

Scope of Residential Management Services

Action Property Management offer a range of service which aim to support our clients (Residential Management Companies – RMCs) , leaseholders and tenants as part of our Management Fee. A summary of these services is provided below:-

Governance and Board Support

- Act as Company Secretary where appointed, ensuring compliance with statutory and constitutional requirements.
- Advise the Board on landlord and tenant legislation, best practice, and regulatory obligations applicable to residential property management.
- Provide strategic guidance on management policies for Board approval.
- Attend Board and General Meetings as required and provide professional input.
- Prepare and present written reports on financial performance, maintenance activity, legal matters, and operational risks.
- Monitor and report on significant leaseholder correspondence and stakeholder engagement.
- Maintain accurate company records and ensure appropriate document control.
- Produce periodic communications and statutory notices as required to residents and other stakeholders.
- Track agreed actions and report progress to the Board as required.

Leaseholder and Resident Engagement

- Respond professionally and efficiently to all enquiries and issues raised by leaseholders and residents, including building defects, access control, nuisance complaints, and any CCTV requests.
- Liaise with solicitors and leaseholders in relation to assignments, licences to alter, and other property matters.
- Administer insurance claims in accordance with policy terms and best practice.

Financial Management and Insurance

- Establish and operate client bank accounts.
- Prepare annual service charge budgets reflecting anticipated expenditure and lease provisions.
- Issue service charge demands and manage collection in strict accordance with lease terms and statutory requirements.
- Provide regular financial reports detailing income, expenditure, cash flow, and variances against budget.
- Prepare annual service charge accounts in compliance with applicable legislation and professional standards.
- Develop and maintain reserve fund projections to ensure robust funds for fund future requirements.
- Process payroll and supplier invoice payments at required / agreed.
- Oversee arrears management procedures, including recovery action where necessary.
- Verify, allocate, and authorise invoices; reconcile bank accounts; and ensure accurate financial records.
- Ensure appropriate insurance cover is in place and maintained in accordance with lease obligations and risk profile.

Lease Compliance and Legal Matters

- Monitor compliance with lease covenants and Board approved policies such as any Special Regulations.
- Subject to landlord authority, instruct solicitors in connection with breaches of lease, including nuisance issues and unauthorised use.
- Represent or support the landlord at County Court proceedings, Tribunals, arbitration, and mediations as required.
- Manage the statutory obligations of the company under the Companies Acts and the landlord's duties under relevant landlord and tenant legislation.
- Process applications for subletting, alterations, change of use, and other matters requiring consent, ensuring fair, consistent and transparent decision-making.

Repairs, Maintenance, and Projects

- Manage the repair and maintenance of the property in accordance with lease obligations and planned maintenance strategies.
- Oversee day-to-day reactive maintenance requests.
- Prepare planned maintenance programmes and service contracts for mechanical and electrical plant, including lifts, pumps, and water systems.
- Procure, monitor, and administer major works projects.
- Conduct Section 20 consultations and liaise with professional advisers and consultants.
- Prepare specifications, tender documentation, and contracts for minor works and regular services.
- Carry out regular site inspections and provide written reports.
- Manage on-site staff, including Property Managers, Caretakers, Security and Concierges, where required.
- Prepare and issue contractor scopes of work and monitor performance.
- Provide project management for large-scale schemes such as external redecorations and lift modernisation.
- Implement flood risk and mitigation measures for riverside or flood-exposed developments.
- Ensure an appropriate out of hours service is available to leaseholders and tenants as required.

Risk, Health and Safety Management

- Arrange and oversee statutory and best-practice health and safety assessments, including fire risk assessments, asbestos surveys, legionella testing, and general risk assessments.
- Ensure that all risk assessments are current, documented, and acted upon.
- Coordinate specialist inspections and compliance testing with appropriately qualified contractors.