

napier



management services limited

BOURNEMOUTH OFFICE ONE YEAR ON...

Napier Management Services opened a new office at 36 Gervis Road in Bournemouth at the end of 2009. Over the first year of trading we have taken on a number of new clients with various different issues that have needed resolving. We are delighted to say that with careful management we have managed to save two of our clients over £100,000 for major works contracts that their previous agents had been arranging for them.

The success of the office has been due to the dedication and hard work of Kim Head and her staff, Sandra Wordley and more recently Gemma Brown, who we are delighted has joined us from a local surveying company to work as a Property Manager with Kim at the Bournemouth office

Throughout the year, the office has been featuring in Homes Magazine, within their "Ask the Expert" section answering queries on Residential Leasehold issues.

Please do not hesitate to contact Kim Head and her team at our Bournemouth offices on **01202 314511** or by email at kimh@napiermanagement.co.uk



FORDINGBRIDGE OFFICE UPDATE..

Over the last year the team of staff in the Fordingbridge office have continued to efficiently manage their portfolio of existing blocks of flats whilst increasing the number of new clients in the Southampton and Salisbury areas. The client groups were redistributed so the Property Managers are able to focus on their specific areas, which means their travel for site visits is reduced and they are able to plan their time more effectively.

CHANGES TO EXPECT IN 2011:-

New Government, new difficulties for Managing Blocks of Flats

Property Management is currently a self regulated industry – many managing agents are not members of professional bodies such as ARMA (Association of Residential Managing Agents) and RICS (Royal Institution of Chartered Surveyors).

Those that are members are committed to reputable practices in the profession, professional codes of practice and a number of other stringent criteria which can be found on their website www.arma.org.uk – or there is a link on our website at www.napiermanagement.co.uk.

The recent change in government put an end to ARMA members hope of government regulation for block management. A number of our staff attended the recent ARMA conference at which there was lengthy discussion upon dealing with the disappointment created by the Coalition Governments decision not to proceed with statutory regulation of the residential sector and to drop the much awaited and needed new requirements relating to accounting for lessees' money. ARMA has acted quickly with The Institute of Chartered Accountants and RICS to prepare an extensive and detailed guide to accounting upon which they are currently consulting with interested parties, such as Managing Agents. The intention

being to provide a "model" example of service charge accounts for members to use for their clients. Napier will ensure we adhere to these best practices and will keep you updated should there be any further developments.

New Qualifications for Property Managers

Napier prides itself upon retaining staff and encouraging professional development amongst them.

Property Management is finally being recognised as a complex and technically challenging career. In 2002 the IRPM (Institute of Residential Property Managers) was launched by the Association of Residential Managing Agents (ARMA) as a means of delivering a portable professional qualification in residential property management, available to anyone working in the sector, and one which would be accepted by all those operating within it.

We insist all our property managers achieve their IRPM qualifications within 12 months of joining our company and to date we have a 100% success rate. In support of raising standards even further it was also recently announced that the Royal Institution of Chartered Surveyors (RICS) is planning to launch an Associate qualification in residential leasehold property management as part of its AssocRICS programme which could open up further opportunities for chartered status. All suitably experienced Napier Management Services Property Management Staff will be expected to apply for AssocRICS and take any necessary examinations.

DECEMBER 2010

NEWS

CHARITABLE CONTRIBUTIONS

We have a policy at Napier of not sending out Christmas Cards to preserve the environment. Instead, we give the money saved to Charity. This years charity is the **Julia's House** which is Dorset's only hospice dedicated to children with life-limiting conditions. The majority of the children they care for are unlikely to live beyond the age of 18.

During 2010 our chosen charity was the Neonatal Unit in Poole, and we gave them a contribution of £500 to help them buy much needed equipment.

Further details can be found on our website www.napiermanagement.co.uk or at www.juliashouse.org

IMPORTANT NEWS

Christmas Opening Hours

We will be closing on 23 December late afternoon and re-opening on 29 December (skeleton staff only) – then closing at lunchtime on 31 December and re-opening on the 4 January.

In the event of an emergency we have a 24 hour emergency number on our answerphone and our website and it is also on all our email footers should you need it in the event of an emergency outside office hours.

BOURNEMOUTH OFFICE:

5 Pine Court Business Centre,
36 Gervis Road,
Bournemouth BH1 3DH
T : 01202 314511

FORDINGBRIDGE OFFICE:

Elizabeth House,
13 Fordingbridge Business Park,
Ashford Road,
Fordingbridge SP6 1BZ
T : 01425 650656

W: www.napiermanagement.co.uk
E: napier@napiermanagement.co.uk

STAFF AT NAPIER :-

2010 has seen some change and restructuring for the team of staff at Napier Management Services -

Melissa Warburton was promoted to Senior Accounts Manager in March 2010 and Teresa Hamilton was promoted to Accounts Manager. Together with the rest of their team they have made the changes in their department a real success which has been commented upon favourably by a number of our clients.

