

# Contents

1. Struggling running a small block?
2. What is Block Care 200?
3. Who is Block Care 200 suitable for?
4. Can Block Care 200 be used for houses?
5. Why it's cheaper to run your block with Leaseholder Support
6. A close up on the product
7. How does it work?
8. Whose behind Leaseholder Support?
9. How do I get started?  
Links to property websites

# 1. Struggling running a small block?

We know that managing a block isn't easy. There's a lot to do and it all takes time. We created **Leaseholder Support** because for small blocks, a Managing Agent is an expensive luxury and often not seen as value for money.



Are you struggling with the paperwork that is necessary to run a block of flats?



Do you get that niggling feeling that there appears to be no forward planning towards big repairs?



Do you have a persistent non payer in your block causing you distress?

Do you wish you knew how to calculate and collect reserves to avoid a big bill around the corner?



Are you worried whether building works going on above you are structural or not?

# 2. What is Block Care 200?

**Leaseholder Support** is the UK's 1st on-line Accountant & Property Manager. Block Care 200 assists leaseholders with the expertise they need to self manage and takes away the administrative functions.

## Block Care 200

### Get SUPPORT

### Block Care 100+ admin & accounts



Blockcare 100 + free accounts

Service charge debts

Management issues

Legal paperwork

First of all, from £525 (+vat) per block, per year you get the essential services. **Leaseholder Support** keeps your block running financially ..... at a budget price.

Quite simply this means we manage client bank account for you, reconcile it every month, you get the interest, we send out demands and collect money for service charges. We take action on non payers and produce your year end accounts.

## From £525pa per block

Better still, we prepare the year end service charge accounts so there's no need for a separate accountant.

What you are left with is making the decisions such as setting your budget. (You do this on line, press the button, it emails us, we collect the funds). **Leaseholder Support** is also full of fail safe mechanisms such as if you forget to send us a budget we will collect the same amount as last year plus 10% until such time as you furnish us with one.

You are also left with instructing contractors for reactive repairs. (You can use our contractors list available on line). And, you have access to all the other paperwork and support needed to run your block and interactive tools.

### 3. Who is Block Care 200 suitable for?



Blocks or Estates where decision making is kept simple, extra support being available by way of website fact sheets and tools or via a chargeable 1:1 tele or video conference.



For the unsung hero whose busy life no longer enables them to be a part time accountant, debt chaser, legal adviser and all the other things property management entails.



For the person who wants to know that if they forget to do a budget, to protect them last years + 10% will be collected, that bad debts will be chased, necessary papers filed with Companies House and solicitors queries answered every time a property sells.



For the person who knows how to do the books but cant find time to keep the transactions reconciled and in order and would love the year end accounts to be automatically produced.

### 4. Can Block Care 200 be used for houses?

Block Care 200 suits blocks of up to about 10 flats or estates of houses. Small blocks probably have 1 staircase or communal area, no significant plant and a typical service charge collection of up to £15,000 per year.



**Small Blocks**



**Estates of houses**

## 5. Why its cheaper to run your block with Leaseholder Support

### Save time

**Leaseholder Support** offers convenience. One place to store your block information, transactions and get self help on arguably every conceivable block management matter; (whether its service charge bills or seeking planning permission to install a new kitchen). There's no need to deal with accountants, Companies House or those who won't pay their share.

### Save money

On accounts, insurance, bank charges and the administration (about 40hrs per year). With **Leaseholder Support** a typical small block save hundreds of pounds.

#### For the Block or Estate

**£525+vat per year / £45 per month** For 1-4 flats/houses

**£875+vat per year / £75 per month** For 4-8 flats/houses

**Thereafter £875 + £75 for each extra unit per year**

Our fees \*including service charge accounts

### Save your block

There are many pitfalls when running a block, particularly when it comes to running a limited company. A lot of our customers come to us because they've sent the wrong paperwork to Companies House, have a persistent non-payer in their block or need help with their budgeting and accounts. Our experienced team does these things every day, for large residential blocks around the country. So, we can help keep your property financially sound and on the right side of the law.

Here's what we believe we can save you



Administration costs *	Statutory accounts	Building insurance	Bank charges	Total estimated annual saving
<b>£800</b>	<b>£350</b>	<b>£130</b>	<b>£70</b>	<b>£1350</b>
Your time: 40hrs / year (£20/hr).	No need for a separate accountant.	Save up to 20%.	Never pay bank charges again! **	<b>per year or more!</b>

\* It's difficult to measure the cost of administrating a residential block and there are many factors involved. We've estimated the cost of processing the paperwork yourself, but a managing agent may charge more.

\*\* As long as your account is in credit.

'Pay-as-you-go' management means you only pay for what you want. A traditional full-management contract for a small block could cost anything between £800 and £2,250 depending on where your block is and the level of service required. To this there's the accountants fee as well. For some blocks that's good value, but for others it's a waste of money.

With **Leaseholder Support** from £525 (+vat) per block, per annum you get service charge accounts, company administration and our web site.

