

SWITCHING COULD NEVER BE EASIER



BLOCK & ESTATE MANAGEMENT

ZONE
PROPERTY MANAGEMENT



With over 10 years in the industry, we are a team of experienced and ambitious property managers who strive to offer the best and most transparent service to our residents.

We like to work with directors in understanding the requirements of the development. IE any works they feel will benefit the building the most and understanding where costs are best spent.

We believe our app and portal to be the best in the industry. This new resident portal system will allow our customers to upload pictures and messages directly onto the app.

It also allows for director to log on and see the budget v actual on each cost provision, this allows complete transparency and more control for directors.

We have a construction and project management background, so we would be able to investigate major works, construction, and design issues. We also complete thorough tender exercises to ensure residents are getting the best value for any major works that need completing.

As per the attached brochure, are key focuses are: personability, efficiency, communication, knowledge.

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Personability



Trust & transparency
15 developers max
Regular meetings
Good rapport



Efficiency

Years of experience
Same day calls answered
Large contractor database

Communication



Proactive communication
24/7 availability
Regular site visits
Bespoke requirements



Knowledge

Construction background
Accurate budgets
Price competitive
Utility comparison

With regards to contacting us, our customers can communicate to us in numerous ways:

- Email
- WhatsApp – we have a member of the team in charge of the work phone 24/7 for emergencies and general enquiries.
- Phone call, we are always responsive on mobiles or office.
- Directly on the website – we have an online chat.
- Resident portal and app.

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In terms of our process of the handover

We work with the outgoing agent on a 3-month handover period. We have a dedicated handovers team collating information who work through a handover checklist, this ensures the transition is as seamless as possible.

- 1 We work on important matters during the handover period at zero cost.
- 2 We will assess the budget and contractors on the site and complete a full tender on the service provisions to ensure the development is getting the best value for money.
- 3 Work with directors to understand what contractors are doing well/not so well.
- 4 We will be chasing the outgoing agents constantly on information to ensure they are meeting the ARMA guidelines and time frames.
- 5 As we receive data, we will be implementing this onto our systems and server – this will highlight any anomalies.
- 6 Set up our two client accounts for each development.