



# management services limited

## BOURNEMOUTH OFFICE UPDATE...

Now well established after a busy two years, the Bournemouth office has confirmed our status within the competitive Property Management Industry in the BH postcode area.

Kim Head and her team have really achieved some great successes for their new clients and continue to build on their excellent reputation. Please see some of the testimonials on our website [www.napiermanagement.co.uk](http://www.napiermanagement.co.uk) from new clients confirming how delighted they are with the change in their management service to Napier or email us at [napier@napiermanagement.co.uk](mailto:napier@napiermanagement.co.uk)

## FORDINGBRIDGE OFFICE UPDATE...

The Fordingbridge team have continued to build on their successes and expanded their portfolio in Salisbury, Southampton and the New Forest area. A number of staff have been promoted this year to reflect their hard work and ambition.

We would also like to thank Mrs Jenny Smart who has headed the Major Works department for the last 10 years and wish her every happiness in her much deserved retirement.

## NEW FOR NAPIER IN 2012...

### Staff Training and Apprenticeships

One of the key reasons for our success is employing and retaining good staff - which is essential in this industry in order for clients to have continuity. We try to ensure all staff feel supported, are rewarded for their successes and receive the training they need to enjoy their work and progress their careers. We also try to offer flexibility in the workplace where possible.

Since 2007 we have enabled seven of our Property Management staff to obtain their IRPM (Institute of Residential Property Managers) qualifications and two of our accounts team have been supported to study for the AAT (Association of Accounting Technicians) examinations.

As part of our investment in the community we have now decided to implement a formal Apprenticeship scheme. We are currently finalising our scheme and hope to have our first apprentice early in the New Year. Anyone interested in applying will find the details on our website in December.

## HAVE YOU LOOKED AT OUR WEBSITE LATELY?

Log on to [www.napiermanagement.co.uk](http://www.napiermanagement.co.uk) and you may find the answer to a query or some useful information. Let us know if there is a topic that you would like included on the site.

NAPIER MANAGEMENT SERVICES LIMITED HAS BEEN NOMINATED FOR REGIONAL PROPERTY MANAGEMENT COMPANY OF THE YEAR at the News on the Block Property Management Awards 2011-2012. The winner will be announced at the awards ceremony early in December.



## COMMUNICATION AND BEING ENVIRONMENTALLY FRIENDLY...

We now live in a world of technology which makes communication more efficient and economic. Always advise us of a change of email address as well as any other changes to your personal details. Under Data Protection these remain confidential to ourselves. Please ensure we have your emergency contact details and a keyholder for your property in the event of an emergency.

You can find an emergency contact form on our website, or just send us an email at [napier@napiermanagement.co.uk](mailto:napier@napiermanagement.co.uk)

DECEMBER 2011

# NEWS

## CHARITABLE CONTRIBUTIONS

We have a policy at Napier not to send Christmas Cards in order to preserve the environment. Instead we give the money saved to Charity. This years Charity will be the Stars Appeal at Salisbury [www.starsappeal.org](http://www.starsappeal.org) who raise money to create the best possible experience for patients and their families by funding extra care and equipment over and above that provided by the NHS at the Salisbury District Hospital.

During 2011 we have also been sponsoring a local lady who is volunteering at an orphanage in Tanzania. For more details look at the links on our website or visit [www.africatakethree.blogspot.com](http://www.africatakethree.blogspot.com)

## IMPORTANT NEWS

**Christmas Opening Hours**  
We will be closing on the afternoon of the 22 December and re opening in the mornings to deal with emergencies on the 29 to the 31 December.

We will be reopening as usual on the 3 January 2012

Our out of hours emergency service will be providing cover, their details will be on our website and our answer phone.

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W: [www.napiermanagement.co.uk](http://www.napiermanagement.co.uk)  
E : [napier@napiermanagement.co.uk](mailto:napier@napiermanagement.co.uk)

## ARE YOU READY FOR THE DIGITAL SWITCHOVER ?

This is occurring in March 2012. The terrestrial signal is being switched off and only a digital signal will be transmitted. Current aerials should provide the necessary range to pick up some, if not all, of the digital signal and transfer that signal via any existing cabling to your property.

You must ensure that the equipment within your property is capable of receiving the digital signal. If you are not signed up to SKY, Virgin, BT Vision or something similar then you must ensure that you have purchased a digital freeview box (or similar) for each television in your property that you wish to continue using – if you have a new television it may already have built in digital freeview. When you have all this in place you will need to retune each television (by following the user manuals/instructions for your own equipment) on the day of the switchover. If you are still unsure call Digital UK on **08456 50 50 50** or visit [www.digitaluk.co.uk](http://www.digitaluk.co.uk)

Napier Management Services Ltd has assessed each property in its portfolio that has a communal (shared) aerial and, where necessary, aerial or system upgrades have taken place. If your property is in a block that has individual

aerials you are responsible for assessing your own aerial. If you are still unsure call Digital UK on **08456 50 50 50** or visit [www.digitaluk.co.uk](http://www.digitaluk.co.uk)

## SAFETY IN YOUR PROPERTIES

Please remember if you have removed internal doors, or changed the layout then you may have compromised the fire protection in your property. Purpose built flats usually have all the internal doors as fire doors, as will more modern conversions. If you do not already have one, then you really must install a smoke and/or heat detector in your property and test it regularly whatever type of build you reside in.

We are now advising a number of our client properties that they do not have fireproof front doors to the apartments and require fireproofing with the installation of intumescent strips to ensure they are compliant with the latest legislation. This installation can be enforced by your local fire officer, and is relatively inexpensive. If you want further advice please contact your property manager and we can assist you with the process.

**GAS BOILERS** – We would remind you that you really must have your boiler serviced every year.

## 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 dustbins 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...

Wishing all our clients, contractors and staff a very Happy Christmas and 2012

Happy Christmas



DECEMBER 2011

# NEWS

## DEBT ADVICE

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

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](http://www.napiermanagement.co.uk)

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