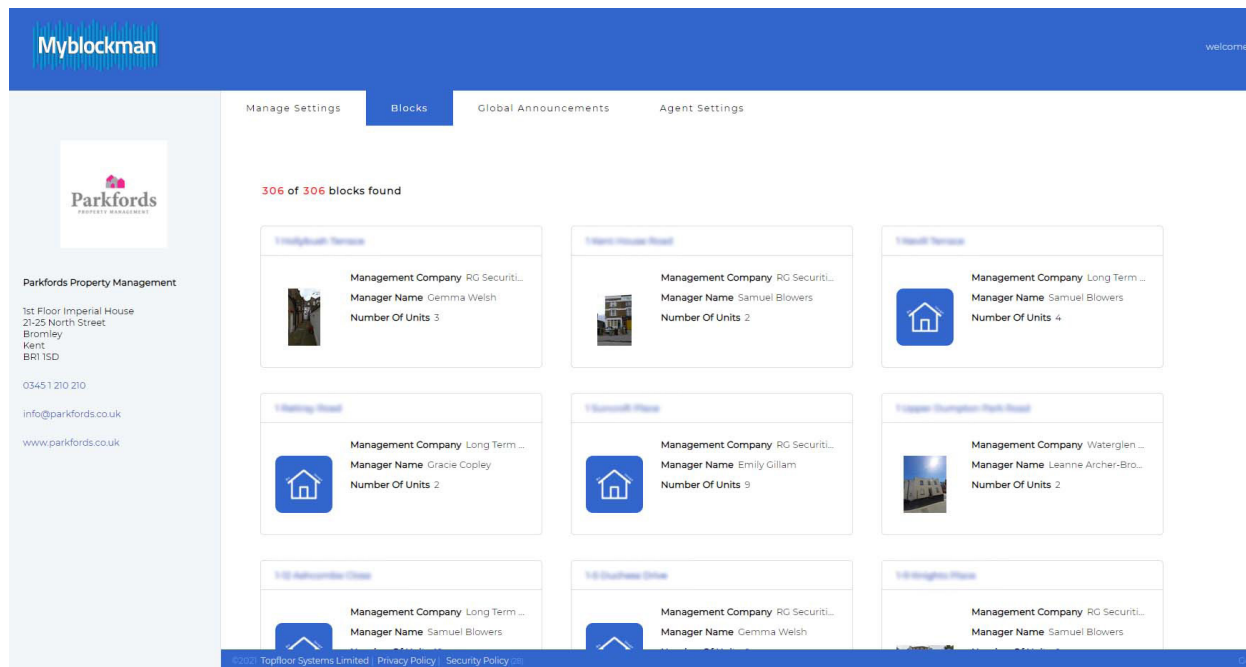
We engage experienced specialist surveyors for a variety of major construction projects to ensure our clients have peace of mind.

Compliance and Safety

- ✓ RICS regulated agent
- ✓ Fire risk assessments
- ✓ Health and safety and general risk assessments
- ✓ Maintaining comprehensive asset registers
- ✓ Reporting using Indigo software
- ✓ Trackable action points
- ✓ Dedicated safety co-ordinator



Communication - Customer Portal



Myblockman is an online portal for lessees & unit owners to securely view their service charge and ground rent accounts online. Once online, users can:

- ✓ View service charge and ground rent history
- ✓ Download account demands & reminders
- ✓ Download important documents such as audited accounts, budgets, leases and house rules etc
- ✓ View announcements
- ✓ And much more...

Myblockman is automatically updated on a daily basis.

Myblockman creates a secure account for each individual unit owner. Unit owners are notified by email of any changes made to their account including notices, statements and reminders.



What our client say about us



It has been a refreshing experience with Parkfords. The staff are always pleasant and responsive and most of all, helpful especially in tackling new legislation. The charges are transparent, and the buildings are looked after.

Susie
RTM Director

The standard of customer service and upkeep of our building has transformed since we appointed Parkfords. The Property Management team know their jobs inside out, are great communicators and thoroughly professional in every way. We finally feel confident that our interests are being well managed.

Daniel
Freeholder

I have dealt with Parkfords for many years now and find them to be incredibly helpful, understanding and happy to help with any issues. Property management is a thankless task at times, so I like to give credit where it is due. The team always go the extra mile and it is appreciated.

Thomas
RMC Director



I am always a little apprehensive when dealing with Property Management companies, but my faith has been restored! Parkfords are proactive and on the ball with ongoing projects. I cannot recommend them enough!

Gill
Leaseholder

I feel that Parkfords have the knowledge and expertise to handle issues that arise. It is good to have a single point of contact who is knowledgeable, proactive and helpful.

Jane
Leaseholder



Recognised
Industry
Experts

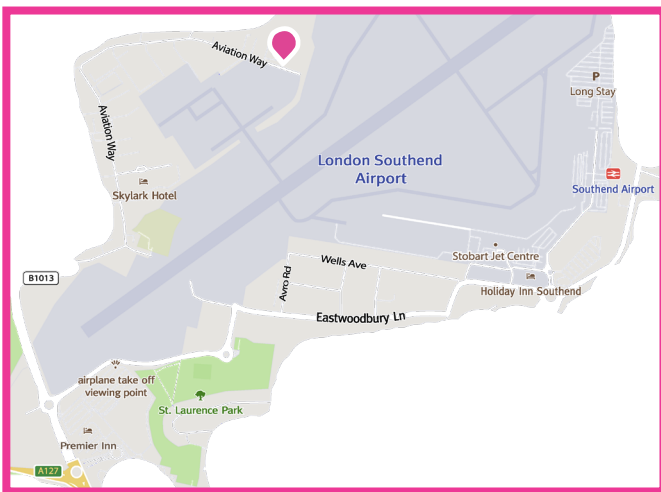
Location

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Kent Office:

Ground Floor, Imperial House,
25 North Street Bromley,
Kent, BR1 1SD



Essex Office:

10 Ryan House, Aviation
Way, Southend on Sea,
Essex, SS2 6UN



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