OUR APPROACH AND ETHOS
TO A
PROFESSIONAL
PROPERTY MANAGEMENT & SURVEYING
SERVICE

26 Rosecroft Gardens, Twickenham, Middlesex, TW2 7PZ
☎: 020 7183 9020
🖷: 020 7183 9021
✉: neil@myhomesurveyor.co.uk

My Home Surveyor is a trading name of My Home Surveyor Ltd., whose registered office is at 31b North Street, Emsworth, Hampshire, PO10 7DA and is registered under number 06879901 with Companies House.

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Executive Summary

My Home Surveyor has a fresh approach to property management and building surveying, providing we believe a unique and "niche" market response to cost effective and efficient services for its clients.

Neil is a Fellow of the Royal Institution of Chartered Surveyors as well as the Past Chairman of the Institute of Residential Property Management, to which all our property managers will be encouraged to become members.

We have a dedicated and well qualified team operating an integrated management structure serving property management, building surveying and valuation skill sets in locally operated offices.

We attempt to foster a community style of management to maximise enjoyment of your home, maximise capital values for all property owners and plan and complete cost efficient maintenance throughout our portfolios.

Our "in house" experience and specialist expertise in Landlord & Tenant litigious matters means we have a professional approach to problem solving.

1 History & Practice

My Home Surveyor was formed in 2007 by Neil Maloney as a specialist practice operating in the field of Property Management and Building Surveying.

As a Chartered Surveyor with a background in Landlord & Tenant and Building Surveying matters, Neil established this new practice having sold his interest in an established and well known Chiswick based firm to a national operator earlier that year.

However, his wish to continue to provide a quality and effective service to the leasehold property sector, have led him to re-establish a base in property management and associated building surveying for new and established Landlords and Resident Management Companies with interests in residential and mixed use properties.

As a consequence of many years experience in this field, My Home Surveyor has access to a number of complementary businesses that help to provide cohesive and efficient property management, maintenance and financial administration services for leasehold property Owners and Resident Management Companies.

We also have an established and well known expertise in providing support to Leasehold Valuation Tribunal applications, County and High Court claims relating to leasehold landlord and tenant litigation issues, service charge accounting disputes, appointment of a Manager / Receiver and Building Construction disputes.

2 Who are we?

We are professionals who have an ethos to provide a quality, efficient and cost effective property management service.

Our core business is based around residential block and estate management, which at times will also have a commercial mix, often found in modern developments.

Neil has acted for many years for several national development and house building companies, national charities, as well as a substantial number of Resident Management Companies.

We believe in recruiting experienced and qualified staff, conversant in the complexities of property management and then supporting them with continued training and professional development. In this way and perhaps uniquely our staff is placed in the best possible circumstances to provide a quality and consistent service to our clients.

3 Estate Management

Many of the properties we have managed are of mixed developments, including freehold and leasehold houses and leasehold flats.

Often and especially with New Build developments they have multiple service charge schedules and apportionments all of which have to be carefully administered in line with the requirements of the Commonhold & Leasehold Reform Act 2002.

Such developments require careful and frequent inspection and a close liaison between occupiers, owners and service providers such as landscape and maintenance contractors.

With our property management experience and expertise, we also can act for specialist developments within conservation areas and those with Listed Buildings.

4 Block Management

Our service includes:-

4.1 Financial administration

Our property management experience provides us with the ideal background to assess and help formulate budgets for the short and long term, as well as capital expenditure plans. Our day-to-day meticulous computerised book-keeping systems mean that we provide accurate financial information to lessees and the client in a timely fashion allowing for prompt collection of service charges, effective management and collection of debts, and accurate information to external independent accountants and auditors.

We also believe in making prompt payment to utility services and contractors in order to maintain goodwill of these essential providers.

4.2 Property maintenance

Through regular and thorough inspection we hope to pre-empt the existence of foreseeable repairs and to maintain the buildings in a well kept condition, with quality materials and methods of repair.

The use of independent and competent contractors from our approved listing – a quality control measure ensuring all contractors provide confirmation to us that they are insured, operate in a safe manner and with an appropriate skill base – and using appropriate procurement methods, we strive to arrange maintenance on an efficient and cost effective basis. However, we do not restrict the client's choice of service provider and try to ensure that other "non approved" contractors provide the same level of service and security as those on our database.

For larger work, our "in-house" surveying knowledge places us in an ideal position to support our clients and for more specialist projects, our abilities to co-ordinate and understand other professionals working processes, continue to provide a cohesive approach to works and a simple communication chain for the client.

5 Insurance & Risk Management

Our property managers liaise with Insurance professionals both from complimentary businesses and other directly appointed agencies to ensure that properties are administered effectively, with certainty of cover & value and in accordance with current Health & Safety requirements. They also administer claims for those unfortunate enough to need to rely upon such security.

We can place insurances – Building & Content's cover; Directors and Officer's Liability cover; Legal Expenses cover; Public, Employer's Liability and Engineering covers, etc., - through our already well established associations with independent brokers or through a client nominated agency, as we are fully regulated and Licensed by the Royal Institution of Chartered Surveyors' Designated Professional Body scheme – authorised by the Financial Services Authority.

We organise and monitor risk assessment programmes on condition and fire, as well as maintaining asbestos registers for our client's buildings under the raft of regulation and legislation associated with such matters. Similar we monitor and ensure compliance during maintenance and building programmes with the requirements of the Construction (Design & Management) Regulations 2007.

For commercial premises and "public" areas / buildings, My Home Surveyor can provide advice on meeting the requirements of the Disability Discrimination Act also.

6 Accountancy

My Home Surveyor can offer a “stand alone” accounting service for Landlord’s and Resident’s Management Companies who otherwise prefer a more “hands on” approach to their day-to-day property management affairs.

This includes collection and distribution of rents and service charge income through designated Trust accounts and with the protection of the RICS bonding scheme for client monies.

This service will incorporate strict financial procedures for payment of bills authorised by the client and regular financial reports to allow you to control your income and expenditure. A complete year end report will be produced to trial balance for onward transmission and certification by your preferred accountant or auditor.

7 Company Secretarial Services

We work with our clients and in particular Resident Management Companies, to ensure that their corporations operate effectively and to the benefit of their members and the lessees.

Administration of a Limited Company (the most prevalent of entities for RMCs) is a complex and onerous tasks, but with our support this can be less time consuming and worrisome than might otherwise be the case.

7.1 Formation

We can arrange for the acquisition of Limited Companies to establish the client's corporate identity in a statutory format you require.

7.2 Notices

We can issue all Notices and prepare supporting documentation, such as Agenda, Proxy Forms etc., for transmission to the shareholders and members and to provide a "note taking" service.

7.3 Share Issue and Administration

Keep the share and membership registers, issuing as required transfer documents and certificates.

7.4 Returns and Records

We can prepare and file Company House returns for appropriate and continuing operation of the Company, for such things as changes in Directorships, etc.

7.5 Registered Office Facility

A requirement of statute in England & Wales.