If anything more complex comes up - and you don't want to deal with it - you can pay a one-off fee for us to sort it out, and carry on as before. Property management companies don't like to offer this kind of service because it's inconvenient for them. But at **Leaseholder Support** we decided a long time ago that the customer must come first.

## 6. A close up on the product



### Service Charge Accounts

With **Leaseholder Support** there's no need to employ a separate accountant. We'll compile your service charge accounts for you, you save around £350 a year. And best of all, you can keep track of this online, viewing your statements whenever you like.

We deal with Companies House filing so your Freehold or Management Company won't get struck off and you are prepared when an owner wants to sell and suddenly needs accounts. (Did you know that if there are 4 or more flats in your block, Sections 21-28 of the Landlord and Tenant Act 1985 requires you to produce a set of accounts!!)



### Insurance

Insurance to members is about 20% cheaper due to our block policy and the buying power we have within the market, why not challenge us today, let us get you a quote.



### Bad debts covered

We take the risk on bad debts and because we know we will in 99% of cases be able to deliver litigation on bad debts is on a **NO WIN, NO FEE**. When an owner falls behind with their payments we'll chase them for you. This saves you the embarrassment of knocking on their door and asking for money. Our in-house legal team uses an established process that begins with reminders and concludes, if necessary, with court action. With **Leaseholder Support** there's no need to write off bad debts.



### Running your company

We'll run your company. This means we'll send your documents to Companies House and the Tax Office on time and helping with budgets and reserves plans.





### DIY Tools



Our DIY tools include 130+ factsheets covering probably every conceivable property management issue; links to caselaw, company law, an overview of relevant legislation and websites Managing Agents use.



There are also 84 resolutions your Management Company might need to pass, (example, a resolution to issue yourselves 999 year leases or sell a share to a non-freehold shareholder) as well as advice on lease extensions and how to sell freehold shares.



### Step-by-step guides



Our step-by-step guides give you the know-how to solve problems yourself. For example, you may need to deal with a noisy neighbour or stop illegal alterations taking place within the building. If you feel unable to tackle a problem yourself, we offer a range of one-off services, forming a 'pay-as-you-go' management system.

We think we've thought of every conceivable property issue and provide the tools with options for you to do the job and save money or buy pay as you go add on's only when you need them.

These are the essential services, but you'll see a little later that **Leaseholder Support** offers much more.

## 7. How does it work?

### Block Care 200 provides for two user levels:



Directors - get access to details of their own flat AND the block as a whole



Non-directors - do not get access to sensitive information about the other units

For Directors - from the user panel you'll find everything you need to manage your own block.

### We administer your critical dates:



Service charge demands



Insurance renewals



Service charge budget due



Filing of year end accounts

You participate as much as you want to by submitting to us the budget you want implemented, but if you forget, we increase last years by 10% until you tell us otherwise, we therefore protect you from invalid demands.

### We administer critical functions



Demands in accordance with the lease



Debt chase procedure



Legal action on arrears \*on a **NO WIN, NO FEE** basis



Banking & keeping bank reconciliations up to date



Preparing your service charge accounts

### At the touch of a button you can:



see an arrears list, showing who has fallen behind with their payments;



court action on arrears, and the next stage due;



authorise expenditure for the block;



view recent expenditure made by the block;



produce mail merge documents and e-merges (email merges) enabling you to write to everyone in the block at the same time;



access a wide range of expert information to help you with almost every property situation you may encounter.

### Non Directors -



can see their service charge statement;



manage their payment method (set up a direct debit or pay by credit card)



use the help desk and information available

## 8. Whose behind leaseholdersupport?



**Leaseholder Support** is a product of the Ringley Group, one of London's leading Managing Agents. Ringley has experience of managing over 6,000 leasehold units and some estates of freehold houses where there are shared lands. **Leaseholder Support** is run by Ringley's Property Finance Team who are based in Camden Town, London NW1.

## 9. How do I get started?

You don't need to travel to London to sign up. You can upload most of the documents we need to set up or post us your shoebox and for a small fee £58.75 we'll administer the set up for you. It's easy to sign up for **Leaseholder Support** - here are the options:

Call our Block Care team on **020 7428 1970 / 020 7428 2056** to get set up today.

**Leaseholder Support** simply takes the hassle out of managing your own block. It's not magic. We do the essential tasks and you choose how much help you need with the rest, which means you save money.

We'll do the essential - and probably the most unpleasant - tasks for you. Things like running a company, service charge accounts and dealing with people who won't pay their share or are breaking the rules. In the meantime you have access to all the other paperwork and advice needed to run a small block.

## Links to property news websites

Association of Residential Managing Agents  
Institute of Residential Property Management  
Leasehold Advisory Service  
News on the block  
Estates Gazette Interactive

<http://www.arma.org.uk>  
<http://www.irpm.org.uk>  
<http://lease.org.uk>  
<http://www.newsontheblock.com>  
<http://www.egi.co.uk>