Shelley Harford-Nava was tasked with taking charge and implementing the new database system we purchased last year, specifically she has had the vast responsibility of transferring our 2000 clients individual details and accounts over to the new system, whilst keeping the rest of the team trained and enthusiastic and continuing to manage her portfolio of properties. Thanks to her huge efforts we are beginning now to see the benefits of having our new system and hope to have completed the project by the end of February 2011.

The Property Management Department were delighted to welcome back Gail Quinton who left us for an extended stay in France. Louise Cutler and Kim Head both passed their IRPM examinations this year and we welcomed Gemma Brown to the Bournemouth office team of staff. Gemma has a BSc (Hons) in Surveying and we are extremely pleased she has joined us.

Jane Kelly's Property Management skills were transferred to running her own department dealing solely with insurance claims and with Company Secretarial work – all the property managers are extremely happy to have passed this proportion of their workload to her, freeing them to focus on the day to day management issues.

We have also relocated our Major Works department, led by Jenny Smart, adjacent to the Property Management Department team, so they can liaise even more closely with the other staff thus improving efficiency and communication.

To our Fordingbridge administration staff, we welcome Mary-Anne Fenton who has joined Ginny Denton, Heather Bellinger and Janet Smith – they are all key in keeping the office running smoothly, not forgetting Sandra Wordley who is in charge of administration at our extremely busy Bournemouth office.

Aileen Lacey-Payne, one of the Directors here at Napier was nominated for Business Mother of the Year earlier this year, further details can be found on our website.

Our other two Directors, Anne Bebb and Tony Ebel have assisted Aileen Lacey-Payne with all the changes to the offices throughout the year, and we hope to keep the momentum going this year and keep on improving our service to you.

COMMON ISSUES IN LEASEHOLD PROPERTY

Refuse

We are constantly having to use your hard earned service charge money to pay the council to come and empty contaminated recycling bins at blocks of flats. This is nearly always because items have not been sorted properly by tenants in sublet flats and placed in the wrong dust bins or larger items that should be taken to the local refuse centre have been dumped in the bin stores for someone else to deal with. If you are subletting your flat please be sure to explain to your tenants that this is not acceptable - remember, it is you that is paying for it through your service charges!

Items left in hallways, refuse areas and car parks

Please do not leave any personal items in the communal areas. If they are in the shared hallways, then this is invariably a breach of the terms of your lease. Your building will also have a Fire Risk Assessment and Health and Safety Risk Assessment upon the common parts and it will clearly state that there should be NO TRIP HAZARDS. This means no doormats, no tables, no shoe racks, no plants etc.

Satellite Dishes

We would remind you that in most cases you have no right to affix a satellite dish to the outside of the building you live in.

Smoke Alarm

Please fit a smoke alarm in your flat, preferably mains connected as tenants may not remember to replace batteries. It is the easiest and cheapest way to alert you to the danger of a fire, giving you precious time to escape. All modern homes and extensions have to install them under Building Regulations but many older properties do not.

Some fire and rescue services offer free home visits and free installation of smoke alarms. Why not contact your local fire and rescue service to see if they offer this service?

Contents Insurance

Under the terms of your leases, it is usually the Landlord or head leaseholders responsibility to arrange the buildings insurance for the building as a whole but this does not include the contents of your flat. Please ensure you have suitable contents cover for your property. The most common issue we find is that carpets have not been insured on a contents insurance policy for a flat.

Sublet Flats

If you rent out your flat, please make your tenants aware of the rubbish collection days and what each bin is for, parking rules if there are any, parking permits should be provided where applicable, remind them of noise transference, that the lifts must not be used for moving furniture and any other issues they may not be aware of. Ultimately, as they are your tenants and you are the owner of the flat, you are responsible for ensuring your tenants are aware of all such matters.

Our website also has a number of useful documents and links regarding fire safety in the home, electrical advice and to the Leasehold Advisory Service.

AND FINALLY...

We wish all our clients and contractors a very peaceful and successful 2011, and a very Happy Christmas to you all from the staff at Napier Management Services Ltd.

Happy Christmas



DECEMBER 2010

NEWS

DEBT ADVICE

Your lease will clearly specify what dates your service charges should be paid; it is usually Annually, Half Yearly or Quarterly.

The lease in one building is rarely identical to another, so please be aware they all vary greatly. A small number of leaseholders have asked if they can pay monthly, and whilst we are always willing to discuss payments plans with leaseholders on behalf of our clients, it is not always possible to accept part payments. The main reason for this is because of cash flow issues at buildings, and the need to adhere to the lease is paramount.

Your lease may also say that interest must be charged upon service charges that are overdue.

Help with Service Charge Payments

There is now government support for pensioners or people receiving certain benefits for service charges and major works in residential blocks of flats. In the first instance you must establish whether or not you are eligible for such assistance.

We have a link on our website to the government guide on where to obtain advice upon debts at www.napiermanagement.co.uk

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